

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024



NAME: [REDACTED]	VIN: [REDACTED]	TRIM: S M/T
CITY: HEMET	MODEL: N18 YR: 2022	OPTIONS: B93C03L92
STATE: CA	MFG DT: 2/23/2022	SERVICING DLR: HGREG NISSAN BUENA PARK
OPEN_DT: 3/24/2022	SVC DT: 3/8/2022	DLR STATE: CA
CLOSE_DT: 4/1/2022	MILEAGE: 1,500	ACCIDENT: N AIRBAG: N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
NI	<input type="checkbox"/> Non Vehicle Concerns <input type="checkbox"/> Dealer/Retailer Issues	<input type="checkbox"/> 337760 Service Department <input type="checkbox"/> NS Vehicle Maintenance

CAR VERBATIM

3/24/2022

3/24/2022 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 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]

3/24/2022 5:08:48 PM

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

3/25/2022 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.

3/25/2022 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.

3/25/2022 11:29:29 AM

RCAS-TR set Filter RHR task for ARBS review.

3/28/2022 8:35:22 AM

ARBS-PL-CM notes the following: In-Service Date: 3/8/22 Retail Sale: California VSCs: none DTS Involvement: none Open Campaigns: none Techline Cases: none Warranty Cases: none Previous CA Cases: none ***** CPIA: none ***** DBS: 3/8/22 ? PDI 3/15/22 ? RO 33284 ? 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) 3/23/22 ? RO 193375 ? 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)

3/28/2022 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

3/29/2022 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.

3/29/2022 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.

3/30/2022 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 [REDACTED]. 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.

3/30/2022 7:29:26 PM

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

CONSUMER ASSISTANCE REQUEST

3/31/2022 4:42:18 PM

RCAS-TR placed outbound call to C @ [REDACTED]. RCAS-TR ADVISED ?This call may be recorded for quality and training purposes.? RCAS-TR VERIFIED C's name, email address, city, state, and zip, & phone#. RCAS-TR CHECKED AND ADVISED of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 ***** RCAS-TR stated that RCAS-TR is C's Case Manager. RCAS-TR stated C's case has been escalated to RCAS-TR for further review and RCAS-TR will be working with C to see what Nissan can do to resolve C's concerns. RCAS-TR advised RCAS contacted NNA requesting buyback/replacement of 2022 Versa due to multiple VEH concerns. C confirmed. RCAS-TR apologized for C's concerns. RCAS-TR advised RCAS reviewed case with DLR who advised DLR has been unable to duplicate C's concerns. RCAS-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. RCAS-TR advised RCAS recommends either leaving VEH with DLR longer to allow more time to test or seeking a second opinion. RCAS-TR reiterated DLR must duplicate and/or pull a code. RCAS-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. RCAS-TR advised NNA is not in the position to offer repurchase/replacement of C's VEH at this time. RCAS-TR advised NNA would continue to honor terms and conditions of all applicable warranties. RCAS-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 RCAS. RCAS-TR thanked C for time. Call ended mutually.

3/31/2022 4:43:50 PM

RCAS-TR submitted Repurchase Denial Within Warranty correspondence request.

4/1/2022

4/1/2022 10:06:17 AM

RCAS-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. RCAS-TR reviewed case with SM-Stephen Snider who advised DLR unable to duplicate the customer's concerns. ARBS-PL-Chase McBryar reviewed filter and advised NNA is not in a position to offer a repurchase/replacement of this vehicle at this time. ***STATEMENT OF DECISION*** RCAS-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. RCAS-TR advised DLR must duplicate concerns and/or find a code of failure before NNA will authorize a repair. RCAS-TR advised RCAS recommends either leaving VEH with DLR longer to allow more time to test or seeking a second opinion. C was displeased with outcome.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: EL CAJON
STATE: CA

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 2/22/2022
SVC DT: 3/9/2022
MILEAGE: 1,160

TRIM: S M/T
OPTIONS: B93C03L92N92
SERVICING DLR: MOSSY NISSAN EL CAJON
DLR STATE: CA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/22/2022
CLOSE_DT: 5/17/2022

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
06	OA Vehicle Concerns	337220 Engine
	CA Mechanical	AA Crankshaft/Camshaft

CAR VERBATIM

4/22/2022

4/22/2022 8:00:47 AM

ARBSPL transferring LLLP Case to ARBS-LE First Name: [REDACTED] Last 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 2022 Versa on 3/9/22 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. [REDACTED]

4/22/2022 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

4/22/2022 9:03:53 AM

CRR-AA Opened Account Info including: C's name, home & email address, phone# & best [REDACTED] CRR-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 CA 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.

4/22/2022 9:06:32 AM

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

4/22/2022 3:04:34 PM

ARBS-LE notes initial review ***** In Service Date: 3/9/2022 State: CA 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 3/12/22 --- @ 215 miles --- RO# [REDACTED] -- 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 (DI) 4/9/2022 --- @ 935 miles --- RO# [REDACTED] -- Days Down: 7 MOSSY NISSAN EL CAJON / DANIEL ST SAUVEUR Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELRATE 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) 4/21/2022 --- @ 1,154 miles --- RO# [REDACTED] -- Days Down: 1 MOSSY NISSAN EL CAJON / ELIJAH ALVAREZ Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELATING 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

4/22/2022 3:06:39 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)

4/22/2022 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] 575904: 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

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4/22/2022 3:36:46 PM

ARBS LE notes the following RHR 3/12/22 --- @ 215 miles --- RO# [REDACTED] -- 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 NORMALY. NO CODES STORED. TEST DRIVEN 8 MILES (DI) 4/9/2022 --- @ 935 miles --- RO# [REDACTED] -- Days Down: 7 MOSSY NISSAN EL CAJON / DANIEL ST SAUVEUR Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELRATE 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) 4/21/2022 --- @ 1,154 miles --- RO# [REDACTED] -- Days Down: 1 MOSSY NISSAN EL CAJON / ELIJAH ALVAREZ Concern: 1. CUSTOMER STATES THE VEHICLE WILL NOT ACCELATING PAST 40MPH. CHECK AND ADVISE Action: 1. DID NOT DUPLICATE CONCERN. PERFORMED HEALTH SCAN AND CHECKED FOR DTCS, NONE STORED. RELEASED VEHICLE TO CUSTOMER. 4/22/2022 --- @ 1,160 miles --- RO# [REDACTED] --- Days Down: OPEN MOSSY NISSAN EL CAJON / ELIJAH ALVAREZ Concern: 1. CUSTOMER STATES LACK OF POWER ON ACCELERATION Action: 1. ARBS notes the following summary: 3 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) --- @ 1,160 miles OPEN RO Days Down: 12 OPEN RO Days Down due to FW Repairs: 7 OPEN RO

4/25/2022 8:57:21 AM

ARBS-LE received the following email from C: "From: [REDACTED] Sent: Monday, April 25, 2022 8:30 AM To: Elliott, Leah (EXTERNAL)<Leah.Elliott@nissan-usa.com> Subject: Re: Case # [REDACTED] Good morning Leah. After some thought it would be better to pursue getting a tech out here to repair the car as 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. [REDACTED]" ARBS 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. ARBS told C would go ahead and contact DTS. C is agreeable and will call once he speaks with the DLR Call ended mutually ***** ARBS emailed DTS to call ARBS when he has availability ARBS notes that it is 6:56 am Cali time

4/25/2022 9:09:39 AM

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

4/25/2022 9:44:11 AM

Hi Leah, Below is the payment/payoff information that you requested. SR# [REDACTED] Account#: [REDACTED] Customer: [REDACTED] 30 day payoff \$ 13311.63 good thru 5/25/2022 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 4/20/2022 in the amount of \$ 385.19 SOC Eligible: Yes Copy of Contract, Title and Payment History are attached. Thank you,

4/25/2022 9:50:36 AM

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

4/25/2022 2:01:34 PM

ARBS-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.

4/25/2022 2:34:24 PM

ARBS-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 ARBS know. Call ended mutually ***** ARBS received and email from DTS-KB unable to duplicate the concern but DTS did speak with a Sales Mgr about a trade.

4/26/2022 10:59:22 AM

ARBS-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.

4/27/2022 9:50:20 AM

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

4/28/2022 9:24:39 AM

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

4/29/2022 8:25:21 AM

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: 0 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, [REDACTED] C stated C was calling back to speak to ARBS-LE. C stated that ARBS-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 5/3/2022. 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 [REDACTED] CRR-LL noting C?s best contact number is [REDACTED] Call ended mutually.

4/29/2022 8:25:46 AM

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

4/29/2022 9:31:45 AM

ARBS-LE received am email from C - [REDACTED] requesting a call back. ARBS called him back @ [REDACTED] C advised he has tried to reach out to ARBS multiple times yesterday and the day before. ARBS apologized but did not get any voicemails from C ARBS explained the images C sent were attached to his google drive and ARBS unable to access. C will resend ARBS 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 C will get this in today or this weekend with the help of his kids Call ended mutually

4/29/2022 10:30:42 AM

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

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4/29/2022 10:52:36 AM

ARBS-LE attached the interior photo

4/29/2022 10:54:06 AM

First Name: [REDACTED] Last 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 2022 Versa on 3/9/22 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 [REDACTED]

4/29/2022 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* 5/25/22	\$13,311.63	Total Deductions	\$13,341.98	Refund Amount	\$5,354.84			

4/29/2022 12:36:39 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

5/2/2022 8:10:04 AM

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

5/2/2022 8:10:05 AM

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

5/2/2022 8:13:07 AM

ARBS-LE adjusting payoff for additional 7 days Payoff good until 6/1/2022 7 additional days at .33 = \$2.31 $\$2.31 + 13,311.63 = \$13,313.94$

5/2/2022 8:21:14 AM

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

5/2/2022 8:22:22 AM

ARBS-LE requested \$5,354.84 for [REDACTED] ARBS-LE request \$13,313.94 for NMAC 2022 Nissan Versa

5/2/2022 2:39:23 PM

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

5/3/2022 8:06:03 AM

ARBS-LE reviewed the case file and Morley accepted the case

5/3/2022 9:13:58 AM

ARBS-LE emailed the C the VPP claim code

5/5/2022 12:20:50 PM

DRTS forwarding check to Morley via FedEx: [REDACTED] Check #: [REDACTED] . Customer: [REDACTED] . Check Type: Lienholder. Amount: \$13313.94. DRTS forwarding check to Morley via FedEx: [REDACTED] Check #: [REDACTED] . Customer: [REDACTED] Check Type: Customer. Amount: \$5354.84.

5/10/2022 8:43:37 AM

ARBS-LE notes the surrender date at 5/13

5/13/2022 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.

5/17/2022 11:25:35 AM

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.

7/8/2022

7/8/2022 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 LOCKBOX [REDACTED] .via FedEx tracking # [REDACTED] Check will be credited and journalized to NNA's BUYBACK ACCOUNT; [REDACTED] . Case closed and copy of check attached to case on this date.

CA46603603

NAME: [REDACTED] **VIN:** 3 [REDACTED] **TRIM:** S M/T
CITY: HEMET **MODEL:** N18 **YR:** 2022 **OPTIONS:** B93C03L92
STATE: CA **MFG DT:** 2/23/2022 **SERVICING DLR:** PEDDER NISSAN
OPEN_DT: 6/17/2022 **SVC DT:** 3/8/2022 **DLR STATE:** CA
CLOSE_DT: 7/14/2022 **MILEAGE:** 6,525 **ACCIDENT:** N **AIRBAG:** N

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

CAR VERBATIM

6/17/2022

6/17/2022 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 [REDACTED]. 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 CA 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 6/21/2022. ?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] Best Contact Time: ASAP.

6/17/2022 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 CA to buyback VEH. CRR-MA sending case to RCAS for VEH complaint and RHR request. Best Contact Number: [REDACTED] Best Contact Time: ASAP.

6/21/2022 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.

6/21/2022 4:24:07 PM

CRT-PM submitted Filter RHR.

6/21/2022 4:24:44 PM

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

6/21/2022 4:29:54 PM

Previous related cases found: [REDACTED] Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Number of Vehicles Owned: 1 VSC Contracts: 0 Warranty Extensions: 0 Purchased New or Pre-owned: New Current Mileage: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.

6/21/2022 5:17:04 PM

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

6/21/2022 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.

6/21/2022 5:23:40 PM

CRT-PM sent follow up email to C.

6/22/2022 12:09:23 PM

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

6/22/2022 12:15:25 PM

ARBS-PL-CM notes the following: In-Service Date: 3/8/22 Retail Sale: California VSCs: none DTS Involvement: none Open Campaigns: none Techline Cases: none Warranty Cases: none Previous CA Cases: [REDACTED] ? buyback denial ***** CPIA: none ***** DBS: 3/8/22 ? PDI 3/15/22 ? RO [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) 3/23/22 ? RO [REDACTED] ? 1,505 miles ? Days Down: 2 Loss of power/noise in reverse ? no dupe (CP) 6/9/22 ? maintenance 6/20/22 ? RO [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)

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6/22/2022 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 ***

6/22/2022 12:31:19 PM

CRT-PM made outbound call to Peddar Nissan at ** (951) 766-1446 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.

6/22/2022 12:36:55 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.? 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.

6/22/2022 12:45:40 PM

CRT-PM submitted DTS request.

6/27/2022 9:45:45 AM

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

6/27/2022 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 Tuesday, June 28th.

6/27/2022 12:39:06 PM

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

6/28/2022 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 10:00am 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.

6/28/2022 11:35:55 AM

CRT-PM sent email to

6/28/2022 11:40:35 AM

CRT-PM sent email to SM-David Blaisdell and DTS-Dan Martinez confirming APPT for 7/6 at 10:00am

7/1/2022

7/1/2022 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 Wednesday, July 6th. CRT-PM left contact number, case number.

7/1/2022 11:53:04 AM

CRT-PM sent unable to contact email to C.

7/6/2022 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, July 11th.

7/6/2022 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 10:00am. 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 Monday, July 11th. C understood. CRT-PM thanked C for time. Call ended mutually.

7/11/2022 11:10:54 AM

CRT-PM submitted Filter RHR.

7/11/2022 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 Tuesday, June 12th.

CONSUMER ASSISTANCE REQUEST

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7/11/2022 5:22:19 PM

CRT-PM sent unable to contact email to C.

7/12/2022 9:35:20 AM

ARBS-PL-CM notes the following: In-Service Date: 3/8/22 Retail Sale: California VSCs: none DTS Involvement: none Open Campaigns: none Techline Cases: none Warranty Cases: none Previous CA Cases: [REDACTED] ? buyback denial ***** CPIA: none ***** DBS: 3/8/22 ? PDI 3/15/22 ? RO [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) 3/23/22 ? RO [REDACTED] ? 1,505 miles ? Days Down: 2 Loss of power/noise in reverse ? no dupe (CP) 6/9/22 ? maintenance 6/20/22 ? RO [REDACTED] ? 7,015 miles ? Days Down: 1 No power/won't move ? no dupe (DI) 7/6/22 ? RO [REDACTED] ? 7,665 miles ? Days Down: 1 No power ? no dupe (DI) ***** Total Days Down: 5 0 repairs, 4 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) ---4. No dupe @ 7,665 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)

7/12/2022 9:35:33 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

7/12/2022 11:39:15 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 attempted to reach C yesterday 7/11/22 and if C needed further assistance to give CRT a call back.

7/12/2022 11:40:23 AM

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

7/12/2022 11:41:11 AM

CRT-PM sent unable to contact email to C.

7/12/2022 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.

7/12/2022 12:32:39 PM

CRR-AB<VERIFIED> Account Info including: C's name, home & phone# & best 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 [REDACTED]. 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 Case [REDACTED] C understood and appreciated the assistance. Best Contact #: [REDACTED]. Call ended mutually.

7/12/2022 12:33:13 PM

CASE SUMMARY C stated case follow up. CRR-AB set FUD for 07-13-22.

7/13/2022 10:34:48 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 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 disagrees 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.

7/13/2022 10:35:38 AM

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

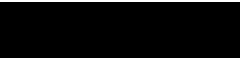
7/13/2022 10:41:20 AM

CRT-PM submitted correspondence request repurchase within WTY denial.

7/14/2022 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-David Blaisdell advised that DLR could not duplicate stalling concern and DTS had not been involved yet. DTS-Dan Martinez who advised that VEH is operating as intended. ARBS-Chase McBryar who denied RHR. *** STATEMENT OF DECISION** NNA declined repurchases request and DTS confirmed VEH operating at Nissan standards. C understood.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: LEHI
STATE: UT
OPEN_DT: 10/1/2022
CLOSE_DT: 10/11/2022

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 5/11/2022
SVC DT: 7/20/2022
MILEAGE: 1,946

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: KEN GARFF NISSAN OF OREM
DLR STATE: UT
ACCIDENT: N **AIRBAG:** N

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

CAR VERBATIM

10/1/2022

10/1/2022 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 2022 Nissan Versa Sedan. C stated that C is having issues with VEH. C stated the VEH stops anywhere. C stated the DLRSHPEvaluated 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, my name is Simran. Have a great day! Call ended mutually. Best contact # [REDACTED].

10/1/2022 4:38:06 PM

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

10/3/2022 10:59:26 AM

RCAS-KD unable to datanet.

10/3/2022 10:59:29 AM

RCAS-KD emailed SM-Devin Butters as preferred method of contact. RCAS-KD provided case summary. RCAS-KD asked for more info.

10/3/2022 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.

10/4/2022 10:32:47 AM

RCAS-KD called KEN GARFF NISSAN OF OREM and asked for SM. SM-Devin Butters 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-Mike Terrill 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.

10/4/2022 10:33:10 AM

CORRECTION: RCAS-KD called KEN GARFF NISSAN OF OREM and asked for SM. SM-Devin Butters 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-Mike Terrill 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.

10/4/2022 10:41:04 AM

RCAS-KD called DTS-Mike Terrill 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.

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10/4/2022 4:07:31 PM

FILTER RHR ARBSPL Recommends an RHR ----- UTAH [REDACTED] 22 VERSA [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 (8.11.22) 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 - Mike Terrill (9.7.22) Scramble Support for limp mode after engine stall. TABLEAU - OPEN RO [REDACTED] (8.15.22) 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] (8.10.22 - 8.12.22) @ 890 Miles @ KEN GARFF NISSAN OF OREM / David, Barcelo 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 P2615 STORES IN ECM. CHECKED FOR ANY TSBS AND FOUND NONE RELATED, CHECKED DATA BASE AND FOUND RO: [REDACTED] (7.20.22) @ 5 Miles @ KEN GARFF NISSAN OF OREM / MADISON, JOHNSON 1) NEW CAR DETAIL

10/5/2022 10:53:38 AM

Request sent to SM-devin butters for copy of RO [REDACTED].

10/5/2022 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.

10/5/2022 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.

10/6/2022 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.

10/6/2022 12:13:24 PM

RO received and attached.

10/6/2022 1:47:42 PM

RHR assigned to ARBS Lauren March for review.

10/7/2022 10:24:07 AM

ARBS-LM noting the following repair history: [REDACTED] 8/10/22 @ 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 p2615 stores in ecm. checked for any tsbs and found none related, checked data base and found 8/15/22 @ 978 miles-- RO [REDACTED] -- RO open-- 54 days down as of 10/7/2022 Concern 1. customer states when the car ends up stalling Action 1. RO open Total days down: 57 days down as of 10/7/2022

10/7/2022 10:24:25 AM

ARBS-LM noting the following summary: Purchased: New-Retail Sale In-service date: 7/20/2022 Open campaigns: None Additional cases found: None Tech line case found: [REDACTED] Warranty cases: Inspection completed by Mike Terrill on 9/7/2022 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 p2615 stores in ecm. checked for any tsbs and found none related, checked data base and found --RO open

10/7/2022 10:26:32 AM

ARBS took ownership of the case and will be following up with C. ARBS noting intent to offer a repurchase/replacement/settlement ARSB noting based off the following DTS notes dated 10/4/2022 ARBS will not make contact with C until ARBS confirms if concern is isolated to C's vehicle or across all 2022 Versa's RCAS-KD called DTS-Mike Terrill 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.

10/7/2022 10:29:38 AM

ARBS-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,

10/10/2022 11:43:02 AM

ARBS-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,

10/10/2022 2:50:56 PM

ARBS-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,

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10/11/2022 9:12:47 AM

ARBS-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,

10/11/2022 11:12:02 AM

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

10/11/2022 11:12:26 AM

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.

10/11/2022 12:01:57 PM

GW Review ARBSPL waiting on reply from Sr. mgmt.

10/11/2022 12:51:08 PM

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

10/11/2022 3:23:30 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 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. RCAS-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. RCAS-KD stated be advised if the dlr does not recommend or find a repair to address there will not be any recommendations. RCAS-KD advised NNA reviewed for possible replacement VEH however, request was denied. RCAS-KD advised C will receive denial letter in the mail. RCAS-KD advised if C disagrees, C can contact the BBB auto line at 1-800-955-5100. RCAS-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. RCAS-KD apologized cannot further assist. C stated DLR stated default in system. C stated defective VEHs continue to be shipped. RCAS-KD empathized and apologized cannot assist. C stated thank you and sorry RCAS was in the middle of it. C stated what about a loaner for long time. RCAS-KD referred to DLR. C STATED dlr REFERRED TO CA. RCAS-KD advised DLR owns loaner VEHs and CA cannot authorize or approve rentals up front. RCAS-KD confirmed no further questions. RCAS-KD confirmed direct line and case number. RCAS-KD thanked C for time and patience. Call ended mutually.

10/11/2022 3:25:42 PM

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-Devin Butters advised DTS-Mike Terrill 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 Lauren March 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.

10/27/2022 5:51:41 PM

*** [Added after the case is closed.] *** CCF Received, Customer stated purchased a 2022 Versa with a manual transmission on 7/20/2022. 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 [REDACTED] 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.

10/28/2022 10:36:47 AM

*** [Added after the case is closed.] *** Sent: 10/28/2022 11:36:09 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 [REDACTED] concerns with her 2022 Versa. We apologize for any inconvenience this situation may have caused. A review of our records shows [REDACTED] contacted Consumer Affairs on October 1, 2022, to request assistance with transmission concern that required a software update. Unfortunately, there is not an update available for the software at this time. [REDACTED]. [REDACTED] 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 [REDACTED] continue to work with her local Nissan Dealer as they would be the first to know about any software updated. Should [REDACTED] have any additional questions, she is welcome to contact her Specialist and reference her case number [REDACTED] at that time. Thank you

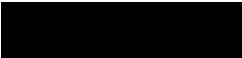
11/16/2022 10:45:19 AM

*** [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.

11/16/2022 10:47:02 AM

*** [Added after the case is closed.] *** Sent: 11/16/2022 11:45:26 AM From: Nissan To: BBB of Middle Tennessee & Southern Kentucky Subject: Respond to Complaint Thank you for bringing [REDACTED] latest response to our attention. We certainly understand [REDACTED] 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 [REDACTED] 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 [REDACTED] continue to work with her local Nissan Dealer as they would be the first to know when the software update is available. Should [REDACTED] have any additional questions, she is welcome to contact her Specialist and reference her case number [REDACTED] at that time. Thank you

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: OCEAN SIDE
STATE: -2

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 6/8/2022
SVC DT: 8/23/2022
MILEAGE: 7,000

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: MOSSY NISSAN OCEANSIDE
DLR STATE: CA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 1/30/2023
CLOSE_DT: 2/14/2023

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMP TOM
NI	OI Non Vehicle Concerns	337760 Service Department
	CK Dealer/Retailer Issues	NS Vehicle Maintenance

CAR VERBATIM

1/30/2023

1/30/2023 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 2022 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 NISSAN and MOSSY NISSAN OCEANSIDE 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 Best contact # [REDACTED].

1/30/2023 6:43:08 PM

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

1/31/2023 11:37:48 AM

RCAS-LY submitted RHR Filter.

1/31/2023 11:38:19 AM

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

1/31/2023 11:45:55 AM

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

2/2/2023 6:16:58 AM

ARBS-PL-RG notes the following: [REDACTED] 2022 Nissan Versa Sedan S M/T VIN # [REDACTED] In-Service Date: 8/23/2022 Vehicle Purchased: New, Retail Purchase State: Hawaii Last Reported Miles: 7000 Nissans Owned: 1 Selling Dealer: TONY NISSAN ***** not eligible for California CEE program proceed with SOP 3.19 ARBS-PL-RG setting filter for ARBS-PL-Janelle Cantrall

2/2/2023 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] Honolulu, HI [REDACTED] 2022 VERSA [REDACTED] 8.23.22 GUN METALLIC Retail Sale Selling Dealer - Tony Nissan - 98009 - HI MOSSY NISSAN OCEANSIDE / 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: [REDACTED] (12.31.22 - 1.2.23) DD: 3 @ 4,932 Miles @ MOSSY NISSAN OCEANSIDE / Christian, Hernandez 1) Perform Complimentary Multi Point Vehicle Inspection / Complete 2) STATE INSPECTION / Complete 3) CHECK ENGINE LIIGT COMES ON AT RANDOM TIMES WHEN DRIVING. CUSTOMER STATES 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 VEHILCE SYSTEM FOR DTCS. PAST DTC IN ABS ONLYC1109-106 CHEKCED FOR ECM REPROGRAM-NONE. UNABLE TO CONFIRM CUSTOMER CONCERN AT THIS TIME. MILES OUT 4,939 (CP) RO: [REDACTED] (11.11.22 - 11.23.22) DD: 13 @ 3,416 Miles @ TONY NISSAN / Jim, Cardenas 1) CHECK ENGINE LIGHT CAME ON ABOUT TWICE WHILEDRIVING, AND IT WOULD SOMETIMES LOOSE POWER ----- SES Light was not on when retrieving vehicle. scanned vehicle and found multiple past DTC stored in ecu. Past DTC P2615-00 A camshaft posi signal B1 in Engine. C1109-16, Battery Voltage Abnormal and C1199-01, Brake Booster, and C1a16-97 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: [REDACTED] (8.18.22) @ 36 Miles @ TONY NISSAN / Jarvell, Jackson 1) TRANSPORTATION CLAIM MISSING KEY REMOTE / RPL & PROGRAM IMMOBILIZER KEY BLANKS (WP) RO: [REDACTED] (8.18.22) @ 36 Miles @ TONY NISSAN / Jarvell, Jackson 1) PDI

2/2/2023 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

2/2/2023 2:25:50 PM

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

CONSUMER ASSISTANCE REQUEST

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2/2/2023 2:26:15 PM

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

2/2/2023 2:26:51 PM

RCAS-LY sent C follow up email.

2/3/2023 12:26:33 PM

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

2/3/2023 12:26:44 PM

RCAS-LY sent C follow up email.

2/3/2023 12:27:14 PM

RCAS-LY submitted correspondence letter.

2/6/2023 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.

2/8/2023 11:00:49 AM

RCAS-LY received an email from C 2/7/2023 7:51 PM Thank you please feel free to contact me anytime after 1100 AM PST [REDACTED] 0

2/8/2023 2:26:39 PM

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

2/8/2023 2:26:55 PM

RCAS-LY sent C follow up email.

2/8/2023 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.

2/13/2023 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-12pm

2/13/2023 3:02:43 PM

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

2/13/2023 3:05:08 PM

CRR-LB changed the FUD

2/14/2023 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/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 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.

2/14/2023 3:20:14 PM

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

CONSUMER ASSISTANCE REQUEST

2/14/2023 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-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 advised C that NNA would not be in the position to repurchase or replace the VEH. Statement of Decision: C was understanding.

CONSUMER ASSISTANCE REQUEST

[REDACTED]

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 7/25/2022
SVC DT: 9/27/2022
MILEAGE: 9,004

TRIM: S M/T
OPTIONS: B93C03L92M92N92
SERVICING DLR: WALLACE NISSAN KINGSPOR
DLR STATE: TN
ACCIDENT: N **AIRBAG:** N

CITY: CHURCH HILL
STATE: TN

OPEN_DT: 2/20/2023
CLOSE_DT: 8/18/2023

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

CAR VERBATIM

2/20/2023

2/20/2023 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 2022 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 RCAS. 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]

2/20/2023 10:37:07 AM

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

2/21/2023 8:00:22 AM

FILTER RHR ARBSPL Recommends an RHR OPEN RO ATTACHED ===== [REDACTED] Church Hill, TN [REDACTED] 2022 VERSA [REDACTED] 9.27.22 GUN METALLIC Retail Sale Selling Dealer - WALLACE NISSAN OF KINGSPORT / 3256 / TN WALLACE NISSAN / FL / 3755 PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - (1.25.23) Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - GT (1.30.23) @ WALLACE 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: [REDACTED] (2.20.23) @ 4,569 Miles @ WALLACE NISSAN KINGSPORT / corey, brooks 1) Z- DMS APPT. FEED LINE 1 CS CK CAR HESITATING WHILE DRIVING DBS - LAST Closed RO: [REDACTED] (1.30.23) DD:2 @ 4,042 Miles @ WALLACE NISSAN KINGSPORT / corey, brooks 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) RO [REDACTED] (1.25.23) DD:2 @ 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 RO: [REDACTED] (11.2.22) DD:1 @ 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 (WP) RO [REDACTED] (10.14.22) DD:1 @ 551 Miles @ WALLACE NISSAN KINGSPORT / david, reynolds 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) RO [REDACTED] 8 (10.7.22) DD:1 @ 329 Miles @ WALLACE NISSAN KINGSPORT / david, reynolds 1) C/s PASSENGER SIDE TAIL LIGHT ASSEMBLY RETAINS WATER -- ORDERED PART/S (WP) RO [REDACTED] (9.28.22) DD:2 @ 64 Miles @ WALLACE NISSAN KINGSPORT / david, duggler 1) DIAGNOSE DRIVEABILITY CONCERN SHUTTING OFF WHILE DRIVING, LOST ALL POWER ----- DROVE VEHICLE, UNABLE TO DUPLICATE COCERN, NO CODES STORED AT THIS TIME (CP) RO [REDACTED] (9.22.22) @ 2 Miles @ WALLACE NISSAN KINGSPORT / BRADLEY, DEFORD 1) PDI

2/21/2023 11:28:23 AM

RCAS-PK attempted to Datamet: Unsuccessful.

2/21/2023 11:28:59 AM

RCAS-PK sent email to SM-Janice Malcolm requesting RHR information and attached RCAS-JM. RCAS-PK noting that email is DLR preferred method of contact.

2/21/2023 11:29:14 AM

RCAS-PK moving F/U pending DLR reply.

2/22/2023 12:09:42 PM

RCAS-JM sent an email to SM-Janice Malcolm and WA-Angela Roberts requesting RHR information. RCAS-JM noting DLR preferred method of contact.

2/23/2023 8:59:19 AM

RCAS-JM received an email from SM-Janice Malcolm (2/23 8:49 AM) 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

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

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2/23/2023 9:06:11 AM

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

2/23/2023 10:33:13 AM

RCAS-PK made outbound call to C at [REDACTED] RCAS-PK ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-PK VERIFIED C?s name, home & email address, concern, phone. RCAS-PK VERIFIED C?s make/model, mileage, and servicing dealer. RCAS-PK CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-PK advised that case has been escalated to RCAS-PK and RCAS-PK will be RCAS reviewing case. RCAS-PK verified VEH as 2022 Versa Sedan/ 4,500 miles/ Wallace Nissan of Kingsport. RCAS-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. RCAS-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. RCAS-PK advised that NNA will collect your service history from all Nissan DLRs that have serviced the VEH. RCAS-PK advised that the review is based on the warrantable repairs made during the service history of the VEH. RCAS-PK advised that the process can take 10 business days to complete. RCAS-PK is not sure what the outcome may be however RCAS-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. RCAS-PK advised that RCAS-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. RCAS-PK understood. RCAS-PK advised that RCAS-PK does have F/U set for 2/28. C asked what time RCAS-PK would call. RCAS-PK asked if C would have a certain time. C requested between 12:30-2. RCAS-PK confirmed. C thanked RCAS-PK for call. RCAS-PK thanked C for time. Call ended mutually.

2/23/2023 10:34:41 AM

RHR assigned to ARBS Lakisha Benedict for review.

2/27/2023 3:13:57 PM

ARBS-kb note the following STATE: TN ARBS notes the following RHR: 9/28/22 @ 64 miles ---- RO # [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 10/7/22 @ 329 miles ---- RO # [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 part/s 10/14/22 @ 551 miles ---- RO # [REDACTED] ---- Days Down: 1 Issue: 1. Diagnose body / trim concern customer states, ps tail light assembly retains water; part/s here zja Action: 1. Replaced ps tail light assembly 11/2/22 @ 1,093 miles ---- RO # [REDACTED] ---- 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 1/25/23 @ 3,869 miles ---- RO # [REDACTED] ---- 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 1/30/23 @ 4,042 miles ---- RO # [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 2/20/23 @ 4,569 miles ---- RO # [REDACTED] ---- Days Down: 2 Issue: 1. Z- dms appt. Feed line 1 cs ck car hesitating while driving Action: 1. Replaced group h5 battery

2/27/2023 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

2/27/2023 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.

2/28/2023 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]

2/28/2023 1:38:58 PM

RCAS-PK made outbound call to C at [REDACTED] RCAS-PK ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-PK advised that RCAS-PK is following up on case. RCAS-PK advised that RCAS-PK was able to get review completed. RCAS-PK advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-PK advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. RCAS-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. RCAS-PK advised that RCAS-PK would like to reach out to a technical specialist for availability for an inspection. RCAS-PK advised that RCAS-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. RCAS-PK understood. C asked about lemon law. RCAS-PK advised that case was reviewed for any potential repurchase or replacement. RCAS-PK advised that at this time, NNA would not be in position to repurchase or replace the VEH. RCAS-PK advised that RCAS-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. RCAS-PK stated that RCAS-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. RCAS-PK understood. RCAS-PK advised that RCAS-PK will set follow up for 3/3. C confirmed. C thanked RCAS-PK. RCAS-PK thanked C for time. Call ended mutually.

2/28/2023 1:41:07 PM

RCAS-PK submitted DTS request.

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3/3/2023 2:08:58 PM

RCAS-PK made outbound call to C at [REDACTED] RCAS-PK ADVISED, ?This call may be recorded for quality and training purposes.? RCAS-PK advised that RCAS-PK is following up on case. RCAS-PK advised that RCAS-PK was able to hear back from specialist regarding timeframe. RCAS-PK advised that earliest timeframe is 3/20 at 10 AM. RCAS-PK asked if that was a good timeframe for C. C stated yes. C stated C just wants the VEH repaired. RCAS-PK confirmed. RCAS-PK advised that DTSM C will be meeting with Gary. RACS-PK advised that meeting will last about an hour. RCAS-PK advised that RCAS-PK will set follow up for 3/17 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. RCAS-PK confirmed. RCAS-PK advised that RCAS-PK does have follow up set for 3/17 to confirm timeframe. C confirmed. C thanked RCAS-PK for call. RCAS-PK thanked C for time. Call ended mutually.

3/3/2023 2:11:25 PM

RCAS-PK sent email to SM-Janice Malcolm advising of DTS inspection date.

3/17/2023 10:55:41 AM

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

3/20/2023 12:22:49 PM

RCAS-KJ emailed SM Janice Malcolm FOM Gary Torgersen advising that RCAS 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.

3/20/2023 12:57:03 PM

ARBSPS Recommends a NEW RHR OPEN RO ATTACHED DTS has recommended another repair ----- GW REVIEW RHR DENIED BY ARBS - LB On 2.27.23 DTS - GT (3.20.23) 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 RO: [REDACTED] (3.20.23) @ 5,440 Miles @ WALLACE NISSAN KINGSPORT / Corey, brooks 1) DIAGNOSE DRIVABILITY CONCERN -01 DMS COMING TO INSPECT CAR / HAS RENTAL AVAILABLE, CAR HESITATES WHEN GOING UP HILLS RO: [REDACTED] (2.20.23) DD:2 @ 4,569 Miles @ WALLACE NISSAN KINGSPORT / corey, brooks 1) Z- DMS APPT. FEED LINE 1 CS CK CAR HESITATING WHILE DRIVING -- GROUP H5 BATTERY (WP) RO: [REDACTED] (1.30.23) DD:2 @ 4,042 Miles @ WALLACE NISSAN KINGSPORT / corey, brooks 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) RO [REDACTED] (1.25.23) DD:2 @ 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 RO: [REDACTED] (11.2.22) DD:1 @ 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 (WP) RO [REDACTED] (10.14.22) DD:1 @ 551 Miles @ WALLACE NISSAN KINGSPORT / david, reynolds 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) RO [REDACTED] (10.7.22) DD:1 @ 329 Miles @ WALLACE NISSAN KINGSPORT / david, reynolds 1) C/s PASSENGER SIDE TAIL LIGHT ASSEMBLY RETAINS WATER -- ORDERED PART/S (WP) RO: [REDACTED] (9.28.22) DD:2 @ 64 Miles @ WALLACE NISSAN KINGSPORT / david, duggar 1) DIAGNOSE DRIVEABILITY CONCERN SHUTTING OFF WHILE DRIVING, LOST ALL POWER ----- DROVE VEHICLE, UNABLE TO DUPLICATE COCERN, NO CODES STORED AT THIS TIME (CP) RO [REDACTED] (9.22.22) @ 2 Miles @ WALLACE NISSAN KINGSPORT / BRADLEY, DEFORD 1) PDI [REDACTED] Church Hill, TN [REDACTED] 2022 VERSA 3 [REDACTED] 9.27.22 GUN METALLIC Retail Sale

3/20/2023 3:56:33 PM

RCAS-JM sent an email to SM-Janice Malcolm and SA-Corey Brooks requesting RHR information. RCAS-JM noting DLR preferred method of contact.

3/21/2023 12:40:52 PM

RCAS-JM sent a follow up email to SM-Janice Malcolm and SA-Corey Brooks requesting RHR information. RCAS-JM noting DLR preferred method of contact.

3/21/2023 3:43:28 PM

RCAS-JM received an email from SM-Janice Malcolm stating received email. 3/21 3:24 PM

3/21/2023 4:30:40 PM

RCAS-KJ recieved email from SM Janice Malcolm who stated DLR will let RCAS know if glass goes on B/O.

3/21/2023 4:31:55 PM

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

3/22/2023 8:08:05 AM

RCAS-KJ recieved email from SM Janice Malcolm who stated the DLR is just waiting on wiring harness to come in and the C is in C's VEH.

3/22/2023 8:08:39 AM

RCAS-KJ emailed SM Janice Malcolm asking for the BOP questions to be answered at this time.

3/22/2023 1:23:46 PM

RCAS-KJ made outbound call to WALLACE NISSAN OF KINGSPORT. RCAS-KJ requested to speak with SM or SA. RCAS-KJ spoke with SM Corey Brooks. RCAS-KJ requested part information for the EGI Harness. SM provided part number: 240115EE0C SM stated SM will have to transfer RCAS to parts for other information. RCAS-KJ ended call after no one answered parts number.

3/22/2023 1:26:20 PM

RCAS-KJ emailed PM Tad Marsh, SM Janice Malcolm, and DTS Gary Torgeson requesting BOP questions be answered and provided over.

3/22/2023 3:22:10 PM

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

3/22/2023 3:23:44 PM

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

3/22/2023 3:27:07 PM

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

3/22/2023 3:43:24 PM

RCAS-KJ recieved email from SM Janice Malcolm who provided BOP information. 1. 240115EE0C 2. SUB HARNESS 3. 23000199 4. 3256 5. WALLACE NISSAN 2733 EAST STONE DR. KINGSPORT TN 37600 423-288-5500 TAD MARSH 6. YES 7. CUST IS DRIVING 8. YES

3/22/2023 3:44:34 PM

Requested follow up on the ETA request for 240115EE0C. Awaiting replying from Parts Coordinator.

3/22/2023 3:58:10 PM

Parts Coordinator has reviewed the ETA Request for part #: 240115EE0C. Current ETA to Dealer is 03/27/2023.

3/23/2023 9:02:56 AM

RCAS-JM sent an email to SM-Janice Malcolm and SA-Corey Brooks requesting RHR information. RCAS-JM noting DLR preferred method of contact.

3/24/2023 11:44:45 AM

RCAS-JM sent an email to SM-Janice Malcolm and SA-Corey Brooks requesting RHR information. RCAS-JM attached FOM-Brian Bode. RCAS-JM noting DLR preferred method of contact.

3/27/2023 7:49:27 AM

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

3/27/2023 10:29:03 AM

RCAS-JM sent a follow up email to SM-Janice Malcolm and SA-Corey Brooks requesting RHR information. RCAS-JM attached FOM-Brian Bode. RCAS-JM noting DLR preferred method of contact.

3/28/2023 4:02:57 PM

RCAS-JM sent a follow up email to SM-Janice Malcolm and SA-Corey Brooks requesting RHR information. RCAS-JM attached FOM-Brian Bode. RCAS-JM noting DLR preferred method of contact.

3/29/2023 9:09:39 AM

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

3/29/2023 9:11:18 AM

RCAS-KJ emailed DTS Gary Torgersen 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.

3/29/2023 9:25:09 AM

RCAS-JM received an email from SM-Janice Malcolm 3/28 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 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? kept over night 1 time Has TECH LINE been involved? yes Has a Dealer Technical Specialist (DTS) been involved? yes

3/29/2023 10:03:56 AM

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

3/29/2023 11:15:32 AM

RCAS-KJ recieved email from DTS Gary Torgersen who stated C states C has not recieved any call from CA's and attached another phone number to reach C [REDACTED] as 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.

3/29/2023 11:17:12 AM

RCAS-KJ emailed DTS Gary Torgersen 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.

3/29/2023 11:19:22 AM

RCAS-KJ emailed SM Janice Malcolm requesting to be notified once repairs are complete.

3/29/2023 12:52:34 PM

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

3/29/2023 2:59:16 PM

RHR assigned to ARBS Edward Fik for review.

3/30/2023 2:48:50 PM

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

3/30/2023 2:49:11 PM

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

3/30/2023 2:51:58 PM

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

3/30/2023 3:00:34 PM

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

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3/30/2023 3:18:43 PM

ARBS-EF RHR Review State: TN In Service Date: 09/27/2022 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: 09/27/2022 09/28/22?..@ 64
miles?..RO?..2 days down Concerns: SHUTTING OFF WHILE DRIVING, LOST ALL POWER, Actions: DROVE VEHICLE, UNABLE TO DUPLICATE CONVERT
10/07/22?..@ 329 miles?..RO?..1 day down Concerns: CUSTOMER STATES, PASSENGER SIDE TAIL LIGHT ASSEMBLY RETAINS WATER Actions: ORDERED
PARTS 10/14/22?..@ 551 miles?..RO?..1 day down Concerns: DIAGNOSE BODY / TRIM CONCERN CUSTOMER STATES, PS TAIL LIGHT ASSEMBLY RETAINS
WATER; PART/S HERE ZJA Actions: REPLACED PASSENGER TAIL LIGHT ASSEMBLY 11/02/22?..@ 1,093 miles?..RO?..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 01/25/23?..@ 3,869 miles?..RO?2
days down Concerns: C/S VEH FEELS LIKE ITS LOSING POWER, CAR WILL BACKFIRE WHEN THAT HAPPENS Actions: Unable to duplicate 01/30/23?..@ 4,042
miles?..RO?..2 days down Concerns: C/S WHEN VEH GOES UP A HILL, VEH FEELS LIKE IT LOSES ALL POWER AND ENGINE ISNT GETTING ANY GAS Actions:
REPLACED FUEL PUMP 02/20/23?..@ 4,569 miles?..RO?..2 days down Concerns: C/S VEH HESITATING WHILE DRIVING Actions: REPLACED GROUP H5
BATTERY 03/20/23?..@ 5,440 miles?..RO?..Open Concerns: CAR HESITATES WHEN GOING UP HILLS Actions: TECH ENGINEER ORDERED WIRING
HARNES

3/30/2023 3:19:05 PM

ARBS-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 2 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

3/30/2023 3:21:28 PM

ARBS-EF is taking ownership of case.

4/10/2023

4/10/2023 9:34:49 AM

RCAS-KJ recieved email from SM Janice Malcolm 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.

4/10/2023 1:08:44 PM

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

4/10/2023 1:27:17 PM

ARBS-EF made outbound call to DLR Wallace Nissan Kingsport at (423) 288-5500. ARBS-EF spoke to Service Manager Janice Malcolm at DLR. ARBS-EF asked SM-JM
about VEH. SM-JM stated that DLR has never been able to duplicate the VEH concerns. ARBS-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. ARBS-EF thanked SM-JM. Call ended mutually.

4/21/2023 5:04:21 PM

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

5/1/2023 9:09:52 AM

CRR-DB VERIFIED Account Info including: C's name, home & email address, phone# & best contact#. 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 C 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. CR-DB found case# CRR-DB Requested PO and send email and provided text number.
CRR-DB advised records show agents tried to contact C on 04/21/2023. 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

5/1/2023 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.

5/1/2023 3:43:26 PM

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

5/4/2023 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 , 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 ARBS 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 #

5/4/2023 3:07:01 PM

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

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5/15/2023 6:22:36 PM

ARBS-EF made outbound call to C at [REDACTED]. ARBS-EF made introductions. ARBS-EF confirmed good contact phone number of [REDACTED]. ARBS-EF confirmed good contact email address of [REDACTED]. ARBS-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. ARBS-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. ARBS-EF explained repurchase process, timelines and an overview of documents that ARBS-EF would need from C to do the repurchase. ARBS-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. ARBS-EF noticed that C's VEH concerns were similar to the ones that ARBS-EF experienced in another case and told C that ARBS-EF would reach out to DTSM Gary Torgerson to see if concerns are like. C thanked ARBS-EF. ARBS-EF informed C that ARBS-EF would be sending C an email with ARBS-EF's contact information. Call ended mutually.

5/15/2023 6:26:03 PM

ARBS-EF sent outbound email to DTSM Gary Torgerson at gary.torgerson@nissan-usa.com Gary, Good evening. I was reviewing [REDACTED]'s case and after discussing his 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 (5724). My contact at Orr Nissan East that I spoke with was Service Manager Trevor Tennison. Can you please review the Kennan case and see if they sound similar? If so, the actions to fix the concern may be simple and effective. [REDACTED] and from what he told me [REDACTED]. 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.

5/15/2023 6:28:36 PM

ARBS-EF sent outbound email to [REDACTED]. 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 Gary Torgerson about what we discussed. If you have any questions you are welcome to call me at (615) 725-7928 or email me at Edward.Fik@nissan-usa.com. I am generally in the office 7 a.m.- 4 p.m. CST Monday-Friday. Thank you and have a great day.

6/5/2023 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 C [REDACTED] GLEN SUMMEY C stated C purchased a 2022 Versa. C stated the VEH has quit 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 Gary 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 ARBS. CRR-AK advised ARBS emailed C on May 15th with direct #. C stated C does not have email the email provided is most likely Cs sons. C stated SA Gary stated someone contacted DLR however has not heard anything in awhile. CRR-AK advised would document Cs concerns in case. CRR-AK advised would internally email ARBS department to have ARBS follow up with C. CRR-AK provided ARBS name and direct #. CRR-AK provided C with Case # and offered additional assistance. C declined. Call ended mutually. BEST CONTACT # [REDACTED]

6/5/2023 8:42:19 AM

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

6/5/2023 9:05:55 AM

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

6/5/2023 9:26:51 AM

ARBS-EF made outbound call to C at [REDACTED]. C stated that VEH still not working and last fix didn't work. C added that C has been in numerous times for the VEH. ARBS-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. ARBS-EF explained repurchase process, timelines and an overview of documents that ARBS-EF would need from C to do the repurchase. ARBS-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 ARBS-EF. ARBS-EF stated understanding. C thanked ARBS-EF. Call ended mutually.

6/16/2023 6:05:02 PM

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

6/20/2023 10:19:26 AM

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

6/20/2023 10:20:09 AM

ARBS-EF sent outbound email to C at [REDACTED]. 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.

7/17/2023

7/17/2023 4:17:17 PM

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

7/17/2023 5:58:44 PM

ARBS-EF received inbound call from C at [REDACTED]. ARBS-EF and C discussed where C was in providing ARBS-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. ARBS-EF stated understanding. C stated would send documents in the next few days. C thanked ARBS-EF for patience. Call ended mutually.

7/20/2023 10:17:04 AM

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

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7/20/2023 10:23:38 AM

ARBS-EF received inbound call from C at [REDACTED]. ARBS-EF informed C that ARBS-EF had gotten C's documents for the repurchase via email from the bank. C asked if ARBS-EF had gotten pictures? C added son had sent them last night. ARBS-EF stated no had not gotten the pictures. C stated would have them sent again. ARBS-EF thanked C. C thanked ARBS-EF. Call ended mutually.

7/21/2023 11:17:02 AM

ARBS-EF received inbound call from C at [REDACTED]. No answer, mailbox full, unable to leave VMX.

7/24/2023 5:49:39 PM

ARBS-EF received inbound call from C at [REDACTED]. C asked ARBS-EF if ARBS-EF had gotten pictures sent from C's son? ARBS-EF stated yes all good. ARBS-EF working on calculations this week. c thanked ARBS-EF. Call ended mutually.

7/25/2023 6:45:40 PM

ARBS-EF sent outbound email to Sales Manager Tadd Harmon at DLR Wallace Nissan of Kingsport at taddh32@yahoo.com. Tadd, Good Afternoon, I am doing a Lemon Law repurchase on behalf of Nissan for the following customer and on the following vehicle which was purchased at your dealership. Name: [REDACTED] Vehicle: 2022 Nissan Versa VIN: [REDACTED] This customers vehicle's MSRP was \$17,345.00 and the purchase price was \$18,000.00 for a difference of \$655.00. As part of my required paperwork I need confirmation on why the vehicle was sold over MSRP as to one of the following main reasons: 1. Market Adjustment or Profit 2. Hidden Negative Equity 3. Accessories or 3rd party contracts not listed on the agreement. Also, can I please get a copy of the Sales Contract for this vehicle purchase? Thank you Please advise when you have a chance. Sincerely,

7/26/2023 12:31:17 PM

DIFFERENCE BETWEEN MSRP AND SALES PRICE OF VEHICLE ARBS-EF received an inbound email from Sales Manager Tadd Harmon at DLR Wallace Nissan of Kingsport at [REDACTED]. The difference in the price was market adjustment. I faxed over a copy of the buyers order.

7/26/2023 5:47:50 PM

ARBS-EF RHR Review State: TN In Service Date: 09/27/2022 Sale type: Retail New or Pre-owned: New DTS: Yes (2) VSC: None Related Cases: None Tech Line: 1 [REDACTED] Warranty Cases: 3 [REDACTED] Open Campaigns: None Checks: None Purchased Date: 09/27/2022 09/28/22 [REDACTED] @ 64 miles [REDACTED] ..RO- [REDACTED] 2 [REDACTED] ..2 days down Concerns: C/S SHUTTING OFF WHILE DRIVING, LOST ALL POWER Actions: UNABLE TO DUPLICATE CONCERN 10/07/22 [REDACTED] ..@ 329 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..1 day down Concerns: C/S PASSENGER SIDE TAIL LIGHT ASSEMBLY RETAINS WATER Actions: ORDERED PARTS 10/14/22 [REDACTED] ..@ 551 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..1 day down Concerns: C/S PS TAIL LIGHT ASSEMBLY RETAINS WATER Actions: REPLACED PS TAIL LIGHT ASSEMBLY 11/02/22 [REDACTED] ..@ 1,093 miles [REDACTED] ..RO- [REDACTED] 7 [REDACTED] [REDACTED] 1 day down Concerns: C/S SHUTTING OFF WHILE DRIVING AND WILL NOT ACCELERATE LIKE NOT GETTING GAS MOSTLEY GOING UP HILL SEE HISTORY Actions: UNABLE TO DUPLICATE, TEST DROVE WITH CUSTOMER NO CODES STORED 01/25/23 [REDACTED] ..@ 3,869 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..2 days down Concerns: C/S CAR FEELS LIKE ITS LOSING POWER, CAR WILL BACKFIRE WHEN THAT HAPPENS Actions: UNABLE TO DUPLICATE 01/30/23 [REDACTED] ..@ 4,042 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..2 days down Concerns: C/S CK WHEN CAR GOES UP A HILL, CAR FEELS LIKE IT LOSES ALL POWER AND ENGINE ISNT GETTING ANY GAS Actions: REPLACED FUEL PUMP 02/20/23 [REDACTED] ..@ 4,569 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..2 days down Concerns: C/S CAR HESITATING WHILE DRIVING Actions: REPLACED GROUP H5 BATTERY 03/20/23 [REDACTED] ..@ 5,440 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..2 days down Concerns: C/S CAR HESITATES WHEN GOING UP HILLS Actions: TECH ENGINEER ORDERED WIRING HARNESS 04/04/23 [REDACTED] ..@ 6,008 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..2 days down Concerns: C/S CAR HESITATES WHEN GOING UP HILLS Actions: REPLACED WIRING HARNESS 04/19/23 [REDACTED] ..@ 6,387 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..1 day down Concerns: C/S CAR HESITATES WHEN GOING UP HILLS Actions: REPLACED INTELLIGENT POWER DISTRIBUTION MODULE 05/22/23 [REDACTED] ..@ 7,643 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..1 day down Concerns: C/S CAR HESITATES WHEN GOING UP HILLS Actions: REMOVED GROUND BOLT E15 AND CLEANED THREADS 07/13/23 [REDACTED] ..@ 9,004 miles [REDACTED] ..RO- [REDACTED] [REDACTED] ..5 days down Concerns: C/S CAR HESITATES WHEN GOING UP HILLS Actions: UNABLE TO DUPLICATE

7/26/2023 5:48:16 PM

ARBS-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: 22 days down State: TN

7/26/2023 5:53:49 PM

USAGE CALCULATIONS STATE OF TENNESSEE Full Use x (1/2 IRS rate for business purpose - 31.25%) 9,004 X 31.25% = \$2,813.75 ARBS-EF taking 20% off Usage for Brand Retention. \$2,813.75 X .30 = \$844.13 \$2,813.75 - \$844.13 = \$1,969.62 FINAL USAGE = \$1,969.62

8/1/2023 6:46:54 PM

ARBS-EF sent outbound email to Sales Manager Tadd Harmon at DLR Wallace Nissan of Kingsport at [REDACTED]. Tadd, Hate to bother you again. I am doing a Lemon Law repurchase on behalf of Nissan for the following customer and involving the following vehicle: Customer Name: [REDACTED] Vehicle: 2022 Nissan Versa VIN: [REDACTED] I please need a copy of the Sales Contract for this transaction. If you could send these to me via email, it would be greatly appreciated. Thank you and please let me know if you have any questions.

8/2/2023 10:47:15 AM

REPURCHASE CALCULATIONS (+) Cash Price \$18,000.00 (+) Document Fee \$699.00 (+) Tennessee Sales Tax \$610.76 (+) Local Sales Tax \$84.00 (+) City/County Tax \$26.10 (+) Tags/Title \$46.50 (+) Accrued Interest \$0.00 (+) Interest Paid to Date \$0.00 (=) Total Purchase Price \$19,466.36 (-) Less Rebates \$0.00 (-) Less Usage \$1,969.62 (-) Lien Payoff good till 7/31/2023 \$16,964.04 (=) Amount Due to Customer \$532.70

8/2/2023 10:51:21 AM

ARBS-EF sent outbound email to C at [REDACTED]. Good morning, I have completed the calculations for the repurchase for the 2022 Nissan Versa. I have attached the repurchase letter for you to sign and send back. Please review the letter and your address for accuracy. Once you both have completed signing the letter, please send back via email or fax all 5 pages so we can proceed with your case. Please let me know if I can be of further assistance. Have a great day.

8/2/2023 10:54:09 AM

ARBS-EF received inbound call from C at [REDACTED]. No answer, mailbox full unable to leave message.

8/2/2023 6:05:31 PM

ARBS-EF made outbound call from C at [REDACTED]. No answer, mailbox full unable to leave message.

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8/3/2023 4:18:05 PM

ARBS-EF received inbound call from C at [REDACTED]. No answer, mailbox full unable to leave message.

8/4/2023 5:49:01 PM

ARBS-EF received inbound call from C at [REDACTED]. No answer, mailbox full unable to leave message.

8/7/2023 12:59:09 PM

ARBS-EF received inbound call from C at [REDACTED]. No answer, mailbox full unable to leave message.

8/8/2023 9:50:01 AM

ARBS-EF made outbound call from C at [REDACTED]. No answer, mailbox full unable to leave message.

8/8/2023 9:51:21 AM

ARBS-EF sent outbound email to C's son at [REDACTED], 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 Edward

8/8/2023 3:36:04 PM

ARBS-EF made outbound call to C at [REDACTED]. No answer, mailbox full unable to leave message.

8/8/2023 4:40:17 PM

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

8/10/2023 8:59:29 AM

ARBS-EF made outbound call from C at [REDACTED]. No answer, fast busy signal, unable to leave message.

8/11/2023 8:47:31 AM

C is seeking RHR due to VEH not running.

8/11/2023 9:05:17 AM

30 DAY LIEN PAYOFF EXTENSION LIEN PAYOFF = \$16,964.04 DATE LIEN GOOD UNTIL: 07/31/2023 30 days from today: 08/11/2023 = 09/10/2023 DAYS FROM 07/31/2023 to 09/10/2023 = 41 PER DIEM = \$2.55 41 x \$2.55 = \$104.55 \$16,964.04 + \$104.55 = \$17,068.59 30 DAY LIEN PAYOFF EXTENSION = \$17,068.59

8/11/2023 9:19:17 AM

ARBS-EF completed the CST. ARBS-EF requested a check in the amount of \$532.70 for customers [REDACTED]. ARBS-EF requested a check in the amount of \$17,068.59 for lienholder HomeTrust Bank.

8/14/2023 2:30:04 PM

MORLEY VALIDATION OF EXPIRED REGISTRATION ARBS-EDF sent outbound email to Glenden Hess at Morley on 08/14/2023 at 11:31am CST. Good Morning, I have a vehicle Repurchase in the State of Tennessee where the Registration expired on 07/31/2023. Can we still repurchase the vehicle without making Customer renew it? Please advise. ***** ARBS-EDF received inbound email from Glenden Hess at Morley on 08/14/2023 at 2:26pm CST. Thank you Edward, we can work with that!

8/15/2023 7:48:38 AM

ARBS-EF made outbound call to C at [REDACTED]. No answer, mailbox full unable to leave message.

8/15/2023 8:09:41 AM

ARBS-EF sent outbound email to C's son at [REDACTED], I submitted the documents for the check approval for the Repurchase of your Dad's Versa but he gave the Registration for 2019 Versa and not the current 2022 Nissan Versa. Can you please send 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.

8/15/2023 12:04:05 PM

ARBS-EF made outbound call to C at [REDACTED]. ARBS-EF explained to C about C giving ARBS-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 ARBS-EF tomorrow morning. ARBS-EF thanked C. Call ended mutually.

8/16/2023 4:31:12 PM

UPDATED - 30 DAY LIEN PAYOFF EXTENSION LIEN PAYOFF = \$16,964.04 DATE LIEN GOOD UNTIL: 07/31/2023 30 days from today: 08/16/2023 = 09/16/2023 DAYS FROM 07/31/2023 to 09/16/2023 = 47 PER DIEM = \$2.55 47 x \$2.55 = \$119.85 \$16,964.04 + \$119.85 = \$17,083.89 30 DAY LIEN PAYOFF EXTENSION = \$17,083.89

8/16/2023 4:33:04 PM

UPDATED ARBS-EF completed the CST. ARBS-EF requested a check in the amount of \$532.70 for customer [REDACTED]. ARBS-EF requested a check in the amount of \$17,083.89 for HomeTrust Bank.

8/18/2023 9:23:17 AM

MORLEY CASE ASSIGNMENT: Case #: [REDACTED]

8/18/2023 9:23:42 AM

ARBS-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 22 days out of cumulative days out of service for all repairs. ***** ARBS-EF notes the following Summary: 9 visits and 8 repairs for VEH Losing Power/No Acceleration -1st visit @ 64 miles Unable to Duplicate -2nd visit @ 3,869 miles - Unable to Duplicate -3rd visit @ 4,042 miles Replaced Fuel Pump -4th visit @ 5,569 miles Replaced Group H5 Battery -5th visit @ 5,640 miles Ordered Parts (Wiring Harness) -6th visit @ 6,008 miles Replaced Wiring Harness -7th visit @ 6,387 miles - Replaced Intelligent Power Distribution Module (IPDM) -8th visit @ 7,643 miles Removed ground bolt E15 and cleaned threads -9th visit @ 9,004 miles Unable to Duplicate 2 repairs for Passenger Tail Light Holding Water -1st visit @ 329 miles 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: 22 days down State: TN

CONSUMER ASSISTANCE REQUEST

8/22/2023 3:19:40 PM

*** [Added after the case is closed.] *** DRTS forwarding check to Morley via FedEx: ██████████ 5. Check #: ██████████ Customer: ██████████. Check Type: Customer. Amount: \$532.7. DRTS forwarding check to Morley via FedEx: ██████████. Check #: ██████████ Customer: ██████████. Check Type: Lienholder. Amount: \$17083.89.

CONSUMER ASSISTANCE REQUEST

CITY: LEHI
STATE: UT
OPEN_DT: 3/24/2023
CLOSE_DT: 3/30/2023

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 5/11/2022
SVC DT: 7/20/2022
MILEAGE: 4,000

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: KEN GARFF NISSAN OF OREM
DLR STATE: UT
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPATOM
11	OA Vehicle Concerns	306500 Bluetooth
	CE Audio / Telematics / Navigation / Entertainment	IV Compatibility (Phone/Software)

CAR VERBATIM

3/24/2023

3/24/2023 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]

3/24/2023 12:33:47 PM

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

3/24/2023 1:46:47 PM

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

3/27/2023 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.

3/27/2023 11:10:47 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, 2022 Nissan Versa Sedan RCAS-DR CHECKED and advised the C of the open recalls/campaigns and found:0 Previous related cases found:1 [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 DLR 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 DLR any updates. C stated that the DLR 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 DLR. RCAS-DR advised the C that the C can even try another DLR for a second opinion. C stated that the DLR has been great. C stated that the DLR does not have any information to provide the C. C stated that the DLR 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 DLR. 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 contacting the attorney general and continue working the DLR on an update. C thanked RCAS and terminated call.

3/27/2023 11:11:51 AM

RCAS-DR submitted Letter of Representation for an attorney.

3/27/2023 11:12:05 AM

RCAS-DR submitted RHR FILTER.

3/27/2023 11:12:20 AM

RCAS-DR sent the C contact /case information.

CONSUMER ASSISTANCE REQUEST

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3/27/2023 12:21:27 PM

PREV. CASE [REDACTED] (10.1.22) (10.4.22) ----FILTER RHR ARBSPL Recommends an RHR ----- (10.6.22) --RHR assigned to ARBS Lauren March for review. (10.11.22) ----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 (10.11.22) ---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. (10.11.22) ----ARBSPL Rec'd IM from Sr. Pl. JW stating Sr. Mgmt. supports ARBS Decision NO GW Recommendations at this time (10.11.22) ----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-Devin Butters advised DTS-Mike Terrill 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 Lauren March 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.

3/27/2023 12:30:28 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 ROs DBS - LAST Closed RO [REDACTED] (12.28.22) DD:1 @ 3,808 Miles @ KEN GARFF NISSAN OF OREM / [REDACTED] 1) LOF - Complete RO: [REDACTED] (8.15.22 - 10.6.22) DD:52 @ 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 -- 9/28/22- 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. RO: [REDACTED] (8.10.22 - 8.12.22) DD: 3 @ 890 Miles @ KEN GARFF NISSAN OF OREM / David, Barcelo 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 P2615 STORES IN ECM. CHECKED FOR ANY TSBS AND FOUND NONE RELATED, CHECKED DATA BASE AND FOUND 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 [REDACTED] 22 VERSA 3 [REDACTED] 7.20.22 GUN METALLIC Retail Sale Selling Dealer - KEN GARFF NISSAN OF OREM / 3696 / UT

3/29/2023 5:47:44 PM

RCAS-DR submitted RHR DENIAL LETTER.

3/30/2023 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-Janelle Cantrall 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.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: FONTANA
STATE: CA

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 10/12/2022
SVC DT: 11/8/2022
MILEAGE: 23,509

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: EL MONTE NISSAN
DLR STATE: CA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/25/2023
CLOSE_DT: 5/1/2023

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMP TOM
06	OA Vehicle Concerns	337220 Engine
	CA Mechanical	AC Engine Assembly

CAR VERBATIM

4/25/2023

4/25/2023 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] 0. CRR-FC NOTED concern is: Not feeling safe and rental request. CRR-FC received inbound call from C: [REDACTED] son of [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 04/26/2023. 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].

4/25/2023 7:56:44 PM

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

4/26/2023 10:32:55 AM

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

4/26/2023 10:34:32 AM

RCAS-LY submitted RHR Filter.

4/26/2023 10:39:39 AM

RCAS-LY sent an email to SM-Michael Tran 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?

4/26/2023 11:07:20 AM

ARBS PL-RG notes the following [REDACTED] 2022 Nissan Versa Sedan S M/T VIN # [REDACTED] 5 In-Service Date: 11/8/2022 Vehicle Purchased: New, APR Purchase State: California Last Reported Miles: 23509 Nissans Owned: 1 Selling Dealer: EL MONTE NISSAN Servicing Dealer: N/A VSCs: none DTS Involvement: none Open Campaigns: none TECHLINE Cases: none Warranty Cases: none Previous CA 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

4/26/2023 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 re-review after additional diagnosis is completed

4/28/2023 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 to 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

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4/28/2023 12:05:17 PM

RCAS-LY sent C the attorney representation email.

4/28/2023 12:05:37 PM

RCAS-LY submitted correspondence letter.

5/1/2023 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-Ricardo Garcia 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.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: NEW PORT
STATE: KY
OPEN_DT: 5/1/2023
CLOSE_DT: 5/1/2023

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 11/7/2022
SVC DT: 12/20/2022
MILEAGE: 39,029

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: BUSAM MOTOR SALES, INC.
DLR STATE: 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

5/1/2023

5/1/2023 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 C: [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 DLRSH to have it diagnosed. C understood and agreed. CRR-IA branded the call and asked for further assistance. Call ended mutually.

5/1/2023 3:46:17 PM

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

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: SIOUX FALLS
STATE: SD

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 2/26/2022
SVC DT: 4/19/2022
MILEAGE: 19,238

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: RUSTY WALLACE NISSAN
DLR STATE: TN
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 5/22/2023
CLOSE_DT: 5/26/2023

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

CAR VERBATIM

5/23/2023

5/23/2023 11:41:21 AM

TCS-BC received case for handling as a result of QC survey response received from C. Copied survey notes below: E1880A-Performance/Engine Power and Acceleration - From stop ;F1270B-Warning Lights/Alerts/Chimes - Check engine light ;F1270F-Warning Lights/Alerts/Chimes - Collision ;F1270K-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

5/23/2023 11:41:28 AM

Quality Connection Hot Alert

5/23/2023 11:58:57 AM

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

5/23/2023 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 C [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.

5/26/2023 10:30:07 AM

Checked Created By: Brandon Cox2 (2/25/2021 9:59 AM) ***** CASE SUMMARY *****
Customer Concern: C contacted NNA CA regarding vehicle concerns with warning lights. Agent actions: TCS-BC notes no response from C despite multiple contact attempts from TCS-BC via telephone and email. Customer purchased vehicle: New Current mileage: 19238 OOW- Basic: 0 miles / 0 months, Power Train: 0 miles / 0 months VSC: None Last service visit: 5-15-23 Previous owned veh: N/A 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.



NAME: [REDACTED]
CITY: COSHOCTON
STATE: OH

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 2/21/2022
SVC DT: 4/30/2022
MILEAGE: 9,400

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR COUGHLIN NISSAN
DLR STATE: OH
ACCIDENT: N AIRBAG: N

OPEN_DT: 7/22/2023
CLOSE_DT: 7/26/2023

Table with 2 columns: TRD, CONCERN/CATEGORY, SUBCATEGORY/SYMPATOM. Row 1: 13, OA Vehicle Concerns, 337410 HVAC/Defroster. Row 2: CD Comfort and Convenience, GJ Compressor (Compressor/Pulley/Seal)

CAR VERBATIM

7/22/2023

7/22/2023 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 DLR. 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 c 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 DLR to fix and been quite some time. C stated c called DLR 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] VIN # [REDACTED]

7/22/2023 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.

7/24/2023 10:22:48 AM

Business Template Previous related cases found: n/a Previous unrelated cased found: n/a Open Recalls/Campaigns: n/a Number of Vehicles Owned: 1 VSC Contracts: n/a Warranty Extensions: n/a Purchased New or Pre-owned: Pre-owned Current Mileage: 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.

7/24/2023 10:33:47 AM

CRT-JM made outbound call to COUGHLIN NISSAN CRT-JM spoke with SA-Fazion Lewis. CRT-JM advised of C 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 DLR. 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 DLR currently. SA-FL advised that VEH is at DLR and has been at DLR since Friday. CRT-JM asked has any specialist been involved/ SA-FL advised no. CRT-JM understood and thanked for time.

7/24/2023 10:40:59 AM

CRT-JM made outbound call to C a [REDACTED] CRT-JM left VMX advising of the case number, CRT-JM contact number, and advised that CRT-JM will follow up on 07/25.

7/24/2023 10:42:01 AM

CRT-JM sent C unable to contact email.

7/24/2023 1:20:22 PM

FILTER RHR ARBSPL Recommends an RHR OPEN RO ATTACHED ===== STATE: OH [REDACTED] 2022 VERSA [REDACTED] 4.30.22 PRE OWN ----- CARFAX NO Accidents or Damage Reported 2 OWNERS 1st - (OH) 2nd - (OH) (4.15.23) LAST Reported odometer Reading --- 7,044 (6.23.23) ===== COUGHLIN NISSAN / 3543 / OH 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] (7.14.23) @ 9,131 Miles @ COUGHLIN NISSAN / Faizon, Lewis 1) AC COMPRESSOR IS WHINNING AND DRAINING POWER FROM THE CAR DBS - LAST Closed RO: 6738028 (6.15.23 - 6.23.23) 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] (6.9.23) 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)

7/25/2023 1:53:51 PM

CRT-JM received email from C on 7/24. "7405627665 right now is a good time to contact me"

7/25/2023 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 07/26.

CONSUMER ASSISTANCE REQUEST

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7/26/2023 9:02:58 AM

CRT-JM made outbound call to C at [REDACTED] CRT-JM left VMX advising of the case number and CRT-JM direct line.

7/26/2023 9:03:57 AM

CRT-JM sent C unable to contact email.

7/26/2023 9:05:34 AM

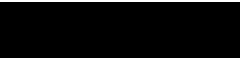
C contacted CA seeking possible RHR due to multiple VEH concerns.

7/26/2023 9:05:35 AM

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

7/26/2023 9:08:18 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.



NAME: [REDACTED]
CITY: JACKSONVILLE
STATE: FL

VIN: [REDACTED]
MODEL: N18 YR: 2023
MFG DT: 2/18/2023
SVC DT: 3/22/2023
MILEAGE: 8,100

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR NISSAN OF ORANGE PARK
DLR STATE: FL
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 7/28/2023
CLOSE_DT: 8/4/2023

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 - Nissan
	CL Product Inquiry	1A Versa Sedan

CAR VERBATIM

7/28/2023

7/28/2023 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 30, 2023 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 NISSAN JACKSONVILLE for diagnosis but DLR 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 in 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 NISSAN JACKSONVILLE were not able to help previously, C went to NISSAN OF ORANGE PARK for diagnosis. C stated that DLR informed C that condenser was not working and a part needs to be replaced. C stated that VEH was at DLRSHR for 2 days and later, DLR 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 NISSAN OF ORANGE PARK on July 19 to replace the part ordered for AC condenser. C stated that on July 19, C asked DLR about acceleration issue happened a day ago. C stated that DLR was not able to find any issue as DLR drove 16 miles by taking drive test and no noise was heard at that time. C stated that C drives the VEH manually and DLR informed C that acceleration noise would be coming if C is putting VEH in wrong gear. C stated that DLR 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 DLR 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 DLR'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 Best contact # [REDACTED]

7/28/2023 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.

7/31/2023 8:42:57 AM

RCAS-TG submitted RHR filter.

7/31/2023 10:11:25 AM

RCAS-TG unable to datanet.

7/31/2023 1:55:43 PM

RCAS-TG made outbound call to Nissan of Orange Park at (904) 269-9400. 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.

CONSUMER ASSISTANCE REQUEST

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7/31/2023 2:33:40 PM

RCAS-TG made outbound call to C at [REDACTED]. RCAS-TG ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-TG VERIFIED [REDACTED]'s name, home & email address, concern, phone. RCAS-TG CONFIRMED [REDACTED]'s VEH make/model, mileage, and servicing DLR. RCAS-TG CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-TG advised that case has been escalated to RCAS-TG and RCAS-TG will be RCAS 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. RCAS-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 is 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 RCAS-TG advised C RHR takes about 10 business days to review. RCAS-TG advised collect all service history with Nissan DLR. RCAS-TG advised Nissan will review the warrantable repairs made on VEH and consider any repairs that were performed during warranty that was a manufacturer problem. RCAS-TG committed to follow-up every 3 business days and the next follow up will be 8/3/23. RCAS-TG advised that this process is not guaranteed and if the decision is favorable all options will be discussed. RCAS-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. RCAS-TG advised will discuss further routes once reviews case. RCAS-TG advised may have to get DTSM involved. RCAS-TG asked if C had any further questions. C declined. RCAS-TG advised will email contact information since C was driving. Call ended mutually.

7/31/2023 2:35:02 PM

RCAS-TG sent contact email.

8/1/2023 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 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 accel. over 40 MPH 1 - (6.30.23) 7,048 Miles (RO [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- (6.30.23) 7,048 Miles (RO [REDACTED] / NO Work noted 3- (7.12.23) 7,746 Miles (RO:111751) / no codes present, no abnormal driveability (IP) ----- STATE: FL [REDACTED] 2023 VERSA [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 TABLEAU - NO OPEN ROs DBS - LAST Closed RO: [REDACTED] (7.12.23 -7.26.23) DD:15 @ 7,746 Miles @ NISSAN OF ORANGE PARK / Robert, Lampke 1) 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

8/3/2023 3:59:31 PM

RCAS-TG made outbound call to C at [REDACTED]. RCAS-TG ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-TG advised NNA is not in position to repurchase or replace VEH at this time. RCAS-TG advised that want to get specialist involved but there has to be a duplication first. RCAS-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. RCAS-TG confirmed. RCAS-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. RCAS-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 RCAS-TG. RCAS-TG advised to show video to DLR as RCAS-TG cannot offer technical advice. RCAS-TG advised can have DLR reach out to technical support with this video for assistance. C asked does it matter what DLR goes to. RCAS-TG advised C can go to any certified Nissan DLR. RCAS-TG asked if C had any further questions. C declined. Call ended mutually.

8/3/2023 4:01:41 PM

RCAS-TG submitted correspondence request.

8/4/2023 8:41:30 AM

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

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: BELLA VISTA
STATE: AR

VIN: [REDACTED]
MODEL: N18 YR: 2023
MFG DT: 4/13/2023
SVC DT: 5/16/2023
MILEAGE: 110

TRIM: S
OPTIONS: C03L92
SERVICING DLR: MCLARTY DANIEL NISSAN
DLR STATE: AR
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 8/17/2023
CLOSE_DT: 8/18/2023

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

CAR VERBATIM

8/17/2023

8/17/2023 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: DLR unable to resolve. CRR-AH received a call from C. C stated that C's 2023 Versa is facing an issue that the DLR 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 MCLARTY 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 08/18/2023. 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 [REDACTED]. CRR-AH thanked C and branded the call. Call ended mutually. Best contact # [REDACTED].

8/17/2023 8:56:01 AM

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

8/18/2023 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 - Resubmit filter for RHR filter determination as FILTER RESUBMISSION

8/18/2023 10:25:08 AM

RCAS-BD sent email to WA-Bob Carver and SM-Paul Bounds asking RHR questions.

8/18/2023 10:26:00 AM

RCAS-BD successfully datanet.

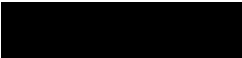
8/18/2023 2:58:21 PM

RCAS-BD made outbound call to C at [REDACTED] RCAS-BD ADVISED, This call may be recorded for quality and training purposes. RCAS-BD VERIFIED C's name, home & email address, concern, phone. RCAS-BD CONFIRMED C's VEH make/model. RCAS-BD CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found:0 RCAS-BD advised that case has been escalated to RCAS-BD and RCAS-BD will be RCAS reviewing case. RCAS-BD confirmed that C contacted NNA with concerns with VEH stalling on 2023 Versa at MCLARTY 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 DLR explained that all sensors in newer VEHs makes VEH go into limp mode. RCAS-BD confirmed DLR 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.

8/18/2023 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-Jacklyn Capers who advised ARBS needed more information for RHR filter. *** STATEMENT OF DECISION *** RCAS-BD confirmed with C that DLR took care of C and C was no longer seeking anything from CA. RCAS-BD noting C was pleased with outcome.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: TEMPE
STATE: AZ

VIN: [REDACTED]
MODEL: N18 YR: 2023
MFG DT: 7/8/2023
SVC DT: 8/26/2023
MILEAGE: 582

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR: CONCORD NISSAN
DLR STATE: CA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 9/26/2023
CLOSE_DT: 10/25/2023

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPATOM
06	OA Vehicle Concerns	337220 Engine
	CA Mechanical	AA Crankshaft/Camshaft

CAR VERBATIM

9/26/2023

9/26/2023 4:40:39 PM

CRR-KT VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-KT VERIFIED VEH Information including: VIN #, Current Mileage, warranty and service history. CRR-KT CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED Case(s) and found: 1 CRR-KT CHECKED previous RELATED Case(s) and found: 0 CRR-KT NOTED concern is: RHR C not feeling safe. CRR-KT empathized with C, and stated CRR-KT would look into the matter. CRR-KT received a call from [REDACTED] also known as C. C stated C owns VERSA SEDAN 2023. C stated automatic breaking and stalling. C stated C is not feeling safe for C stated it was 2nd time VEH went to the DLRSH. C stated C looked up for the lemon law and VEH does qualify for lemon law. C stated C does not want the VEH and so called NNA. CRR-KT informed C that CRR-KT would look into it. CRR-KT asked for VIN and mileage. C provided VIN # [REDACTED] C provided mileage 500 CRR-KT stated while it's RCAS goal is to contact C within 1 business day, due to unusually high call volumes, it could take up to 3 business days C understood. CRR-KT asked if there was anything else CRR-KT could assist with at this time. C declined. CRR-KT provided C with name and case [REDACTED]. CRR-KT thanked C. Call ended mutually. Best contact # [REDACTED]

9/26/2023 4:41:05 PM

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

9/27/2023 10:32:54 AM

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

9/27/2023 10:33:10 AM

RCAS-LY submitted RHR Filter.

9/27/2023 10:36:27 AM

RCAS-LY sent an email to SD-Tony Mattice 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?

9/27/2023 10:39:10 AM

RCAS-LY made outbound call to C at [REDACTED] RCAS-LY left VMX stating case number. RCAS-LY advised C that C's case is being reviewed at this time and RCAS will follow up with no later than 10/2.

9/27/2023 10:39:38 AM

RCAS-LY sent C follow up email.

9/27/2023 10:47:53 AM

ARBS PL-RG notes the following: [REDACTED] 2023.0 Nissan Versa Sedan S VIN # [REDACTED] In-Service Date: 8/26/2023 Vehicle Purchased: New, Retail Purchase State: California Last Reported Miles: 582 Nissans Owned: 1 Selling Dealer: SAN LEANDRO NISSAN Servicing Dealer: CONCORD NISSAN VSCs: [REDACTED] - PMA - 72 months | 90,000 miles - EXPIRES on 08/26/29 - \$1,115.00 DTS Involvement: none Open Campaigns: none TECHLINE Cases: [REDACTED] Related to RO # [REDACTED] Warranty Cases: none Previous CA Cases [REDACTED] - CLOSED - VCS Previous Settlements: none ===== OPEN RO Dealer: CONCORD NISSAN Service Advisor: Sergio, Fernandez 9/25/23 @ 582 miles -- RO # [REDACTED] -- DD: OPEN RO Issue: 1. C/S vehicle has a lack of acceleration when stepping on throttle no problem was found, check engine light is now on, Action: 1. Per TECHLINE, contact engineering. Engineering is aware of issue on versa with manual transmission. As of now no resolution available ===== CPIA 9/15/23 @ 429 miles -- RO # [REDACTED] DD: 6 C/S vehicle has a lack of acceleration when stepping on throttle, -> Road tested and unable to duplicate. No DTCs (FW) ===== DBS 09/15/23 - see above 09/25/23 - see OPEN RO ===== 6 FW days down + OPEN RO (2 and counting) 0 FW repair + OPEN RO,2 visits - lack of acceleration @ 429 miles - Road tested and unable to duplicate. No DTCs (FW) @ 582 miles - Per TECHLINE, contact engineering. Engineering is aware of issue on versa with manual transmission. As of now no resolution available Case is being submitted for further ARBS review

9/27/2023 1:21:03 PM

RHR assigned to ARBS Cori White for review.

CONSUMER ASSISTANCE REQUEST

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9/27/2023 2:17:25 PM

ARBS-CW notes the following repairs: 9/15/23 @ 429 miles -- RO # [REDACTED] 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 PAST CODE C1A16-97- 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) 9/25/23 @ 582 miles -- RO # [REDACTED] -- 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 PAST CODE P2615-00 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 9/26/2023 DID VISUAL REVIEW OF VEHICLE. HE IS CONTACTING ENGINEERING TO SEE IF THEY ARE INVESTIGATING ANY ISSUES. WE WILL GET AND EMAIL RESPONSE SOMETIME TODAY,12:30 9/26/23 ANDREW 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

9/27/2023 2:18:30 PM

***** ARBS-CW notes the following repair summary: Case # - [REDACTED] In-Service Date: 8/26/2023 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: [REDACTED] Warranty cases found: None Previous Goodwill offered: None Related CA cases found: None Related DPIC cases found: None VSC found: [REDACTED] DTS 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)

9/27/2023 2:44:03 PM

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

9/27/2023 2:47:50 PM

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

9/27/2023 2:56:18 PM

ARBS-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 or 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,

10/2/2023

10/2/2023 7:15:56 AM

ARBS-CW received a VMX from C 9/27.

10/2/2023 7:16:05 AM

ARBS-CW received a VMX from C 9/28.

10/2/2023 7:16:39 AM

ARBS-CW received an email from C: Hi Cori, If you could, please call us at [REDACTED] today before you leave. We have some questions. Thank you, [REDACTED]

10/2/2023 7:17:01 AM

ARBS-CW received an email from C: Hi Cori, Attached are the documents you requested. Please call either [REDACTED] 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, [REDACTED]

CONSUMER ASSISTANCE REQUEST

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10/2/2023 9:09:23 AM

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

10/2/2023 11:59:14 AM

ARBS-CW made outbound call to C at [REDACTED]. ARBS-CW asked if this was a good time to discuss case? C stated C is [REDACTED], Cs wife. ARBS-CW contacted C to follow up with case and VEH concerns. ARBS-CW stated ARBS-CW received the sent DOCS. ARBS-CW advised if the VEH is paid off, ARBS-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. ARBS-CW advised ARBS-CW will notate that INFO. ARBS-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. ARBS-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. ARBS-CW advised if C is going with the repurchase, ARBS-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. ARBS-CW advised ARBS-CW will contact C to see if C has any questions. ARBS-CW advised once signed and returned, ARBS-CW will then begin processing the agreement and case will be transferred to Morley. ARBS-CW advised Morley is a third party company that surrenders VEHs. C stated and when will C have the numbers. ARBS-CW advised ARBS-CW will follow up with C within the standard 3-5 business days for a follow up. C stated so by Friday. ARBS-CW advised no later than 10/9/2023 or sooner. C stated that is a Monday ok. C stated is there any way before the 5th business day. ARBS-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. ARBS-CW advised NNA doesn't offer loaner/rental VEHs. ARBS-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. ARBS-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. ARBS-CW advised it is case by case. C asked what is Cs chances. ARBS-CW advised again, it is case by case review. C understood. ARBS-CW thanked C and advised to have a good day. Call ended mutually.

10/9/2023 10:20:37 AM

ARBS-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, Cori White | Arbitration Specialist, Dispute Resolution | Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: +1-615-725-7812

10/9/2023 10:23:03 AM

ARBS-CW noting calculations: Cash Downpayment \$21,272.51 Total Amounts Paid \$21,272.51 ***** Less Usage \$61.27 Accessories \$998.00 Total Deductions \$1,059.27 ***** Amount Due to Customer \$20,213.24
USAGE CALCULATIONS: 429/120,000x\$17,140=\$61.27

10/9/2023 12:58:50 PM

ARBS-CW made outbound call to C at [REDACTED]. ARBS-CW asked if this was a good time to discuss case? ARBS-CW asked if ARBS-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. ARBS-CW advised ARBS-CW will give Cs wife a call. C thanked ARBS-CW. Call ended mutually.

10/9/2023 1:43:50 PM

ARBS-CW made outbound call to C at [REDACTED]. ARBS-CW asked if this was a good time to discuss case? C stated C is [REDACTED], Cs wife. ARBS-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. ARBS-CW advised the accessories is an add on onto the VEH that NNA doesn't REIMB for. ARBS-CW advised the extended warranty that C purchased is included within the refund amount. ARBS-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. ARBS-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. ARBS-CW advised that NNA doesn't refund or REIMB for any accessories or aftermarket parts or warranties. ARBS-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. ARBS-CW advised once ARBS-CW receives the signed agreement, ARBS-CW will begin processing the agreement and Cs check. ARBS-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. ARBS-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. ARBS-CW advised that Morley will be informed of the DLR that the surrender will take place. C stated does ARBS-CW know the timeframe that it'll take. ARBS-CW advised ARBS-CW cannot provide an exact timeframe. ARBS-CW advised once ARBS-CW receives signed agreement, then ARBS-CW can begin processing agreement and checks and case will be sent to Morley. C understood. ARBS-CW advised ARBS-CW will follow up with C within the standard 3-5 business days for a follow up no later than 10/16/2023 or sooner. C stated if C had any additional questions, C would either call or email ARBS-CW. ARBS-CW understood. ARBS-CW thanked C and advised to have a good day. Call ended mutually.

10/16/2023 7:27:18 AM

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

10/16/2023 7:32:29 AM

ARBS-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, Cori White | Arbitration Specialist, Dispute Resolution | Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: +1-615-725-7812

10/18/2023 7:54:33 AM

ARBS-CW submitted check request in the amount of \$20,213.24 payable to C.

10/18/2023 7:55:08 AM

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

10/18/2023 7:55:09 AM

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

10/18/2023 3:31:34 PM

ARBS-CW resubmitted check request in the amount of \$20,213.24 payable to C.

CONSUMER ASSISTANCE REQUEST

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10/19/2023 3:30:03 PM

ARBS-CW sent case to Morley, case [REDACTED].

10/23/2023 10:08:03 AM

DRTS forwarding check to Morley via FedEx: [REDACTED]. Check [REDACTED]. Customer: [REDACTED]. Check Type: Customer. Amount: \$20213.24.

10/23/2023 3:46:54 PM

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

10/23/2023 3:54:06 PM

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

10/23/2023 3:58:36 PM

ARBS-CW sent C the following email: Good Afternoon, I have attempted to contact you on 10/23/2023 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, Cori White | Arbitration Specialist, Dispute Resolution [REDACTED] Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: +1-615-725-7812

10/24/2023 10:05:53 AM

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

10/24/2023 10:13:09 AM

ARBS-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, Cori White | Arbitration Specialist, Dispute Resolution [REDACTED] Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: +1-615-725-7812

10/24/2023 1:38:49 PM

ARBS-CW received an email from C with title attached: Cori, I have rescanned the title document and attached it. Is this copy sufficient? Regards [REDACTED]

10/24/2023 1:39:07 PM

ARBS-CW resent case to Morley, case [REDACTED].

10/24/2023 1:42:31 PM

ARBS-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 Morley. Thank you, Cori White | Arbitration Specialist, Dispute Resolution [REDACTED] Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: +1-615-725-7812

10/25/2023 9:28:19 AM

ARBS-CW sent C the following email: PLEASE READ BELOW [REDACTED] IMPORTANT INFORMATION CONCERNING YOUR CASE. Good Morning, Your repurchase checks have been approved for You and the lienholder. What's next? Morley, our 3rd party vendor will create a case for the surrender of your vehicle which will happen at the dealership. Morley 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. Morley 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. Morley 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 Morley? Surrenders are scheduled Monday-Thursday (10:00am - 4:00pm) and Friday (10:00am - 2:00pm) 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 Morley 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. Morley 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 [REDACTED]. This code is valid at any Nissan Dealer and expires on 12/17/23. 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 it 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. Cori White | Arbitration Specialist, Dispute Resolution [REDACTED] Customer Quality & Dealer Network Development | Nissan Motor Co., Ltd. | Phone: +1-615-725-7812

10/25/2023 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.

CONSUMER ASSISTANCE REQUEST

CITY: FONTANA
STATE: CA
OPEN_DT: 10/27/2023
CLOSE_DT: 1/8/2024

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 10/12/2022
SVC DT: 11/8/2022
MILEAGE: 23,509

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: EL MONTE NISSAN
DLR STATE: CA
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPATOM
06	OA Vehicle Concerns	337230 Engine Electric
	CA Mechanical	AS Engine Wire Harness

CAR VERBATIM

10/27/2023

10/27/2023 3:17:51 PM

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

10/27/2023 3:17:52 PM

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

10/27/2023 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 ROC in receipt of attorney letter received 10/26/2023 via US Certified Mail dated 10/19/2023 sent via [REDACTED]. ROC-AA rec'd 10/27/2023 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.

10/27/2023 3:31:11 PM

ROC-AA sent email to DLR code 5897 and 5159 requesting all ROs, including PDI.

10/27/2023 3:43:56 PM

ROC-AA sent email requesting sales docs, factory invoice, and title application.

10/27/2023 4:13:10 PM

ROC-AA noting completed and attached RHR to case. ROC-AA attached DBS RO's.

10/30/2023 9:33:28 AM

ARBS-ZD notes the following RHR: 10/9/23 @28,068 miles RO# [REDACTED] Days Down Concern: 1. Check VEH 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 most driving conditions. Found no drive ability concern.(CP) 10/12/23 @ 28,111 miles RO [REDACTED] 2 Days Down Concern: 1. Customer states VEH has loss of power Action: 1. Found dtc p2615, 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)

10/30/2023 9:33:42 AM

ARBS-ZD notes the following RHR summary: In-service: 11/8/2022 Purchased Type: New State: CA Current Mileage: 23,509 VSC Found: None Open Campaigns: None Warranty Cases Found: None Previous Goodwill Offers: None Tech Line Cases Found: None DTS Involved: No 2 repairs on 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 dtc p2615, 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

10/30/2023 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: 11/8/2022 Open campaigns: 0 Additional cases found: 0 Warranty cases found: 0 Tech line case found: 0 DTS involved: 0 VSC found: None State: CA Previous checks: 0 ARBS-ZD notes no damage reported per Carfax ARBS-ZD notes Carfax attached to case under Carfax reports.

10/30/2023 9:37:32 AM

ARBS-ZD notes plans to offer repurchase/replacement/\$6,000 inclusive settlement.

10/30/2023 9:38:39 AM

ARBS-ZD sent the following email to ATTY w/intent letter of offer details: [repurchase/replacement/\$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: Zahiyya Dodson Arbitration Specialist II, Dispute Resolution Customer Quality & Dealer Network Development Nissan Motor Co., Ltd. Phone +1.615.725.7581 Fax +1.615.984.5121

10/31/2023 8:47:55 AM

ROC-AA received and attached RO from DLR code 5159.

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

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11/6/2023 8:24:51 AM

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

11/6/2023 8:39:18 AM

ARBS-ZD notes received the following email from ATTYT: Good morning, Zahiyya 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. D: 310-442-1410 ext. 146 F: 877-566-8828 A: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com

11/6/2023 8:40:09 AM

ARBS-ZD sent the following email to ATTY: Good Morning Destiny, I have received the purchase contact 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 Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

11/13/2023 9:15:16 AM

ARBS-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. D: 310-442-1410 ext. 146 F: 877-566-8828 A: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com

11/13/2023 9:16:58 AM

ARBS-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 complete I 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: +1.615.725.7581

11/13/2023 9:29:40 AM

ROC-AA received and attached RO from DLR code 5897.

11/17/2023 9:48:52 AM

ARBS-ZD notes the following repurchase figures: Cash Downpayment: \$1,000.00 Principal Paid to Date: \$6,618.25 Interest Paid to Date: \$1,264.91 Registration Renewal: \$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

11/17/2023 9:51:09 AM

ARBS-ZD received the following email from ATTY: Good morning, Zahiyya 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. D: 310-442-1410 ext. 146 F: 877-566-8828 A: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com

11/17/2023 9:52:28 AM

ARBS-ZD sent the following email to C w/repurchase agreement: Good Morning Destiny, 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: +1.615.725.7581

11/17/2023 9:53:55 AM

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

11/17/2023 9:53:56 AM

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

11/22/2023 10:01:26 AM

ARBS-ZD received the following email from ATTY: Good morning, Zahiyya 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 Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, P.C. D: 310-442-1410 ext. 146 F: 877-566-8828 A: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com

11/22/2023 10:02:43 AM

ARBS-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 Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

11/27/2023 10:13:26 AM

ARBS-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 Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

12/4/2023 2:58:17 PM

ARBS-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 Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, P.C. D: 310-442-1410 ext. 146 F: 877-566-8828 A: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com

CONSUMER ASSISTANCE REQUEST

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12/4/2023 3:06:32 PM

ARBS-ZD sent the following email to ATTY w/settlement agreement: Good Afternoon Destiny, 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: Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

12/11/2023 7:58:16 AM

ARBS-ZD received the following email from ATTY: Good afternoon, Zahiyya 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 Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, P.C. D: 310-442-1410 ext. 146 F: 877-566-8828 A: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com

12/11/2023 8:00:25 AM

ARBS-ZD sent the following email to ATTY: Good Morning Destiny. 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 Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

12/18/2023 7:54:23 AM

ARBS-ZD received the following email from ATTY: Good afternoon, Zahiyya 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 Destiny Olvera Pre-Litigation Case Manager | Consumer Law Experts, P.C. D: 310-442-1410 ext. 146 F: 877-566-8828 A: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com

12/18/2023 7:57:37 AM

ARBS-ZD sent the following email to ATTY w/ updated settlement agreement: Good Morning Destiny, 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 Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

12/26/2023 8:42:42 AM

ARBS-ZD received the following email from ATTY: Good morning, Zahiyya 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, Destiny Olvera Pre-Litigation Case Manager | Lemon Law Experts p: 310-442-1410 Ext. 146 f: 877-566-8828 a: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon. Helping California Consumers with Their Lemons Since 2009

12/26/2023 8:43:33 AM

ARBS-ZD sent the following email to ATTY: Good Morning Destiny, Please see the updated agreement. I apologize for the delay. Best Regards, Upcoming Office Closures/Vacations: January 1st- New Years Day Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

1/2/2024

1/2/2024 11:11:02 AM

ARBS-ZD notes received the following email from ATTY: Hello Zahiyya, 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, PC 6789 Quail Hill Parkway, #431 Irvine, CA 92603 Thank you for your cooperation. Kind regards, Destiny Olvera Pre-Litigation Case Manager | Lemon Law Experts p: 310-442-1410 Ext. 146 f: 877-566-8828 a: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com Helping California Consumers with Their Lemons Since 2009

1/2/2024 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.

1/2/2024 11:23:07 AM

ARBS-ZD notes sent the following email to ATTY: Hello Destiny, 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: Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

1/4/2024 4:01:21 PM

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

1/4/2024 4:02:16 PM

ARBS-ZD received the following email from ATTY: Good morning, Zahiyya 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, Destiny Olvera Pre-Litigation Case Manager | Lemon Law Experts p: 310-442-1410 Ext. 146 f: 877-566-8828 a: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com Helping California Consumers with Their Lemons Since 2009

1/4/2024 4:06:17 PM

ARBS-ZD sent the following email to ATTY: Good Morning Destiny, 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: Zahiyya Dodson | Arbitration Specialist II, Dispute Resolution - Customer Quality & Dealer Network Development| Nissan Motor Co., Ltd. | Phone: +1.615.725.7581

CONSUMER ASSISTANCE REQUEST

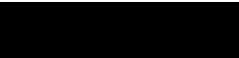
1/8/2024 8:47:31 AM

ARBS-ZD received the following email from ATTY: Good afternoon, Zahiyya Sounds great thank you so much! Hope you are having a great start to your year as well! Kind regards, Destiny Olvera Pre-Litigation Case Manager | Lemon Law Experts p: 310-442-1410 Ext. 146 f: 877-566-8828 a: 800 Parkview Dr. N El Segundo, CA 90245 destiny@nolemon.com nolemon.com Helping California Consumers with Their Lemons Since 2009

1/8/2024 8:49:31 AM

ARBS-ZD notes closing case due to no further assistance being needed from ARBS.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S M/T
CITY: KINGMAN **MODEL:** N18 YR: 2022 **OPTIONS:** B93C03L92
STATE: AZ **MFG DT:** 9/7/2022 **SERVICING DLR:** AUTONATION NIS CHANDLER
OPEN_DT: 10/27/2023 **SVC DT:** 10/5/2022 **DLR STATE:** AZ
CLOSE_DT: 11/2/2023 **MILEAGE:** 18,165 **ACCIDENT:** N **AIRBAG:** N

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

CAR VERBATIM

10/27/2023

10/27/2023 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 [REDACTED] DLRHSP unable to resolve issue. CRR-RS received a call from C [REDACTED]. C stated name of the 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 that. 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].

10/27/2023 6:25:15 PM

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

10/30/2023 1:49:00 PM

RCAS-KC submitted filter RHR.

10/30/2023 1:52:48 PM

RCAS-KC made outbound call to AUTONATION NISSAN CHANDLER at (480) 461-4300. RCAS-KC was transferred to services department VMX. RCAS-KC advised RCAS was send email to SM.

10/30/2023 1:55:01 PM

RCAS-KC made outbound call to DTS-Roy Hellmund at (615) 664-9532. RCAS-KC advised RCAS is trying to get some clarification on TECH notes. RCAS-KC advised, DTS-RH reviewed diagnosis with DLR 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 DLR and type of VEH. RCAS-KC provided the DLR 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.

10/30/2023 1:57:26 PM

RCAS-KC sent email to SD-Anthony De Nardo, SA-Caryl Curtis, and DTS-Roy Hellmund 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?

10/30/2023 1:58:16 PM

RCAS-KC unable to data net.

10/30/2023 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 10/05/29; GT-R Sched 1 EXP 11/26/23 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.

10/30/2023 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 11/02

10/30/2023 2:31:16 PM

RCAS-KC sent unable contact email.

10/30/2023 2:31:56 PM

RCAS-KC received email from SD-Anthony De Nardo on 10/30/23 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 p2615-00 set 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

10/30/2023 2:34:03 PM

FILTER RHR ARBSPL - JC Transferring FILTER RHR to ARBSPL - RG Original Sale was in CA ===== STATE: AZ [REDACTED] Kingman, AZ [REDACTED] 2022 NISSAN VERSA SEDAN 10.5.22 [REDACTED] GUN METALLIC PRE OWN ===== CARFAX NO Accidents or Damage Reported 3 OWNERS 1st - (CA, IN) 2nd - (CA) (2.15.23) 3rd - (AZ) (8.24.23) LAST Reported Odometer Reading --- 18,165 ON 10.26.23 @ AutoNation Nissan Chandler ===== Selling Dealer - MOSSY NISSAN ESCONDIDO - 3397 - CA 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 - DOWN FW REPAIRS --- NONE

10/30/2023 3:56:05 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

11/2/2023 10:56:31 AM

RCAS-KC received email from DTS-Roy Hellmund on 10/30/23 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.

11/2/2023 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.

11/2/2023 10:58:44 AM

RCAS-KC sent unable contact email.

11/2/2023 10:59:59 AM

C contacted CA requesting assistance with buyback of VEH.

11/2/2023 11:43:45 AM

RCAS-KC is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA 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-Ricardo Garcia who advised, RCAS needs to asked SOP 3.19 questions for C and then resubmit filter. RCAS-KC reviewed Case with SD-Anthony De Nardo who advised, C been to DLR once for acceleration concern and DTS-Roy Hellmund was involved in diagnosis. RCAS-KC reviewed Case with DTS-Roy Hellmund 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.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: GENEVA
STATE: NY
OPEN_DT: 11/21/2023
CLOSE_DT: 11/27/2023

VIN: [REDACTED]
MODEL: N18 YR: 2023
MFG DT: 6/19/2023
SVC DT: 10/19/2023
MILEAGE: 200

TRIM: S
OPTIONS: B93C03
SERVICING DLR: VISION NISSAN CANANDAIG
DLR STATE: NY
ACCIDENT: N **AIRBAG:** N

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

CAR VERBATIM

11/21/2023

11/21/2023 11:35:07 AM

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

11/22/2023 8:44:04 AM

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

11/22/2023 8:44:37 AM

C contacted CA seeking compensation due to C waiting for C's New VEH since 08/08/23

11/22/2023 8:47:32 AM

RCAS-MC unable to data net the case.

11/22/2023 8:47:52 AM

Previous related cases found: 0 Previous unrelated cases found: 1 Open Recalls/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."

11/22/2023 8:52:41 AM

RCAS-MC made outbound call to Vision Nissan Canandaigua at 585-393-0042. RCAS-MC requested to speak with SM or SA. RCAS-MC spoke with SM-Mark Jenkins. RCAS-MC provided VIN and asked if C had been into the DLRSH. SM-MJ advised no. Call ended mutually.

11/22/2023 8:55:31 AM

RCAS-MC made outbound call to C at [REDACTED]. RCAS-MC left VMX advising of the case number, RCAS-MC contact number, and advised that RCAS-MC will follow up on 11/27.

11/22/2023 8:57:15 AM

RCAS-MC sent unable to contact email to C.

11/27/2023 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.

11/27/2023 8:12:52 AM

RCAS-MC sent unable to contact email to C.

11/27/2023 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-Mark Jenkins who advised C had not been into the DLRSH. *** STATEMENT OF DECISION *** RCAS-MC unable to contact the C.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: WAUSAU
STATE: WI
OPEN_DT: 11/22/2023
CLOSE_DT: 12/4/2023

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 10/5/2023
SVC DT: 11/4/2023
MILEAGE: 172

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR: KOCOUREK NISSAN
DLR STATE: WI
ACCIDENT: N **AIRBAG:** N

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

CAR VERBATIM

11/22/2023

11/22/2023 11:23:55 AM

RCAS-SE emailed SM-Shawn Bierhals inquiring about engine concerns. RCAS-SE noting email is DLRS preferred method of contact.

11/22/2023 11:25:01 AM

RCAS-SE emailed SLS MGR Steve Arndt and OLM Kathleen Ferg advising of C's sales complaint and asking DLRSH to reach out to C. RCAS-SE noting email is DLRS preferred method of contact.

11/22/2023 11:26:48 AM

Sales Hot Alert

11/22/2023 11:26:49 AM

Sales Hot Alert

11/22/2023 11:45:07 AM

RCAS-SE made outbound call to C at [REDACTED] RCAS-SE ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-SE VERIFIED [REDACTED]s name, home & email address, concern, phone. RCAS-SE CONFIRMED [REDACTED]s VEH make/model, mileage, and servicing DLR. RCAS-SE CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-SE advised that case has been escalated to RCAS-SE and RCAS-SE will agent reviewing case for resolution. RCAS-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. RCAS-SE empathized about C's sales and engine concern. RCAS-SE thanked C for sharing concerns about sales experience through survey. RCAS-SE advised that concerns have been documented and shared with the DLR. RCAS-SE advised that DLRS are independently owned and operated. RCAS-SE advised that sales concern will have to be addressed directly with DLR. 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. RCAS-SE advised that RCAS-SE needs to gather more information before RCAS-SE speaks about diagnosis. RCAS-SE advised that RCAS-SE is reviewing engine concerns with the DLRSH. RCAS-SE advised follow up will be 11/29 due to holidays. RCAS-SE offered direct line and case number. C asked to email. RCAS-SE agreed. RCAS-SE thanked the C for the C's time. Call ended mutually.

11/22/2023 11:45:51 AM

RCAS-SE received email from SM-Doug Laatsch 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 WAUSAU, 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 DLR'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 DLR'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 DLR: NO Is the C in a loaner VEH: NO Is there an ETA on repairs: Unsure if repairs are even needed.

11/22/2023 11:48:09 AM

RCAS-SE sent C email with direct line and case number.

11/22/2023 11:57:48 AM

RCAS-SE noting that last RO was at [REDACTED] Kocourek Nissan. RCAS-SE transferring to RCAS over DLRSH.

11/29/2023 12:31:38 PM

RCAS-TB sent email to FOM-Eric Anderberg SM-Timothy Palmstein 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:

11/29/2023 4:42:17 PM

RCAS-TB received email from SM-Tim Palmstein advising that The customer has VEH, there were past codes stored in VEH when DLR had VEH and VEH test drove fine. DLR gave VEH back to the customer and C called that night and left a message saying the problem had happened again. DLR called and left a message for the customer and he has not called back yet.

11/29/2023 4:58:37 PM

RCAS-TB placed outbound call to C @ [REDACTED] RCAS-TB VERIFIED C's name, email, mailing address, & phone# RCAS-TB verified VEH and mileage as 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 RCAS 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 12/4/23. 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 1/4/23. RCAS-TB advised that RCAS will follow up with C on 12/1/23. RCAS-TB provided/confirmed direct line and case number. RCAS-TB thanked the C for the C's time. Call ended mutually.

11/29/2023 4:59:28 PM

RCAS-TB sent follow up email.

11/30/2023 8:05:18 AM

RCAS-TB submitted RHR filter.

11/30/2023 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] STATE: WI [REDACTED] Wausau, WI [REDACTED] 2024.0 NISSAN VERSA SEDAN S VIN [REDACTED] 1 ISD 11/4/2023 Color: GUN METALLIC 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 RO: [REDACTED] (11.13.23 - 11.21.23) DD: 9 @ 178 Miles @ KOCOUREK NISSAN / Nicole, Foukal 1) C/s VEHICLE IS IN LIMP MODE, WONT GO OVER 25 MPH ----- COULD NOT DUPLICATE CUSTOMER CONCERN. TEST DR OVE VEHICLE AND SCANNED, FOUND RADAR STAIN CO DE 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. (IP) RO: [REDACTED] (11.6.23) @ 16 Miles @ GANDRUD NISSAN / STEVE, WEBSTER 1) RECLEAN FOR DELIVERY jake deacon 11/4/23 10:00

12/1/2023 1:27:18 PM

SRCAS-EM made outbound call to C at [REDACTED]. SRCAS-EM ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] SRCAS-EM advised SRCAS is assisting RCAS-TB today. SRCAS-EM apologized for recent engine concerns. SRCAS-EM advised the DLR let NNA CA know that DLR has tried to contact C regarding getting the VEH in for diagnostics. SRCAS-EM advised the case has been thoroughly reviewed and NNA is not in the position to repurchase/replace the VEH. SRCAS-EM apologized for outcome. SRCAS-EM asked if C had any questions. C stated asked what will happen if the DLR can't fix the VEH. C stated the VEH is at the DLR now. SRCAS-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 SM-Tim. C stated the VEH is not throwing any codes. C stated the CEL doesn't come on. C stated the VEH has a glitch. SRCAS-EM reassured NNA CA will keep C updated until the VEH is fully repaired. SRCAS-EM advised at this time, the VEH doesn't qualify for RHR, but RHR can be re-reviewed with any new Ros. SRCAS-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. SRCAS-EM asked if C had any questions. C asked if C can drive the VEH. C stated the VEH doesn't throw any codes SRCAS-EM confirmed VEH is at DLR. C stated yes. SRCAS-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. SRCAS-EM advised SRCAS will remind the SM that the SM can contact DTSM if the SM needs assistance. SRCAS-EM advised the RHR cannot be re-reviewed without any new Ros. SRCAS-EM apologized for the outcome. SRCAS-EM asked if C had any questions. C stated no. C stated C has questions for engineering. SRCAS-EM reiterated SRCAS will remind SM that the SM can contact DTSM if the SM needs assistance. SRCAS-EM advised SRCAS will follow up on 12/5. C stated C will be out of the country. SRCAS-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 SRCAS has on file. SRCAS-EM confirmed email. C asked for email to be updated to: benntouaher@gmail.com SRCAS-EM advised email will be updated and SRCAS will email C case number and contact info. SRCAS-EM asked if C had any questions. C stated no. SRCAS-EM thanked C for time. Call ended mutually.

12/1/2023 1:52:30 PM

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

12/1/2023 1:53:36 PM

SRCAS-EM emailed C case number and direct line.

12/1/2023 1:54:54 PM

SRCAS-EM submitted RHR denial correspondence request.

12/4/2023 3:44:14 PM

SRCAS-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. SRCAS-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 *** SRCAS-EM advised C the Case has been thoroughly reviewed and documented and Nissan is not in the position to repurchase/replace the VEH. SRCAS-EM notes C was displeased with outcome. SRCAS-EM notes C requested the case be closed as C will be out of the country.

CONSUMER ASSISTANCE REQUEST

[REDACTED]

CITY: WHITEHOUSE
STATE: TX

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 6/24/2022
SVC DT: 7/6/2022
MILEAGE: 21,500

TRIM: S M/T
OPTIONS: B93C03L92N92
SERVICING DLR: FRED HAAS NISSAN
DLR STATE: TX
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 12/1/2023
CLOSE_DT: 12/5/2023

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
16	OA Vehicle Concerns	337420 Convenience Features
	CD Comfort and Convenience	GY Center Console - Front Seat

CAR VERBATIM

12/1/2023

12/1/2023 8:54:14 PM

First Name: [REDACTED] Last Name: [REDACTED] Email Address: [REDACTED] Twitter Name: - Street Address: [REDACTED] City: Whitehouse State: TX Zip: [REDACTED] Phone Number: [REDACTED] Is Nissan Owner: null VIN: [REDACTED] Dealer Name: FRED HAAS NISSAN Dealer State: - Subject: Other Comments: My 2022 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.

12/2/2023 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 DLR for technical support. ECRR-CS closing case.

12/4/2023 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 on one 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 TX. 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. Jeanette Bedard : 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?

12/4/2023 1:50:46 PM

[REDACTED] Whitehouse [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 Daniel 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. Caitlin Newport : Thank you! May I have the VIN for your vehicle and the current mileage?

12/4/2023 2:02:26 PM

[REDACTED] 854024 Approximately 21,500 miles Jeanette Bedard : 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?

12/4/2023 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. Jeanette Bedard : 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] : Daniel Villanueva Jeanette Bedard : Thank you. Jeanette Bedard : 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. Jeanette Bedard : Was there any other questions you have for me today? [REDACTED] : No. Thank you Jeanette Bedard : My pleasure, have a good rest of your day.

12/4/2023 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.

12/5/2023 8:13:11 AM

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

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

Page 49 of 100

12/5/2023 1:03:14 PM

ARBS noting RHR filter: Open RO: NONE UNDER 5345 C Complaint: VEH GOES INTO LIMP MODE WITHOUT ANY WARNING Dlr Input: NONE AT THE TIME OF FILTER - Vehicle acquired: NEW, SPECIAL APR State: TX In-service date: 07/06/2022 Last known mileage: 11/30/2023 @ 21,419 MILES - Open campaigns: NONE Additional CA cases found: NONE Tech line cases found: NONE Warranty cases found: NONE - DTS involved: NONE VSC found: [REDACTED] ECW/Warranty ext./Warr exc.: NONE Total Approved Checks: NONE ----- CPIA: 11/27/23 SC A 5345 308181 B YW15AA FRED HAAS NISSA OIL AND FILTER 07/13/23 SC A 5345 297957 A YW15AA FRED HAAS NISSA OIL AND FILTER 03/07/23 SC A 5345 288236 A YW15AA FRED HAAS NISSA OIL AND FILTER 11/15/22 SC A 5345 280054 A YW15AA FRED HAAS 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 ***

12/5/2023 1:03:49 PM

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

12/5/2023 2:03:57 PM

RCAS-EW made outbound call to FRED HAAS NISSAN at (281) 516-6700 RCAS-EW requested to speak with available SM RCAS-EW left VMX requesting email reply.

12/5/2023 2:07:55 PM

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

12/5/2023 3:51:56 PM

RCAS-EW received email from SM-Gerald Toloudis 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 11/30/2023, 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? NONE 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

12/5/2023 3:52:31 PM

RCAS-EW received email from FOM-Laura McCoy on 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.

12/5/2023 4:12:24 PM

RCAS-EW made outbound call to C at [REDACTED] RCAS-EW ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-EW VERIFIED [REDACTED] s name, home & email address, concern, phone. RCAS-EW CONFIRMED [REDACTED] s VEH make/model, mileage, and servicing DLR. RCAS-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] RCAS-EW advised that case has been escalated to RCAS-EW and RCAS-EW will be RCAS reviewing case. RCAS-EW confirmed C called in regarding concerns with dashboard blacking out and VEH losing power. C stated yes. RCAS-EW apologized for C's concerns with the dashboard and VEH losing power. RCAS-EW noted C called in advising of a safety concern. RCAS-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 RCAS-EW empathized with C's concerns. RCAS-EW noted C called in regarding a reprogramming for the VEH. RCAS-EW advised that NNA CA has been able to review and has not found a record of a recommended reprogramming for C's VEH. RCAS-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. RCAS-EW advised RCAS-EW has been able to review further with the DLR regarding the concern. RCAS-EW advised that the DLR confirmed that the concern has not been duplicated as of yet. RCAS-EW advised that NNA CA is not TECH and cannot provide repair recommendations. RCAS-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 RCAS-EW empathized with C's frustration. RCAS-EW advised that because NNA CA is not TECH, RCAS-EW is not in the best position to determine if the VEH is under a safety concern. RCAS-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. RCAS-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. RCAS-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. RCAS-EW provided the NNA CA email address. RCAS-EW asked if C had any other questions regarding the case. C stated no. RCAS-EW thanked C for C's time. Call ended mutually.

12/5/2023 4:14:07 PM

RCAS-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] RCAS-EW reviewed Case with ARBS-Jacklyn Capers 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] RCAS-EW advised C Nissan has created a case to document [REDACTED] s concern, and this case will remain in NNA's system. [REDACTED] RCAS-EW advised C to have the concern duplicated with the DLR and referred C to DLR for further assistance.

12/5/2023 4:29:14 PM

[REDACTED] : A Elliott 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. Lori-Ann Sanders : 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.

CONSUMER ASSISTANCE REQUEST

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12/5/2023 4:37:39 PM

SRCAS-TG advising RCAS to close case.

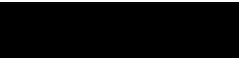
12/5/2023 4:42:43 PM

*** [Added after the case is closed.] *** [REDACTED]: 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. Lori-Ann Sanders : 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.

12/5/2023 5:03:15 PM

*** [Added after the case is closed.] *** [REDACTED]: 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. Meghann Faraway : 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.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: STEVENS POIN
STATE: WI

VIN: [REDACTED]
MODEL: N18 YR: 2023
MFG DT: 4/17/2023
SVC DT: 5/12/2023
MILEAGE: 3,247

TRIM: S
OPTIONS: B93C03L92N92
SERVICING DLR: PREMIER NISSAN OF FREMO
DLR STATE: CA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 1/12/2024
CLOSE_DT: 2/9/2024

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

CAR VERBATIM

1/12/2024

1/12/2024 8:06:16 AM

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/Unable to diagnose/reoccurring issues CRR-IA received inbound call from C: [REDACTED] C stated issue is that is having problem with the transmission and that Nissan is working on a fix for this. C stated is not able to go past 35 miles per hour and happen randomly and C stated it has happened randomly to the C. C stated is requesting for assistance to have the VEH repaired. C stated has gotten a diagnostic on 10/20/2023. C stated has spoken to Allen Rawson the service advisor and number is [REDACTED] 6. C stated the VEH also has issues going into reverse and the DLRSHIP is not able to diagnose the concerns for that as well and would like some type of resolution. CRR-IA advised of RCAS for review. C understood and agreed. CRR-IA referred to RCAS for review. C understood. CRR-IA asked for further assistance. Call ended mutually.

1/12/2024 8:06:47 AM

***** [CASE SUMMARY] ***** CRR-IA referred to RCAS for review. See case [REDACTED] for reference.

1/16/2024 11:52:14 AM

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

1/16/2024 11:55:17 AM

RCAS-DR emailed the SD-DAVID VIBAT requesting information on the recent DIAG. RCAS is noting email is the DLR's preferred method of contact.

1/16/2024 12:08:40 PM

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:PREMIER NISSAN OF FREMONT ,3,200,2023 Nissan Versa Sedan RCAS-DR CHECKED and advised the C of the open recalls/campaigns and found:0 Previous related cased found:0 Previous unrelated case found:0 RCAS-DR advised the C that the C had reached out regarding the acceleration concerns. C stated yes. C stated that the main problem is the acceleration. RCAS empathized with the C regarding the acceleration concerns. RCAS-DR advised the C that RCAS has reached out to the DLR to obtain more information regarding the VEH. RCAS advised the C that if the DLR determines that the VEH is operating as designed then there would not be much that CA can assist towards, due to the DLR needing to recommend a repair; however RCAS has to confirm that with the DLR first. RCAS asked if the C had any questions. C stated that the DLR informed the C of different. C stated that this is a safety issue. RCAS advised the C that NNA can review for a buyback/replacement of the VEH although neither option is guaranteed to be offered. RCAS advised the C that a different DEPT within CA reviews for this as the DEPT would ultimately make the decision on the review. RCAS asked if the C would like for NNA to review. C stated yes. RCAS advised the C that RCAS will need to ask the C a few questions. RCAS-DR Where was the VEH purchased? C stated REDWOOD CITY NISSAN RCAS-DR asked Was it purchased new or used? C stated new. RCAS-DR asked Where is the VEH serviced? Has the VEH been taken to multiple Nissan/Infinity dealers? C stated PREMIER NISSAN OF FREMONT RCAS-DR asked if the VEH was in the C's possession. C stated it is at the DLR RCAS-DR thanked the C for answering the following questions. RCAS-DR advised the C that the review can take around 10 business days or longer due to the VEH being at the DLR it can prolong the process for a decision to be made. RCAS advised the C that RCAS will follow up no later than 1/19. RCAS asked if the C wanted to take down direct line over the phone or by email. C stated email. RCAS understood and thanked the C for time. C thanked RCAS. Call ended mutually

1/16/2024 12:09:02 PM

RCAS-DR submitted RHR Filter.

CONSUMER ASSISTANCE REQUEST

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1/16/2024 1:57:12 PM

ARBS PL-RG notes the following: [REDACTED] 2023 Nissan Versa Sedan S VIN # [REDACTED] In-Service Date: 5/12/2023 Vehicle Purchased: New, Retail Purchase State: California Last Reported Miles: 3200 Nissans Owned: 1 Selling Dealer: REDWOOD CITY NISSAN Servicing Dealer: PREMIER NISSAN OF FREMONT VSCs: none DTS Involvement: none Open Campaigns: none TECHLINE Cases: [REDACTED] - Related to OPEN RO # [REDACTED] Warranty Cases: none Previous CA Cases: [REDACTED] - CLOSED Previous Settlements: none ===== OPEN RO Dealer: PREMIER NISSAN OF FREMONT Service Advisor: Allen, Rawson 1/10/24 @ 3,247 miles -- RO # [REDACTED] -- DD: OPEN RO Issue: 1. The C/S when driving at lower speeds then accelerating the vehicle will not go over 35 mph and the rpm's will go up C/S there Action: 1. DTC P2615. Per TECHLINE, P2615 stored as a side effect of stalling the vehicle out while driving. This is a known concern on manual transmission equipped Versa that is being looked into by engineering (FW) ===== CPIA no records ===== DBS 6/12/23 @ 255 miles -- RO # [REDACTED] -- DD: 2 1. C/S, when shifting into reverse transmission does not engage every time, has to shift twice in order to get into reverse -> Normal operation at this time (DI) 10/20/23 @ 2,560 miles -- RO # [REDACTED] -- DD: 5 1. C/S he can give power and the car will rev, but the car does not accelerate. Shifting gear had no effect. On flat ground does not go over -> Unable to duplicate after test drive (DI) 2. Diagnosis customer still has trouble shifting into reverse requires extra effort, can do it but seems abnormal -> Unable to duplicate (DI) 1/10/24 - see OPEN RO ===== 0 FW days down 7 total days down + OPEN RO (6 and counting) 0 FW repair + OPEN RO, 3 visits - when shifting into reverse transmission does not engage every time @ 255 miles - Normal operation at this time (DI) @ 2560 miles - Unable to duplicate after test drive (DI) @ 3247 miles - OPEN RO - DTC P2615. Per TECHLINE, P2615 stored as a side effect of stalling the vehicle out while driving. This is a known concern on manual transmission equipped Versa that is being looked into by engineering (FW) Case is being submitted for further ARBS review

1/16/2024 3:22:33 PM

RCAS-LY sent an email to SM-Vibat, David requesting RO [REDACTED]

1/17/2024 7:00:52 AM

RHR assigned to ARBS DeHenry Kidd for review.

1/18/2024 11:48:50 AM

CRR-RB VERIFIED Account Info including: C's name, home address, phone number & best contact number CRR-RB VERIFIED VEH Info including: N/A CRR-RB CHECKED for open recalls/campaigns and found: 0 CRR-RB CHECKED for previous UNRELATED Case(s) and found: 0 CRR-RB CHECKED previous RELATED Case(s) and found: 0 CRR-RB NOTED concern is: C no longer wants to get Recall notices CRR-RB received inbound call from [REDACTED] referred to as C. C stated that C is calling about Case # [REDACTED] (tech line) however the case # [REDACTED]. C stated that C is looking to speak with RCAS. C stated that the VEH has been at the DLRSHOP for a few days. C stated that RCAS spoke with the service manager. C stated that C was told until C has a fix for it. CRR-RB understood. C stated that C was wondering what C has to do because the DLRSHOP wants C to pick up the VEH. CRR-RB stated that RCAS would be the best case to speak to as C has requested a buyback according to the case notes and the RCAS agent would be the best one to ask any questions. C understood. CRR-RB provided RCAS direct #. C understood. CRR-RB provided C with Case # & name. CRR-RB asked C if there was anything else CRR-RB could assist with. C declined. Best Contact #: [REDACTED] Call ended mutually.

1/18/2024 11:48:58 AM

CASE SUMMARY C contacted Nissan CA requesting assistance with follow up with case. CRR-RB updating case notes.

1/18/2024 1:52:40 PM

Arbs dk is noting: [REDACTED] 2023 Nissan Versa Sedan S VIN # [REDACTED] In-Service Date: 5/12/2023 Vehicle Purchased: New, Retail Purchase State: California Last Reported Miles: 3200 Nissans Owned: 1 Selling Dealer: REDWOOD CITY NISSAN Servicing Dealer: PREMIER NISSAN OF FREMONT VSCs: none DTS Involvement: none Open Campaigns: none TECHLINE Cases: [REDACTED] - Related to OPEN RO # [REDACTED] Warranty Cases: none Previous CA Cases: [REDACTED] - CLOSED Previous Settlements: none Review: 6/12/23 @ 255 miles -- RO # [REDACTED] -- DD: 2 1. C/S, when shifting into reverse transmission does not engage every time, has to shift twice in order to get into reverse -> Normal operation at this time (DI) 10/20/23 @ 2,560 miles -- RO # [REDACTED] -- DD: 5 1. C/S he can give power and the car will rev, but the car does not accelerate. Shifting gear had no effect. On flat ground does not go over -> Unable to duplicate after test drive (DI) 2. Diagnosis customer still has trouble shifting into reverse requires extra effort, can do it but seems abnormal -> Unable to duplicate (DI) 1/10/24 @ 3,247 miles -- RO # [REDACTED] -- DD: OPEN RO 9 days and counting Issue: 1. The C/S when driving at lower speeds then accelerating the vehicle will not go over 35 mph and the rpm's will go up C/S there Action: 1. DTC P2615. Per TECHLINE, P2615 stored as a side effect of stalling the vehicle out while driving. This is a known concern on manual transmission equipped Versa that is being looked into by engineering (FW) Dealer: PREMIER NISSAN OF FREMONT Service Advisor: Allen, Rawson Summary: 0 FW days down 7 total days down + OPEN RO (9 and counting) 0 FW repair + OPEN RO, 3 visits - when shifting into reverse transmission does not engage every time @ 255 miles - Normal operation at this time (DI) @ 2560 miles - Unable to duplicate after test drive (DI) @ 3247 miles - OPEN RO - DTC P2615. Per TECHLINE, P2615 stored as a side effect of stalling the vehicle out while driving. This is a known concern on manual transmission equipped Versa that is being looked into by engineering

1/18/2024 1:53:43 PM

Arbs is taking over case due to 0 FW repair + OPEN RO, 3 visits - when shifting into reverse transmission does not engage every time.

1/18/2024 4:51:31 PM

Best Contact # [REDACTED] Arbs called customer to discuss case and vehicle. Arbs informed customer Nissan is in a position to offer customer a repurchase or replacement vehicle. Arbs informed customer of the detail of the options and customer wanted to go with a replacement vehicle. Customer stated customer has been a long Nissan/Infiniti owner and would like to stay with the brand. Arbs stated arbs will need to get the following documents to proceed to customer request. [REDACTED] A legible copy of the vehicle [REDACTED]'s current registration [REDACTED] Vehicle photos: 4 Exterior: Front, Back, Driver and Passenger side and 1 interior photo [REDACTED] A copy of the purchase contract for the vehicle (Lease agreement and purchase agreement) [REDACTED] Title Front and Back Arbs confirmed customer email address: [REDACTED]

1/18/2024 4:59:03 PM

Letter of intent has been emailed to customer.

1/24/2024 9:57:43 AM

Arbs has received customer documents and will proceed to customer calculation.

1/25/2024 4:36:49 PM

Arbs sent an email to the dealer stating: Vibat, David Service Director 650-288-2143 DVIBAT@PREMIERNISSANOFFREMONT.COM Nissan has offered customer a buyback on their vehicle, and Arbs is seeing if the dealer would be willing to host the surrender inspection for Morley, Arbs will request a transfer agent to complete the inspection. Arbs is waiting on a reply.

CONSUMER ASSISTANCE REQUEST

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1/26/2024 9:01:04 AM

arbs received an email from dealer stating they can assist with the surrender.

1/26/2024 9:05:54 AM

Repurchase - Payment Method Amount Financed \$21,021.91 Total Amounts Paid \$21,021.91 Less Usage \$37.53 Accessories \$998.00 Total Deductions\$1,035.53
Amount Due to Customer \$19,986.38

1/26/2024 11:58:42 AM

Arbs called customer to discuss calculation customer stated he understands the numbers, terms and condition and will get this signed and emailed back to arbs.

1/31/2024 4:39:31 PM

Arbs has received customer signed agreement and will proceed to customer CST and check request.

2/5/2024 9:08:23 AM

C is seeking assistance towards accelertation concers.

2/5/2024 9:08:24 AM

C is seeking assistance towards accelertation concers.

2/5/2024 9:32:33 AM

Arbs has sent check request to PL for review. Arbs is waiting on a reply.

2/6/2024 9:34:49 AM

Customer checks has been approved arbs is waiting for Morley to accept the case.

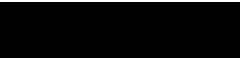
2/8/2024 10:22:49 AM

DRTS forwarding check to Morley via FedEx [REDACTED]. Check #: [REDACTED] Customer: [REDACTED]. Check Type: Customer. Amount: \$19986.38.

2/9/2024 4:44:34 PM

*****CASE SUMMAY***** C stated issue is that is having problem with the transmission and that Nissan is working on a fix for this. C stated is not able to go past 35 miles per hour and happen randomly. Due to multiple repairs arbs offered customer a repurchase. *****STATEMENT OF DECISION***** Consumer affairs voluntary repurchase due to 3 repairs and 18 days out of service for vehicle transmission does not shift into reverse and 18 days out of service for all warranty repairs. CAVPP Claim # [REDACTED] Claim Issue Date 2/5/2024 Claim # Expiration Date 4/5/2024 Morley case# [REDACTED] created and accepted ARBS-dk attached customer emails to the case, closing case.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: HUDSON
STATE: OH

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 2/19/2022
SVC DT: 3/25/2022
MILEAGE: 20,000

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: RON MARHOFER NISSAN
DLR STATE: OH
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 1/29/2024
CLOSE_DT: 2/29/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPATOM
06	OA Vehicle Concerns	337230 Engine Electric
	CA Mechanical	AQ Engine Control Module (ECM)

CAR VERBATIM

1/29/2024

1/29/2024 11:54:09 AM

CRR-GG VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-GG VERIFIED VEH Information including: Current Mileage CRR-GG CHECKED for open recalls/campaigns and found: 0 CRR-GG CHECKED for previous UNRELATED Case(s) and found: 3 CRR-GG CHECKED previous RELATED Case(s) and found: [REDACTED]. CRR-GG NOTED concern is: issue with accelerating speed. CRR-GG received an inbound call from C: [REDACTED]. C Stated that C bought the VEH 2 years before. C Stated that C have issue from when C bought the VEH. C Stated that VEH is at the DLRSH. C Stated that now DLRSH able to duplicate the issue. C Stated that C have speed accelerating issue. C Stated that DLRSH contact with NNA case # is [REDACTED]. C Stated that NNA said to DLRSH no repair needed. C Stated that C is not happy with outcome. CRR-GG asked for the name of the DLRSH. C Stated the name of DLRSH is Ron Marhofer Nissan SA [REDACTED] Derek. CRR-GG informed C that Case will be transferred to a Regional Consumer Affairs Specialist for review, who will follow up with C by end of next business day, 01/30/24. C understood. CRR-GG asked if there was anything else CRR-GG could assist with at this time. C declined. CRR-GG provided C case [REDACTED] CRR-GG thanked C. Call ended mutually. Best contact # [REDACTED]

1/29/2024 11:54:55 AM

***** [CASE SUMMARY] ***** C called for issue with accelerating speed. CRR-GG sending case to RCAS for further review.

1/30/2024 12:59:15 PM

RCAS-KD unable to datanet. " 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."

1/30/2024 1:10:53 PM

RCAS-KD made outbound call to Ron Marhofer Nissan at (330) 923-8000. RCAS-KD asked to speak with SM who was unavailable. RCAS-KD spoke with SA-Derek Miller. RCAS-KD asked for diagnosis. SA-DM stated VEH is a stick shift. SA-DM stated when VEH stalls and VEH is put in gear it goes through first fine but once moved to second gear foot could be put to floor but VEH does not want to move. SA-DM stated P2615 code when VEH stalls. SA-DM stated submitted a case to techline and was told the code only shows due to aggressive clutch use. SA-DM stated that is considered to be normal operation. SA-DM stated after driving VEH SA-DM does not feel like this would be normal operation. RCAS-KD thanked SA-DM. *Call ended mutually*

1/30/2024 1:29:58 PM

RCAS-KD made outbound call to C at [REDACTED] RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD VERIFIED C's name, home & email address, concern, phone. RCAS-KD CONFIRMED C's VEH make/model, mileage, and servicing DLR. RCAS-KD CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found: 0 [REDACTED] RCAS-KD advised that case has been escalated to RCAS-KD and RCAS-KD will be RCAS reviewing case. RCAS-KD asked for C to explain what C has been experiencing. C stated purchased VEH in 2022. C stated from the start C had issues with VEH being put into second gear and it felt like being in 4th gear with low power. C stated it was dangerously low power. C stated DLR said it was the gas C was using. C stated DLR said it was floor mat which C removed and it was still happening. C stated it happens sporadically. C stated DLR ran tests and could not figure it out. C stated if VEH does not catch or stalls when started then VEH has very minimal power. C stated it is like being in fourth gear when trying to start up. C stated if VEH is pulled over and turned off for a minute it would be fine after turning VEH back on. C stated C brought VEH back to DLR and DLR was able to replicate it. C stated DLR tested battery and recharged it. C stated the issue is still happening. C stated DLR did not know what to do and turned case to NNA. C stated NNA is saying it is a normal operation of VEH. C stated from C's perspective that is not acceptable. RCAS-KD apologized for concerns. RCAS-KD empathized with C. RCAS-KD stated wanted to call C to introduce self and gather some information. RCAS-KD stated will be reviewing concerns further for any next step recommendations RCAS-KD may have. RCAS-KD stated knows C mentioned dangerously low power and NNA takes safety extremely seriously. RCAS-KD stated can review for a VEH repurchase or replacement. RCAS-KD stated a VEH repurchase or replacement is not guaranteed. RCAS-KD stated it may take up to 10 business days for a decision but RCAS-KD will update C every 3 business days. RCAS-KD stated will be reviewing all service history and warrantable repairs made on VEH within NNA DLR. RCAS-KD asked if this is something C would be interested in. C stated C would need to speak with C's husband. C asked what is involved with it. RCAS-KD stated VEH repurchase would be where NNA buyback VEH if eligible. RCAS-KD stated replacement would be where VEH is replaced with another like year and model VEH if eligible. C stated ok. C stated C would need to talk to C's husband. RCAS-KD understood. RCAS-KD stated C can let RCAS-KD know if C would like RCAS-KD to review. *** CONTINUED ***

CONSUMER ASSISTANCE REQUEST

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1/30/2024 1:30:11 PM

*** CALL NOTES 2 *** C stated ok. C stated will have to think about this. C stated C really likes VEH. C stated VEH would be perfect if this did not happen. 1. How often are you experiencing the concern? C stated a couple times over the summer. C stated maybe 2-3 times in a couple month period. C stated would notice it 1-2 times per month. C stated would only happen when VEH stalled and was restarted or VEH would not catch and is driven. C stated it is not C's first stick shift VEH. 2. When is the concern happening? Pretty random when it happens. C stated when VEH does not catch when started or stalls before being restarted. 3. Are you experience the concern when you are on the highway, back roads, or normal traffic? Happens immediately after VEH is started until VEH is stopped, sits for a minute, and restarted. 4. When did the concern start? Right after C purchased VEH around Summer of 2022 5. Are you using any aftermarket charges or have any aftermarket parts on the VEH? Does use an aftermarket phone charger 6. Do you have anything connected to the VEH that was not installed at the factory? No 7. Do you have pictures or a video of the concern happening? No but DLR was able to replicate it RCAS-KD stated will update C by 2/1. C stated just wants VEH fixed. C stated C would be happy if VEH can be fixed. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

1/30/2024 1:36:23 PM

RCAS-KD emailed DTSM-Jason Rain. RCAS-KD explained C's concerns. RCAS-KD asked if DTSM-JR has any recommendations.

2/1/2024 3:00:25 PM

RCAS-KD received email from DTSM-Jason Rain on 1/30 at 6:01 PM. DTSM-JR stated reviewed techline case. DTSM-JR stated the notes indicate a engineering review currently for the code. DTSM-JR stated if DLR can duplicate the concern more frequently then we could monitor valve timing. DTSM-JR stated would suggest to inspect the ECM and valve timing module connections and pin fit related to terminal. DTSM-JR stated F10 pin 35 at ECM. DTSM-JR stated F70 pin 8 at valve timing unit. DTSM-JR stated perform a wiggle test also. DTSM-JR stated will be returning from training on 2/5/24. DTSM-JR stated will be following up with several tasks including this case.

2/1/2024 3:07:53 PM

RCAS-KD made outbound call to Ron Marhofer Nissan at (330) 923-8000. RCAS-KD asked to speak with SM who was unavailable. RCAS-KD spoke with SA-Derek Miller. RCAS-KD asked if VEH is currently at DLR. SA-DM stated yes. RCAS-KD stated did speak with DTSM-Jason Rain who provided some recommendations. RCAS-KD asked if it would be easier for RCAS-KD to send an email with the information. SA-DM stated yes. RCAS-KD thanked SA-DM. *Call ended mutually*

2/1/2024 3:20:22 PM

RCAS-KD made outbound call to C at [REDACTED] RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD stated did have a chance to review with internal sources. RCAS-KD stated has recommended DLR inspects the ECM and valve timing module connections and pin fit plus perform a wiggle test. RCAS-KD stated has provided DLR with this information. C stated ok. C stated C and C's husband were wondering if the chip could just be replaced. C stated C got VEH when there was a chip shortage. C asked if it could be related to the chip. RCAS-KD stated RCAS-KD is not a certified technician or mechanic. RCAS-KD stated C is welcome to ask DLR if the chip could be replaced. RCAS-KD apologized for concerns. RCAS-KD empathized with C. RCAS-KD stated knows C was going to speak with C's husband about the RHR review. C stated it is kind of a scary thing. C stated C would be getting another VEH that C does not know about the history on. C stated C knows this VEH has been taken care of. C stated getting another VEH is hard not knowing the history if it. C stated it is daunting. RCAS-KD understood. RCAS-KD stated if C would like RCAS-KD can hold off on the review. RCAS-KD stated number one priority is getting VEH repaired and operating within NNA standards. C stated that would be great. C stated it is a little nerve wracking. RCAS-KD stated if C decides C would like the review at any time C can let RCAS-KD know. RCAS-KD stated will update C by 2/6. C stated C may have RCAS-KD call C's husband the next time. C stated C will plan on being with C's husband on 2/6. RCAS-KD asked if there is a certain time C would like RCAS-KD to call on 2/6. C stated C will be at C's mom's house all day. C asked if RCAS-KD can call C another day like 2/7 instead. RCAS-KD stated can definitely call C on 2/7. RCAS-KD asked if there is a certain time C prefers. C stated 2:00 PM ET. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

2/1/2024 3:20:46 PM

RCAS-KD setting follow up date for 2/7 since C preferred a call back 2/7 instead of 2/6.

2/6/2024 4:02:41 PM

RCAS-KD noting did send email to SA-Derek Miller and SM-John Vuyancih on 2/1 at 3:08 PM with information from DTSM but case comment did not save.

2/6/2024 4:03:05 PM

RCAS-KD emailed SM-John Vuyancih and SA-Derek Miller. RCAS-KD asked if DLR was able to inspect the parts.

2/7/2024 1:06:45 PM

RCAS-KD received email from SM-John Vuyancih on 2/7 at 7:52 AM CC; DTSM-Jason Rain. SM-JV stated have completed the wiggle test and that has passed. SM-JV stated DLR needs specific pin fit tools that have come up missing. SM-JV stated DLR is in process of gathering these specific tools and will perform these tests then.

CONSUMER ASSISTANCE REQUEST

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2/7/2024 1:24:31 PM

RCAS-KD made outbound call to C at [REDACTED]. C stated C's husband [REDACTED], is with C and listening to the call too. RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD stated as discussed last week internal sources recommended DLR inspects the ECM and valve timing module connections along with pin fit related to terminals. RCAS-KD stated DLR was also instructed to perform a wiggle test. RCAS-KD stated as of this morning DLR did perform the wiggle test which passed. RCAS-KD stated DLR is currently gathering specific tools needed to check the pin fits. C stated ok. RCAS-KD stated will continue checking with DLR for updates and updating C. C asked if RCAS-KD mentioned the chip potentially being defective. C stated it was during a time when there was a chip shortage. C stated VEH MFR were making chips fast to get VEH sold. RCAS-KD stated will definitely inform DLR of C's thoughts that it may be related to the chip. C stated ok. RCAS-KD apologized for concerns. RCAS-KD empathized with C. C stated ok. C thanked RCAS-KD. C stated C appreciates everything RCAS-KD is doing. RCAS-KD asked if C had any further questions. *RCAS-KD noting C's husband, [REDACTED], started talking and is now referred to as C* C stated so DLR is still working to determine the cause. C stated C wants VEH to be repaired. C stated C knows C's wife mentioned a VEH repurchase or replacement review. RCAS-KD stated did discuss reviewing for a VEH repurchase or replacement. RCAS-KD asked if C would like some information on it. C stated yes. RCAS-KD stated a VEH repurchase or replacement is not guaranteed. RCAS-KD stated it may take up to 10 business days for a decision but RCAS-KD will update C every 3 business days. RCAS-KD stated will be reviewing all service history and warrantable repairs made on VEH within NNA DLR. RCAS-KD stated would be reviewing to see if NNA is in the position to replace VEH with another like year and model VEH or buyback VEH from C. RCAS-KD stated if VEH is eligible another agent would take over case and answer any financial questions C has. C stated ok. C stated will wait and see what happens with the technicians and what technicians find out. C asked what happens if VEH can't be repaired and is not eligible for a repurchase or replacement. C asked if there are any options with a VEH discount towards purchasing a new VEH. RCAS-KD stated once there is further information about VEH and if VEH was not eligible for a VEH repurchase or replacement RCAS-KD would be happy to review and see if there are any discounts. RCAS-KD stated a discount is not guaranteed. RCAS-KD stated will update C by 2/12. C asked if it is possible to push the call back a couple days. C stated C and C's wife are both busy on 2/12. RCAS-KD stated yes. RCAS-KD asked what day C would prefer a call. C stated probably 2/14. RCAS-KD asked if there was a certain time C would prefer. C stated 11 AM EST. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

2/7/2024 1:24:56 PM

RCAS-KD setting follow up date for 2/14 instead of 2/12 per C's request.

2/13/2024 3:41:49 PM

RCAS-KD received email from DTSM-Jason Rain CC; SM-John Vuyancih and SA-Derrek Miller on 2/9 at 10:59 AM. DTSM-JR stated the engineer call this morning discussed the concern. DTSM-JR stated engineers are working on a software fix. DTSM-JR stated engineers suspect ECM sees a stall and the code sets. DTSM-JR stated the ECM then goes into failure. DTSM-JR stated engineers did state there is no parts fix for this concern. DTSM-JR stated do not replace any parts.

2/13/2024 3:43:11 PM

RCAS-KD received email from DTSM-Jason Rain on 2/13 at 5:59 AM CC; Field Quality Engineer - Jeff Nafzger. DTSM-JR stated has a CA and techline case that involves this code. DTSM-JR asked if Field Quality Engineer-JN would need to inspect VEH. DTSM-JR asked if there is anything needed from DTSM-JR.

2/13/2024 3:44:28 PM

RCAS-KD received email from Field Quality Engineer - Jeff Nafzger to DTSM-Jason Rain on 2/13 at 11:55 AM. Field Quality Engineer-JN stated have sufficient data to proceed to next action and do not need to see this VEH.

2/14/2024 10:12:21 AM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD stated has continued review concerns with internal specialists. RCAS-KD stated engineers are actively working on developing a software fix. RCAS-KD stated at this time it seems like ECM sees a stall and the code sets which causes ECM to go into failure. RCAS-KD stated there is no replacement part repair for this concern. RCAS-KD stated will continue updating C. RCAS-KD apologized for concerns. RCAS-KD empathized with C. C stated DLR gave C a loaner VEH to use. RCAS-KD advised will follow up with C no later than 2/19. RCAS-KD asked if there is a certain time C would prefer a call. C stated 2/19 should be fine. C stated actually C will be with C's parents. C asked about if RCAS-KD can call C on 2/21. RCAS-KD accepted. RCAS-KD asked if there is a certain time C would prefer. C stated 9:00 AM EST. RCAS-KD stated will call C back no later than 2/21 around 9:00 AM EST. C stated SA-Derrek told C that engineers are working on it. C stated SA-Derrek has been updating C too. C stated C really appreciates everything NNA is doing. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

2/14/2024 10:12:47 AM

RCAS-KD setting follow up date for 2/21 instead of 2/19 per C's request.

2/20/2024 1:34:55 PM

RCAS-KD emailed DTSM-Jason Rain and CC; SM-John Vuyancih and SA-Derrek Miller. RCAS-KD asked if there is an update on engineering review or a timeframe of when there may be an update.

2/20/2024 4:06:02 PM

RCAS-KD received email from SM-John Vuyancih on 2/20 at 1:41 PM. SM-JV stated nothing that SM-JV has been made aware of is available at this time. SM-JV stated VEH is still at DLR and C is in a rental until the repair is available.

2/20/2024 4:06:42 PM

RCAS-KD received email from DTSM-Jason Rain on 2/20 at 3:05 PM. DTSM-JR stated will request any update during call on Friday.

2/21/2024 8:02:54 AM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD noting C was unable to hear RCAS-KD so RCAS-KD said would call C back.

2/21/2024 8:09:05 AM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD stated engineers are still actively reviewing concerns to determine next stps. RCAS-KD apologized for the wait. RCAS-KD empathized with C. RCAS-KD stated working to get information for C as soon as possible. C stated that's ok. C stated C prefers to get VEH back. C stated C will wait. RCAS-KD advised will follow up with C no later than 2/26. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

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2/23/2024 3:18:16 PM

RCAS-KD received email from DTSM-Jason Rain on 2/23 at 10:39 AM. DTSM-JR stated still working on an ECM update for the concern. DTSM-JR stated there is not an ETA. DTSM-JR stated engineers were unable to provide any additional information. DTSM-JR stated there was a general comment that software updates can take a while to be made and validated. DTSM-JR stated not sure if a change in driving style may help to reduce concern until the update is available.

2/23/2024 3:19:33 PM

RCAS-KD received email from SM-John Vuyancih on 2/23 at 11:29 AM. SM-JV stated C does not feel safe driving VEH because it left C stranded in the middle of intersections. SM-JV stated a rental has been provided to C until a remedy is available for safety reasons.

2/26/2024 11:39:54 AM

RCAS-KD made outbound call to C at [REDACTED] RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD stated has continued speaking with internal sources for updates. RCAS-KD stated engineers are still working on an ECM update. RCAS-KD stated unfortunately there isn't a timeframe for when the update may be available. RCAS-KD apologized for wait. RCAS-KD empathized with C. C stated that is ok. C stated C is doing fine. C stated C is just fine waiting. RCAS-KD stated knows DLR mentioned C does not feel safe driving VEH. RCAS-KD stated as RCAS-KD previously mentioned RCAS-KD would be happy to review for a VEH repurchase or replacement. C stated C is good for now. C stated DLR provided C with a loaner VEH. C stated it is hard since nobody else can drive loaner. C stated C really wants VEH to work and to have VEH back. C stated C is hesitant with getting another VEH. C stated C is ok waiting. RCAS-KD advised will follow up with C no later than 2/29. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

2/29/2024 11:48:25 AM

RCAS-KD noting has not received email from DTSM with update and was advised software updates can take a while to be made and validated.

2/29/2024 3:22:51 PM

RCAS-KD reviewed case with SRCAS-Erin Mace who advised RCAS-KD can refer C to DLR and let C know RCAS-KD can review for possible compensation once VEH repaired but case can be closed since there is no repair that can be completed at this time.

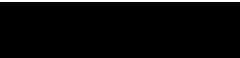
2/29/2024 3:28:02 PM

RCAS-KD made outbound call to C at [REDACTED] RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD apologized for concerns. RCAS-KD empathized with C. RCAS-KD stated unfortunately there still isn't an ETA for when a software update may be available. RCAS-KD stated C is welcome to continue checking with DLR for updates as DLR would be able to let C know once a software update is available. C stated ok. RCAS-KD stated once VEH repaired C is welcome to contact RCAS-KD for C satisfaction review. RCAS-KD stated C satisfaction is not guaranteed. C stated ok. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time and patience. C thanked RCAS-KD. *Call ended mutually*

2/29/2024 3:31:24 PM

RCAS-KD is closing Case as no further assistance can be offered at this time. [REDACTED] *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with acceleration concern. [REDACTED] RCAS-KD advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-KD reviewed Case with: SA-Derek Miller who advised when VEH stalls and then put in gear it goes through first fine but once moved to second gear foot could be put to floor and VEH does not want to move. DTSM-Jason Rain who advised engineers are working on a software fix but there is not an ETA as software updates can take a while to be made. SM-John Vuyancih who advised a rental VEH has been provided to C until a remedy is available. SRCAS-Erin Mace who advised RCAS-KD can refer C to DLR and let C know RCAS-KD can review for possible compensation once VEH repaired but case can be closed since there is no repair that can be completed at this time. [REDACTED] *** STATEMENT OF DECISION *** RCAS-KD advised C the Case has been thoroughly reviewed and documented and referred C to DLR for updates regarding when a software update is available. [REDACTED]

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: WAUSAU
STATE: WI

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 10/5/2023
SVC DT: 11/4/2023
MILEAGE: 235

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR: KOCOUREK NISSAN
DLR STATE: WI
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 1/30/2024
CLOSE_DT: 2/1/2024

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

CAR VERBATIM

1/31/2024

1/31/2024 1:33:29 PM
Quality Connection Hot Alert

1/31/2024 1:33:30 PM
Quality Connection Hot Alert

1/31/2024 1:49:25 PM
TCS-RL received case for handling as a result of QC survey response received from C. TCS-RL notes copied survey notes below: Alert Trigger Verbatim E1850U-Engine Runs, Then Dies/Stalls ;F1270Z-Warning Lights/Alerts/Chimes - Other/None of the above ;M2010Z-Manual Trans Gear Shift Lever - Other/None of the above Survey Verbatim Improvements to Vehicle ;NPS Reasons TCS-RL checked for open/related previous CA cases and found: None TCS-RL checked for closed CA cases and found: CA [REDACTED] TCS-RL checked for open recalls/campaigns and found: None TCS-RL reviewed previous case, CA [REDACTED] and notes that case was for same concern, that C had requested vehicle repurchase / replacement, that ARBS - Janelle Cantrall reviewed case and repurchase / replacement is not available at this time. TCS-RL notes that C was advised of decision from ARBS and that C was provided contact info for BBB. TCS-RL notes C was advised vehicle will need to be diagnosed by a Nissan DLR. TCS-RL notes previous case was closed 12/4/23 and there have been no visits to DLR by C since previous case was closed.

1/31/2024 1:59:25 PM
TCS-RL placed outbound call to KOCOUREK NISSAN, (715) 298-7283, and requested tp speak with SM. TCS-RL advised that TCS-RL works with the Total Customer Satisfaction team and that TCS-RL's role is to follow up on the Quality Connection surveys sent to new car owners. TCS-RL advised of C's survey concerns and asked if C's vehicle is currently in DLR or if there are any RO's for vehicle being serviced at DLR. SM - Tim advised: - DLR found connection from Alternator to Battery was loose, that 12/12/23 was when repair completed, that C was out of the country for a month, that vehicle has been picked up already, and that vehicle may have been traded in to another car lot after repair. Call ends mutually.

1/31/2024 2:25:49 PM
TCS-RL reviewed C's account and notes the Home Phone Do Not Call field is checked. TCS-RL placed outbound call to C's Mobile, [REDACTED]. TCS-RL left VMX with TCS-RL name, contact #, and case #. TCS-RL stated on VMX that TCS-RL was calling in regards to survey that C had completed. TCS-RL stated on VMX that TCS-RL will attempt to contact C again before COB on 2/1/24. TCS-RL requested return call from C.

2/1/2024 12:06:26 PM
TCS-RL received VMX from C on 2/1/24 at 12:06pm and notes VMX stated TCS-RL may contact C at [REDACTED].

2/1/2024 1:30:33 PM
TCS-RL placed outbound call to C's Mobile, [REDACTED]-RL verified C's name, home & email address. TCS-RL advised C that TCS-RL has received C's survey comments. TCS-RL advised C that TCS-RL was calling to offer C the opportunity to discuss C's comments with an agent. C stated vehicle issues have not been resolved at this time. C stated vehicle would go into limp mode. C stated DLR could not find the problem with the vehicle is. C stated purchased the vehicle new in November 2023. C stated vehicle had 175 miles. C stated vehicle is still in limp mode. C stated traded in the vehicle. C stated no assistance needed as C no longer owns vehicle. TCS-RL acknowledged understanding and advised C may contact TCS-RL if assistance needed in the future. C acknowledged understanding. TCS-RL wished C a good day. Call ends mutually.

2/1/2024 2:08:09 PM
***** CASE SUMMARY ***** Customer Concern: C contacted NNA CA regarding vehicle concerns with engine performance and warning lights. Agent actions: TCS-RL made contact with SM at DLR. SM advised DLR found connection from alternator to battery was loose, DLR repaired, and C no longer owns vehicle. TCS-RL made contact with C. C stated C no longer owns the vehicle.
***** STATEMENT OF DECISION ***** TCS-RL is closing case as no further assistance can be offered at this time.



NAME: [REDACTED]
CITY: WESTERVILLE
STATE: OH

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 9/10/2023
SVC DT: 10/21/2023
MILEAGE: 1,387

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR GERMAIN NISSAN
DLR STATE: OH
ACCIDENT: N AIRBAG: N

OPEN_DT: 2/13/2024
CLOSE_DT: 4/24/2024

Table with 2 columns: TRD, CONCERN/CATEGORY, SUBCATEGORY/SYMP TOM. Rows include 27, OA Vehicle Concerns, CF Safety / Security, 337500 Active Safety/Security, JZ ADAS Control Unit.

CAR VERBATIM

2/13/2024

2/13/2024 3:26:42 PM

CRR-AB<VERIFIED> Account Info including: C's name, home address, phone# & best contact#. CRR-AB VERIFIED Veh Info including: VIN#, Current Mileage, Warranty. CRR-AB CHECKED and ADVISED for open recalls/campaigns and found:0 . CRR-AB CHECKED for previous UNRELATED Case(s) and found: 2. CRR-AB CHECKED previous RELATED Case(s) and found: 1. C is [REDACTED] CRR-AB NOTED concern is: VEH concerns. C Stated Local DLR referred C to call NNA CA. C stated local DLR for report a problem with the VEH. C stated manual transmission bought for [REDACTED] daughter and VEH stalls loses power and danger. C stated DLR diagnosed the VEH for the code P2615 cam shaft position is setting when the VEH stalled. C stated Techline is aware and C was told to contact NNA CA. C stated tech and DLR doesn't know what going on. CRR-AB assured C that CRR-AB will look into C's concerns. CRR-AB Advised C concerns will be documented. CRR-AB stated case will be escalated to RCAS for further handling. CRR-AB provided C with Case # [REDACTED] C understood and appreciated the assistance. Best Contact #: [REDACTED] Call ended mutually.

2/13/2024 3:27:55 PM

CASE SUMMARY C stated VEH Manual transmission concern. CRR-AB documented concerns and escalated case to RCAS.

2/14/2024 9:16:44 AM

RCAS-TB submitted RHR Filter.

2/14/2024 9:36:19 AM

RCAS-TB notes that DLR prefers email as contact. RCAS-TB sent an email to SM-Chelsea Loar requesting the following: Last Visit to DLR: How many times has the customer's vehicle been to the dealer/retailer for repairs: What repairs were performed: Are there currently any OPEN Ros: Is the vehicle currently at the dealership: How many days has the vehicle been kept out of service at your dealer for repairs: Has the on-site CA Technical Specialist (CATS) been involved: Has TECH LINE been involved: Has a Dealer Technical Specialist (DTS) been involved: What is the status of the VEH: What is the C complaint: What is the diagnosis: Have the parts been ordered, if needed: What is the mileage: Is the customer in a loaner VEH:

2/14/2024 10:00:02 AM

FILTER RHR ARBSPL needs MORE Information Please Follow up with Dealer Location of Vehicle? RE SUBMIT FILTER RHR ===== Case Number [REDACTED] STATE: OH (Purchased in WV) [REDACTED] Westerville, OH [REDACTED] 2024.0 NISSAN VERSA SEDAN S VIN [REDACTED] ISD 10/21/2023 Color: SUPER BLACK Vehicle Purchase: New/ Retail GERMAIN NISSAN / 3473 / OH selling dealer - MOSES NISSAN ST. ALBANS - WV - 5575 PREV. CASES - 0 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - 0 Tech line cases - (2.13.24) RE: c/s when the manual trans stall the vehicle completely loses power doesn't work again unless the car is turned off for so long check engine light is on (2.13.24) ---- Description- Incoming call from tech. P2615 INTAKE CAMSHAFT POSITION SENSOR Incident Details: P2615 sets after manual transmission stall at stop. Recommendation: Clear DTC, caused by driver error equipped with manual transmission. No repairs are recommended. TABLEAU - OPEN RO [REDACTED] (2.13.24) @ 1,189 Miles @ GERMAIN NISSAN / PAUL, ARMENTROUT 1) C/s WHEN THE MANUAL TRANSMISSION STALLS, THE VEHICLE COMPLETELY LOSES POWER, DOESN'T WORK AGAIN UNLESS THE CAR IS TURNED OFF FOR SO LONG ---- THE TECHNICIAN FOUND CODE P2615 CAMSHAFT POSI SIGNAL B1 IS SETTING WHEN THE CAR IS BEING STALLED. THE TECHNICIAN VERIFIED THE CUSTOMERS CONCERN AND CONTACTED TECHLINE. TECHLINE IS AWARE OF THE ISSUE. THE CUSTOMER IS GOING TO CONTACT CONSUMER AFFAIRS AT THIS POINT. THE CAR LACKS POWER WHEN TRYING TO ACCELERATE FROM A STOP AND CONTINUES AS THEY TRY TO GAIN SPEED. (WP) 2) C/s LANE DEPARTURE AND COLLISION LIGHTS CAME ON WHILE ON THE WAY HERE THIS MORNING. BOTH WERE FLASHING IN THE DASH ----THE TECHNICIAN CONTACTED NISSAN AND FOUND THAT WITH FROST ON THE WINDOW COVERING THE LANE CAMERA IT WILL CAUSE THE ADAS MALFUNCTION INDICATOR TO ILLUMINATE. ONCE THE LANE CAMERA IS CLEARED AND CAN SEE THIS FUNCTION WILL RETURN TO NORMAL DBS - LAST Closed RO: [REDACTED] (10.13.23) @ 3 Miles @ MOSES NISSAN ST. ALBANS / KIMBERLEE, MCCALLISTE 1) PDI

2/14/2024 11:07:46 AM

RCAS-TB received email Wed 2/14/2024 9:45 AM from SM-Chelsea Loar advising the following: Last Visit to DLR: 2/13/2024 How many times has the customer's vehicle been to the dealer/retailer for repairs: 1 What repairs were performed: No repairs made 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 the on-site CA Technical Specialist (CATS) been involved: No Has TECH LINE been involved: Yes Has a Dealer Technical Specialist (DTS) been involved: No What is the status of the VEH: Customer picked vehicle up What is the C complaint: C/S: CS WHEN THE MANUAL TRANSMISSION STALLS, THE VEHICLE COMPLETELY LOSES POWER, DOESN'T WORK AGAIN UNLESS THE CAR IS TURNED OFF FOR SO LONG. CHECK ENGINE LIGHT IS ON. PLEASE ADVISE What is the diagnosis: Tech found code p2615 is being set when car stalls out, Techline advised this was caused by driver error and no repair recommended Have the parts been ordered, if needed: What is the mileage: 1,189 Is the customer in a loaner VEH: no

2/14/2024 11:09:00 AM

RCAS-TB resubmitted RHR filter.

CONSUMER ASSISTANCE REQUEST

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2/14/2024 11:19:26 AM

ARBSPL Does not Recommend an RHR due to the vehicle has not been subjected to an unreasonable amount of Repairs. +++++ Updated information rec'd from Dealer for FILTER RHR (2.14.24) -----SM-Chelsea Loar advising the following: Last Visit to DLR: 2/13/2024 How many times has the customer's vehicle been to the dealer/retailer for repairs: 1 What repairs were performed: No repairs made 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 the on-site CA Technical Specialist (CATS) been involved: No Has TECH LINE been involved: Yes Has a Dealer Technical Specialist (DTS) been involved: No What is the status of the VEH: Customer picked vehicle up What is the C complaint: C/S: CS WHEN THE MANUAL TRANSMISSION STALLS, THE VEHICLE COMPLETELY LOSES POWER, DOESN'T WORK AGAIN UNLESS THE CAR IS TURNED OFF FOR SO LONG. CHECK ENGINE LIGHT IS ON. PLEASE ADVISE What is the diagnosis: Tech found code p2615 is being set when car stalls out, Techline advised this was caused by driver error and no repair recommended Have the parts been ordered, if needed: What is the mileage: 1,189 Is the customer in a loaner VEH: no

2/14/2024 12:38:22 PM

RCAS-TB made outbound call to C [REDACTED] RCAS-TB left VMX advising of the case number, RCAS-TB contact number, and advised that RCAS-TB will follow up on 2/15/24. RCAS-TB sent follow up email.

2/15/2024 10:42:21 AM

RCAS-TB made outbound call to C [REDACTED] RCAS-TB left VMX advising of the case number, RCAS-TB contact number. RCAS-TB sent follow up email.

2/15/2024 10:45:59 AM

RCAS-TB is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA for transmission concerns. ARBS-Janelle Cantrall advised that RHR is not recommended due to the vehicle has not been subjected to an unreasonable amount of Repairs RCAS-TB reviewed case with SM-Chelsea Loar who advised that DLR reviewed with Techline advised this was caused by driver error and no repair recommended. *** STATEMENT OF DECISION *** RCAS-TB has made multiple attempts to contact C. RCAS-TB is closing the case due to RCAS is unable to contact C.

2/27/2024 8:23:34 AM

CRR-GG VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-GG VERIFIED VEH Information including: N/A CRR-GG CHECKED for open recalls/campaigns and found: 0 CRR-GG CHECKED for previous UNRELATED Case(s) and found: 2 CRR-GG CHECKED previous RELATED Case(s) and found: 0 CRR-GG NOTED concern is: Follow up on existing case. CRR-GG received an inbound call from C: [REDACTED] C Stated that C missed the call from specialist. C Stated that when try to call specialist C is not able to connect with specialist. C Stated that today is better day to call C. C Stated that tomorrow C have meetings please try to call C around 3:30 pm EST. CRR-GG advised that CRR-GG has documented everything & it will remain in system. CRR-GG informed C that case was sent to RCAS is working on case. CRR-GG advised C that FUD is set up for 02/28/24. CRR-GG advised C that CRR-GG has documented everything and agent will review and contact C. C understood. CRR-GG asked if there was anything else CRR-GG could assist with at this time. C declined. CRR-GG provided C case # [REDACTED] CRR-GG thanked C. Call ended mutually. Best contact # [REDACTED]

2/27/2024 8:23:57 AM

***** [CASE SUMMARY] ***** C called for RCAS follow up. CRR-GG reopened case and updated case notes.

2/28/2024 3:16:17 PM

RCAS-TB made outbound call to C [REDACTED] RCAS-TB left VMX advising of the case number, RCAS-TB contact number, and advised that RCAS-TB will follow up on 2/29/24. RCAS-TB sent follow up email.

2/29/2024 3:56:48 PM

RCAS-TB made outbound call to C [REDACTED] RCAS-TB left VMX advising of the case number, RCAS-TB contact number. RCAS-TB sent follow up email.

2/29/2024 3:58:06 PM

RCAS-TB is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA for transmission concerns. ARBS-Janelle Cantrall advised that RHR is not recommended due to the vehicle has not been subjected to an unreasonable amount of Repairs RCAS-TB reviewed case with SM-Chelsea Loar who advised that DLR reviewed with Techline advised this was caused by driver error and no repair recommended. ***Case was reopened due to C seeking update on case*** *** STATEMENT OF DECISION *** RCAS-TB has made multiple attempts to contact C. RCAS-TB is closing the case due to RCAS is unable to contact C.

3/1/2024 3:32:54 PM

RCAS-TB received email from C requesting to communicate by email.

3/1/2024 3:34:04 PM

RCAS-TB made outbound call to C [REDACTED] RCAS-TB left VMX advising of the case number, RCAS-TB contact number, and advised that RCAS-TB will follow up on 3/4/24. RCAS-TB sent follow up email.

3/4/2024 2:43:52 PM

RCAS-TB made outbound call to C [REDACTED] RCAS-TB left VMX advising of the case number, RCAS-TB contact number. RCAS-TB sent follow up email.

3/4/2024 2:45:15 PM

RCAS-TB is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA for transmission concerns. ARBS-Janelle Cantrall advised that RHR is not recommended due to the vehicle has not been subjected to an unreasonable amount of Repairs RCAS-TB reviewed case with SM-Chelsea Loar who advised that DLR reviewed with Techline advised this was caused by driver error and no repair recommended. ***Case was reopened due to C seeking update on case*** *** STATEMENT OF DECISION *** RCAS-TB has made multiple attempts to contact C. RCAS-TB is closing the case due to RCAS is unable to contact C.

3/13/2024 4:37:03 PM

*** [Added after the case is closed.] *** CRR-PR reopening case because C requested a supervisor.

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

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3/13/2024 4:37:25 PM

CRR-PR VERIFIED account info including: C's name, home & email address, phone# & best contact #. CRR-PR VERIFIED VEH info including: n/a CRR-PR CHECKED for open recalls/campaigns and found: 0 CRR-PR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-PR CHECKED previous RELATED Case(s) and found: 0 CRR-PR NOTED concern is: Missed calls/Escalation CRR-PR received inbound call from C. C stated that C has a case with NNA and provided case #. C stated that the case has been going on for a month and C has yet to speak with RCAS. C stated that RCAS calls are getting blocked by the spam filter. C stated that C has tried to call the number that RCAS left in the voicemail and C never gets an answer. CRR-PR suggested C add Nissan number to whitelist. C stated that C has done that and set the filter to allow all unknown numbers. C stated that the phone doesn't ring. C stated that there has to be a better system than this. C stated that C's VEH loses power and goes into a limp home mode. C stated that C is afraid that C's daughter is going to be in an accident and suing Nissan won't bring C's daughter back. C stated that C needs to speak to someone about this. C asked to speak to supervisor. CRR-PR advised C that case can be escalated but supervisor will still have to get through to C. C stated maybe try calling from a different number or communicate by email or text. C stated that this isn't working and Nissan has to do something better. CRR-PR advised C that the case will be escalated and C will get a follow up by end of day on 11/14/2024, assuming the call can go through. C thanked CRR-PR for the assistance. CRR-PR provided C with name and case # and thanked C for calling. Call ended mutually. Best contact #: [REDACTED].

3/13/2024 4:40:36 PM

Case Summary C contacted NNA CA to regarding missed follow up calls from RCAS. CRR-PR requested a supervisor. CRR-PR escalated case to L2 supervisor.

3/14/2024 3:10:42 PM

RCAS-TB placed outbound call to GERMAIN NISSAN 614) 418-4500. RCAS-TB asked to speak with SM or SA. RCAS-TB spoke with SA-Paul Armentrout RCAS-TB advised is the VEH is at the DLR. SA-PA advised that there are no open ROs. SA-PA advised that C is learning how to drive the VEH who is [REDACTED] yrs old. SA-PA advised that DLR has consulted with TECH line and its driver operator error there is nothing that DLR can do. SA-PA stated the C is causing the VEH to go into limp mode. RCAS-TB thanked the DLR for the DLRs time. Call ended mutually.

3/14/2024 3:14:13 PM

RCAS-TB made outbound call to C at [REDACTED]. RCAS-TB asked C is now is a good time to talk. RCAS-TB notes that C stated no C is in a meeting and any time after 2pm tomorrow will work. RCAS-TB thanked C for time. RCAS-TB will follow up on 3/14/24.

3/15/2024 4:14:21 PM

RCAS-TB placed outbound call to C @ [REDACTED]. RCAS-TB VERIFIED C's name, email, mailing address, & phone# RCAS-TB verified VEH and mileage as 2024 Versa 1,094 RCAS-TB CHECKED and ADVISED for open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found: 0 RCAS-TB ADVISED "This call may be recorded for quality and training purposes."

***** RCAS-TB stated that RCAS-TB is C's regional specialist with Nissan Consumer Affairs and RCAS-TB will be assisting C with any questions or concerns that C may have as well as make any decisions pertaining to C's case and address the concerns accordingly with the DLR GERMAIN NISSAN. RCAS-TB verified concern as C contacted NNA for transmission concerns. C stated no its software in VEH. RCAS-TB apologized to C for transmission concerns. RCAS-TB advised that RCAS spoke to the SM at the DLR who advised RCAS that the TECH found code that is set when VEH is stalled out which is caused by a driver error. C stated that C bought a manual VEH for 16 yr old learning how to drive a stick shift. RCAS-TB stated that there is no recommended repair at this time due to the code that was found is not due to internal failure. RCAS-TB did look into a possible Repurchase/Replacement of VEH for C. RCAS-TB advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-TB advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH and C will be getting a letter in the mail of the decision. C stated that DLR did find code and C p2615. C stated that C VEH is stalling. C stated that VEH goes in limp mode. C stated that C hypothesis that the VEH has not been updated that VEH does not recognize that it's a manual VEH. C stated that C daughter is in a death trap. C stated ranted for 5 minutes about how happy he is with NNA decision. RCAS-TB apologized to C for VEH concerns. RCAS-TB advised C to return to DLR or another DLR for 2nd opinion and request that the tech rides with C to recreate the concern. RCAS-TB advised that the only way RCAS can assist if the DLR can duplicate the concern. RCAS-TB would love to assist but RCAS needs the DLR to duplicate the concern. RCAS-T advised C at this time there is no recommended repair. C stated what does C do talk to an attorney. RCAS-TB advised C can if C wants to that is C choice and RCAS can send C a letter if C decides to get one. RCAS-TB asked if there were any further questions. C stated no. RCAS-TB provided/confirmed direct line and case number. RCAS-TB thanked the C for the C's time. RCAS-TB sent a follow up email. Call ended mutually.

3/15/2024 4:15:29 PM

RCAS-TB sent denial letter.

3/18/2024 8:56:13 AM

RCAS-TB received email from C advising that Nissan is opening an investigation on VEH from 22-24 transmissions.

3/18/2024 3:39:01 PM

RCAS-TB made outbound call to C [REDACTED]. RCAS-TB ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-TB asked C is now is a good time to talk. RCAS-TB advised that RCAS is following up after getting Cs email. RCAS-TB advised that if NHTSA or NNA issues a recall or campaign, C will be notified. RCAS-TB advised if there were any questions. C stated no. C stated that if C C stated if DLR did not change transmission from auto to manual. RCAS-TB advised because of the high volume if there is a buy back then C will be notified. C stated per last conversation. C stated that C was not looking for a buyback. C stated that C just wanted VEH repaired under warranty. RCAS-TB understood. RCAS advised that RCAS just wanted to do everything for C in RCAS arsenal. C thanked RCAS. RCAS-TB provided/confirmed direct line and case number. RCAS-TB thanked the C for the C's time. Call ended mutually.

3/18/2024 3:41:08 PM

RCAS-TB is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA for transmission concerns. ARBS-Janelle Cantrall advised that RHR is not recommended due to the vehicle has not been subjected to an unreasonable amount of Repairs RCAS-TB reviewed case with SM-Chelsea Loar who advised that DLR reviewed with Techline advised this was caused by driver error and no repair recommended. ***Case was reopened due to C seeking update on case*** ***Case was reopened due to C emailing in about concern.*** *** STATEMENT OF DECISION *** RCAS-TB advised that if a recall or campaign is issued that C will be notified. C understood. RCAS-TB is closing the case due to RCAS can no longer assist C.

3/26/2024 8:42:54 AM

*** [Added after the case is closed.] *** NIS [REDACTED]. ROC-LN rec'd MRF from BBB on 3/26/24 dated 3/25/24. C is seeking repairs. CCF states: power loss after stalling. ROC-LN no attachments provided from BBB.

3/26/2024 9:00:14 AM

ROC-PM noting there are no RO's open or 7+ days open. ROC-PM noting closing task.

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3/26/2024 9:17:14 AM

ROC-BS attached RHR.

3/26/2024 3:12:36 PM

ARBS-DB notes the following RHR review 2/13/24 - RO [REDACTED] - 1,189 miles - DD: 2 : business days:2 Issue: VEH will stall and the VEH will have to be turned off in order to operate Issue: Customer states the lane departure and collision light will come on Action: 1. Unable to duplicate the VEH stalling concern 2. Cleared the lane camera due to frost on the lane camera and the function is performing normal Total Days down: 2 Business days down: 2

3/26/2024 3:12:47 PM

ARBS-DB notes the following RHR summary Summary: 1 visit for VEH stalling concern at 1,189 miles --Unable to duplicate the customer's concern 1 visit for lane departure and Collision light warning coming on while driving at 1,189 miles --Cleared the lane camera due to frost on the lane camera and the VEH performs normal Total Days down: 2 Business days down: 2

3/26/2024 3:13:15 PM

ARBS-DB notes based on a good faith review, NNA is not in a position to offer a repurchase/replacement of this vehicle, as the vehicle has not been subject to an unreasonable number of repair attempts for any warrantable concerns that would substantially impair the use, safety, or value of the vehicle. NNA will continue to honor the terms and conditions of all applicable warranties.

3/26/2024 3:39:54 PM

Initial Call ARBS-DB made outbound call to C at [REDACTED] ARBS-DB verified it is a good time to speak about case. ARBS-DB advised calling from NNA ARBS due to request for buyback or replacement. ARBS-DB advised that case has been escalated to ARBS-DB and ARBS-DB will be ARBS reviewing case and making all decisions on behalf of NNA. ARBS-DB advised after reviewing service history and state guidelines, NNA intends to offer C either a settlement of one VEH monthly payment as the VEH did not qualify for a VEH buyback/replacement at this time. ARBS-DB asked the VEH payment. C stated \$344.15 C stated C appreciates it and the defrost thing was on the way to the DLR and the main concern is that this is a 5-speed and is a manual C stated the C bought the VEH for the C's daughter's birthday. C stated when the VEH stalls and the VEH goes into a limp mode and that happens on an automatic VEH and the VEH power is less. C stated the C's concern is that the C's daughter may try to pull out in traffic and just hopes the VEH has enough power to get out of traffics way. C stated the C does not think the software is not set for the manual VEH. ARBS-DB advised will send letter of intent via email with more information on the settlement process. ARBS-DB advised first step is collection of sales and official documents. ARBS-DB asked if C finances with NMAC. C stated yes. C stated the C never asked for a replacement or a buyback. C stated the C appreciates the monthly payment. ARBS-DB advised process takes about 6-8 weeks usually. ARBS-DB confirmed C has no more questions or concerns regarding the case and advised the follow up date is no later than 3-29 ARBS-DB thanked C for time and patience. Call ended mutually.

3/26/2024 3:46:39 PM

ARBS-DB sent C intent letter via email

3/28/2024 10:33:03 AM

ARBS-DB sent an email to BBB Kiran Martinez at 10:32am stating that the BBB case should be closed on the BBB side as the customer is settling for a VEH monthly payment

4/1/2024

4/1/2024 3:51:06 PM

ARBS-DB made outbound call to C at [REDACTED] and left a voicemail advising the follow up date is 4-4 as the case is under review.

4/1/2024 3:55:46 PM

ARBS-DB sent C an email asking for the C to send in an email with the VEH registration attached

4/4/2024 3:16:46 PM

ARBS-DB made outbound call to C at [REDACTED] and left a voicemail advising the case is still under review and the follow up date is 4-9 and RCAS-DB will send over an email.

4/4/2024 3:18:50 PM

ARBS-DB send C an email requesting VEH registration

4/9/2024 3:37:27 PM

ARBS-DB made outbound call to C at [REDACTED] ARBS-DB verified it is a good time to speak about case. ARBS-DB advised the C would need to send in a picture of the VEH registration in so that the check can be processed. C stated the C will send a picture of the VEH registration in ARBS-DB advised the follow up is 4-12 as the case is under review C stated thank you ARBS-DB confirmed the C had no further questions ARBS-DB thanked the C for the C's time Call ended mutually

4/12/2024 3:49:31 PM

ARBS-DB sent C an email advising ARBS-DB will send the C an email as soon as the check has been approved

4/15/2024 3:55:25 PM

*****CASE SUMMARY***** C contacted Nissan CA requesting assistance due to VEH will stall and will have to turn off in order to operate
*****STATEMENT OF DECISION***** Consumer Affairs Voluntary Settlement due to 1 repair and 2 days out of service for the VEH stalling and have to be restarted to work

4/15/2024 3:55:46 PM

C contacted NNA for transmission concerns.

4/15/2024 3:55:47 PM

C contacted NNA for transmission concerns.

4/15/2024 3:58:12 PM

****Correction** *****CASE SUMMARY******* C contacted Nissan CA requesting assistance due to VEH will stall and will have to turn off in order to operate
*******STATEMENT OF DECISION******* Consumer Affairs Voluntary Settlement due to 1 repair and 2 days out of service for the lane departure and collision light will come on

4/15/2024 3:58:25 PM

Consumer Affairs Voluntary Settlement due to 1 repair and 2 days out of service for the VEH stalling and have to be restarted to work

4/15/2024 3:58:26 PM

Consumer Affairs Voluntary Settlement due to 1 repair and 2 days out of service for the VEH stalling and have to be restarted to work

4/15/2024 4:12:43 PM

ARBS-DB is requesting check in the amount of \$344.15 payable to [REDACTED]

4/17/2024 7:28:13 AM

ARBS-DB sent email to C advising check has been processed ARBS advised C should receive check in 1-4 weeks via mail ARBS advised if check is not received in 30 business days for C to contact ARBS ARBS thanked C for being a valued customer and advised ARBS was happy to assist C with case

4/23/2024 8:36:14 AM

***** [Added after the case is closed.] ***** NIS [REDACTED] ROC-LN rec'd MRF from BBB on 4/23/24 dated same.

4/24/2024 8:40:05 AM

NIS2441683. ROC-LN rec'd email from BBB on 4/24/24 dated 4/23/24, requesting position to be submitted.

4/24/2024 1:47:41 PM

ARBS-DB sent BBB representative Kiran Martinez and email advising: From: Brown(2), Derek (EXTERNAL) Sent: Wednesday, April 24, 2024 1:47 PM To: 'kmartinez@bbbn.org'<kmartinez@bbbn.org> Subject: [REDACTED] - #NIS [REDACTED] Good afternoon, The customer accepted NNA's settlement offer of 344.15. Can you please close the case on your end as there is no further assistance needed at this time. Thank you

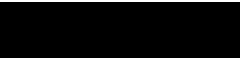
4/24/2024 1:48:02 PM

*******CASE SUMMARY******* C contacted Nissan CA requesting assistance due to VEH will stall and will have to turn off in order to operate
*******STATEMENT OF DECISION******* Consumer Affairs Voluntary Settlement due to 1 repair and 2 days out of service for the lane departure and collision light will come on

6/5/2024 2:21:50 PM

***** [Added after the case is closed.] ***** NIS [REDACTED]. ROC-DA rec'd settlement from the BBB on 06/05/2024, dated same. Nissan of North of America and [REDACTED] have reached an agreement regarding this case. Nissan of North America agrees to give consumer a payment of \$344.15 as reimbursement for one monthly car payment. Consumer will be contacted by Nissan of North America regarding implementation of this agreement. The terms of this settlement will be carried out no later than 30 days from the date of this letter.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: FONTANA
STATE: CA

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 11/1/2023
SVC DT: 11/27/2023
MILEAGE: 5,036

TRIM: S
OPTIONS: B93C03L92N92
SERVICING DLR NISSAN OF REDLANDS
DLR STATE: CA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 3/8/2024
CLOSE_DT: 4/16/2024

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

CAR VERBATIM

3/8/2024

3/8/2024 9:02:16 AM

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: None Open recalls/campaigns: None ROC in receipt of attorney letter received 3/8/2024 via US Certified Mail dated 2/26/2024 sent via Jessica Anvar . ROC-PM rec'd 3/8/2024. Law cited: California Lemon Law, Song-Beverly Warranty Consumer Warranty Act and/or the Federal Magnuson-Moss Warranty Act Nonconformities include: Defective braking system and transmission Requesting: Refund Requesting contact by: 14 days Letter attached.

3/8/2024 9:07:44 AM

ROC-PM noting DLR 3378 is inactive. ROC-PM unable to obtain Sales Docs and ROs from DLR.

3/8/2024 9:07:49 AM

ROC-PM sent email to DLR requesting all ROs, including PDI.

3/8/2024 11:44:22 AM

ROC-PM noting completed and attached RHR to case. ROC-PM attached DBS RO's.

3/8/2024 2:11:19 PM

ROC-PM received email from service containing RO's requested. ROC-PM attached to case.

3/18/2024 1:47:00 PM

ARBS-NP notes the following RHR: 12/7/23 @ 513 -- RO [REDACTED] -- Days Down: 1 Issue: 1. C/s vehicle has huge lack of power and cannot pick up speed. Rpm is surging while idling check and advise Action: 1. Scan for code no DTC under TCM tested battery ok condition test drive vehicle and no problem found (FW) 1/24/24 @ 2,976 -- RO # [REDACTED] -- Days Down: 1 Issue: 1. C/s vehicle still has no power to accelerate 2. C/s at a cold start, the brakes were making a grinding noise when being applied. Brake pedal feels weak as though there is no pressure Action: 1. P2615, Nissan is looking into it, no fix yet (DI) 2. Recommend turn rotors and replace pads but it will return if driving habits remain the same \$349.99+tax. Customer declined (DI) 2/26/24 @ 5,036 -- RO # [REDACTED] -- Days Down: 1 Issue: 1. C/s continued spontaneous loss of power as previously advised. Soft clanking noise can be heard when releasing clutch in reverse or 2nd gear Action: 1. Upon test drive didn't experience any lack of power, check for code no DTC present at this time and no abnormal noise unable to duplicate concern (DI) Total days down: 3 Total days down due to warranty repairs: 1

3/18/2024 1:49:22 PM

ARBS-NP notes the following repair summary: Case # [REDACTED] In-Service Date: 11/27/2023 State: CA Selling Dealer: Metro Nissan of Redlands Sale type: Retail New or Pre-owned: New Days down: 1 Last recorded mileage: 5,036 Open Recall/CM found: None Tech Line case found: None Warranty cases found: None Previous Goodwill offered: None Related CA cases found: None Related DPIC cases found: None VSC found: Sec+Plus Gold (Cancelled), Sec+Plus Gold DTS involved: None Repairs- 0 repairs/3 visits for vehicle has a lack of power and cannot pick up speed -- @ 513 miles -Tested battery. No problem found (FW) -- @ 2,976 miles -P2615, Nissan is looking into it, no fix yet (DI) -- @ 5,036 miles -Unable to duplicate (DI) 0 repairs for vehicle brakes were making a grinding noise when being applied -- @ 2,976 miles -Recommend turn rotors and replace pads (DI)

3/18/2024 1:52:51 PM

Recommendation: ARBS-NP is retaining ownership of the case with intentions of offering repurchase/replacement due to 0 repairs/3 visits and 3 days out of service for vehicle has a lack of power and cannot pick up speed and 1 cumulative days out of service for all warranty repairs.

3/18/2024 2:07:02 PM

ARBS-NP sent email to Consumer Law Experts PC, Atty-Jessica Anvar ARBS advised of intent letter included in email with NNA's offer of repurchase ARBS advised Atty review offer with C and advise of a decision

3/25/2024 4:09:43 PM

ARBS-NP received email from Case Manager-Melanie Say with C's payoff missing per diem, screenshot of payment history, bill of sale, registration and vehicle photos ARBS notes, need a payoff letter w/ per diem from CM to move forward

3/25/2024 4:24:29 PM

ARBS-NP sent email to Case Mgr-Melanie confirming receipt of emails ARBS advised CM to provide an actual payoff letter from C's lienholder that includes daily per diem ARBS advised will move forward with finalizing the repurchase agreement after the payoff letter is received

4/1/2024

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4/1/2024 12:53:20 PM

ARBS-NP received email from Case Mgr-Melanie with C's payoff and saved to case

4/1/2024 1:00:04 PM

ARBS-NP notes the following repurchase figures for C's vehicle: (+) Cash Price \$17,780.00 (+) Document Fee \$85.00 (+) Sales Tax \$1,422.90 (+) MVSC \$33.00 (+) NESNA VSC \$2,000.00 (+) Total Official Fees \$317.75 (+) Accrued Interest \$397.32 (+) Interest Paid to Date \$1,009.80 (=) Total Purchase Price \$23,045.77 (-) Less Rebates \$0.00 (-) Less Usage (513-10)/120,000*17,780 = \$74.53 (-) Lien Payoff good till 4/11/2024 \$18,859.91 (=) Amount Due to Customer \$4,111.33 (+) Attorney Fees \$4,000.00 (=) Amount Due to Attorney and Customer \$8,111.33 *****
Agreed Value of Trade-In \$0.00 (+) Cash Downpayment \$2,950.00 (+) Principal Paid to Date \$1,390.20 (+) Interest Paid to Date \$1,009.80 (=) Total Amounts Paid \$5,350.00 (-) Less Usage (513-10)/120,000*17,780 = \$74.53 (-) Less IKON Theft Deterrent \$495.00 (-) Less GAP \$657.00 (=) Amount Due to Customer \$4,123.47 (+) Attorney Fees \$4,000.00 (=) Amount Due to Attorney and Client \$8,123.47

4/1/2024 1:16:49 PM

ARBS-NP sent email to Case Mgr-Melanie with C's repurchase agreement ARBS advised agreement will need to be signed and returned to ARBS to move forward with the repurchase process

4/8/2024 1:25:07 PM

ARBS-NP sent email to Case Mgr-Melanie requesting an update on C's case re: the pending repurchase agreement

4/15/2024 12:50:06 PM

ARBS-NP received email from Case Mgr-Melanie with C's signed agreement and saved to case

4/15/2024 12:54:31 PM

*****CASE SUMMARY***** Attorney contacted Nissan CA requesting repurchase due to vehicle has a lack of power and cannot pick up speed/vehicle brakes were making a grinding noise when being applied. *****STATEMENT OF DECISION***** Attorney Demand Voluntary Repurchase due to 0 repairs/3 visits and 3 days out of service for vehicle has a lack of power and cannot pick up speed.

4/15/2024 12:56:44 PM

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

4/15/2024 12:56:45 PM

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

4/15/2024 1:41:25 PM

ARBS-NP is requesting check in the amount of \$8,123.47 payable to Consumer Law Experts, PC and [REDACTED] ARBS-NP is requesting check in the amount of \$19,269.27 payable to Santander Consumer USA

4/15/2024 1:52:39 PM

ARBS-NP placed outbound call to surrendering DLR, Nissan of Redlands (909) 793-3377 and is transferred to Service Manager-Chris ARBS greets SM and advised calling to inform DLR of an upcoming surrender as Nissan is repurchasing C's vehicle SM asked for C's name SM states will see if C's vehicle is already there ARBS provides SM with C's name SM understood and asked if the packet has been sent out yet ARBS advised requesting C's repurchase checks and after approved, C's case will be sent to Morley ARBS advised Morley will reach out to SM within 2-3 weeks with more information re: the surrender of C's vehicle and the date SM understood and advised okay to have the surrender at the DLR ARBS thanked SM for agreeing to host C's surrender and wished SM a great day SM thanked ARBS for calling Call ended mutually

4/15/2024 1:53:17 PM

ARBS-NP sent email to Case Mgr-Melanie and advised repurchase checks have been requested and after approved, C's case will be sent to Morley ARBS advised will follow-up with CM again after processing is completed

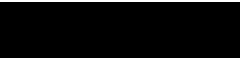
4/16/2024 4:15:43 PM

ARBS-NP sent email to Case Mgr-Melanie advising repurchase checks have been approved and case was sent to Morley under case no. [REDACTED] ARBS advised Morley will be handling case moving forward and advised Morley will contact CM within 15-20 business days to schedule surrender of C's veh ARBS provided CM with C's VPP claim number ARBS advised C make sure DLR is accepting VPP and advised to provide DLR with claim # for more details

4/18/2024 9:52:04 AM

*** [Added after the case is closed.] *** DRTS forwarding check to Morley via FedEx: [REDACTED] Check #: [REDACTED]. Customer: [REDACTED]. Check Type: Attorney. Amount: \$8123.47. DRTS forwarding check to Morley via FedEx: [REDACTED] Check #: [REDACTED]. Customer: [REDACTED] Check Type: Lienholder. Amount: \$19269.27.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: GROSSE ILE
STATE: MI

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 6/16/2022
SVC DT: 8/1/2022
MILEAGE: 18,000

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: POHANKA NISSAN / STAFFOR
DLR STATE: VA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/1/2024
CLOSE_DT: 4/22/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPATOM
10	OA Vehicle Concerns	228500 Manual Transmission
	CA Mechanical	BD Transmission Shifter

CAR VERBATIM

4/1/2024

4/1/2024 9:31:19 AM

CRR-JM VERIFIED Account information including: C's name, home address, phone number & best contact number. CRR-JM VERIFIED VEH Information including: VIN #, Current Mileage, Service History. CRR-JM CHECKED and ADVISED for open recalls/campaigns and found: 0. CRR-JM CHECKED for previous UNRELATED cases and found:0. CRR-JM CHECKED previous RELATED cases and found:0. CRR-JM NOTED concern is VEH Concern/ Unable to Repair. CRR-JM received a call from C also known as [REDACTED] C stated C purchased a used VEH with about 15000 miles on it from a DLRSH and realized it has a safety issue. C stated occasionally when VEH stalls VEH goes off and when C tries to turn VEH ON, it goes into low power mode. C stated it does not move properly and if left for about 10 seconds, its goes back ON. C stated DLRSH where C purchased it diagnosed and said they could investigate the concern if Nissan sends in a specialist. C stated C did not have time and left the area. C stated C took VEH to another local Nissan DLR and was going to be charged for diagnosis. C stated C saw online people say it is a software issue and no software update available yet. C stated C reported to the National Highway Traffic Safety Administration. C stated it is a safety concern and wants Nissan to look into the situation. CRR-JM confirmed DLRSH; POHANKA NISSAN OF STAFFORD. CRR-JM advised C case will be sent to RCAS for review, who will reach out to C by EOB 04/02/2024. CRR-JM advised C a follow up email will be sent at end of call for C to send in PO in order to update C's account with VEH information. C Understood. CRR-JM asked if there was anything else CRR-JM could assist with at this time. C declined. CRR-JM provided C with case # [REDACTED]. Call ended mutually Best contact # [REDACTED].

4/1/2024 9:31:24 AM

***** [CASE SUMMARY] ***** C called for VEH Concern/ Unable to Repair. CRR-JM sending case to RCAS for review.

4/1/2024 1:24:09 PM

RCAS-HF was unable to data net the case.

4/1/2024 1:24:15 PM

What is your customer seeking? C contacted CA requesting RHR review: VEH stalling. Amount paid to DLR: 0 Number if VEH(s) owned: 1 Warranty Ext: 0 Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Purchased New or Pre-owned: VSC Contracts: 0 Current Mileage: 18,000 OOW Basic: 0 miles / 0 months OOW Powertrain:0 miles / 0 months

4/2/2024 7:07:32 AM

RCAS-HF received email from C on 4/1 at 4:31pm. C stated: "Attached are my insurance and registration info. Please let me know if you need anything else. [REDACTED]" RCAS-HF noting documents attached.

4/2/2024 7:44:20 AM

RCAS-HF submitted filter RHR task.

4/2/2024 7:47:31 AM

ARBS noting no open RO /open campaign under case dlr and no previous FW SH under this c - 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 *** - *** IF THERE IS A DIAGNOSIS THAT IMPLIES THERE WILL BE WARRANTABLE REPAIR, PLEASE RESUBMIT NEW FILTER AS "FILTER RESUBMISSION" ***

4/2/2024 7:53:15 AM

RCAS-HF made outbound call to Pohanka Nissan of Stafford at (540) 628-2500. RCAS-HF requested to speak with SM-Nicole Reedy but if unavailable a SA. RCAS-HF was transferred to SM-NR. RCAS-HF asked about VEH stalling. SM advised DLR was unable to duplicate concerns. SM advised it's a stick shift and C is stalling out VEH. SM advised this is C's first stick shift. SM advised when tech rode with C it was due to improper shifting. SM advised tech pulled a code but it was due to C stalling VEH. SM advised drove VEH with no duplication of concern. SM advised only time VEH stalled was when C drove and stalled out VEH. RCAS-HF advised will let C know that DLR duplication is needed. SM advised not sure if C is even in this state. SM advised SM personally drove VEH for 16 miles and unable to duplicate concern. SM advised when C drove C was not properly engaging clutch. RCAS-HF advised will let C know that duplication is needed for further review and go from there. SM understood. RCAS-HF thanked for time. Call ended mutually.

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4/2/2024 10:20:50 AM

RCAS-HF made outbound call to C at [REDACTED]. RCAS-HF verified good time to discuss case. RCAS-HF advised call may be recorded for quality and training purposes. RCAS-HF verified C's name, home and email address, and phone number. RCAS-HF confirmed VEH make and model, servicing DLR, and current mileage. RCAS-HF requested for estimated pre-owned mileage and if it was around 15k. C stated yes. RCAS-HF checked for related cases:0 RCAS-HF checked for unrelated cases:0 RCAS-HF checked and advise of open campaigns/recalls and found:0 RCAS-HF advised case has been escalated and RCAS-HF will be the case manager and working towards a resolution. RCAS-HF apologized to hear that VEH is stalling. C advised sort of. C advised shortly after purchase of VEH C discovered odd concern and found info online about same concern. C advised manual transmission model will stall and majority of the time it will happen but VEH will go into limp or low power mode when starting back up. C advised would typically start VEH up after stalling VEH but VEH will go into 50% power mode. C advised looked online and other people have the same concerns. C advised reported enough for NHTSA and opened case. C advised only happens with 2022-2024 model year. C advised when C stalls VEH no check engine light but if stalling VEH and turning back on it gives code for low power mode. RCAS-HF advised spoke with DLR who advised unable to duplicate but DLR did ride along and that DLR informed RCAS that it could be due to not shifting gears properly. C asked who RCAS spoke with. RCAS-HF advised SM-Nicole. C advised did ride along. C advised SA attempted to duplicate and C stalled VEH. C advised SA felt low power and left VEH running and got code. C advised code would go off if there is shaking in VEH. C advised can send online info C has found as well. C advised some people think it may be a software update. C advised doesn't happen in other model years. C advised online C has heard key turning briefly and letting return can trigger low power mode but C has not tried. C advised safety issue. RCAS-HF advised SM advised that code was present as C stalled VEH. RCAS-HF advised DLR duplication is needed to further review and advised if concerns are still present C can get a second opinion from NNA DLR if C desires. RCAS-HF advised if that is completed C can call back for additional assistance if needed. RCAS-HF asked if C is seeking repairs to be addressed or further review such as a buyback. C advised okay with VEH but safety design flaw. RCAS-HF advised just trying to see what C is seeking. C advised NNA should want it fixed. C advised bought VEH out of state used. C advised a couple weeks ago C stopped into local DLR and told about concern and was charged diagnosis fee. C advised did hear about NNA engineer coming out to inspect VEH. RCAS-HF advised DLRs are independently owned and operated and RCAS would be unable to offer reimbursement or waive fee. RCAS-HF advised DLR duplication is needed. RCAS-HF advised unfortunately NNA is not in the position to offer repurchase or replacement of the VEH. RCAS-HF advised letter will be sent at closing of case regarding decision and that will have BBB line and offered to provide BBB line over the phone. C asked why would C call BBB if talking to NNA. RCAS-HF advised to dispute repurchase/replacement denial. C asked why. RCAS-HF reiterated to disputed denial. C stated odd. C asked if C could just record concern and send in for review instead of going to mechanic. RCAS-HF advised not a tech. RCAS-HF reiterated duplication of concern is needed for NNA internal resources to further inspect.

4/2/2024 10:21:03 AM

note continued C stated trying to help C stated C should not have to pay to try to help NNA fix concern. C advised helping NNA. C stated should not have to pay. C advised not going to pay for diagnosis. C advised if enough people report to NHSTA and case opens then what. C advised trying to help NNA. RCAS-HF advised NHSTA is a separate entity and can only speak on current facts. RCAS-HF advised DLRs are independently owned and operated and RCAS would be unable to offer reimbursement or waive fee. C asked why not. RCAS-HF reiterated DLRs are independently owned and operated. C asked for safety engineer to inspect VEH. RCAS-HF reiterated duplication is needed for NNA internal resources to come out. C stated not paying money about a problem that people already know about. RCAS-HF apologized and advised info provided is info RCAS has. C asked to speak with someone else. RCAS-HF advised case has been escalated and RCAS is case manager and apologized for situation. C stated odd. RCAS-HF advised has notated VEH concerns. RCAS-HF offered to provide case number and direct line. C advised randomly waits until enough people report the concern and maybe NNA will come out with software updates. RCAS-HF advised cannot speak on hypotheticals. C advised just wants RCAS to know. RCAS-HF provided case number and direct line. C stated so NNA is not helping and C would have to pay for diagnosis. RCAS-HF reiterated RCAS is not in the position to waive or offer reimbursement for diagnosis fee. C asked if RCAS would pay. RCAS-HF advised cannot speak on personal opinion. C stated thanks and terminated call.

4/2/2024 10:21:55 AM

RCAS-HF submitted repurchase/replacement denial letter correspondence request.

4/2/2024 10:39:12 AM

RCAS-HF is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted CA requesting RHR review: VEH stalling. RCAS-HF reviewed Case with RCAS-HF submitted RHR filter. ARBS-PL-Jacklyn Capers who advised NNA is not in the position to offer repurchase/replacement. SM-Nicole Reedy who advised DLR unable to duplicate concerns, C is improperly shifting gears, and code was pulled after C stalled VEH. RCAS-HF submitted RHR denial letter within warranty correspondence request. ***STATEMENT OF DECISION*** RCAS-HF advised C DLR duplication is needed for further review or NNA internal resources to further inspect, concerns have been documented, concern may be related to improperly shifting gears, and NNA is not in the position to offer repurchase/replacement and offered BBB line and advised of letter regarding decision being sent in mail at closing of case. RCAS-HF noting C was displeased with outcome.

4/19/2024 1:14:04 PM

NIS2443046. ROC-DA rec'd CCF from BBB on 04/19/2024 dated same. C is seeking repairs. CCF states: VEH stalls when changing shifts causing VEH to turn off and not full power.

4/19/2024 2:11:35 PM

ROC-JL noting completed and attached RHR to case.

4/22/2024 10:07:36 AM

ARBS-VJ notes the following RHR Review [REDACTED] In-service: 07/13/2023 Purchased Type: New State: IL Current Mileage: 10,993 VSC Found: PMA12083993 GT-R Sched 1 Open Campaigns: Front Seat Belt Pre-Tensioner Warranty Cases Found: None Additional CA Cases Found: 49421670 Previous Goodwill Offers: None Tech Line Cases Found: None DTS Involved: None 01/26/2024 @ 15,889 miles -- RO # [REDACTED] -- DD: 1 Issue: 1. C/s VEH went into limp mode and was only driving with 50% power. Action: 1. Unable to duplicate concern. Total DD: 1

4/22/2024 10:07:44 AM

ARBS-VJ notes the following RHR Summary: 1 visit, 0 repairs for VEH in limp mode --- unable to duplicate concern @ 15,889 miles. Total DD: 1

4/22/2024 10:08:46 AM

ARBS-VJ notes based on a good faith review, NNA is not in the 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. NNA will continue to honor the terms and conditions of all applicable warranties.

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4/22/2024 10:12:01 AM

CORRECTED RHR Review ARBS-VJ notes the following RHR Review: [REDACTED] In-service: 08/01/2022 Purchased Type: New State: VA Current Mileage: 15,889 VSC Found: None Open Campaigns: None Warranty Cases Found: None Additional CA Cases Found: None Previous Goodwill Offers: None Tech Line Cases Found: None DTS Involved: None 01/26/2024 @ 15,889 miles -- RO # [REDACTED] -- DD: 1 Issue: 1. C/s VEH went into limp mode and was only driving with 50% power. Action: 1. Unable to duplicate concern. Total DD: 1

4/22/2024 10:12:12 AM

ARBS-VJ notes the following RHR Summary: 1 visit, 0 repairs for VEH in limp mode --- unable to duplicate concern @ 15,889 miles. Total DD: 1

4/22/2024 10:12:24 AM

ARBS-VJ notes based on a good faith review, NNA is not in the 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. NNA will continue to honor the terms and conditions of all applicable warranties.

4/22/2024 2:12:05 PM

ARBS-VJ made outbound call to C @ [REDACTED]. ARBS-VJ verified it is a good time to speak about case. ARBS-VJ advised calling from NNA ARBS due to C's complaint request through BBB. C agreed. ARBS-VJ advised that case has been escalated to ARBS-VJ and ARBS-VJ will be ARBS reviewing case and making all decisions on behalf of NNA. ARBS-VJ advised after reviewing service history and state guidelines, NNA is not in the 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. NNA will continue to honor the terms and conditions of all applicable warranties. C understood. C stated does not want VEH replaced. C stated contacted BBB to advise of the concern. ARBS-VJ understood. C stated purchased the VEH used from out of state. C stated this happened as soon as C purchases the VEH. C stated this should not be happening. ARBS-VJ advised C to take VEH to DLR for diagnosis of the concern. ARBS-VJ confirmed C has no more questions or concerns regarding the case. C declined. ARBS-VJ thanked C for time and patience. Call ended mutually.

4/22/2024 2:12:13 PM

ARBS-VJ made outbound call to C @ [REDACTED]. ARBS-VJ verified it is a good time to speak about case. ARBS-VJ advised calling from NNA ARBS due to C's complaint request through BBB. C agreed. ARBS-VJ advised that case has been escalated to ARBS-VJ and ARBS-VJ will be ARBS reviewing case and making all decisions on behalf of NNA. ARBS-VJ advised after reviewing service history and state guidelines, NNA is not in the 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. NNA will continue to honor the terms and conditions of all applicable warranties. C understood. C stated does not want VEH replaced. C stated contacted BBB to advise of the concern. ARBS-VJ understood. C stated purchased the VEH used from out of state. C stated this happened as soon as C purchases the VEH. C stated this should not be happening. ARBS-VJ advised C to take VEH to DLR for diagnosis of the concern. ARBS-VJ confirmed C has no more questions or concerns regarding the case. C declined. ARBS-VJ thanked C for time and patience. Call ended mutually.

4/22/2024 2:12:27 PM

ARBS-VJ closing case, no further assistance necessary. ***CASE SUMMARY*** ARBS-VJ received case from BBB. ***STATEMENT OF DECISION*** ARBS advised that Nissan was not in the position to repurchase/replace C's VEH.

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[REDACTED]

NAME: [REDACTED]
CITY: FARMINGTON
STATE: NH

VIN: [REDACTED]
MODEL: N18 YR: 2023
MFG DT: 8/29/2023
SVC DT: 10/23/2023
MILEAGE: 7,274

TRIM: S
OPTIONS: B93C03L92N92
SERVICING DLR: PORT CITY NISSAN, INC.
DLR STATE: NH
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/1/2024
CLOSE_DT: 6/13/2024

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

CAR VERBATIM

4/1/2024

4/1/2024 3:21:39 PM

SCRR-AV<VERIFIED> Account information including: C's name, home & e-mail address, phone number & best contact number. SCRR-AV VERIFIED VEH Information including: VIN#, Current Mileage. SCRR-AV CHECKED for open recalls/campaigns and found: none. SCRR-AV CHECKED for previous UNRELATED Case(s) and found: 0. SCRR-AV CHECKED previous RELATED Case(s) and found: 0. SCRR-AV NOTED concern is: RHR. SCRR-AV received inbound call from C. C stated C just bought VEH a few months ago & has a concern with loss of power. C stated DLR told C to not drive VEH as it was unsafe to drive & put C into a loaner VEH. C stated DLR looked at VEH but could not find anything wrong with VEH. C stated Nissan told DLR since cannot delicate concerns they would not cover loaner. C stated C was told C needed to take VEH when a DLR TECH said the VEH is unsafe to drive. SCRR-AV inquired how SCRR-AV can assist C. C inquired if there is anything Nissan can do or does C need to call a lawyer for a VEH that is unsafe to drive. C stated it was Nissan who told DLR if they cannot duplicate the VEH concerns then Nissan would not cover loaner VEH further. SCRR-AV informed C that Case will be transferred to a Regional Consumer Affairs Specialist who will contact the C by close of business day 4/2/2024 regarding C's concern. C understood. SCRR-AV asked C if there was anything else SCRR-AV could assist with. C declined. Call ended mutually. Best Contact #: [REDACTED].

4/1/2024 3:22:30 PM

***** [CASE SUMMARY] ***** SCRR-AV sending case to RCAS for RHR. Customer called Nissan CA for RHR.

4/1/2024 3:57:21 PM

RCAS-KD reviewed Tableau and noting there is an Open RO at [REDACTED] - Somersworth Nissan. RCAS-KD updated DLR on case and is transferring case to correct RCAS.

4/2/2024 8:05:47 AM

RCAS-KF was unable to data net the case.

4/2/2024 8:07:33 AM

RCAS-KF submitted the RHR Filter.

4/2/2024 8:08:14 AM

Previous related cases found: n/a Previous unrelated cases found: n/a Open Recalls/Campaigns: n/a Number of Vehicles Owned: 2 Warranty Ext: n/a VSC Contracts : n/a Purchased New or Pre-owned: purchased new Current Mileage: 7,000 Beyond Basic Warranty Miles: 0 Beyond Basic Warranty Months: 0 Beyond PT Warranty Miles: 0 Beyond PT Warranty Months: 0 Amount paid (in dollars) to dealer: 0 What is your customer seeking? C contacted NNA requesting buyback due to concerns with the VEH losing power.

4/2/2024 8:16:59 AM

RCAS-KF placed outbound call to Somersworth Nissan at (603) 692-5200 RCAS- KF requested to speak with SM or SA RCAS-KF spoke with SM- Jason Hamnett How many times has the customer's vehicle been to the dealer/retailer for repairs? 1 What repairs were performed? Could not duplicate concern 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? March 6th- March 31st Has the on-site CA Technical Specialist (CATS) been involved? No Has TECH LINE been involved? Yes Has a Dealer Technical Specialist (DTS) been involved? No What is the status of the VEH? VEH is with the C What is the complaint? C stated that the VEH was losing power. What is the diagnosis? DLR could not duplicate the concern Have the parts been ordered, if needed? VEH is with the C What is the mileage? 7,274 Is the customer in a loaner VEH? No What is the customer's complaint? C stated that the VEH was losing power. Did the master tech drive the VEH? Tech drove the VEH Did the master tech ride with the customer? Yes Under what conditions did the DLR try to duplicate the concern? Drove the VEH multiple times Did the customer try duplicate the concerns for the DLR? Yes Did the DLR contact tech line or the DTS? If so, what was advised? Yes, provide the VEH back to the C. What are the dealer's next steps? Return to the DLR if it happens again How long do the DLR plan on keeping the VEH before releasing it back to the customer? VEH is with the C Is this the first time the customer complained about this issue? If not, what did the DLR find on the other visits? Yes Did the customer provide any videos or pictures of the concern happening? No What is the mileage on the vehicle? 7,274 What is the DLR's recommended repair/next step? Return to the DLR if it happens again

4/2/2024 8:19:03 AM

RCAS-KF made outbound call to C at [REDACTED] RCAS left VMX with case number, RCAS direct line, and advised that RCAS will follow up no later than 04/04.

4/2/2024 8:19:15 AM

RCAS-KF will send unable to contact email to the C.

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4/2/2024 8:47:30 AM

ARBS noting RHR filter: Open RO [REDACTED] C Complaint: WHEN DRIVING LOSING POWER COULD NOT MAKE UP HILL Dlr Input: none - Vehicle acquired: new, retail sale State: ME In-service date: 10/23/2023 Last known mileage: 03/06/2024 @ 7,274 miles - Open campaigns: none Techline case: [REDACTED] ===== DUE TO OPEN RO, CREATE RHR - Be sure to collect any/all open RO information including any tech notes available - Add any open RO info to RHR PRIOR to submitting. PLEASE REMEMBER TO COLLECT ETA FOR REPAIR COMPLETION - Mention any open RO in last case comment before submitting RHR for review - If there are any techline notes / DTS or dlr updates, add that information in the RHR notes - Verify any days down over 5 business days

4/2/2024 1:30:09 PM

RCAS-KF submitted the Create RHR Task.

4/2/2024 4:34:13 PM

OLT-DG attached DBSRO and RHR to case.

4/2/2024 4:44:09 PM

OLT-DG sent an email to SM-Jason Hamnett requesting a copy of the open RO and the answers to the following RHR questions: o How many times has the customer's vehicle been to the dealer/retailer? o What repairs were performed? o Are there any OPEN ROs? o Is the vehicle currently at the dealership? o How many days has the vehicle been kept out of service at your dealer for repairs (For any open RO or RO that was open for more than 5 days, please attach timestamped RO [REDACTED] s)? o Has TECH LINE been involved? o Has a Dealer Technical Specialist (DTS) been involved?

4/4/2024 7:31:07 AM

RCAS-KF made outbound call to C at [REDACTED] RCAS left VMX with case number, and RCAS direct line.

4/4/2024 7:31:15 AM

RCAS-KF will send unable to contact email to the C.

4/5/2024 8:33:49 AM

OLT-DG sent an email to SM-Jason Hamnett and WA- Joe Smith requesting a copy of the open RO and the answers to the following RHR questions: o How many times has the customer's vehicle been to the dealer/retailer? o What repairs were performed? o Are there any OPEN ROs? o Is the vehicle currently at the dealership? o How many days has the vehicle been kept out of service at your dealer for repairs (For any open RO or RO that was open for more than 5 days, please attach timestamped RO [REDACTED] s)? o Has TECH LINE been involved? o Has a Dealer Technical Specialist (DTS) been involved?

4/5/2024 8:35:52 AM

Correction to notes posted on 4/5/2024 8:33 AM OLT-DG sent an email to SM-Jason Hamnett requesting a copy of the open RO.

4/5/2024 8:38:40 AM

OLT-DG received an email from SM-Jason Hamnett on 4/5 @ 8:35am with a copy of open RO [REDACTED].

4/5/2024 8:40:50 AM

OLT-DG attached open RO.

4/5/2024 8:41:37 AM

OLT-DG submitted RHR.

4/5/2024 9:02:57 AM

RHR assigned to ARBS Latashia McGowan for review.

4/8/2024 10:55:22 AM

ARBS-LMG rejecting RHR due to lack of completion. Please update and resubmit the RHR accordingly per SOP 3.19 ARBS notes no warrantable repair history is listed on the RHR ARBS recommends RCAS update RHR to include repair history before RHR is resubmitted for review

4/8/2024 2:52:11 PM

OLT-DG resubmitted RHR.

4/8/2024 3:06:51 PM

RHR assigned to ARBS Vella James for review.

4/9/2024 9:13:26 AM

ARBS-VJ notes the following RHR review: In-service: 10/23/2023 Purchased Type: New State: NH Current Mileage: 7,274 VSC Found: None Open Campaigns: None Warranty Cases Found: None Additional CA Cases Found: None Previous Goodwill Offers: None Tech Line Cases Found: [REDACTED] DTS Involved: None 03/06/2024-Mileage: 7,274 - RO# [REDACTED] DD: 28 Issue 1. C/S WHEN DRIVING LOSING POWER COULD NOT MAKE UP HILL CHECK AND ADVISE Action 1. CODES WHERE ALL PAST CODES PERFORMED BATTERY TEST GOOD RECHARGE CALLED TECH LINE TRIED TO PERFORM DATA CAR WOULD NOT ACT UP PERFORMED WIGGLE TEST ON HARNESS OK AT THIS TIME . CHECKED BRAKE SW AND VDCTCS ACTIVATION Total DD: 28 Total BDD: 20

4/9/2024 9:14:08 AM

ARBS-VJ notes the following RHR Summary: 1 visit/0 repair for VEH losing power while driving. -CODES WHERE ALL PAST CODES PERFORMED BATTERY TEST GOOD RECHARGE CALLED TECH LINE TRIED TO PERFORM DATA CAR WOULD NOT ACT UP PERFORMED WIGGLE TEST ON HARNESS OK AT THIS TIME . CHECKED BRAKE SW AND VDCTCS ACTIVATION @ 7,274 miles. Total DD: 28 Total BDD: 20

4/9/2024 9:14:20 AM

ARBS-VJ notes based on a good faith review, NNA is not in the 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. NNA will continue to honor the terms and conditions of all applicable warranties.

4/9/2024 10:44:52 AM

RCAS-KF submitted the GW request.

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4/9/2024 11:11:45 AM

ARBS noting one monthly payment for GW due to c's inconvenience: - 1 v / 28 DD for the vehicle loses power - Collect Proof of Ownership (PO) - Ask the c for payment verification if the veh is not NMAC - Send case to ARBS-Jacklyn Capers and set follow up and task "Check Request" - Advise the c that NNA will honor GW offer for 90 days from the date accepted (make sure to doc) - ARBS noting that all RCAS tasks should be closed before transferring case

4/9/2024 11:28:38 AM

RCAS-KF made outbound call to C at [REDACTED] RCAS-KF ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KF VERIFIED [REDACTED] s name, home & email address, concern, phone. RCAS-KF CONFIRMED [REDACTED] s VEH make/model, mileage, and servicing DLR. RCAS-KF CHECKED and ADVISED C of open recalls/campaigns and found: N/A Previous UNRELATED Case(s) Found: N/A Previous RELATED Case(s) Found: N/A RCAS-KF advised that case has been escalated to RCAS-KF and RCAS-KF will agent reviewing case for resolution. RCAS-KF asked the C would the C like to add any more information to the case regarding the concern that C was having. C stated that the DLR had the concern for several weeks. C stated that the DLR advised that the DLR could find the concerns. RCAS-KF apologized for concerns C has had with the VEH losing power. RCAS-KF stated RCAS knows it is not an ideal situation to be in and a repair that is not easily planned for. RCAS-KF asked the C what is the C seeking from NNA. C stated that the DLR cannot diagnose the VEH. C stated that the VEH is not safe to drive. C stated that NNA can have the VEH back. RCAS-KF advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-KF advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. RCAS-KF advised the C that the DLR is unable to duplicate the concerns that the C is occurring. RCAS-KF advised the C that there are no recommendations for repairs at this time. RCAS-KF advised the C that RCAS will send over a symptom survey that will allow the C to documents the events that are accruing during the time the C is experiencing the concern. RCAS-KF advised the C to take the symptom survey for 4-6 weeks, and return to the DLR with the documents so the DLR can try and duplicate the concerns. C stated that the VEH was not repaired. C stated that the C has advised the attorney of the concern. RCAS-KF asked the C has the C retained attorney. C stated yes. C stated that it is not safe to drive the VEH. RCAS-KF advised the C since the C has retained an attorney RCAS can no longer discuss the case with the case. C stated that the C has just spoken with an attorney, but not has an retained an attorney. RCAS-KF advised the C that the C can return back to the DLR. C stated that the mechanic drove the VEH. C stated that the liability is on NNA. RCAS-KF advised the C that the C can return to the DLR regarding the concerns. C stated that NNA is telling the C to drive the VEH. RCAS -KF provided direct line, and case number. RCAS-KF asked the C does the C have any questions. C declined. RCAS-KF thanked the C for the C's time. Call ended mutually.

4/9/2024 3:20:29 PM

CORRCTION: RCAS-KF made outbound call to C at [REDACTED] RCAS-KF ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KF VERIFIED [REDACTED] s name, home & email address, concern, phone. RCAS-KF CONFIRMED [REDACTED] s VEH make/model, mileage, and servicing DLR. RCAS-KF CHECKED and ADVISED C of open recalls/campaigns and found: N/A Previous UNRELATED Case(s) Found: N/A Previous RELATED Case(s) Found: N/A RCAS-KF advised that case has been escalated to RCAS-KF and RCAS-KF will agent reviewing case for resolution. RCAS-KF asked the C would the C like to add any more information to the case regarding the concern that C was having. C stated that the DLR had the concern for several weeks. C stated that the DLR advised that the DLR could find the concerns. RCAS-KF apologized for concerns C has had with the VEH losing power. RCAS-KF stated RCAS knows it is not an ideal situation to be in and a repair that is not easily planned for. RCAS-KF asked the C what is the C seeking from NNA. C stated that the DLR cannot diagnose the VEH. C stated that the VEH is not safe to drive. C stated that NNA can have the VEH back. RCAS-KF advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-KF advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. RCAS-KF advised the C that the DLR is unable to duplicate the concerns that the C is occurring. RCAS-KF advised the C that there are no recommendations for repairs at this time. RCAS-KF advised the C that RCAS will send over a symptom survey that will allow the C to documents the events that are accruing during the time the C is experiencing the concern. RCAS-KF advised the C to take the symptom survey for 4-6 weeks, and return to the DLR with the documents so the DLR can try and duplicate the concerns. C stated that the VEH was not repaired. C stated that the C has advised the attorney of the concern. RCAS-KF asked the C has the C retained attorney. C stated yes. C stated that it is not safe to drive the VEH. RCAS-KF advised the C since the C has retained an attorney RCAS can no longer discuss the case with the case. C stated that the C has just spoken with an attorney, but not has an retained an attorney. RCAS-KF advised the C that the C can return back to the DLR. RCAS-KF advised the C that RCAS ca send a email regarding the attorney. C stated that the mechanic drove the VEH. C stated that the liability is on NNA. RCAS-KF advised the C that the C can return to the DLR regarding the concerns. C stated that NNA is telling the C to drive the VEH. RCAS -KF provided direct line, and case number. RCAS-KF asked the C does the C have any questions. C declined. RCAS-KF thanked the C for the C's time. Call ended mutually.

4/9/2024 3:20:43 PM

RCAS-KF is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted NNA requesting buyback due to concerns with the VEH losing power. RCAS-KF reviewed the case with SM- Jason Hamnett who advised RCAS that the DLR could not duplicate the concern. RCAS-KF reviewed the case with ARBS-Vella James who advsied that NNA is not in the position to assist with a repurchase/replacement. RCAS-KF advised the C that NNA is not in the position to assist with a repurchase/replacement. RCAS-KF advised C that the DLR could not duplicate the concern. ***STATEMENT OF DECISION*** RCAS-KF advised the C that NNA is not in the position to assist with a repurchase/replacement. RCAS-KF advised C that the DLR could not duplicate the concern.

5/7/2024 3:25:09 PM

NIS2443898. ROC-DA rec[REDACTED] d CCF from BBB on 05/07/2024 dated same. C is seeking replacement. CCF states: loss of power.

5/7/2024 3:39:54 PM

ROC-PM sent email to DLR requesting all ROs, including PDI.

5/7/2024 4:00:15 PM

ARBS-KC notes the following email sent to the customer: Good afternoon, I wanted to reach out to you to advise that [REDACTED] ve received your claim that was filed through the BBB. [REDACTED] m currently in the process of reviewing your work orders and will follow up with you within 3-5 business days once [REDACTED] ve completed my review. Thanks, Kim

5/7/2024 4:19:32 PM

ROC-PM noting completed and attached RHR to case. ROC-PM attached DBS RO's.

5/8/2024 12:18:39 PM

ROC-PM sent follow up email to DLR requesting all ROs, including PDI.

5/10/2024 12:38:57 PM

ROC-PM sent follow up email to DLR requesting all ROs, including PDI.

5/10/2024 12:57:52 PM

ROC-PM received email from service containing RO's requested. ROC-PM attached to case.

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5/13/2024 4:34:11 PM

ARBS-KC Notes the following RHR Repair Summary 03/06/24--@7,274 miles--RO# [REDACTED] --29 days down Concern: 1. when driving losing power could not make up hill Action: 1. performed battery test, recharged, performed test on harness, checked brakes, vdccts activation, checked range sw, spoke with TL and DTS 3x [REDACTED] s, tried all their ideas car would not duplicate, released back to c, all ok at this time (fw) 04/27/24--@8,882 miles--RC [REDACTED] -16 (open) Concern: 1. RPMS rev up not responsive has no power Action: 1. tested battery, road tested, checked with DTSM regarding throttle body connectors, checked pin fit and all tested ok at this time (fw) Total Days Down: 45 FW Days Down: 45

5/13/2024 4:35:39 PM

ARBS-KC Notes the following RHR Summary In-service: 05/18/17 Purchased Type: retail State: ME Current Mileage: 8,882 VSC Found: 0 Open Campaigns: 0 Warranty Cases Found: 1 Additional CA Cases Found: 0 Previous Goodwill Offers: 0 Tech Line Cases Found: 1 DTS Involved: N/A Down 45 Days 1 repair for when driving losing power could not make up hill, RPMS rev up, not responsive --@7,274 miles performed battery test, recharged, performed test on harness, checked brakes, vdccts activation, checked range sw, spoke with TL and DTS 3x [REDACTED] s, tried all their ideas car would not duplicate, released back to c, all ok at this time (fw) --@8,882 miles tested battery, road tested, checked with DTSM regarding throttle body connectors, checked pin fit and all tested ok at this time (fw)

5/13/2024 4:37:49 PM

ARBS-KC notes the following email sent to the customer: Good afternoon, I wanted to reach out to advise that [REDACTED] m still currently reviewing your case. I should have an update by close of business tomorrow. Thanks, Kim

5/14/2024 8:05:27 AM

ARBS-KC notes the following email received from the customer: Okay thanks for update

5/14/2024 10:09:54 AM

NIS2443898. ROC-DA rec'd request for position in writing from BBB on 05/14/2024.

5/15/2024 12:57:42 PM

ARBS-KC made outbound call to the dealership at (603) 692-5200 and spoke with SA-Jason ARBS advised that ARBS was calling to get an update on the c's open work order. SA stated that the vehicle has been ready for pick up but was delayed due to the dealership having the DTSM inspect the vehicle SA stated that the DTS inspected the vehicle and was not able to get the concern to duplicate. SA stated that it has been twice where the customer brought the vehicle in with the concern but once the vehicle has been shut off and back on the dealership hasn't been able to get the concern to duplicate. SA stated that the customer has been made aware that the vehicle is ready for pick up but the customer is refusing to pick it up due to the customer not feeling safe in it. ARBS thanked the SA for the information and ended the call.

5/15/2024 12:57:58 PM

ARBS-KC currently reviewing case with Planners

5/15/2024 2:16:53 PM

ARBS-KC made outbound call to the customer at [REDACTED] ARBS advised that ARBS reviewed the case and based on the review, NNA is not in the position to repurchase the vehicle due to the dealership not being able to duplicate the concern. ARBS advised that no repairs have been made on the vehicle C stated that the customer has filed with the BBB C stated there's something wrong with the vehicle and if the customer takes possession of the vehicle the customer could be severely injured or could get killed. C stated this will be a 1,000% lawsuit C stated that the customer is going to file a lawsuit against Nissan due to Nissan forcing the customer to take possession of a vehicle that Nissan knows is not safe. C stated that the customer doesn't understand why Nissan just won't take the vehicle back and replace it with one that is safe. C stated that Nissan is just being cheap and refuses to take this vehicle back. C stated that the customer will just go out and hire an attorney and will sue Nissan C thanked ARBS for calling and disconnected the call.

5/15/2024 2:17:14 PM

ARBS-KC closing case as no further action is required at this time.

5/15/2024 2:31:55 PM

Old Case Description: C contacted NNA requesting buyback due to concerns with the VEH losing power.

5/15/2024 4:04:58 PM

*** [Added after the case is closed.] *** ARBS-KC notes the following email sent to the BBB: Hi Erica, Please see the attached position in writing. Please note that the vehicle has been ready for pick up since 05/10/24 but the customer has chosen to not pick the vehicle up. FYI, a copy has been uploaded to the BBB Autoline case. Thanks, Kim

6/10/2024 11:24:39 AM

*** [Added after the case is closed.] *** ARBS-KC notes the following email received from the BBB: Hello Kim, I wanted to double check with you on this claim. We have received Nissan [REDACTED] s written position but this is a verbal request hearing. Would you Nissan be able to participate on the telephone hearing? Sincerely,

6/11/2024 8:14:04 AM

NIS2443898. ROC-DA received email on 06/10/2024 requesting position.

6/11/2024 8:26:47 AM

NIS2443898. ROC-DA rec'd settlement from the BBB on 06/10/2024, dated same. NNA and C have reached an agreement. Warrantable non-conformities verified during inspection will be repaired under the direction of Nissan. Terms of this agreement are to be carried out no later than 45 days from the date of the letter.

6/11/2024 10:12:35 AM

ARBS-KC submitted DTSM request for a BBB final repair attempt.

6/11/2024 10:21:53 AM

ARBS-KC notes the following email received from the BBB: Kim, I just got off the phone with consumer and he will be sending a written notice to Nissan requesting Repurchase/Replacement. Consumer disagrees with Nissan [REDACTED] s position. Once final repair is completed then consumer will reactivate claim if he isn't satisfied with the most recent repairs. Sincerely,

CONSUMER ASSISTANCE REQUEST

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6/11/2024 12:00:12 PM

ARBS-KC notes the following email sent to the customer: Good afternoon, I wanted to reach out to advise that your inspection has been set for 07/09/24 at 9am EST. You would need to be in attendance to duplicate the concern with the technical specialist. Thanks, Kim

6/12/2024 8:43:48 AM

ARBS-KC notes the following email sent to the BBB: Good morning, We have an inspection set for 07/10/24 at 9am. Thanks, Kim

6/12/2024 8:46:21 AM

ARBS-KC notes the following email sent to the customer: Good morning. Following up with you to be sure that you received the email that I sent yesterday regarding your inspection? It is actually on 07/09/24 at 9am EST, instead of 07/10/24. Can you verify if you will be able to bring the vehicle in? Thanks, Kim

6/12/2024 8:46:43 AM

ARBS-KC recalled and sent corrected email to BBB: Good morning, We have an inspection set for 07/09/24 at 9am. Thanks, Kim

6/13/2024 8:27:02 AM

ARBS-KC made outbound call to the customer at [REDACTED] ARBS advised that ARBS was calling to be sure that the customer received the email that ARBS had sent regarding the inspection set for 07/09/24 at 9am EST C stated that the customer has lost all faith in the vehicle at this point. ARBS advised that ARBS understands but NNA is allowed a final repair attempt, as that was part of the BBB settlement. C stated that the vehicle is currently at the dealership. ARBS advised that ARBS will reach out to the service manager to advise that the field engineer will be out to inspect the vehicle on 07/09 C understood, thanked ARBS for calling and ended the call.

6/13/2024 8:36:04 AM

ARBS-KC notes the following email sent to the service advisor and director: Good morning, I wanted to reach out to advise that we have scheduled for Dan Gallagher to come out and inspect the customer's vehicle on 07/09/24 at 9am EST. According to the customer, the vehicle is currently at the dealership. Is the vehicle inoperable? Thanks, Kim

6/13/2024 9:05:56 AM

ARBS-KC notes the following email received from the dealership: THE VEHICLE IS NOT HERE CUST HAS VEHICLE

6/13/2024 9:08:03 AM

ARBS-KC made outbound call to the customer at [REDACTED] but receive the customer's voicemail ARBS left a message requesting that the customer give ARBS a callback to advise where the vehicle is located as the dealership is stating that it's not at Somersworth Nissan.

6/13/2024 9:09:20 AM

ARBS-KC notes the following email sent to the dealership: Hi Jason, I spoke with him about 30 minutes ago and he advised that his vehicle had been at the dealership for the past 2 weeks. I tried to call him back to verify if it is at a different Nissan dealership but I received his voicemail. Thanks, Kim

6/13/2024 9:25:29 AM

ARBS-KC notes the following email sent to the dealership: I just looked it up in DBS and it appears that it was taken to Port City Nissan. Sorry for the confusion.

6/13/2024 11:06:59 AM

ARBS-KC notes the following email sent to the customer: [REDACTED] I just spoke with Port City Nissan and they advised that the customer's vehicle was traded into the dealership on 05/31/24. The customer has taken possession of the new vehicle and the old vehicle is up for sale. I spoke with [REDACTED] this morning to advise of the inspection date and he advised that the vehicle had been at the dealership for the past 2 weeks being repaired. I reached out to the dealership and they made me aware that the vehicle was in fact traded in. At this time, we are going to go ahead close out this case on our end due to the customer no longer owning the vehicle.

6/13/2024 11:07:21 AM

ARBS-KC correction - to the BBB

6/13/2024 11:15:14 AM

ARBS-KC closing case as no further action is required.

6/13/2024 11:29:56 AM

Old Case Description: Consumer Affairs Denies Repurchase due to 2 visits/0 repairs and 2 days out of service for when driving losing power could not make up hill, RPMS rev up, not responsive

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: OAK HILL
STATE: OH

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 1/24/2024
SVC DT: 3/9/2024
MILEAGE:

TRIM: S
OPTIONS: C03L92
SERVICING DLR: NI
DLR STATE: NI
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/3/2024
CLOSE_DT: 4/4/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
<input checked="" type="checkbox"/> NI	<input type="checkbox"/> OI Non Vehicle Concerns	<input type="checkbox"/> 337800 Product Inquiry - Nissan
	<input type="checkbox"/> CL Product Inquiry	<input type="checkbox"/> 1A Versa Sedan

CAR VERBATIM

4/3/2024

4/3/2024 3:26:50 PM

First Name: [REDACTED] Last Name: [REDACTED] | Email Address: [REDACTED] Twitter Name: - Street Address: [REDACTED] : Oak Hill State: OH Zip: [REDACTED]
Phone Number: [REDACTED] Is Nissan Owner: null VIN: [REDACTED] Dealer Name: HUGH WHITE NISSAN LANCASTER Dealer State: - Subject: My Current Nissan Vehicle (non-financial) Comments: Car will occasionally go into limp mode with slow acceleration and no power making it very dangerous on roads and especially highways.

4/4/2024 4:25:57 PM

ECRR-IS received email regarding VEH going into limp mode. ECRR-IS checked VIN for recalls: none. ECRR-IS checked for related cases: none. ECRR-IS checked for unrelated cases: none. ECRR-IS verified mailing address provided. ECRR-IS replied with dealer is best & requested PO to update VEH ownership. ECRR-IS closing case.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: LIBERTY TOWN
STATE: OH

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 11/7/2023
SVC DT: 2/10/2024
MILEAGE: 1,900

TRIM: S
OPTIONS: B93C03L92N92
SERVICING DLR: BUSAM MOTOR SALES, INC.
DLR STATE: OH
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/6/2024
CLOSE_DT: 4/22/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
10	OA Vehicle Concerns	228500 Manual Transmission
	CA Mechanical	BD Transmission Shifter
NI	OI Non Vehicle Concerns	337840 Case
	CO Account Maintenance	5P Check Request - for Buyback

CAR VERBATIM

4/6/2024

4/6/2024 10:09:36 AM

CRR-MF VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-MF VERIFIED VEH Information including: VIN #, Current Mileage, Service History, Warranty CRR-MF CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-MF CHECKED previous RELATED cases and found: 0 CRR-MF NOTED concern is: RHR request CRR-MF received a call from C SAVANNAH HAVENS C stated the DLR has called Nissan engineers before because the manual transmission keeps putting C into limp mode after stalling but has no answer yet. C stated C is concerned as C paid cash for the VEH and it is having a catastrophic failure with the transmission. C stated at this point C is wanting to make a buyback request as C is no longer comfortable with the VEH. CRR-MF sent an email to C and informed C of the needed documents for PO. CRR-MF informed C that the issue would be documented and the case would be transferred to a specialist who will reach out once the case has been received and reviewed. C understood. CRR-MF asked if there was anything else CRR-MF could assist with at this time. C Best contact # [REDACTED] CRR-MF provided C case # [REDACTED] Call ended mutually

4/6/2024 10:09:51 AM

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

4/8/2024 9:44:19 AM

RCAS-HS made outbound call to BUSAM NISSAN @ (513) 771-8100. RCAS-HS spoke to SM-Derrick McWilliams and asked for repair info. SM stated C came in for stalling concerns. SM stated C stalled VEH a couple times. SM stated code has come up more than three times. SM stated all codes are history codes. SM stated VEH into limp mode. SM stated DLR doesn't see code a lot, possibly user error. SM stated code comes up upon stalling. RCAS-HS understood and thanked for assistance. Call ended mutually.

4/8/2024 9:45:02 AM

RCAS-HS submitted RHR filter 4/8/2024 9:22 AM

4/8/2024 9:45:26 AM

RCAS-HS attempted to datanet case. RCAS-HS unable to datanet case. No users are associated with the selected dealer to share the case with

4/8/2024 11:31:11 AM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS left VMX providing case and contact information and follow up no later than 4/9. RCAS-HS sending unable to contact email.

4/9/2024 9:38:32 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
Case Number [REDACTED] STATE: OH [REDACTED] Liberty Township, OH [REDACTED] 2024.0 NISSAN VERSA SEDAN S
VIN [REDACTED] ISD 2/10/2024 Color: FRESH POWDER Vehicle Purchase: New BUSAM MOTOR SALES / OH 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: [REDACTED] (3.4.24 - 3.18.24) @ 50 Miles @ BUSAM MOTOR SALES, INC. / Brandon, Raughton 1) VEHICLE IS IN LIMP. CONCERN HAS BEEN VERIFIED BY SERVICE
MANAGER. -----TEST DROVE VEHICLE FOR CONCERN. VEHICLE CURRENTLY OPERATING AS DESIGNED. SCANNED VEHICLE FOR CODES AND FOUND STALLED CODE
STORED IN SYSTEM AS PAST CODE. CLEARED CODE FROM SYSTEM AND TEST DROVE VEHICLE. FOUND VEHICLE OPERATING AS DESIGNED, DURING TEST DRIVE
ALARM SYSTEM STARTED GOING OFF ON VEHICLE. STOPPED CAR AND TURNED VEHICLE OFF. RESTARTED VEHICLE, ALSO FOUND VEHICLE EQUIPPED WITH AFTER
MARKET ALARM SYSTEM AND POSSIBLE REMOTE START. IF CONCERN RE-OCCURS WILL NEED REMOTE STARTALARM REMOVED FROM VEHICLE FOR FURTHER
DIAGNOSIS. (CP) RC [REDACTED] (1.4.24) @ 5 Miles @ BUSAM MOTOR SALES, INC. / JOHN, SHOCKLEY 1) PDI FW REPAIRS --- NONE

4/9/2024 1:58:03 PM

RCAS-HS noting email recieved from C 4/8/2024 11:32 AM Hello I just seen that I missed your call. I will call Back today when I get out of work. Around 2:30 3pm

4/9/2024 2:00:44 PM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS left VMX providing case and contact information and follow up no later than 4/10. RCAS-HS sending unable to contact email.

4/10/2024 3:32:26 PM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS left VMX providing case and contact information. RCAS-HS sending unable to contact email.

CONSUMER ASSISTANCE REQUEST

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4/10/2024 3:33:52 PM

RCAS-HS is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA requesting assistance with VEH going into limp mode. RCAS-HS advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-HS reviewed Case with SM-Derrick McWilliams who advised unable to duplicate. ARBS-Janelle Cantrall declined RHR. *** STATEMENT OF DECISION *** RCAS-HS unable to contact C. RCAS-HS advised C the Case has been thoroughly reviewed and documented within the NNA system. RCAS-HS is closing case pending C contact if further assistance is needed.

4/18/2024 2:06:03 PM

CRR-EM VERIFIED Account Info including: C's name, home address & phone# CRR-EM VERIFIED VEH Info including: N/A CRR-EM CHECKED for open recalls/campaigns and found: 0 CRR-EM CHECKED for previous UNRELATED Case(s) and found: 0 CRR-EM CHECKED previous RELATED Case(s) and found: 0 CRR-EM NOTED C's concern is: RCAS Follow up C shall be referred as: Savannah Havens CRR-EM asked C how C would like Nissan to assist. C stated C has not been in contact with RCAS and C is requesting contact. CRR-EM requested PO. C stated the VEH went into limp mode again today. C stated C's VEH stalled going up a hill. C stated C had to wipe code with a code reader and VEH then went into normal driving. C requested buyback process. CRR-EM informed C that C will have a Regional Consumer Affairs Specialist contact C on 4/19/2024 by end of business day. C understood. CRR-EM asked if there was anything else that CRR-EM could assist at this time. C declined. CRR-EM provided case# Call ended mutually. BEST CONTACT: anytime after 3pm EDT

4/18/2024 2:06:47 PM

CASE SUMMARY C contacted CA regarding:RCAS Follow up request. C stated VEH went into limp mode again today and C is requesting buyback for VEH. CRR-EM advised FUD of 4/19/2024.

4/19/2024 9:11:15 AM

RCAS-HS received email from C 4/18/2024 2:56 PM Here is a picture of the code from the car being in limp mode today 4/18

4/19/2024 9:17:22 AM

RCAS-HS noting no new RO per Tableau.

4/19/2024 10:10:23 AM

RCAS-HS made outbound call to C at C requested callback at 3PM. RCAS-HS stated can attempt and 4/22 for 2ND ATTEMPT

4/19/2024 2:16:36 PM

RCAS-HS made outbound call to C at RCAS-HS ADVISED, This call may be recorded for quality and training purposes. RCAS-HS VERIFIED C's name, home & email address, concern, phone. RCAS-HS CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found:0 Previous RELATED Case(s) Found:0 RCAS-HS VERIFIED VEH information including: VIN#, Current Mileage. RCAS-HS advised that case has been escalated to RCAS-HS and RCAS-HS will be RCAS reviewing case. RCAS-HS apologized for C's concerns with VEH going into limp mode. RCAS-HS reviewed with DLR for VEH going into limp mode and was advised DLR checked VHE but could not duplicate. RCAS-HS empathized with C. RCAS-HS advised C NNA CA are not TECHs and rely on diagnosis and information from DLR. RCAS-HS advised C after speaking with DLR, DLR advised RCAS-HS DLR was unable to duplicate. RCAS-HS advised C DLR would need to duplicate to make repairs. RCAS-HS informed C there is update to buyback request. RCAS-HS advised that NNA reviewed the case based on the service history and the warrantable repairs made to the VEH. RCAS-HS advised that after collecting and reviewing all the service history, NNA would not be in the position to repurchase or replace the VEH. RCAS-HS stated that the DLR did confirm that the VEH issues were unable to duplicate so NNA does ask that VHE Return for inspection. RCAS-HS advised that NNA will send a denial letter via mail and if the C disagrees with the decision the C can contact the BBB. RCAS-HS asked if C had any questions or concerns. C stated case is denied because DLR cannot duplicate RCAS-HS stated currently RHR has been denied, and NNA does ask VHE return to DLR for inspection C stated what happens if DLR can't find anything. C stated this was first new VHE experience and is disappointed. C stated DLR advised VHE goes into limp mode after being stalled out and recommended the code reader to reset. C stated DLR told C to wipe the codes and that doesn't seem right. RCAS-HS apologized. RCAS-HS stated C can go to any NNA DLR for second opinion and offered to look up locations. C stated C will return to same DLR. RCAS-HS understood and stated in event that DLR cannot duplicate contact info will be sent so that C can reach out. C understood. RCAS-HS thanked C for time and wished a good day. Call ended mutually.

4/22/2024 10:09:20 AM

RCAS-HS is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA requesting assistance with VEH going into limp mode. RCAS-HS advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-HS reviewed Case with SM-Derrick McWilliams who advised unable to duplicate. ARBS-Janelle Cantrall declined RHR. *** STATEMENT OF DECISION *** RCAS-HS unable to contact C. RCAS-HS advised C the Case has been thoroughly reviewed and documented within the NNA system. RCAS-HS is closing case pending C contact if further assistance is needed. REOPEN *** STATEMENT OF DECISION *** RCAS-HS provided RHR denial. RCAS-HS noting C displeased with outcome.

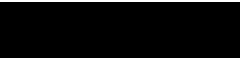
4/22/2024 10:12:04 AM

RCAS-HS noting email received form C with PO 4/19/2024 1:52 PM RCAS updating ownership.

4/22/2024 10:13:45 AM

RCAS-HS is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA requesting assistance with VEH going into limp mode. RCAS-HS advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-HS reviewed Case with SM-Derrick McWilliams who advised unable to duplicate. ARBS-Janelle Cantrall declined RHR. *** STATEMENT OF DECISION *** RCAS-HS unable to contact C. RCAS-HS advised C the Case has been thoroughly reviewed and documented within the NNA system. RCAS-HS is closing case pending C contact if further assistance is needed. REOPEN *** STATEMENT OF DECISION *** RCAS-HS provided RHR denial. RCAS-HS noting C displeased with outcome. REOPEN *** STATEMENT OF DECISION *** RCAS-HS updated VEH ownership

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: WINFIELD
STATE: TN

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 10/20/2023
SVC DT: 12/13/2023
MILEAGE: 2,900

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR: DON FRANKLIN SOMERSET N
DLR STATE: KY
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/8/2024
CLOSE_DT: 5/9/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPATOM
NI	OI Non Vehicle Concerns	337750 Sales Department
CK	Dealer/Retailer Issues	NI Deposit Inquiry

CAR VERBATIM

4/8/2024

4/8/2024 10:05:04 AM

CRR-DV VERIFIED Account information including: C's name, home address, phone number & best contact number. CRR-DV VERIFIED VEH Information including: VIN #, Current Mileage. CRR-DV CHECKED and ADVISED for open recalls/campaigns and found: CHECKED for previous UNRELATED cases and found: CRR-DV CHECKED previous RELATED cases and found: CRR-DV NOTED concern is: DLRSHR complaint. CRR-DV received a call from [REDACTED] - son C stated that DLRSHR stated they would provide 10 years bumper to bumper coverage, 3 years or 36,000 miles roadside if C does oil change regularly at DLRSHR. C stated that C had a flat tire and called roadside recently, roadside stated C does not have any roadside assistance. C stated that was supposed to get \$3000 for a trade in, C only received \$1800. C stated that C traded in 2014 Chevrolet spark, 70,000 miles on it, DLRSHR sold it soon. C stated that C did not receive any original contract, just purchase order from DLRSHR. C stated that C went to DLRSHR for oil change today, DLRSHR drained out oil, changed oil but did not change filter. C stated that DLRSHR was DON FRANKLIN SOMERSET NISSAN. C stated that C dealt with SM, sales manager, their names were not provided to C. C stated that C had to call the police to start a fraud claim against DLRSHR. CRR-DV informed C that Case will be transferred to a Regional Consumer Affairs Specialist for review, who will follow up with C by end of next business day, 04/09/2024. C understood. CRR-DV asked if there was anything else CRR-DV could assist with at this time. C declined. CRR-DV provided C with name and case # [REDACTED] CRR-DV thanked C. Call ended mutually Best contact # [REDACTED]

4/8/2024 10:05:49 AM

UPDATED CASE NOTES CRR-DV VERIFIED Account information including: C's name, home address, phone number & best contact number. CRR-DV VERIFIED VEH Information including: VIN #, Current Mileage. CRR-DV CHECKED and ADVISED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-DV CHECKED previous RELATED cases and found: 0 CRR-DV NOTED concern is: DLRSHR complaint CRR-DV received a call from [REDACTED] - son of account owner.

4/8/2024 10:06:11 AM

***** [CASE SUMMARY] ***** C called for DLRSHR complaint CRR-DV escalating case to RCAS.

4/9/2024 8:30:46 AM

RCAS-KD unable to datanet. "This Case can not be shared with the Dealer because the Dealer is not Enabled for the Dealer Portal. Please Datanet the Case."

4/9/2024 8:56:21 AM

RCAS-KD emailed OLM-Brandon Williams, DOM-Ryan Smith, and FOM-Keenan McLean. RCAS-KD explained C's concerns. RCAS-KD requested someone contacts C for further review of C's experience.

4/9/2024 8:58:49 AM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD unable to leave VMX due to automated voice saying VMX has not been set up yet.

4/9/2024 9:05:10 AM

RCAS-KD sent C Unable to Contact email.

4/9/2024 11:37:46 AM

RCAS-KD received email from C on 4/9 at 11:00 AM. "I had my phone off sorry"

4/9/2024 11:41:21 AM

RCAS-KD received VMX from C on 4/9 at 11:16 AM. C stated C's name is [REDACTED] re. C stated C opened case for C's mom, [REDACTED]. C stated DLR treatment was like garbage. C stated DLR refused to do oil change. C stated DLR drained oil and did not change filter. C stated when buying NNA do not pay cash. C stated when paying cash DLR will do C dirty. C stated DLR did not honor road hazard incident. C stated traded in VEH and signed paper for Chevy Spark. C stated DLR said DLR would give C \$3000 but DLR only gave C \$1800. C stated Kentucky has a law that protects buyers from that treatment from DLR. C stated DLR did not keep deal that C signed when C purchased VEH. C stated C has never seen this garbage before. C asked for RCAS-KD to call C back at [REDACTED].

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

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4/9/2024 12:07:00 PM

RCAS-KD made outbound call to C at [REDACTED] RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD VERIFIED [REDACTED] s name, home & email address, concern, phone. RCAS-KD CONFIRMED [REDACTED] s VEH make/model, mileage, and servicing DLR. RCAS-KD CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 [REDACTED] RCAS-KD advised that case has been escalated to RCAS-KD and RCAS-KD will be RCAS reviewing case. C stated DLR was not going to change oil at all. C stated technician already drained oil. C stated C brought VEH to DLR and went to talk about problems C had with DLR. C stated there was a road hazard incident which C was told would be covered when C purchased VEH. C stated then DLR said C did not have that. C stated C did not get original contract from when C purchased VEH. C stated all of this was in the original contract. C stated C told DLR that if DLR would not give C \$3000 for the Chevy Spark C would keep VEH. C stated SLS and SLS MGR both signed agreement for \$3000. C stated C messed up. C stated C trusted DLR. C stated DLR did not do anything that was promised. C stated when C called DLR out DLR threatened to trespass C from DLR and that DLR would not warranty VEH at all. C stated C does not have a warranty on VEH now. C stated if that is how it will be C wants money back. C stated C wants money back and NNA to keep VEH. C stated C will never purchase NNA again. C stated all of C's family has purchased NNA. C stated C's whole family will give up NNA. C stated it is crazy. C stated C was SM at a Chrysler and Chevrolet DLR. C stated SLS MGR and SM were part of the problem. RCAS-KD apologized for concerns. RCAS-KD empathized with C. RCAS-KD stated everything discussed is thoroughly documented in NNA system. RCAS-KD stated NNA appreciates C bringing this to NNA attention. RCAS-KD stated has filed a DLR complaint and requested someone contacts C for further review. RCAS-KD stated can review for a VEH repurchase or replacement. RCAS-KD stated a VEH repurchase or replacement is not guaranteed. RCAS-KD stated it may take up to 10 business days for a decision but RCAS-KD will update C every 3 business days. RCAS-KD stated will be reviewing all service history and warrantable repairs made on VEH within NNA DLR. RCAS-KD asked if this is something C would be interested in. C stated C's mom loves VEH and wants to keep VEH. C stated this was the only Versa S on lot. C stated VEH is a good VEH. C stated C has had some trouble that DLR has not been able to figure out. C stated C's mom did not want push button start. C stated when starting VEH it has no power. C stated when restarting VEH runs perfect. C stated C has not had any luck with DLR at all. C stated C called the police yesterday. C stated C called Attorney General. C stated what DLR did with the Spark is a felony in Kentucky. C stated C had to call the police. C stated C does not have a lawyer. C stated C does not want to sue anyone. C stated C just wants the VEH managed, maintenance, and warrantied. C stated if C has to go to a different DLR C will do that. C stated will do whatever NNA decides to do unless it is unjust. C stated C's mom has many worries but none is money. CONTINUED

4/9/2024 12:07:25 PM

CALL NOTES 2 RCAS-KD asked if C would like RCAS-KD to do the review. C stated yes. C stated would love for RCAS-KD to do that. C stated another person at DLR has had issues with DLR for 3 years. C stated that is when C's mom was told to leave DLR. RCAS-KD stated will go ahead and begin RHR review. C stated C's mom probably does not want to do that. C stated C's mom does not want to replace VEH or get money back. C stated C's mom even loves the color of VEH. C asked for RCAS-KD to just get right tire back on VEH. C stated different tire MFR use different tires. C stated C quit working for DLR. RCAS-KD asked if C would like RCAS-KD to not do RHR review. C stated yes. C stated does not think C's mom wants to get rid of VEH. C stated C does want to review not getting the trade in price C wanted. C stated C wants the Chevy Spark back. C stated C's mom wants to keep the VEH. C stated C's mom wants the warranty and for VEH to be taken care of. C stated C's mom just wants something handled. RCAS-KD understood. RCAS-KD stated will not do RHR review. RCAS-KD stated if C decides C is interested C is welcome to contact RCAS-KD for further review. C stated yes. C stated if DLR does not get straightened out C will not be able to go back to DLR. C stated C called Don Franklin and made a complaint too. C stated C is a very honest person. C stated C has to face God and judgement if C does bad stuff. C stated C just wants what C paid for when C purchased VEH. RCAS-KD explained factory warranty is valid at any NNA DLR. RCAS-KD asked if C would like RCAS-KD to look up C's next closest NNA DLR. C stated yes. RCAS-KD stated Oak Ridge Nissan. RCAS-KD asked if C would like the phone number. C accepted. RCAS-KD stated 865-482-5489. RCAS-KD stated has filed a complaint regarding C's experience and requested someone contacts C for further review. RCAS-KD stated if C decides C would like RCAS-KD to review for a VEH repurchase or replacement C is welcome to contact RCAS-KD. C understood. C stated if NNA does not get DLR straightened out NNA will lose a lot of business. C stated C has purchased NNA for years. C stated C used to like the older Maxima's. C stated C's sister and nephew have a Rogue. C stated C's niece has a NNA VEH too. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

4/9/2024 12:08:26 PM

RCAS-KD is closing Case as no further assistance can be offered at this time. [REDACTED] ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with DLR complaint regarding only getting \$1800 for trade in when C was supposed to get \$3000 and DLR not changing oil filter. [REDACTED] RCAS-KD reviewed Case with OLM-Brandon Williams, DOM-Ryan Smith, and FOM-Keenan McLean who RCAS-KD informed of C's concerns and requested someone contacts C for further review. [REDACTED] ***STATEMENT OF DECISION*** [REDACTED] RCAS-KD advised C Nissan has created a case to document [REDACTED] s concern, and this case will remain in NNA [REDACTED] s system. [REDACTED] RCAS-KD referred C to DLR for further assistance.

4/9/2024 12:10:23 PM

CORRECTION RCAS-KD made outbound call to C at [REDACTED] RCAS-KD spoke with C's son, [REDACTED], now referred to as C. RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD VERIFIED [REDACTED] s name, home & email address, concern, phone. RCAS-KD CONFIRMED [REDACTED] s VEH make/model, mileage, and servicing DLR. RCAS-KD CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 RCAS-KD advised that case has been escalated to RCAS-KD and RCAS-KD will be RCAS reviewing case. C stated DLR was not going to change oil at all. C stated technician already drained oil. C stated C brought VEH to DLR and went to talk about problems C had with DLR. C stated there was a road hazard incident which C was told would be covered when C purchased VEH. C stated then DLR said C did not have that. C stated C did not get original contract from when C purchased VEH. C stated all of this was in the original contract. C stated C told DLR that if DLR would not give C \$3000 for the Chevy Spark C would keep VEH. C stated SLS and SLS MGR both signed agreement for \$3000. C stated C messed up. C stated C trusted DLR. C stated DLR did not do anything that was promised. C stated when C called DLR out DLR threatened to trespass C from DLR and that DLR would not warranty VEH at all. C stated C does not have a warranty on VEH now. C stated if that is how it will be C wants money back. C stated C wants money back and NNA to keep VEH. C stated C will never purchase NNA again. C stated all of C's family has purchased NNA. C stated C's whole family will give up NNA. C stated it is crazy. C stated C was SM at a Chrysler and Chevrolet DLR. C stated SLS MGR and SM were part of the problem. RCAS-KD apologized for concerns. RCAS-KD empathized with C. RCAS-KD stated everything discussed is thoroughly documented in NNA system. RCAS-KD stated NNA appreciates C bringing this to NNA attention. RCAS-KD stated has filed a DLR complaint and requested someone contacts C for further review. RCAS-KD stated can review for a VEH repurchase or replacement. RCAS-KD stated a VEH repurchase or replacement is not guaranteed. RCAS-KD stated it may take up to 10 business days for a decision but RCAS-KD will update C every 3 business days. RCAS-KD stated will be reviewing all service history and warrantable repairs made on VEH within NNA DLR. RCAS-KD asked if this is something C would be interested in. C stated C's mom loves VEH and wants to keep VEH. C stated this was the only Versa S on lot. C stated VEH is a good VEH. C stated C has had some trouble that DLR has not been able to figure out. C stated C's mom did not want push button start. C stated when starting VEH it has no power. C stated when restarting VEH runs perfect. C stated C has not had any luck with DLR at all. C stated C called the police yesterday. C stated C called Attorney General. C stated what DLR did with the Spark is a felony in Kentucky. C stated C had to call the police. C stated C does not have a lawyer. C stated C does not want to sue anyone. C stated C just wants the VEH managed, maintenance, and warrantied. C stated if C has to go to a different DLR C will do that. C stated will do whatever NNA decides to do unless it is unjust. C stated C's mom has many worries but none is money. CONTINUED

CONSUMER ASSISTANCE REQUEST

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4/9/2024 12:10:39 PM

RCAS-KD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with DLR complaint regarding only getting \$1800 for trade in when C was supposed to get \$3000 and DLR not changing oil filter. RCAS-KD reviewed Case with OLM-Brandon Williams, DOM-Ryan Smith, and FOM-Keenan McLean who RCAS-KD informed of C's concerns and requested someone contacts C for further review. ***STATEMENT OF DECISION*** RCAS-KD advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-KD referred C to DLR for further assistance.

5/6/2024 10:09:24 AM

CRR-JR < VERIFIED > Account information including: C's name, home & e-mail address, phone number & best contact number CRR-JR VERIFIED VEH Information including: NA CRR-JR CHECKED for open recalls/campaigns and found: 0 CRR-JR CHECKED for previous UNRELATED Case(s) and found: 0 CRR-JR CHECKED previous RELATED Case(s) and found: 0 CRR-JR NOTED concern is: RCAS follow up CRR-JR received inbound call from C. C stated C called before and has a case with RCAS and provided Case number. CRR-JR understood and inquired how CRR-JR may assist. C stated C is looking to speak with the assigned agent to the case as concerns are still not resolved and C does not want to use buyback policy but this needs to be resolved C wants further follow up. CRR-JR informed C that Case will be updated to the assigned agent who will contact the C regarding C's concern. C understood. CRR-JR noting C's best contact number is [REDACTED] Call ended mutually.

5/6/2024 10:09:41 AM

Case Summary C called for case update. CRR-JR updated case notes.

5/7/2024 8:55:07 AM

RCAS-KD emailed OLM-Brandon Williams, DOM-Ryan Smith, and FOM-Keenan McLean. RCAS-KD explained C's concerns. RCAS-KD stated C called back in since concerns have not been addressed yet. RCAS-KD requested someone contacts C for further review of C's experience.

5/7/2024 8:58:51 AM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD hung up due to automated voice saying VMX box has not been set up yet.

5/7/2024 8:59:35 AM

RCAS-KD sent C Unable to Contact email.

5/8/2024 8:55:42 AM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD hung up due to automated voice saying VMX box has not been set up yet.

5/8/2024 8:56:13 AM

RCAS-KD sent C Unable to Contact email.

5/8/2024 8:56:45 AM

RCAS-KD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with DLR complaint regarding only getting \$1800 for trade in when C was supposed to get \$3000 and DLR not changing oil filter. RCAS-KD reviewed Case with OLM-Brandon Williams, DOM-Ryan Smith, and FOM-Keenan McLean who RCAS-KD informed of C's concerns and requested someone contacts C for further review. ***STATEMENT OF DECISION*** RCAS-KD advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-KD closing case due to C not responding.

5/9/2024 9:25:38 AM

RCAS-KD received email from C on 5/8 at 10:56 AM. "You never tried to call you lied nissan is dirt in my mouth and it will be. For millions of others soon im going to the local and national news and social media i have 4 million followers on X or twitter and 2 mil on rumble 500k on facebook"

5/9/2024 10:06:08 AM

RCAS-KD made outbound call to C at [REDACTED]. RCAS-KD spoke with C's son, [REDACTED], now referred to as C. RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD apologized concerns have not been addressed. C stated DLR told C that DLR would no longer honor warranty on VEH. C stated C went to another NNA DLR. C stated the other DLR would not take care of VEH either. C stated C was promised a 10 year bumper to bumper warranty but it was all a lie. C stated if C does buyback program C wants \$20,000 back. C stated C paid cash for VEH. RCAS-KD stated can review for a VEH repurchase or replacement. RCAS-KD stated a VEH repurchase or replacement is not guaranteed. RCAS-KD stated it may take up to 10 business days for a decision but RCAS-KD will update C every 3 business days. RCAS-KD stated will be reviewing all service history and warrantable repairs made on VEH within NNA DLR. C stated VEH has 3,000 miles on it. RCAS-KD asked if this is something C would be interested in. C declined. C stated would rather sue NNA. C stated will put everything on SMX and local news. C stated news is waiting for C to speak with NNA. C stated that will put NNA, RCAS-KD, and DLR on national news. C stated NNA won't honor the warranty. C stated C has a paper that says VEH has a 10 year warranty but NNA will not stand behind it. C stated 5 people in C's family that own NNA so if NNA were to buyback VEH then NNA would have to buyback all 5 VEH. RCAS-KD asked if C has retained services of an attorney. C stated C is one. C asked why C would retain one. C asked why C would retain one when C is one. C stated RCAS-KD fails to see the comedy in RCAS-KD statement. C stated when messing people over RCAS-KD does not know who RCAS-KD is messing over. C stated RCAS-KD chose the wrong one. C stated C has already lined up 15 people that are ready to go to court. C stated 2 people worked for DLR where C purchased VEH. C stated C has had several people sign where NNA has done them bad. RCAS-KD asked if C would be willing to give NNA the opportunity to continue working with C towards resolution. C stated C is willing to do that. C stated this has been going on since December. C stated DLR hid all SLS paperwork from C. C stated NNA has obligation under law to give C full information on what DLR did. C stated that is a felony. C stated C is waiting to call Attorney General until hearing from NNA. C stated RCAS-KD supposedly filed a complaint with DLR. C stated DLR has not said a word in months. RCAS-KD asked if C would be ok with RCAS-KD putting C on hold briefly to review further. C accepted. *RCAS-KD placed call on hold* *RCAS-KD reviewed case with SRCAS-Erin Mace who advised RCAS-KD can speak with C but if C would like to represent self then C needs to send letter of representation.* RCAS-KD apologized for wait. RCAS-KD stated if C does decide C would like to represent self then C would need to send a letter of representation to NNA. C stated if C does that then RCAS-KD wants C to take NNA to court. C stated C did not purchase VEH as a lawyer. C stated if RCAS-KD makes C do that then C would sue for fraud. CONTINUED

5/9/2024 10:06:51 AM

CALL NOTES 2 RCAS-KD asked if C would be willing to give NNA the opportunity to continue working with C towards resolution. C stated yes. C stated resolution is not hard. C stated either wants VEH back or difference in money and VEH warrantied. C stated C enjoyed VEH and has no problems with VEH itself. C stated C's complaint is C was defrauded. C stated when C found out that happened C had sheriff's department do a report and investigate. C stated C covers all C's bases. C stated C is willing to give NNA a chance to resolve it. C stated if not it would take a lot of personal time for C. RCAS-KD stated VEH does have active factory basic and powertrain warranties that are valid at any NNA DLR. RCAS-KD stated does not see a NNA VSC in system. RCAS-KD stated any extended warranty C has would be through a third party and RCAS-KD does not have access to third party warranties. C stated extended warranty was offered by DLR. C stated C did not pay for it. C stated DLR just gave a 10 year bumper to bumper limited warranty. C stated it makes C sad that tries to not have a warranty. RCAS-KD stated any tire warranty would be directly through tire MFR. C stated Continental is Goodyear. C stated C did not purchase anything for extended warranty. C stated that was the reason C went to DLR. C stated all services just had to be done at DLR. C stated it was all a lie. C stated DLR is nothing but lies. C stated C is surprised NNA allows DLR to sell VEH. RCAS-KD stated after last conversation RCAS-KD did file a DLR complaint and requested someone contacted C for further review. RCAS-KD stated as C had not been contacted RCAS-KD did re-file complaint and requested someone contacts C for further review. C stated C will not work with DLR. C stated just because C does not sue NNA does not mean C will not sue DLR. C stated DLR is about to get hammered by C. C stated C can't find anyone to take over factory warranty. C stated C tried to do that at NNA DLRSH in Oak Ridge. C stated C was told the DLRSH did not want to handle factory warranty on VEH. C stated 2 NNA DLR sell VEH and have no allegiance to NNA. C stated that is a breach of contract. RCAS-KD stated basic warranty expires on 12/13/26 or 36,000 miles. RCAS-KD stated powertrain warranty expires on 12/13/28 or 60,000 miles. RCAS-KD stated basic and powertrain warranties are valid at any NNA DLR. C stated they won't. C stated 2 DLR won't do it. C stated C was told no. C stated RCAS-KD is misinformed. C stated C can get it in writing. C stated DLR refused to work on C's VEH. RCAS-KD asked if C would like RCAS-KD to locate C's next closest NNA DLR. C stated it was the SM that told C that. C stated RCAS-KD can't do much to change SM mind. C stated C was a SM at different VEH MFR. RCAS-KD asked if C would like RCAS-KD to locate C's next closest NNA DLR. C stated C knows where it is. C stated it is just a lot farther. C stated C purchased VEH from closest DLR to C. C stated having a NNA VEH has been extremely inconvenient. C stated NNA and DLR make claims about warranty but it is all a lie. C stated C is not the only one with that problem. C stated there were 6 others having same problem. C stated C is not exaggerating. CONTINUED

5/9/2024 10:07:17 AM

CALL NOTES 3 RCAS-KD asked if C would like RCAS-KD to review for a VEH repurchase or replacement. C stated C does not know. C stated C likes VEH. C stated C believes C will be told to just go ahead and litigate. C stated C would rather just take NNA to court and get all of C's money back plus other compensation. RCAS-KD stated would be happy to send C Attorney Letter of Representation email with an address C can send letter of representation to. C stated C will not do that. C stated C will send a notice of intent and just give a court date. C stated will sue NNA for 10 billion dollars. C stated RCAS-KD is so stuck up with self and self-important RCAS-KD does not realize the issue RCAS-KD and NNA are in. C stated VEH already has a problem that can't be fixed. C stated VEH already has a factory defect. C stated it is a manual transmission. C stated VEH starts up in limp mode and will not go. C stated C will just take the time and sue. C asked for RCAS-KD name. RCAS-KD stated Kayla. RCAS-KD asked if C would like Attorney letter of representation email. C stated don't bother. C stated C will serve corporate headquarters. C stated part of this will be criminal charges. C stated someone at NNA and DLR are going to jail. C stated have a good day. C stated C will be seeing RCAS-KD in court. C stated bye. *C hung up*

5/9/2024 10:07:45 AM

RCAS-KD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with DLR complaint regarding only getting \$1800 for trade in when C was supposed to get \$3000 and DLR not changing oil filter. RCAS-KD reviewed Case with OLM-Brandon Williams, DOM-Ryan Smith, and FOM-Keenan McLean who RCAS-KD informed of C's concerns and requested someone contacts C for further review. ***STATEMENT OF DECISION*** RCAS-KD advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-KD closing case due to C refused assistance.

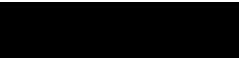
5/9/2024 10:09:04 AM

*** [Added after the case is closed.] *** CORRECTION RCAS-KD is closing Case as no further assistance can be offered at this time. ***CASE SUMMARY*** C contacted Nissan CA requesting assistance with DLR complaint regarding only getting \$1800 for trade in when C was supposed to get \$3000 and DLR not changing oil filter. RCAS-KD reviewed Case with OLM-Brandon Williams, DOM-Ryan Smith, and FOM-Keenan McLean who RCAS-KD informed of C's concerns and requested someone contacts C for further review. SRCAS-Erin Mace who advised RCAS-KD can speak with C but if C would like to represent self then C needs to send letter of representation. ***STATEMENT OF DECISION*** RCAS-KD advised C Nissan has created a case to document C's concern, and this case will remain in NNA's system. RCAS-KD closing case due to C refused assistance.

5/20/2024 2:50:19 PM

*** [Added after the case is closed.] *** SRCAS-EM moving case to TL-D'Ann Lynn's name due to number of reopens.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: YELLVILLE
STATE: AR

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 2/9/2024
SVC DT: 3/30/2024
MILEAGE: 428

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR NI
DLR STATE: NI
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/11/2024
CLOSE_DT: 4/11/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMP TOM
10	OA Vehicle Concerns	228500 Manual Transmission
	CA Mechanical	BD Transmission Shifter

CAR VERBATIM

4/11/2024

4/11/2024 8:35:28 AM

CRR-CP VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-CP VERIFIED VEH Information including: VIN #, Current Mileage, Service History, and Warranty. CRR-CP CHECKED and advised for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-CP CHECKED previous RELATED cases and found: 0 CRR-CP NOTED concern is: Loses power when going over hill. CRR-CP received a call from C. C stated Loses power when going over hill. C stated drove vehicle 5 times now and twice vehicle could not make it up the hill in first gear. C stated that C googled where this is a concern with a lot of nissan versa standard shift vehicles. C stated will be calling NHTSA as dangerous to drive. CRR-CP empathized and informed that vehicle would need to be diagnosed by any Nissan DLRSH. CRR-CP asked if needing assistance to find a nissan DLRSH. C understood but declined assistance. CRR-CP asked if there was anything else CRR-CP could assist with at this time. C declined. CRR-CP provided C case # [REDACTED]. Call ended mutually. Best contact # [REDACTED].

4/11/2024 8:36:10 AM

Case Summary C stated Loses power when going over hill. CRR-CP empathized and informed that vehicle would need to be diagnosed by any Nissan DLRSH. CRR-CP closing case as no further assistance can be provided.

CONSUMER ASSISTANCE REQUEST

[REDACTED]

CITY: BRAMBLETON
STATE: VA

VIN: [REDACTED]
MODEL: N18 YR: 2023
MFG DT: 7/5/2023
SVC DT: 8/31/2023
MILEAGE: 2,344

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR: PRIORITY NISSAN CHANTILL
DLR STATE: VA
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/12/2024
CLOSE_DT: 6/11/2024

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

CAR VERBATIM

4/12/2024

4/12/2024 7:47:51 AM

CRR-JJ VERIFIED Account information including: C's name, home address, phone number & best contact number. CRR-JJ VERIFIED VEH Information including: VIN #, Current Mileage CRR-JJ CHECKED and ADVISED for open recalls/campaigns and found: N/A CHECKED for previous UNRELATED cases and found: N/A CRR-JJ CHECKED previous RELATED cases and found: N/A CRR-JJ NOTED concern is: RHR CRR-JJ received a call from [REDACTED] will know as C. C stated VEH is having some safety issue. C stated when VEH turned off and starts, VEH doesn't have any power. C stated VEH is taking too much time to get power. C stated VEH lost it's acceleration. C stated C took the VEH to DLRSH of Priority Nissan Chantilly twice. C stated DLRSH replaced replaced the actuator and electrical engine harness. C stated VEH still have the issue. C stated C took the VEH back to DLRSH. C stated VEH is at the DLRSH. C stated it is a faulty VEH. C stated C doesn't need the VEH anymore. C stated C want Nissan to buyback the VEH. CRR-JJ informed C that Case will be transferred to a Regional Consumer Affairs Specialist for review, who will follow up with C by end of next business day, 04/15/24. C understood. CRR-JJ asked if there was anything else CRR-JJ could assist with at this time. C declined. CRR-JJ provided C with name and case # [REDACTED] CRR-JJ thanked C. Call ended mutually Best contact # [REDACTED]

4/12/2024 7:48:16 AM

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

4/12/2024 7:49:28 AM

*****CORRECTION***** C Stated VEH is Manual Transmission.

4/12/2024 1:02:54 PM

RCAS-HF was unable to data net the case.

4/12/2024 1:05:03 PM

What is your customer seeking? C contacted CA seeking RHR review for multiple VEH concerns and transmission needed. Amount paid to DLR: 0 Number if VEH(s) owned: 1 Warranty Ext: 0 Previous related cases found: 0 Previous unrelated cased found: 0 Open Recalls/Campaigns: 0 Purchased New or Pre-owned: New VSC Contracts: 0 Current Mileage: 2,344 OOW Basic: 0 miles / 0 months OOW Powertrain:0 miles / 0 months

4/12/2024 1:06:11 PM

RCAS-HF submitted RHR filter.

4/15/2024 7:36:56 AM

RCAS-HF made outbound call to Priority Nissan Chantilly at (703) 889-3700. RCAS-HF requested to speak with SD-Matt Epling or SA if SD is unavailable. RCAS-HF spoke with SA-Alex Kim. SA advised has no access to VEH info. SA advised SA on case is Michael Jimenez and currently unavailable. RCAS-HF advised will send email to SA on case to try to get more info. RCAS-HF thanked for time. Call ended mutually.

4/15/2024 7:39:59 AM

RCAS-HF emailed SD-Matt Epling and SA-Michael Jimenez. RCAS-HF advised C contacted CA seeking buyback for multiple concerns. RCAS-HF requested the following: 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(dates): Has TECH LINE been involved: Has a Dealer Technical Specialist (DTS) been involved: What is the status of the VEH: What is the complaint: What is the diagnosis: Part number: If parts are needed, are the parts on backorder, if ordered, order number: What is the mileage: Is the C in a loaner VEH:

4/15/2024 8:07:25 AM

ARBS noting RHR filter: Open RO: 04/12/2024 - [REDACTED] C Complaint: CAR HAS NO ACCELERATION KEEPS ON HAVING THE SAME PICKING UP SPEED. Dlr Input: SA advised SA on case is Michael Jimenez and currently unavailable. - Vehicle acquired: New, retail sale State: VA In-service date: 08/31/2023 Last known mileage: 04/12/2024 @ 2,376 miles - Open campaigns: NONE Additional CA cases found: 2 DPIC Tech line cases found: [REDACTED] Warranty cases found: J0003578024 - DTS involved: NONE VSC found: NONE ECW/Warranty ext./Warr exc.: NONE Total Approved Checks: NONE ----- DBS: 03/16/24: EGI HARNESS DIAGNOSE & REPLACE [REDACTED] 25 DD 03/12/24: LOF, POWER CONCERN [REDACTED] 4 DD 10/04/23: PDI ----- CREATE RHR - Be sure to collect any/all open RO information including any tech notes available - Add any open RO info to RHR PRIOR to submitting. PLEASE REMEMBER TO COLLECT ETA FOR REPAIR COMPLETION - Mention any open RO in last case comment before submitting RHR for review - If there are any techline notes / DTS or dlr updates, add that information in the RHR notes - Verify any days down over 5 business days

4/15/2024 9:59:36 AM

RCAS-HF submitted create RHR task to OLT-Dorreean Grant.

CONSUMER ASSISTANCE REQUEST

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4/15/2024 10:03:28 AM

RCAS-HF made outbound call to C at [REDACTED]. RCAS-HF noting VMX box not set up and RCAS was unable to leave VMX.

4/15/2024 10:03:57 AM

RCAS-HF sent unable to contact email.

4/15/2024 3:49:37 PM

C contacted CA seeking RHR review for multiple VEH concerns and transmission needed.

4/15/2024 3:49:38 PM

C contacted CA seeking RHR review for multiple VEH concerns and transmission needed.

4/15/2024 4:22:56 PM

OLT-DG attached DBSRO and RHR to case.

4/15/2024 4:28:54 PM

OLT-DG sent an email to SM- Eduardo Meza requesting a timestamped copy of the RO [REDACTED], a copy of open RO [REDACTED] and answers to the following RHR questions: o How many times has the customer's vehicle been to the dealer/retailer? o What repairs were performed? o Are there any OPEN ROs? o Is the vehicle currently at the dealership? o How many days has the vehicle been kept out of service at your dealer for repairs (For any open RO or RO that was open for more than 5 days, please attach timestamped RO [REDACTED]s)? o Has TECH LINE been involved? o Has a Dealer Technical Specialist (DTS) been involved?

4/16/2024 6:59:19 AM

RCAS-HF received email from SA-Michael Jimenez on 4/16 at 6:43am. SA advised of the following: How many times has the customer's vehicle been to the dealer/retailer for repairs: 3 What repairs were performed: crankshaft positioning sensor, engine room harness Are there currently any OPEN Ros: yes Is the vehicle currently at the dealership: yes How many days has the vehicle been kept out of service at your dealer for repairs(dates): 3/12/24-3/15/24, 3/16/24-4/9/24, 4/12/24- till now 26 days in total without counting the current RO Has TECH LINE been involved: yes Has a Dealer Technical Specialist (DTS) been involved: yes What is the status of the VEH: as of this time we are still waiting on Nissan to develop a reprogram for the the crankshaft positioning sensor What is the complaint: car loses power after stalling it will not get above 50 mph What is the diagnosis: 2344 PIN TEST AND CHECK HARNESS CONNECTIONS AT INTAKE ACT. REPLACE EGI HARNNESS FOR INTERMITTENT OPEN ON INTAKE ACT CAUSING CODE RE-DIAG VEHICLE AND FOUND WHEN EGI HARNNESS IF SHIFTED CAN DUPLICATE COMPLAINT AND CODE. HARNESS PART OF INSULATED WIRING. (NONE REPAIRABLE) CONTACTED NISSAN CODE. HARNESS PART OF INSULATED WIRING. (NONE REPAIRABLE) CONTACTED NISSAN J0003578024 VCAN N0326245178128 UPOADED ALL REQUESTED DOCUMENTATION TO CASE TECH NOTES, PUNCH TIMES, WIRING HARNESS AND WIRING DIAGRAM NISSAN APPROVED TO REPLACE EGI HARNNESS FOR REPAIR. RA49AA 14.0 PIN TEST AND CHECK HARNESS CONNECTIONS AT INTAKE ACT. REPLACE EGI HARNNESS FOR INTERMITTENT OPEN ON INTAKE ACT CAUSING CODE RE-DIAG VEHICLE AND FOUND WHEN EGI HARNNESS IF SHIFTED CAN DUPLICATE COMPLAINT AND CODE. HARNESS PART OF INSULATED WIRING. (NONE REPAIRABLE) CONTACTED NISSAN J0003578024 VCAN N0326245178128 UPOADED ALL REQUESTED DOCUMENTATION TO CASE TECH NOTES, PUNCH TIMES, WIRING HARNESS AND WIRING DIAGRAM NISSAN APPROVED TO REPLACE EGI HARNNESS FOR REPAIR FOUND CODE P2615. VALVE TIMING. CONTACTED TECH LINE AND WAS ADVISED TO REPLACE VTC ACTUATOR AFTER ROAD TEST THE PROBLEM BECAME WORSE. VERIFIED. FOUND CODE P2615. VALVE TIMING. CONTACTED TECH LINE AND WAS ADVISED TO REPLACE VTC ACTUATOR AFTER ROAD TEST THE PROBLEM BECAME WORSE Part number: 24011-5EE0C, 23753-5CA0C If parts are needed, are the parts on backorder, if ordered, order number: no need for parts at this time What is the mileage: 2376 Is the C in a loaner VEH: no

4/16/2024 8:48:57 AM

RCAS-HF made outbound call to C at [REDACTED]. RCAS-HF noting VMX box not set up and RCAS was unable to leave VMX.

4/16/2024 8:49:30 AM

RCAS-HF sent unable to contact email.

4/16/2024 8:49:55 AM

RCAS-HF noting pushing case to 4/19 and working RHR in silence.

4/17/2024 2:33:45 PM

RCAS-HF sent email to OLT-Dorrean Grant, SM- Eduardo Meza requesting a timestamped copy of the RO [REDACTED] and a copy of open RO [REDACTED].

4/18/2024 8:07:26 AM

CRR-LS Verified Info including: C's name, home address, phone# & best contact # CRR-LS VERIFIED VEH Info including: CRR-LS CHECKED and ADVISED for open recalls/campaigns and found: 0 CRR-LS CHECKED for previous UNRELATED Case(s) and found: CRR-LS CHECKED previous RELATED Case(s) and found: CRR-LS NOTED concern is: Follow Up C called in to follow up on case. CRR-LS advised case was currently under review and advised of FUD. C stated that is a [REDACTED] and may not answer call. C requested that call be made later in the day. CRR-LS advised could not guarantee what time the call would be made but will add that information to the case notes. CRR-LS provided name and advised case number would remain the same, Call ended mutually.

4/18/2024 8:07:59 AM

***** Call Summary *** C called in to follow up on case. CRR-LS provided FUD information.

4/18/2024 10:33:27 AM

OLT-DG sent email to SM- Eduardo Meza, SA- Alex Kim, and SA- Maribel Martinez requesting a timestamped copy of the RO [REDACTED], and a copy of open RO [REDACTED].

4/19/2024 7:31:55 AM

RCAS-HF made outbound call to Priority Nissan Chantilly at (703) 889-3700. RCAS-HF requested to speak with SD-Matt Epling or SA if SD is unavailable. RCAS-HF was transferred to SA-Alex Kim. RCAS-HF was transferred to SA-Michael Jimenez. RCAS-HF asked what repairs are needed. SA advised replaced main harness and one of the camera actuator sensors and waiting for a reprogram for the actuator itself. SA advised NNA has not released the program currently. SA advised VEH is undrivable and won't go past 45mph. SA advised they were TSBS working on in the past but TSBS are no longer active. SA advised nothing really else to do currently. SA advised released VEH back to C to let C know of situation and to not drive aggressively but VEH is underperforming. SA advised camera sensor were both replaced under powertrain as both engine related. RCAS-HF asked if the update is needed in order for VEH to go over the 45mph. SA confirmed. RCAS-HF asked if just waiting on update. SA confirmed and advised C brought VEH back and VEH is just sitting at DLR currently. SA advised techline has been contacted but just waiting as the update isn't released yet. RCAS-HF asked if DTSM should get involved. SA confirmed. RCAS-HF advised will reach out to DTSM-Kevin Mackay. RCAS-HF thanked for time. Call ended mutually. RCAS-HF noting spoke with DLR regarding other applicable cases and will notate accordingly.

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4/19/2024 7:34:47 AM

RCAS-HF emailed DTSM-Kevin Mackay. RCAS-HF advised 2023 Versa still in both basic and powertrain warranty. RCAS-HF advised crankshaft sensor replaced and so was engine room harness but VEH not going above 50MPH due to an update/reprogram that has not been released yet according to DLR. RCAS-HF asked for recommendations.

4/19/2024 1:05:29 PM

RCAS-HF received email from DTSM-Kevin Mackay on 4/19 at 12:30pm. DTSM advised will be OOO until Monday. DTSM advised will be looking into concern more and if needed to send a DTSM request to set up inspection.

4/19/2024 1:07:03 PM

RCAS-HF emailed DTSM-Kevin Mackay. RCAS-HF advised will give DTSM some time to see if the info is correct regarding updates. RCAS-HF advised to just let RCAS know once DTSM gets back to see if this is something DTSM feels like DTSM needs to go out and assist DLR with.

4/19/2024 1:13:27 PM

RCAS-HF made outbound call to C at [REDACTED]. RCAS-HF noting VMX box not set up and RCAS was unable to leave VMX.

4/19/2024 1:14:06 PM

RCAS-HF sent unable to contact email.

4/19/2024 1:17:15 PM

RCAS-HF received email from SA-Michael Jimenez on 4/18 at 11:04pm. RCAS-HF noting RO [REDACTED] and RO [REDACTED] and additional comments attached in documents.

4/19/2024 1:18:10 PM

RCAS-HF attached DLR documents to case.

4/19/2024 2:22:37 PM

OLT-DG submitted RHR.

4/19/2024 2:28:36 PM

RHR assigned to ARBS Lakisha Benedict for review.

4/22/2024 7:42:32 AM

RCAS-HF emailed DTSM-Kevin Mackay. RCAS-HF asked if this is something DTSM feels like DTSM needs to inspect.

4/22/2024 7:49:31 AM

RCAS-HF made outbound call to Priority Nissan Chantilly at (703) 889-3700. RCAS-HF requested to speak with SD-Matt Epling or SA if SD is unavailable. RCAS-HF was transferred to SA-Alex Kim. RCAS-HF was transferred to SA-Michael Jimenez. RCAS-HF asked if VEH is still at DLR and still waiting on crank shaft update. SA confirmed. RCAS-HF advised did reach out to DTSM-Kevin Mackay and waiting for feedback. RCAS-HF advised will let DLR know of any updates. SA understood. RCAS-HF thanked for time. Call ended mutually.

4/22/2024 9:36:58 AM

RCAS-HF made outbound call to C at [REDACTED]. RCAS-HF verified good time to discuss case. RCAS-HF advised call may be recorded for quality and training purposes. RCAS-HF verified C's name, home and email address, and phone number. RCAS-HF confirmed VEH make and model, servicing DLR, and current mileage. RCAS-HF checked for related cases:0 RCAS-HF checked for unrelated cases:0 RCAS-HF checked and advise of open campaigns/recalls and found:0 RCAS-HF advised case has been escalated and RCAS-HF will be the case manager and working towards a resolution. RCAS-HF apologized to hear that C is seeking buyback review due to multiple concerns with new VEH. C confirmed. RCAS-HF advised review can take up to 10 business days and not guaranteed. RCAS-HF advised will follow up around every 3 business days with any additional info available at that time and will follow up next no later than 4/25. C stated: Why do you want to return the VEH to Nissan/INFINITI? Safety concerns as going into limp mode and won't go proper speed and takes a long time to get up to speed. Believes VEH is lemon. Where is the VEH currently? DLR Are you currently in a rental VEH? No. Where was the VEH purchased? PRIORITY NISSAN CHANTILLY Was the VEH purchased new or used? New If used, when was the VEH purchased? N/A Where is the VEH serviced? PRIORITY NISSAN CHANTILLY Has the VEH been taken to multiple Nissan DLRS? N/A RCAS-HF advised case is under review. RCAS-HF advised working with NNA internal resources. RCAS-HF confirmed case number and provided direct line. RCAS-HF advised will follow up next no later than 4/25 RCAS-HF offered additional assistance. C declined. RCAS-HF thanked C for C's time. Call ended mutually.

4/23/2024 2:32:44 PM

RCAS-HF emailed DTSM-Kevin Mackay. RCAS-HF asked for recommendations on VEH.

4/24/2024 8:30:58 AM

ARBS-kb contacted the dealership. ARBS-kb spoke with the Service Advisor Mike. ARBS-kb explained that ARBS was reaching out to seek an update regarding the vehicle. ARBS-kb was advised that the vehicle is still there and that currently the dealership is waiting on reprogram and assistance from the DTS. ARBS-kb advised that ARBS will reach out to the DTSM as it appears the techline case hasn't been updated since March. ARBS-kb thanked the rep and the call ended.

4/24/2024 3:46:46 PM

ARBS-kb note the following RHR review: ARBS-kb note the following STATE: VA _____ 3/12/24- Mileage: 2,303- RO# [REDACTED] 8 1. CUSTOMER STATES CUSTOMER STATES LESS THAN HALF THE POWER THAN IT SHOULD HAVE. PLEASE CHECK AND ADVISE THE CUSTOMER HAS A COUPLE OF VIDEOS WITH THE ISSUE HAPPENING, BUT NISSAN WOULD LIKE THE PROBLEM TO BE HAPPENING AT THIS TIME AND WE ARE NOT ABLE TO DU 3/16/24- Mileage: 2,344- RO# [REDACTED] - Days down- 25 1. CUSTOMER STATES CHECK ENGINE LIGHT IS ON pin test and check harness connections at intake act. replace egi harness for intermittent open on intake act causing code RE-DIAG VEHICLE AND FOUND 2. CUSTOMER STATES CAR LOSES POWER AND DOES NOT GET ABOVE 60 MPH CUSTOMER STATES CAR LOSES POWER INTERMITTENTLY. VERIFIED. FOUND CODE P2615. VALVE TIMING. CONTACTED TECH LINE AND WAS ADVISED TO REPLACE VTC ACTUATOR 4/12/24- Mileage:2,376- RO# [REDACTED] Missing Open/Close Date 1. THE CAR HAS NO ACCELERATION KEEPS ON HAVING THE SAME PICKING UP SPEED.

4/24/2024 3:47:37 PM

ARBS-kb note the following RHR summary: _____ 1 repair check engine light -----replaced egi harness @ 2,344 miles ARBS-kb note 25 days down for warrantable repair.

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

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4/24/2024 3:49:43 PM

ARBS-kb note called the following number [REDACTED]. ARBS-kb note message came on stating ARBS has reached a number that does not have a voice message box set at this time try the number again.

4/25/2024 7:23:10 AM

RCAS-HF received email from DTSM-Kevin Mackay on 4/25 at 7:19am. DTSM advised confusion on DLR part. DTSM advised FQM advised no "wait for program". DTSM advised spoke with someone who thought DTSM gave that recommendation, which did not happen. DTSM advised advised no techline case and VEH just sitting. DTSM advised to submit DTSM request.

4/25/2024 7:24:03 AM

RCAS-HF submitted DTSM request.

4/29/2024 6:59:19 AM

RCAS-HF received VMX from [REDACTED] on 4/27 at 7:59am. [REDACTED] advised of case number. [REDACTED] requested updates. [REDACTED] requested call back.

4/30/2024 8:54:24 AM

RCAS-HF received VMX from [REDACTED] on 4/30 at 8:49am. [REDACTED] advised of call back number [REDACTED]. [REDACTED] requested call back.

4/30/2024 3:58:16 PM

RCAS-HF received VMX from [REDACTED] on 4/30 at 3:49pm. C advised just missed call. C requested call back.

4/30/2024 4:01:46 PM

ARBS-kb note the following email received from RCAS agent from the DTS: I did find the engineering review item on this Versa the dealer was talking about. Apparently the new Versa with a manual transmission will set the DTC P2615 and turn on the CEL lamp in the meter if the customer accidentally stalls the engine. The engineering review item states to simply clear the DTC, as this is driver error, however engine stalls are a common occurrence in operating a manual transmission equipped vehicle. I have sent an email to the reviewing engineer to see if maybe he has a beta program to counter this issue. I will let you know when he gets back to me. Regards, Kevin D. Mackay District Technical Service Manager (DTSM) Aftersales Division

4/30/2024 4:17:29 PM

C/s that the c is interested in the repurchase ARBS-kb explained that there is the repurchase as the state guidelines allows Nissan to deduct usage. ARBS-KB advised the customer that ARBS will be sending the customer an email. ARBS-KB advised the customer that it will go over the process in details as ARBS will explain how it works, but if the c has any question c will receive the email with the details along with ARBS contact info if the c has questions between now & then. ARBS-KB asked the c who the cs lienholder is c/s that the vehicle is paid off ARBS-kb advised that ARBS will need sales contract, front/back of title, reg, pictures of the vehicle, ARBS will be able to get the cs case moving forward. ARBS-KB advised the c that ARBS will send the c the email, and the c can include the registration, and pictures ARBS-kb explained that Nissan can deduct usage per the state guidelines and negative equity. ARBS-kb advised that this is not Nissan's rules it is rules made up by the cs state to protect consumers. ARBS-kb advised that ARBS will send over the email and to please note that if the file is too large the documents will not come to ARBS. ARBS-kb explained that ARBS is unable to tell the c what the c should expect as ARBS does not have a copy of the agreement. ARBS-kb explained that ARBS will send the c and email with the details an verified the email address [REDACTED] C/s that email will be best for the c as the c works [REDACTED] and calling the c today was good as the c was off. C/s that the cs vehicle has been at the dealership for over a month now and the c just wants out of it. ARBS=kb advised that once ARBS receives all the documents ARBS will get the cs case moving forward. ARBS-kb thanked the c for the cs time and the call ended.

4/30/2024 4:21:24 PM

ARBS-kb note the following email sent to the [REDACTED] Nissan North America, Inc. (NNA) is in receipt of your letter concerning the above mentioned customer. We have thoroughly reviewed the concern and the request for a repurchase. NNA wishes to settle this matter amicably. Based on the number of repair attempts, NNA offers to voluntarily repurchase the above referenced vehicle under the terms of the VA State Lemon Law. We will need a copy of the following documents before the official offer can be put together. [REDACTED] Current and valid registration [REDACTED] Front and back of Title [REDACTED] Sales Contract [REDACTED] The name of the Lien Holder [REDACTED] The account number on the lien [REDACTED] A 30 day payoff amount [REDACTED] The per diem on the account [REDACTED] Title application [REDACTED] Payment history-Lien holder letter head [REDACTED] Payoff-Lien holder letter head [REDACTED] Interest Paid to Date [REDACTED] Physical Mailing Address for the Lien Holder (this should not be a P.O. Box) [REDACTED] Pictures of the vehicle- left side exterior, right side exterior, front exterior, back exterior, & picture of interior Once the above information has been received we will be able to get you the actual figures for the repurchase. NNA would like to thank you for the opportunity to look into this situation. We look forward to hearing from you soon. Thanks Lakisha Benedict

5/6/2024 11:20:17 AM

ARBS-kb contacted the dealership. ARBS-kb spoke with the General Manager Tommy ARBS-kb advised that ARBS was reaching out to verify the reason why the vehicle was sold over the MSRP @ 2,047.29 ARBS-kb was advised that the GSM was advised that it was before the GSM but it doesn't have negative equity. ARBS-kb was advised it was dealer mark up.

5/6/2024 11:30:55 AM

ARBS-kb note the following usage: $2,344 \times 0.67 = 1,570.48$

5/6/2024 11:32:07 AM

Amount (+) Cash Price \$19,387.29 (+) Processing Fee \$999.00 (+) Title Tax \$846.03 (+) License Tax \$34.66 (+) Electronic Filing Fee \$19.99 (+) Reg Fee \$52.75 (+) Title Fee \$15.00 (=) Total Purchase Price \$21,354.72 (-) Less Usage \$1,570.48 (=) Amount Due to Customer \$19,784.24

5/6/2024 12:30:31 PM

ARBS-kb note the following email sent received from the customer: [REDACTED] I emailed you some pictures and documents. Hopefully it is everything you are looking for. If anything is missing let me know. Thank you [REDACTED]

5/6/2024 12:37:19 PM

ARBS-kb note the following email sent to the customer: Please find attached repurchase agreement.

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5/8/2024 7:06:51 AM

ARBS-kb note the following email received from the customer: [REDACTED] I am happy to hear that Nissan is ready to repurchase the vehicle, but I don't understand why I am being charged \$1570. I want a refund that is fair. This is an unfair amount of money to withhold. Thank you, [REDACTED]

5/14/2024 1:14:05 PM

ARBS-kb note the following email received from the customer [REDACTED] I am still wondering about the refund amount. There must be some misunderstanding about the amount of miles that are on my vehicle. The vehicle only had 2000 miles on it when it started to have troubles. Perhaps the fair use amount was incorrectly calculated. Please recalculate the fair use amount at 2000 miles. If you cannot do this, please break down why Nissan is asking to repurchase the car for so much less than what I bought it for. Thank you, [REDACTED]

5/14/2024 1:25:43 PM

ARBS-kb note the following usage: 2,344 X 0.67/ IRS rate 0.335= 785.24

5/14/2024 1:27:06 PM

Cash Price \$19,387.29 Processing Fee \$999.00 Title Tax \$846.03 License Tax \$34.66 Electronic Filing Fee \$19.99 Reg Fee \$52.75 Title Fee \$15.00 Total Purchase Price \$21,354.72 Less Usage \$785.24 Total Deductions \$785.24 Total Repurchase Amount \$20,569.48 Amount Due to Customer \$20,569.48

5/14/2024 1:31:40 PM

ARBS-kb note the following email sent to the customer: [REDACTED] Please find attached updated agreement. Nissan per your state is allowed to deduct usage there was an error in the usage calculation that has now been corrected.

5/17/2024 8:38:34 AM

ARBS-kb note the following email received from the customer: [REDACTED] By law the milage used for this calculation should be whatever it was when the car was first brought in for repairs. The exact miles the car was at when I first brought the car in with concerns was 2303 miles. From what I understand the maximum amount of money that Nissan can take back for fair use is 27 cents per mile. In a better world Nissan would not need to go after the maximum amount, especially considering that this is one of the most inexpensive cars on the market. 2303 miles times .27 cents is \$621.81 Please create a repurchase agreement that deducts no more money than this. My mother purchased a trunk liner for this car. Please give us back the \$120.84 that it cost us. The trunk liner was purchased from Safford Brown Nissan Sterling. I will attach the receipt for this to the email. Thank you, [REDACTED]

5/17/2024 8:40:02 AM

ARBS-kb note the following email sent to the customer: [REDACTED] I've provided the mileage for the reason why Nissan is repurchasing the vehicle. NNA will not be in the position to refund for the trunk liner you can remove the item from the vehicle.

5/17/2024 8:40:43 AM

ARBS-kb reviewed with DRT Planner James about the trunk liner. ARBS-kb was advised to have the customer review the item from the vehicle.

5/20/2024 11:38:58 AM

ARBS-kb note the following email received from the customer [REDACTED] The milage used for the calculation is wrong. It is off by \$163.43. I have the sent you the record showing the car was at 2303 miles when I took it in for this lemon issue. This car has been a nightmare from start to finish and Nissan can't even return the hard earned money my family spent on the floor mat? This is shameful for Nissan. Please tell me how to just go ahead and conclude this as soon as possible. I will never purchase a Nissan vehicle ever again. I know your just doing your job and are just as powerless as me Lakisha. Sorry to unload but I have to let this one out. Hope to hear from you soon so we can get this finished [REDACTED]

5/20/2024 11:39:40 AM

ARBS-kb note the following email sent to the customer: [REDACTED] Please send all pages of the signed agreement, and I will be able to move forward with the next steps in the process.

5/28/2024 8:37:35 AM

ARBS-kb note the following email sent to the customer: [REDACTED] Any updates regarding the signed agreement?

6/3/2024 8:44:49 AM

ARBS=kb note the following email received from the customer: [REDACTED] I dont understand what I need to do Is it possible for me to go into the dealership to do this? I dont have a fax machine _____

6/3/2024 8:45:08 AM

ARBS-kb note the following email sent to the customer: Yes, you should be able to get someone from the dealership to assist you with printing the document out and sending it back to Nissan. Please make sure you send all pages of the document. You can also print sign and take pictures and send them to me via email. Thanks

6/5/2024 8:32:05 AM

ARBS-kb note the following email received from the customer: Here are all 5 pages. Please expedite the payment back to me as soon as possible Nissan has left me stranded for over 3 months. I am so fortunate to have 2 vehicles otherwise I'd be in the hole thousands of dollars to pay for a rental car because of nissan's inability to manufacture a working vehicle i cannot believe nissan will not even refund the floor mat this is insane please send the money ASAP

6/5/2024 8:43:33 AM

Old Case Description: C contacted CA seeking RHR for multiple VEH concerns and transmission needed.

6/5/2024 9:13:50 AM

ARBS-kb contacted the dealership. ARBS-kb spoke with the Service Advisor Curtis. ARBS-kb requested to speak with the service manager and was advised that the service manager is currently in a meeting. ARBS-kb was asked if the SA could assist. ARBS-kb advised that a surrender will take place at that dealership and ARBS was reaching out to make the dealership aware. ARBS-kb was advised that the SA doesn't think that will be a probably an took the customers information down an asked when it will take place. ARBS-kb explained that ARBS was just trying to be proactive and let the dealership know before Morley schedules it. SA thanked ARBS for the information and the call ended.

6/5/2024 4:04:51 PM

Success Request to Morley The case is successfully created with Morley with Case Number as [REDACTED]

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6/10/2024 7:57:59 AM

ARBS-kb note moving case pending Morley acceptance.

6/10/2024 12:26:54 PM

DRTS forwarding check to Morley via FedEx: [REDACTED]. Check #: [REDACTED] Customer: [REDACTED] Check Type: Customer. Amount: \$20569.48.

6/11/2024 8:02:31 AM

CRR-EM VERIFIED Account Info including: C's name, home address & phone# CRR-EM VERIFIED VEH Info including: VIN#, Mileage CRR-EM CHECKED for open recalls/campaigns and found: 0 CRR-EM CHECKED for previous UNRELATED Case(s) and found: 0 CRR-EM CHECKED previous RELATED Case(s) and found: 0 CRR-EM NOTED C's concern is: Case follow C shall be referred as: [REDACTED] CRR-EM asked C how C would like Nissan to assist. C stated C is requesting follow up in regards to buyback. C stated C was hoping for an update today. C stated C is still paying insurance for VEH and property take and case is dragging way too long. C stated C has not heard back since emailing ARBS agent on the 4th and it's the 11th today its taking way too long. C requested ARBS contact CRR-EM advised CRR-EM will send internal email to agent and team with C requesting case update as soon as possible. C understood. CRR-EM asked if there was anything else that CRR-EM could assist at this time. C declined. CRR-EM provided case# Call ended mutually. BEST CONTACT: [REDACTED]

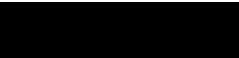
6/11/2024 8:02:40 AM

CASE SUMMARY C contacted CA regarding: ARBS follow up C requested case update from ARBS agent. CRR-EM sending email to ARBS-KB.

6/11/2024 8:12:04 AM

ARBS-kb note the following email sent to the customer: The check has been sent over to the 3rd party vendor Morley. In the agreement it states they have 2-4 weeks to reach out to schedule the surrender. See highlighted in yellow.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: BEAUFORT
STATE: SC

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 11/1/2023
SVC DT: 3/2/2024
MILEAGE: 1,600

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR: GRAINGER NISSAN BEAUFOR
DLR STATE: SC
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/12/2024
CLOSE_DT: 4/12/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
10	OA Vehicle Concerns	228500 Manual Transmission
	CA Mechanical	AY Parking Pawl

CAR VERBATIM

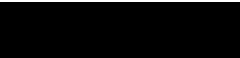
4/12/2024

4/12/2024 3:27:34 PM

CRR-MB VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-MB VERIFIED VEH Information including: VIN #, Current Mileage. CRR-MB CHECKED for open recalls/campaigns and found: 0. CHECKED for previous UNRELATED cases and found: 0. CRR-MB CHECKED previous RELATED cases and found: 0. CRR-MB NOTED concern is: Transmission issue. CRR-MB received a call from C. C stated there is a VEH concern. CRR-MB asked C to explain what is going on with the VEH. C stated that the VEH goes into limp mode when C came to a stop. C stated that the VEH would not accelerate. C stated C turned the VEH off pulled the key out and back on, this seemed to fix the issue. CRR-MB asked was the VEH diagnosed by a Nissan DLR. C stated VEH has not been diagnosed as of yet. C stated VEH had an oil change. CRR-MB asked what C would like Nissan to assist with. C stated C requires assistance with the issue. CRR-MB advised of an active powertrain warranty of 03/02/29 or 60,000 miles whichever comes first. CRR-MB advised that case has been made and directed C to, a DLR for diagnosis. C understood. CRR-MB asked if there was anything else CRR-MB could assist with at this time. C declined. CRR-MB provided C with case # [REDACTED]. Call ended mutually. Best contact # [REDACTED].

4/12/2024 3:28:08 PM

****CASE SUMMARY**** C called for transmission issue. CRR-MB advised of an active powertrain warranty of 03/02/29 or 60,000 miles whichever comes first. CRR-MB advised that case has been made and directed C to, a DLR for diagnosis.



NAME: [REDACTED]
CITY: FAIRFIELD
STATE: OH

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 12/19/2023
SVC DT: 1/29/2024
MILEAGE: 1,924

TRIM: S
OPTIONS: B93C03L92
SERVICING DLR: JEFF WYLER KINGS NISSAN
DLR STATE: OH
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/30/2024
CLOSE_DT: 6/13/2024

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

CAR VERBATIM

4/30/2024

4/30/2024 8:17:49 AM

CRR-GG VERIFIED Account information including: [REDACTED]'s name, home & e-mail address, phone number & best contact number. CRR-GG VERIFIED VEH Information including: VIN #, Current Mileage CRR-GG CHECKED for open recalls/campaigns and found: 0 CRR-GG CHECKED for previous UNRELATED Case(s) and found: 1 CRR-GG CHECKED previous RELATED Case(s) and found: 0 CRR-GG NOTED concern is: CVT concern. CRR-GG received an inbound call from C: [REDACTED] C Stated that C call the Honda DLR couple of times. C Stated that IRF not able to find the issue. C Stated that Honda DLR is not able to resolve the issue. C Stated that C went to another auto zone and C told C that C have CVT issue. C Stated that C have issue with accelerating. C Stated that yesterday C stop the VEH at stop sign and C is not able to move the VEH. C Stated that after some time C turn off the VEH and C start working. C Stated that it happened almost 5 times with C. CRR-GG informed C we are not technically trained and rely on the DLR for technical concerns with the VEH. CRR-GG advised C that C should take the VEH to Nissan DLR for diagnosis and repair. CRR-GG advised C DLR would need to determine if the concern is warrantable because DLR [REDACTED] are administrators of the warranties. C understood. CRR-GG asked if there was anything else CRR-GG could assist with at this time. C declined. CRR-GG provided C case # [REDACTED] CRR-GG thanked C. Call ended mutually. Best contact # [REDACTED]

4/30/2024 8:18:23 AM

**** [CASE SUMMARY] ***** C called for CVT concern. CRR-GG closing case as no further assistance is needed at this time.

5/13/2024 11:25:59 AM

CRR-KP VERIFIED Account information including: [REDACTED]'s name, home, phone number & best contact number. CRR-KP VERIFIED VEH Information including: VIN #, Current Mileage. 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: VEH concerns. CRR-KP received a call from [REDACTED], also known as C. C stated C owns 2024 versa. C Stated that C have issue with accelerating. C Stated VEH stop at stop sign and C is not able to move the VEH. C Stated that after some time C turn off the VEH and C start working. C Stated that it happened almost 8 times with C. C stated VEH don't up than 30 mph and loses power. C stated DLR asked C to call NNA and informed that Nissan DLR and engineers are aware of the concern and have to work with NNA. C stated C went to DLR today and Christopher Bennett- SA and was told that C would need to call DLRSHp back in 3 days. C stated DLR asked C to leave the VEH at the DLRSHp and C stated C can't leave VEH and C have 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 case is sent to RCAS and C will be contacted by 615 area code. CRR-KP apologized and acknowledged [REDACTED]'s concern. CRR-KP informed C that CRR-KP documented [REDACTED]'s concern and C will be contacted by 1 business day EOD 5/14. 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 # [REDACTED] CRR-KP thanked C and branded the call. Call ended mutually Best contact # [REDACTED]

5/13/2024 11:27:04 AM

case summary C called for veh concern. CRR-KP sending case to RCAS.

5/14/2024 11:37:40 AM

RCAS-HS made outbound call to JEFF WYLER KINGS NISSAN @(513) 697-9770. Service not available.

5/14/2024 11:37:56 AM

RCAS-HS sent email to CC'd-FOM-John Martin, PD/SD- Dylan Komisar, SA-Amie Frederick requesting VEH repair information. (Preferred method of contact).

5/14/2024 12:17:22 PM

RCAS-HS noting correction: Mistankley forgot to add contact attempt. RCAS-HS made outbound call to C at [REDACTED] RCAS-HS left VMX providing case and contact information and follow up no later than RCAS-HS sending unable to contact email.

5/14/2024 12:18:03 PM

RCAS-HS attempted to datanet case. RCAS-HS unable to datanet case. No users are associated with the selected dealer to share the case with.

5/14/2024 1:06:37 PM

CRR-EM VERIFIED Account Info including: C's name, home address & phone# CRR-EM VERIFIED VEH Info including: VIN#, Mileage CRR-EM CHECKED for open recalls/campaigns and found: 0 CRR-EM CHECKED for previous UNRELATED Case(s) and found: 0 CRR-EM CHECKED previous RELATED Case(s) and found: 0 CRR-EM NOTED [REDACTED]'s concern is: C shall be referred as: [REDACTED] CRR-EM asked C how C would like Nissan to assist. C stated C has missed call form RCAS. C stated DLR advised C they are aware there is an issue with VEH. C stated VEH issue has acted up 7-8 times already. C stated C thinks it is the transmission being the issue. C stated VEH stalls and when C moves there is lack of power and the VEH does not move. C requested contact with RCAS. CRR-EM advised FUD is scheduled for 5/17/2024. C understood. CRR-EM asked if there was anything else that CRR-EM could assist at this time. C declined. CRR-EM provided case# Call ended mutually. BEST CONTACT: [REDACTED] Optimal Time noon.

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5/14/2024 1:07:04 PM

CASE SUMMARY C contacted CA regarding:RCAS contact. C requested contact with RCAS. CRR-EM advised C that RCAS will contact C by end of business day on 5/17/2024.

5/16/2024 5:33:35 PM

RCAS-HS sent email to CC'd-FOM-John Martin, PD/SD- Dylan Komisar, SA-Amie Frederick requesting VEH repair information. (Preferred method of contact).

5/17/2024 11:50:07 AM

RCAS-HS received email from SM-Dylan Komisar stating Fri 5/17/2024 6:14 AM Above case requesting assistance RO 71614. Acceleration concerns May I please receive: Diagnosis? DIAG IS NOT COMPLETED AS OF YET. THIS VEH IS UNDER ENGINEERING REVIEW FOR A FIX. WE ARE AWAITING ANSWERS FROM NISSAN TO CONTINUE. THERE IS A CURRENT TECHLINE CASE OPEN. Current Mileage? 1924 What are the repairs? N/A DIAG IS NOT COMPLETE AWAITING RECC FROM NISSAN ENGINEERING Estimate time for completion? N/A Any back order parts? N/A Is this being covered under warranty? YES If not, why? Primary Failed Part: N/A Primary Failed Part Number: N/A What warranty does part fall under: N/A Warranty Labor Cost: N/A Warranty Parts Cost: N/A

5/17/2024 12:07:09 PM

RCAS-HS sent email to DTSM-Andrew Goldstein requesting confirmation repairs are not available.

5/17/2024 1:55:24 PM

RCAS-HS made outbound call to C at [REDACTED] 1 RCAS-HS ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-HS VERIFIED [REDACTED] name, home & email address, concern, phone. RCAS-HS CHECKED and ADVISED C of open recalls/campaigns and found:0 Previous UNRELATED Case(s) Found [REDACTED] Previous RELATED Case(s) Found:0 RCAS-HS VERIFIED VEH information including: VIN#, Current Mileage. [REDACTED] RCAS-HS advised that case has been escalated to RCAS-HS and RCAS-HS will be RCAS reviewing case. RCAS-HS apologized for C's concerns with VEH acceleration concerns. RCAS-HS stated NNA reviewing to confirm DAIG and next steps and follow up no later than 5/22, or however soon RCAS-HS has information. RCAS-HS provided C with email for case and contact information and asked C if C had any more questions or concerns while RCAS-HS has C on phone. C stated C has had issues with VEH Since owning. C stated won't go over 30MPH C stated happened multiple times. RCAS-HS stated working to determine next steps as currently no repairs available. C stated RCAS-HS worked with C on glass issue RCAS-HS confirmed. C stated VEH stalls and loses power. C stated happened about 8 times. C stated no lights or codes, CEL. C stated ongoing concern. C stated C has been recording it C stated happened recently - VEH stalls and takes over. C stated won't go over 30MPH. C stated intermittent. C stated C doesn't know RCAS-HS stated recommends documented all instances. RCAS-HS asked if VEH is with C. C stated C might need to leave VEH for a month. C stated can't do that. RCAS-HS empathized. C stated not feasible. C stated C has no control over it. C stated what are next steps. RCAS-HS stated NNA reviewing to confirm DAIG and next steps and follow up no later than 5/22, or however soon RCAS-HS has information. C stated NHSTA is involved. RCAS-HS stated will be notated. RCAS-HS stated contact info will be provided via email and asked if questions. C stated what will NNA do. RCAS-HS apologized and stated no answers or determination C stated requested 5/22 callback. RCAS-HS confirmed. C thanked RCAS-HS. C venting about VEH issue. C stated happening to other people too. C stated C wants notated. C stated C will await call. RCAS-HS confirmed. RCAS-HS thanked C for time and wished C a great day. Call ended mutually.

5/22/2024 7:40:01 AM

RCAS-HS sent email to DTSM-Andrew Goldstein requesting confirmation repairs are not available.

5/22/2024 1:27:24 PM

RCAS-HS received email from DTSM-Andrew Goldstein stating Sorry, DTSM started to look into this on Friday and got sidetracked and thought had closed the loop. am looking into any updates as the engineering review item is fairly old and looking to see if there are any updates. Andrew

5/22/2024 1:41:27 PM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-HS advised NNA is reviewing case with DLR and internally for assistance. RCAS-HS advised of 5/28 follow up as NNA CA OOO 5/27. RCAS-HS asked if C had any questions or concerns. C stated Tuesday? RCAS-HS stated at the latest. C stated can C do specific day. RCAS-HS advised will be OOO 5/24 and 5/27. C stated 5/28. C asked if specific contact time. RCAS-HS advised cannot guarantee, but can notate a certain preference is C wanted. C stated around 1PM. RCAS-HS stated C stated what is the update. RCAS-HS advised working to confirm repair info as latest notes indicate no repairs available. RCAS-HS stated looking to confirm if that is the case, and if so what next steps would look like. C stated C doesn't want to sell the VHE back, wants fixed. C stated DLR knows this is an issue. C stated why doesn't DLR fix issue. RCAS-HS stated possible no repairs available, however no determination available from review. RCAS-HS stated will need to follow up. C trying to find card from SA provided by DLR. C stated if DLR can't fix, then what happens. RCAS-HS stated case can be assessed if repairs are truly not available, does not have determination currently. C stated aggravating to keep having issue. C stated C will look forward to call. RCAS-HS stated unfortunately no determination from VEH review. RCAS-HS stated still working with DLR to determine repairs, as it seems C stated C worried about safety issue. RCAS-HS stated with C stating safety issue RCAS-HS asked what C is seeking from NNA. C stated just trying to get VEH fixed. C stated C wants VEH running right. RCAS-HS understood. RCAS-HS empathized and stated working to get assistance for C. C stated C spoke SA-Christopher Bennet. RCAS-HS stated will be notated. C understood. RCAS-HS stated contact info in email if further questions. RCAS-HS asked if C has further questions. C declined. RCAS-HS thanked C for time and wished a good day. Call ended mutually.

5/22/2024 1:42:53 PM

RCAS-HS sent email to DTSM-Andrew Goldstein requesting update when available.

5/28/2024 2:02:59 PM

RCAS-HS sent email to DTSM-Andrew Goldstein requesting update when available.

5/28/2024 2:23:10 PM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-HS stated working with DLR to determine most recent repair info. RCAS-HS stated follow up no later than 5/31 . C stated why can't the DLR duplicate. RCAS-HS apologized. RCAS-HS stated working with DLR to determine next best steps. C stated what can DLR do. C stated is for C to leave VEH for a month, or resell it to DLR. RCAS-HS stated working with DLR to determine next best steps. RCAS-HS stated unfortunately cannot say what DLR can do currently, as working to see what further inspection would look like for the VEH. C understood. RCAS-HS asked if C had any questions or concerns. C declined. C stated aggravated with issue. RCAS-HS empathized. RCAS-HS stated contact info in email if further questions. C understood. RCAS-HS thanked C for time and wished a good day. Call ended mutually.

5/30/2024 4:33:50 PM

RCAS-HS received email form DTSM-Andrew Goldstein Wed 5/29/2024 7:38 AM have not seen a response from engineering on this. DTSM will follow up with them and get back to RCAS.

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5/31/2024 1:54:13 PM

RCAS-HS sent email to DTSM-Andrew Goldstein requesting update when available.

5/31/2024 2:09:50 PM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-HS stated awaiting updates from DLR and unfortunately no next steps for repairs. RCAS-HS stated follow up no later than 6/5. RCAS-HS asked if C had any questions or concerns. C wants manager. RCAS-HS stated POC for district and unfortunately no repair update available. C stated what can be done. RCAS-HS stated RHR review can be placed on VEH. C stated does C need to take RCAS-HS stated working with technician to see what next repair steps would look like. C stated C wants RHR. RCAS-HS stated RHR review can be placed on VEH. C asked if C would lose money. RCAS-HS stated if VEH picked up for further review, a specialist would then reach out to C for more details. C stated this is the runaround. C asked if needs to take to DLR RCAS-HS stated if C would like to take to DLR RCAS-HS advised if VEH is currently having issues and C needs assistance to go to DLR. C stated what happens if C breaks down. RCAS-HS stated cannot pay for a tow up front, but can review for REIMB once VEH repairs have been completed. C stated when update. RCAS-HS stated 6/5 follow up. C stated can RCAS-HS call at a specific time. RCAS-HS advised preference can be noted C stated around 12, but C got a call later in day. RCAS-HS stated currently there are no repair updates, NNA is researching with DLR. RCAS-HS referred C to DLR if having issues. C stated C will go and nothing will happen. RCAS-HS stated currently there are no repair updates, NNA is researching with DLR. C stated this is frustrating. RCAS-HS stated DLR has advised no repairs available, RCAS-HS is working with technician to determine if repairs are available. C stated when does RCAS-HS expect to hear anything. RCAS-HS stated researching with DLR and NNA, follow up no later than 6/5. C stated 12 PM call back RCAS-HS advised typically lunch time, so RCAS-HS can make note of preference. C stated 1 PM. RCAS-HS stated preference can be noted. C stated if C calls DLR C stated RCAS-HS working with NNA. RCAS-HS stated next step has not been determined and apologized. RCAS-HS stated working to determine if repairs are truly not available. RCAS-HS stated do not want to close case before all information available. C stated aggravating nothing being done. RCAS-HS empathized. RCAS-HS stated contact info in email if further questions. C understood. RCAS-HS thanked C for time and wished a good day. Call ended mutually.

6/3/2024 8:33:50 AM

RCAS-HS submitting RHR filter.

6/3/2024 9:26:37 AM

PREV. CASE (2.12.24) [REDACTED] C stated C purchased VEH 3 weeks ago C stated thousands of specks in the glass throughout the VEH C stated SM was going to look into solutions and now won't return phone calls C stated DLRSHIP told C that they suspected a [REDACTED] bad batch [REDACTED] of glass C stated this is unacceptable on a brand new VEH and wants it resolved or traded C stated C was working with SM Mathew McGee (4.1.24) RCAS-HS is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA seeking assistance with specks on windshield and VEH windshield replacement. RCAS-HS advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-HS reviewed Case with SM-Matthew McGee who advised further inspection needed. *** STATEMENT OF DECISION *** RCAS-HS advised C DLR would be contacted and requested to reach out to C. RCAS-HS referred to DLR. RCAS-HS advised C the Case has been thoroughly reviewed and documented within the NNA system. RCAS-HS is closing case pending C contact if further assistance is needed. REOPEN RCAS-HS reviewed Case with SM-Matthew McGee who advised VEH sent to glass company. PM-MIKE LANTER confirmed taillight replacement DTSM-Andrew Goldstein provided possible inspection date 4/11 @ 10:00 EST. RCAS-HS reviewed case with SRRCAS-Erin Mace who approved case closure in TL-DL name due to case reopen. *** STATEMENT OF DECISION *** RCAS-HS referred to work with DLR.

6/3/2024 9:36:57 AM

FILTER RHR ARBSPL Recommends an RHR Per last Closed RO: [REDACTED] (5.13.24) C Concern is under Eng. review ++++++ Case Number [REDACTED] STATE: OH [REDACTED] Fairfield, OH [REDACTED] 2024.0 NISSAN VERSA SEDAN S VIN [REDACTED] ISD 1/29/2024 Color: GUN METALLIC Vehicle Purchase: New JEFF WYLER KINGS NISSAN / 5473 / OH JEFF WYLER NISSAN FAIRFIELD / 3485 / OH JEFF WYLER NISSAN OF CINCINNATI / 5569 / OH PREV. CASES - 1 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - (5.13.24) Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - 0 TABLEAU - NO OPEN ROs DBS - LAST Closed RO: [REDACTED] (5.13.24 - 5.31.24) DD: 19 @ 1,924 Miles @ JEFF WYLER KINGS NISSAN / Christopher, Bennett 1) C/S: STALLS AND LOSES POWER, WONT GO OVER 30 MPH AT TIMES. CUSTOMER WENT TO STORE CAME BACK OUT STARTED VEHICLE SPATTER A COUPLE OF TIMES FELT LIKE ---- Opened techline case, incident under engineering review. We are awaiting answers (IP) RO [REDACTED] (4.2.24 - 4.12.24) DD: 11 @ 1,353 Miles @ JEFF WYLER NIS/CINCINNATI / Tiffany, Thomas 1) C/s OIL ALL OVER THE ENGINE BAY THINKS THERE IS A LEAK POSSIBLY THE OIL CAP OR SOMETHING LEAKING --- cleaned overspilled oil from engine bay (IP) RO: [REDACTED] (3.22.24) DD: 1 @ 1,196 Miles @ JEFF WYLER NIS/CINCINNATI / Tiffany, Thomas 1) C/s OIL KEEPS CHECK HIGH ON THE DIP STICK AND THERE IS A VIBRATION IN THE ENGINE --- NO DEFECT FOUND OIL A LITTLE OVER F ----- found over full on oil, drain overfilled oil and topped off (WP) RO: [REDACTED] (3.13.24 - 3.19.24) DD: 7 @ 957 Miles @ JEFF WYLER NISSAN FAIRFLD / Matthew, Mcgee 1) C/s THAT WHEN HAVING THE REAR GLASS DETAILED BY THE DETAIL SHOP THAT THE COVER FOR THE 3RD BRAKE LIGHT WAS SCRATCHED - PLEASE ORDER REPLAC ---- Third brake light was replaced. (IP) RO [REDACTED] (1.30.24 - 2.13.24) DD: 15 @ 40 Miles @ JEFF WYLER NISSAN FAIRFLD / Mike , Richardson 1) C/s TRUNK WON'T CLOSE --- spring on trunk latch came off, unattached spring. (IP) 2) C/s WORRIED ABOUT "REV HANG" THAT HE SAW ON LINE...WHEN SHIFTING RPPMS'S SEEM TO STAY HIGH AND GO DOWN TOO SLOW --- No work noted (IP) RO [REDACTED] 6 (1.26.24) @ 5 Miles @ JEFF WYLER NISSAN FAIRFLD / Mike , Richardson 1) PDI

6/5/2024 9:04:42 AM

RCAS-HS received email form DTSM-Andrew Goldstein Mon 6/3/2024 8:45 AM Dylan, Engineering is still working on the concern. may be interested in the vehicle if DLR can duplicate the concern. Can you advise on how easily the C can duplicate the concern of engine quit? The notes state that it has occurred about 8 times. If it duplicates regularly, DTSM may be able to get some traction on this case. Andrew

CONSUMER ASSISTANCE REQUEST

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6/5/2024 1:33:21 PM

RCAS-HS made outbound call to C at [REDACTED]. C stated dog is barking and cannot hear RCAS-HS. C stated going upstairs. RCAS-HS ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-HS NNA will collect your service history from all Nissan DLRs that have serviced the VEH. RCAS-HS advised that the review is based on the warrantable repairs made during the service history of the VEH. RCAS-HS advised that the process can take 10 business days to complete. RCAS-HS advised that the review is not guaranteed therefore in the meantime RCAS-HS would like to continue working with the DLR to ensure that the VEH is operating at Nissan standards. RCAS-HS is not sure what the outcome may be however RCAS-HS will continue to follow up with the C every 3 business days to provide an update. Why do you want to return the VEH to NNA? C stated C having issues with VEH. C stated VEH didn't want to go into gear. C stated VEH wouldn't go faster than 30 MPH. C stated ongoing issues. C stated VEH went into reverse on its own RCAS-HS apologized for inconvenience RCAS-HS asked how easily the C can duplicate the concern of engine quit C stated VEH engine stalls. C stated C starts back up. C stated that [REDACTED] s when wouldn't go over 30 MPH. RCAS-HS asked if C can easily duplicate engine stalling? C stated intermittent and not predictable. Where is the VEH currently? With C Where was the VEH purchased? JEFF WYLER FAIRFIELD Was it purchased new or used? NEW Where is the VEH serviced? Has the VEH been taken to multiple Nissan/Infinity dealers? [REDACTED] IF YES- document names of dealers/retailers. JEFF WYLER FAIRFIELD JEFF WYLER CINCINATTI JEFF WYLER KINGS RCAS-HS stated follow up no later than 6/10. RCAS-HS asked if C had any questions or concerns. C declined. RCAS-HS referred to if actively experiencing issues. C stated C doesn't want to go to DLR C stated DLR doesn't find issues and sends C away. C stated DLR told C nothing to be done. C stated intermittent. C stated light is not coming on. C stated today VEH didn't want to go into gear. C does not want to go to DLR RCAS-HS apologized and stated will need to review for next steps. RCAS-HS stated follow up no later than 6/10. C stated 6/10? RCAS-HS stated if information before that date, C will be informed RCAS-HS stated no later than 6/10 with update, if update before that point C will be contacted. C stated RCAS-HS can leave a message if C is not here. C stated C can't wait around. RCAS-HS stated no determination from RHR, and following up with any updates or determinations. RCAS-HS stated no later than 6/10 with update, if update before that point C will be contacted. RCAS-HS advised if C missed, VMX will be left. C asked how much C would get for VEH. RCAS-HS stated not versed in arbitration, could not provide specifics of buyback. RCAS-HS stated if VEH picked up for further review, an ARBS agent would discuss specifics with C. C stated why cant NNA fix VEH. RCAS-HS apologized and stated no further information available for repairs. C understood. RCAS-HS stated contact info in email if further questions. RCAS-HS thanked C for time and wished a good day. Call ended mutually.

6/5/2024 1:36:36 PM

RCAS-HS sent email to DTSM-Andrew Goldstein advising of repair info.

6/6/2024 9:44:39 AM

CRR-JJ OPENED Account information including: [REDACTED] s name, home address, phone number & best contact number. CRR-JJ VERIFIED VEH Information including: CRR-JJ CHECKED and ADVISED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-JJ CHECKED previous RELATED cases and found: 0 CRR-JJ NOTED concern is: Follow Up CRR-JJ received a call from [REDACTED] will know as C. C stated C want the VEH repaired. C stated C don't want to sell the VEH back. C stated C want to talk with the case owner. C stated C need a callback. CRR-JJ informed [REDACTED] s request will be documented. C understood. CRR-JJ asked if there was anything else CRR-JJ could assist with at this time. C declined. CRR-JJ provided C with name and case # [REDACTED] CRR-JJ thanked C. Call ended mutually Best contact # [REDACTED]

6/6/2024 9:45:06 AM

***** [CASE SUMMARY] ***** C called for case update CRR-JJ updated case notes.

6/6/2024 12:01:07 PM

SECR-MH logged email case [REDACTED]. ----- I do not want to sell my car. I want my vehicle repaired. [REDACTED] ----- SECR-MH exited case.

6/10/2024 12:21:59 PM

RCAS-HS received email from DTSM-Andrew Goldstein stating Fri 6/7/2024 10:52 AM This sounds very different than what DTSM was looking into for just an engine quit while driving. It may be best for DTSM to inspect this one. Just an FYI am currently booking mid-July for inspections. Send the request in SF please.

6/10/2024 12:22:51 PM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS unable to leave VMX.

6/10/2024 12:24:45 PM

RCAS-HS sending unable to contact email.

6/13/2024 2:18:51 PM

RCAS-HS made outbound call to C at [REDACTED] RCAS-HS ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-HS informed C RHR under review and follow up no later than 6/18. RCAS-HS stated NNA looking into further inspection and asked if 7/16/2014 10:00 AM EST works for C C stated C took VEH to DLR. C stated DLR couldn't find anything. C stated what would be different. RCAS-HS stated this is additional inspection where C would meet with technician to explain concerns. C stated C is done with it. C stated C is not going to waste C's time. RCAS-HS asked if C wants RHR review? C confirmed. C stated NNA wouldn't give C anything anyways. C stated RCAS-HS couldn't discuss further. RCAS-HS apologized for VEH continued concerns. C stated what is it going to do. RCAS-HS stated this is a technician within NNA who travels from DLR to DLR to work on VEHs that are sometimes harder to DIAG. C stated what is this is going to accomplish. RCAS-HS - C interrupted stated DLR believes there will be recall. C stated C doesn't want to do it. RCAS-HS stated it is C discretion, if C changes mind it could possibly be further time that C could get another appointment. C stated C doesn't want to deal with it. C stated something is wrong with VHE. C stated DLR can't find anything wrong. RCAS-HS stated unfortunately that is the process with an in warranty VHE, VHE will need to return to DLR until VEH DIAG. RCAS-HS stated does C want to go through with RHR review? C stated C is not going to sell VEH back. C stated NNA not going to do anything. RCAS-HS stated confused, does C want an RHR review? C declined. C stated C took it to another DLR and was told trade in value for 15k. C stated NNA not doing anything. RCAS-HS stated NNA is attempting to schedule further inspection RCAS-HS stated it is C discretion if to accept. C stated it's a waste of time for C C stated C is not getting anything but headache. C stated C would contact a lawyer about getting money back. C stated C doesn't want to go through anymore. RCAS-HS stated - C interrupted stating C is not going to get anything from it. C stated C not taking a loss from VEH. C stated NNA is not going to give C what C paid for it. C stated C wants to drop it. RCAS-HS understood. RCAS-HS stated contact info in email if further questions. C understood. RCAS-HS thanked C for time and wished a good day. Call ended mutually.

6/13/2024 2:20:43 PM

RCAS-HS sent email to DTSM-Andrew Goldstein advising C not taking inspection.

6/13/2024 2:25:29 PM

RCAS-HS noting C has declined RHR review.

6/13/2024 4:31:21 PM

RCAS-HS is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted NNA requesting assistance with VEH acceleration concerns. RCAS-HS advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-HS reviewed Case with SM-Dylan Komisar who advised repairs under engineering review. DTSM-Andrew Goldstein attempted to set inspection ARBS-Janelle Cantrall recommended RHR . RCAS-HS reviewed case with SRRCAS-Erin Mace who approved case closure in TL-DL name due to case length. *** STATEMENT OF DECISION *** RCAS-HS advised C of possible inspection, RCAS-HS noting C declined inspection and RHR review. RCAS-HS advised C the Case has been thoroughly reviewed and documented within the NNA system. RCAS-HS is closing case pending C contact if further assistance is needed.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED]
CITY: NEW MARKET
STATE: MD

VIN: [REDACTED]
MODEL: N18 YR: 2024
MFG DT: 12/14/2023
SVC DT: 1/25/2024
MILEAGE:

TRIM: S
OPTIONS: B93C03L92N92
SERVICING DLR: NI
DLR STATE: NI
ACCIDENT: N **AIRBAG:** N

OPEN_DT: 4/30/2024
CLOSE_DT: 5/1/2024

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
10	OA Vehicle Concerns	228500 Manual Transmission
	CA Mechanical	AY Parking Pawl

CAR VERBATIM

4/30/2024

4/30/2024 10:40:00 PM

Call #: [REDACTED] Call Type: Inbound Assigned To: Managed Services Notes: I have a potentially deadly issue with my 2024 Nissan Versa S 5sp manual (VIN: [REDACTED]) that occurs following an inadvertent engine stall. The vehicle enters an extremely low power state which nearly resulted in me being rear-ended by a tractor trailer when attempting merge into traffic. A quick Internet search connected me with numerous owners of other affected Nissan Versa vehicles, located all over the US. I also discovered that an active NHTSA investigation is underway (see attached). But what is most disconcerting is that Nissan USA is aware of this yet has no resolution in place. Any information you can provide would be greatly appreciated and will determine my next course of action. Thank you. [REDACTED]

5/1/2024 12:57:25 PM

VCS-LC sending case to CA for further handling

5/1/2024 2:41:47 PM

ECRR SM reviewed CVT concern from C. C stated engine stalls and then has very low power. C stated is dangerous and C was almost hit by tractor trailer trying to merge with traffic. C stated searched online and found NHTSA investigation into engine. C is asking for more information. ECRR SM noting C has ownership and no open campaigns. ECRR SM sent email to refer C to DLRSHIP for more technical assistance. ECRR SM closed case.

CONSUMER ASSISTANCE REQUEST



NAME: [REDACTED] **VIN:** [REDACTED] **TRIM:** S
CITY: DAVIS **MODEL:** N18 **YR:** 2024 **OPTIONS:** C03L92
STATE: CA **MFG DT:** 1/14/2024 **SERVICING DLR:** HANLEES NISSAN
OPEN_DT: 5/14/2024 **SVC DT:** 5/8/2024 **DLR STATE:** CA
CLOSE_DT: 5/30/2024 **MILEAGE:** 240 **ACCIDENT:** N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMP TOM
06	OA Vehicle Concerns	337230 Engine Electric
	CA Mechanical	7F Check Engine Light

CAR VERBATIM

5/14/2024

5/14/2024 7:35:52 PM

CRR-MV VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-MV VERIFIED VEH Information including: VIN #, Current Mileage, and Warranty CRR-MV CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-MV CHECKED previous RELATED cases and found: 0 CRR-MV NOTED concern is: question about warranty. CRR-MV received a call from C. C stated vehicle engine light is always on. C stated that talked to DLR on issue and told to take to DLR. C stated want to know if have roadside. CRR-MV sent email to C for PO to attach VIN to C account, pending response. CRR-MV informed warranty information and number for roadside. C understood. CRR-MV asked if there was anything else CRR-MV could assist with at this time. C declined. CRR-MV provided C case # [REDACTED] CRR-MV thanked C. Call ended mutually. Best contact # [REDACTED]

5/14/2024 7:36:10 PM

***** [CASE SUMMARY] ***** C called for warranty information. CRR-MV closing case pending PO.

5/20/2024 6:16:38 PM

CRR-MB advised C that PO is required and that Email request has been sent requesting documentation.

5/20/2024 6:19:29 PM

CRR-MB Verified Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-MB VERIFIED VEH Information including: VIN #, VEH history, Current Mileage. CRR-MB CHECKED for open recalls/campaigns and found: 0. CRR-MB CHECKED for previous UNRELATED cases and found: 0. CRR-MB CHECKED previous RELATED cases and found: 1. CRR-MB received a call from C: Keerthi Vasam (Keerthivasan Gopalachandrasekaran) CRR-MB NOTED concern is: Dealership Complaint. C states that VEH goes into a slower speed VEH won't accelerate. C states provided diagnosis DLR Hanlees Nissan in Davis CA SA ? advised that this is a known issue and requires software update needed Error Code P2615-00 software update needed. C states that DLR says that C will need to be fixed with Software update reset code is all that can be done for now apparently., CRR-MB informed C that Case will be transferred to a Regional Consumer Affairs Specialist for review, who will follow up with C by end of next business day, 5/21/24. CRR-MB advised C that PO is required and that Email request has been sent requesting documentation. C understood. CRR-MB asked if there was anything else CRR-MB could assist with at this time. C declined. CRR-MB thanked C. CASE # [REDACTED]. Call ended mutually. Best contact # [REDACTED].

5/20/2024 6:20:18 PM

***** [CASE SUMMARY] ***** C called dealership complaint CRR-MB advised that RCAS will review concern and call C back EOD 5/21/2024. CRR-MB Sent to RCAS.

5/21/2024 11:35:33 AM

RCAS-MD unable to data net

5/21/2024 11:36:04 AM

Previous related cases found:0 Previous unrelated cases found:0 Open Recalls/Campaigns:0 Number of Vehicles Owned:1 Warranty Ext:0 VSC Contracts : [REDACTED] GT-R Sched 1 5/8/2024 5/8/2029 75,124 Purchased New or Pre-owned: New Current Mileage: 240 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 seeking assistance with the no acceleration concern

5/21/2024 11:42:08 AM

RCAS-MD made an outbound call to HANLEES NISSAN(530) 231-3000 and received VMX. RCAS-MD left a VMX requesting for someone to respond back to RCAS-MD email regarding the C.

5/21/2024 11:47:04 AM

RCAS-MD emailed the following SM-Lee, Young, SA-Espinoza, Adolfo, DTSM-Joe Dutra advising of C's concern and requested if the no acceleration was in fact under engineering review

CONSUMER ASSISTANCE REQUEST

Saturday, June 29, 2024

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5/21/2024 12:26:45 PM

RCAS-MD made outbound call to [REDACTED] RCAS-MD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-MD VERIFIED C [REDACTED] s name & email address, concern, phone. RCAS-MD CONFIRMED C [REDACTED] s VEH make/model, mileage, and servicing DLR. RCAS-MD CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: 0 C stated purchased from central Valley NNA C's nearest NNA DLR RCAS-MD advised that case has been escalated to RCAS-MD and RCAS-MD will agent reviewing case for resolution as RCAS-Madison Brewer is OOO RCAS-MD advised C is seeking assistance with the no acceleration as the DLR sated there is no fix for C's concern C stated that is correct C stated went to the DLR Two time so far C stated the engine stalls and goes into Limp mode and the power to the VEH decreases and not able to accelerate C stated both times the DLR said reset the code and give the VEH back and check engine light is gone. C stated last time this happened was before entering a freeway and was concerning because it [REDACTED] s a safety concern. RCAS-MD apologized C is experiencing accelerations issues. RCAS-MD advised is waiting on the DLR to respond to the email on what was diagnosed and if the no acceleration concern is in fact under review and there is no fix at this time. RCAS-MD advised can review for a RHR and will take 10 business days to review and should the outcome be favorable another agent will take over the case and C can start the buy back or replacement process C stated ok C stated wants to add the DLR gave the receipt and the code is P2615-00 and said both times that was the error that came up. RCAS-MD will consult with a DTSM to review if there is a repair for C's concern and have RCAS-MB follow up with C 05/24 C stated to email the case number and RCAS-MB. RCAS-MD advised any further questions? C stated what should C do during the review? RCAS-MD advised C does not need to do anything as of right now due to the DLR not having a fix for 's concern and not having a response from the DLR at this time and driving the VEH will not affect the decision. RCAS-MD advised is C experiencing the deceleration after going to the DLR 05/15

5/21/2024 12:27:05 PM

continued C stated goes away after the code is reset and currently not experiencing the concern it happens when the VEH is stalled and I does not happen all the time more like in a outfield and stall the VEH goes into limp mode C stated its fine for now after clearing the codes RCAS-MD advised did the DLR perform any software updates? C stated did not perform a soft where update C stated DLR spoke to techline and techline said this is a concern that NNA is aware of and is reviewing C stated this may be cause resulting from C stalling the VEH and techline does not recommend any repairs at this. RCAS-MD advised techline is high end NNA technician like the DTSM and this my be the case but would still like to confirm RCAS-MD advised C services at Hanlee NNA C stated yes RCAS-MD advised C purchased the VEH from Central Vally NNA C stated that is correct. RCAS-MD advised C purchased new? C stated purchased new. RCAS-MD advised services at other NNA DLRS C stated only service at Hanlees NNA RCAS-MD advised C wants to return the VEH due to the safety concern of deceleration concern when entering a highway C stated correct. C stated specifically unpredictable. RCAS-MD advised will email the case number and RCAS-MB contact information C stated that sounds good RCAS-MD thanked the C for the C's time. Call ended mutually.

5/21/2024 12:28:02 PM

RCAS-MD emailed C the case number and RCAS-Madison Brewer contact information.

5/21/2024 12:35:21 PM

RCAS-MD received email 05/21@11:56 from DTSM-Joe Dutra who advised the fix will be a software update to rectify the check engine light coming on when C crates a stall condition. the code is set when the VEH operator stalls the VEH when operating the clutch which only occurs with a manual transmission. The VEH is not stalling due to an issue with the VEH but the operation of the clutch by the C and tech dud confirm the VEH stalled possibly by the operator engaging the clutch to quickly or not providing the engine with enough acceleration.

5/21/2024 12:36:20 PM

RCAS-MD emailed the following SM-Lee, Young, SA-Espinoza, Adolfo, DTSM-Joe Dutra advising has the software update been done or is it available?

5/21/2024 12:39:19 PM

RCAS-MD received email 05/21@ 12:13 from DTSM-Joe Dura who advised the software is not out yet and is out of the office this week and when back in the office will contact the engineer team and see if they can have the soft ware update in beta and release to DTSM-JD but for the time being the update has not been released yet. Have the C aware the light will come on ON:Y when the VEH stalled when operating the clutch

5/21/2024 2:46:33 PM

ARBS PL-RG notes the following: [REDACTED] 2024.0 Nissan Versa Sedan S VIN # [REDACTED] In-Service Date: 5/8/2024 Vehicle Purchased: New, Retail Purchase State: California Last Reported Miles: 324 Nissans Owned: 1 Selling Dealer: CENTRAL VALLEY NISSAN Servicing Dealer: HANLEES NISSAN VSCs: [REDACTED] - PMA - 60 months | 75,000 miles - EXPIRES on 05/08/29 - \$861.00 DTS Involvement: none Open Campaigns: none TECHLINE Cases: none Warranty Cases: none Previous CA Cases: none Previous Settlements: none No OPEN RO - Reviewed DBS and TABLEAU ===== CPIA 5/15/24 @ 324 miles -- RO # [REDACTED] 6 -- DD: 1 1.C/S that the check engine light came on. When owner first test drove vehicle, shifting to 2nd the rpms would go higher and then the rest o -> DTC P2615-00. Per TECHLINE, under engineering review for stalling (FW) ===== DBS 5/15/24 - see above ===== 0 FW days down 1 total days down 0 FW repair - check engine light came on @ 324 miles - DTC P2615-00. Per TECHLINE, under engineering review for stalling (FW) Case is being submitted for further ARBS review

5/21/2024 2:57:04 PM

RCAS-MD submitted completed RHR to the case as RCAS-MD

5/21/2024 4:50:32 PM

CRR-MB Verified Account information including: C [REDACTED] s name, home & e-mail address, phone number & best contact number. CRR-MB VERIFIED VEH Information including: VIN #, VEH history, Current Mileage. N/A CRR-MB CHECKED for open recalls/campaigns and found: N/A CRR-MB CHECKED for previous UNRELATED cases and found: N/A CRR-MB CHECKED previous RELATED cases and found: N/A CRR-MB received a call from C: [REDACTED] CRR-MB NOTED concern is: Call back from RCAS Meghan C states ARBS will call C back by EOD 5//24/2024 C states does not want to drive VEH around C is looking for assistance with Loaner. C states that VEH no safe to drive. C states the Hanlees Nissan in Davis CA SA? CRR-MB advised that ARBS will be notified to contact ASAP [REDACTED] sent email. C understood. CRR-MB asked if there was anything else CRR-MB could assist with at this time. C declined. CRR-MB provided C case # [REDACTED] CRR-MB thanked C. Call ended mutually. Best contact # [REDACTED].

5/21/2024 4:50:39 PM

***** [CASE SUMMARY] ***** C called looking for loaner/rental assistance. CRR-MB advised the email will be sent to ARBS for call back to C asap. CRR-MB Update case notes.

5/22/2024 11:27:02 AM

RHR assigned to ARBS DeHenry Kidd for review.

CONSUMER ASSISTANCE REQUEST

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5/22/2024 2:19:12 PM

ARBS Dk notes the following: [REDACTED] 2024.0 Nissan Versa Sedan S VIN # [REDACTED] In-Service Date: 5/8/2024 Vehicle Purchased: New, Retail Purchase State: California Last Reported Miles: 324 Nissans Owned: 1 Selling Dealer: CENTRAL VALLEY NISSAN Servicing Dealer: HANLEES NISSAN VSCs: [REDACTED] - PMA - 60 months | 75,000 miles - EXPIRES on 05/08/29 - \$861.00 DTS Involvement: none Open Campaigns: none TECHLINE Cases: none Warranty Cases: none Previous CA Cases: none Previous Settlements: none No OPEN RO - Reviewed DBS and TABLEAU Review: 5/15/24 @ 324 miles -- RO # [REDACTED] -- DD: 1 1.C/S that the check engine light came on. When owner first test drove vehicle, shifting to 2nd the rpms would go higher and then the rest o -> DTC P2615-00. Per TECHLINE, under engineering review for stalling (FW) Summary: 0 FW days down 1 total days down 0 FW repair - check engine light came on @ 324 miles - DTC P2615-00. Per TECHLINE, under engineering review for stalling (FW)

5/22/2024 2:19:24 PM

Arbs will take over case for further handling due to 1 visit 0 repairs for check engine light coming on and 1 days out of service **Vehicle only has 324miles on the first incident.

5/23/2024 1:50:42 PM

Best contact # [REDACTED] Arbs called customer to discuss case, no answer was made arbs left a message for customer to call back at 6157257467

5/30/2024 5:05:17 PM

Best contact # [REDACTED] Arbs called customer to discuss case and informed customer that NNA has reviewed customer case and at this time NNA is in the position to offer customer a repurchase or replacement on customer vehicle. Customer thanked arbs for the information but stated that customer has retained an attorney. Arbs informed customer that customer attorney would need to file for their representation and then one of our agents that works with attorney will give them a call. customer understood.

5/30/2024 5:06:53 PM

*****CASE SUMMAY***** Customer call into NNA and requested buy back due to C states that VEH goes into a slower speed [REDACTED] VEH won't accelerate. C states provided diagnosis DLR Hanlees Nissan in Davis CA SA ? advised that this is a known issue and requires software update needed Error Code P2615-00 [REDACTED] software update needed. C states that DLR [REDACTED] says that C will need to be fixed with Software update [REDACTED] reset code is all that can be done for now apparently. Due to the repairs exceed days down and multiple repairs arbs offered customer a repurchase. *****STATEMENT OF DECISION***** Attempted Consumer affairs voluntary repurchase due to 1 visit 0 repairs for check engine light coming on and 1 days out of service **Vehicle only has 324miles on the first incident.

CITY: HUDSON
STATE: OH
OPEN_DT: 5/15/2024
CLOSE_DT: 1/1/1901

VIN: [REDACTED]
MODEL: N18 YR: 2022
MFG DT: 2/19/2022
SVC DT: 3/25/2022
MILEAGE: 23,783

TRIM: S M/T
OPTIONS: B93C03L92
SERVICING DLR: RON MARHOFER NISSAN
DLR STATE: OH
ACCIDENT: N **AIRBAG:** N

TRD	CONCERN/CATEGORY	SUBCATEGORY/SYMPTOM
NI	NI	

CAR VERBATIM

5/15/2024

5/15/2024 12:24:04 PM

CRR-MV VERIFIED Account information including: C's name, home & e-mail address, phone number & best contact number. CRR-MV VERIFIED VEH Information including: VIN #, Current Mileage, and Warranty CRR-MV CHECKED for open recalls/campaigns and found: 0 CHECKED for previous UNRELATED cases and found: 0 CRR-MV CHECKED previous RELATED cases and found: 1 CRR-MV NOTED concern is: calling on case number [REDACTED] CRR-MV received a call from C. C stated calling on case number [REDACTED] CRR-MV cloned case number [REDACTED]. CRR-MV informed case was closed as cannot help issue. C stated that want to replace vehicle as still not working. C stated that vehicle still at DLR. CRR-MV informed C that Case will be transferred to a Regional Consumer Affairs Specialist for review, who will follow up with C by end of next business day, 05/16/2024. C understood. CRR-MV asked if there was anything else CRR-MV could assist with at this time. C declined. CRR-MV provided C case # [REDACTED]. CRR-MV thanked C. Call ended mutually. Best contact # [REDACTED].

5/15/2024 12:24:44 PM

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

5/16/2024 8:23:05 AM

Old Case Description: C seeking assistance with acceleration concern.

5/16/2024 8:23:27 AM

RCAS-KD unable to datanet. "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."

5/16/2024 8:24:03 AM

RCAS-KD submitted Filter RHR to ARBS-Janelle Cantrall.

5/16/2024 8:26:28 AM

RCAS-KD emailed SM-John Vuyancih (preferred contact method). RCAS-KD asked RHR questions. RCAS-KD asked for timestamped copy of RO [REDACTED] and open RO. RCAS-KD asked if there is an update on the engineering review.

5/16/2024 9:01:00 AM

RCAS-KD received email from SM-John Vuyancih on 5/16 at 8:41 AM. How many times has the customer's vehicle been to the dealer/retailer for repairs? 3 What repairs were performed? Concern under engineering review (awaiting ECM software update development) Are there currently any OPEN ROs? Yes [REDACTED] [REDACTED] opened 1/15/2024 Is the vehicle currently at the dealership? Yes, customer in a rental since 1/15/2024 How many days has the vehicle been kept out of service at your dealer for repairs?122 Has TECH LINE been involved? Yes, so has the DTS. Awaiting software update development for ECM Has a Dealer Technical Specialist (DTS) been involved? Yes SM-JV stated has not heard any update on engineering review. SM-JV provided copies of RO [REDACTED] and open RO. RCAS-KD attached RO's to case.

5/16/2024 9:03:02 AM

CORRECTION RCAS-KD received email from SM-John Vuyancih on 5/16 at 8:41 AM. How many times has the customer's vehicle been to the dealer/retailer for repairs? 3 What repairs were performed? Concern under engineering review (awaiting ECM software update development) Are there currently any OPEN ROs? Yes [REDACTED] [REDACTED] opened 1/15/2024 Is the vehicle currently at the dealership? Yes, customer in a rental since 1/15/2024 How many days has the vehicle been kept out of service at your dealer for repairs?122 Has TECH LINE been involved? Yes, so has the DTS. Awaiting software update development for ECM Has a Dealer Technical Specialist (DTS) been involved? Yes SM-JV stated has not heard any update on engineering review. SM-JV provided copies of RO [REDACTED] and RO [REDACTED]. RCAS-KD attached RO's to case.

5/16/2024 9:06:52 AM

PREV. CASE [REDACTED] (1.29.24) (2.29.24) RCAS-KD is closing Case as no further assistance can be offered at this time. *** CASE SUMMARY *** C contacted Nissan CA requesting assistance with acceleration concern. RCAS-KD advised C Nissan has created a Case to document C's concern and this Case will remain in NNA's system. RCAS-KD reviewed Case with: SA-Derek Miller who advised when VEH stalls and then put in gear it goes through first fine but once moved to second gear foot could be put to floor and VEH does not want to move. DTSM-Jason Rain who advised engineers are working on a software fix but there is not an ETA as software updates can take a while to be made. SM-John Vuyancih who advised a rental VEH has been provided to C until a remedy is available. SRCAS-Erin Mace who advised RCAS-KD can refer C to DLR and let C know RCAS-KD can review for possible compensation once VEH repaired but case can be closed since there is no repair that can be completed at this time. *** STATEMENT OF DECISION *** RCAS-KD advised C the Case has been thoroughly reviewed and documented and referred C to DLR for updates regarding when a software update is available.

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5/16/2024 9:15:21 AM

FILTER RHR ARBSPL Recommends an RHR OPEN RO ATTACHED RCAS has confirmed with Dealer C has been in a Rental since 1.15.24 Case Number [REDACTED] STATE: OH (5.16.24) RCAS-KD received email from SM-John Vuyancih on 5/16 at 8:41 AM. How many times has the customer [REDACTED]'s vehicle been to the dealer/retailer for repairs? 3 What repairs were performed? Concern under engineering review (awaiting ECM software update development) Are there currently any OPEN ROs? Yes [REDACTED] opened 1/15/2024 Is the vehicle currently at the dealership? Yes, customer in a rental since 1/15/2024 [REDACTED] Hudson, OH [REDACTED] 2022 NISSAN VERSA SEDAN S M/T VIN [REDACTED] ISD 3/25/2022 Color: ELECTRIC BLUE M Vehicle Purchase: New / Retail Selling Dealer --- RON MARHOFER NISSAN / 5295 / OH PREV. CASES - 1 DPIC CASES - 0 VCS CASES - 0 Approved Checks - 0 Tech line cases - (1.24.24) Warranty cases - 0 Open Campaigns - 0 VSC - 0 DTS - JR (2.9.24) RE: C/s Shifting to 2nd gear and car has low power Cause ecm p2615 Correction Ecm software is incorrectly thinks a stall. FQI working on update 02/23/2024 NML working on and ecm update 04/16/2024 email JN for update update software may not be available until july. Status TABLEAU - OPEN RO: [REDACTED] (1.15.24) @ 23,783 Miles @ 5295 - RON MARHOFER NISSAN 1) C/s WHEN VEHICLE IS STALLED VEHICLE IS A STICK SHIFT VEHICLE EXHIBITS A NO START OR LOW RPM CONCERN. WHEN THIS OC ---- verified customer concern isolated to be code p2615 thrown from hard stall and would put the vehicle in limp mode due to excessive stalls from customer (WP) 2) Rental DBS - LAST Closed RO: [REDACTED] (4.5.23 - 4.14.23) DD: 10 @ 12,093 Miles @ RON MARHOFER NISSAN / Robin, Boone 1) LOF - Complete 2) C/s THEY ARE NOT GETTING ENOUGH POWER WHEN ACCLERATING. FEELS LIKE IT GETS STUCK IN A GEAR AND WILL NOT GO ANY FASTER ----- performed test drive, could not confirm complaint at this time, vehicle seems to operate correctly in all gears shifts threw all 5 gears good (CP) FW REPAIRS - NONE

5/16/2024 10:20:36 AM

RCAS-KD submitted Create RHR task to OLT-Evan Price.

5/16/2024 10:39:52 AM

RCAS-KD made outbound call to C at [REDACTED] 7 RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] RCAS-KD VERIFIED C [REDACTED]'s name, home & email address, concern, phone. RCAS-KD CONFIRMED C [REDACTED]'s VEH make/model, mileage, and servicing DLR. RCAS-KD CHECKED and ADVISED C of open recalls/campaigns and found: 0 Previous UNRELATED Case(s) Found: 0 Previous RELATED Case(s) Found: [REDACTED] [REDACTED] RCAS-KD advised that case has been escalated to RCAS-KD and RCAS-KD will be RCAS reviewing case. RCAS-KD stated can review for a VEH repurchase or replacement. C asked for RCAS-KD to wait a minute as C's husband just got home and would like to listen to. RCAS-KD accepted. C stated RCAS-KD can speak now. RCAS-KD stated can review for a VEH repurchase or replacement. RCAS-KD stated a VEH repurchase or replacement is not guaranteed. RCAS-KD stated it may take up to 10 business days for a decision but RCAS-KD will update C every 3 business days. RCAS-KD stated will be reviewing all service history and warrantable repairs made on VEH within NNA DLR. RCAS-KD asked if this is something C would be interested in. RCAS-KD noting C's husband, Dave, started speaking and is now referred to as C. C stated yes. RCAS-KD ADVISED, [REDACTED] This call may be recorded for quality and training purposes. [REDACTED] Why do you want to return the VEH to NNA? C stated just acceleration concern. Where is the VEH currently? Ron Marhofer Nissan Where was the VEH purchased? Ron Marhofer Nissan Was it purchased new or used? New Where is the VEH serviced? Has the VEH been taken to multiple Nissan/Infinity dealers? [REDACTED] Ron Marhofer Nissan RCAS-KD stated did speak with DLR. RCAS-KD stated was informed engineers are still actively working on a software update remedy. RCAS-KD stated will continue checking for updates. RCAS-KD advised will follow up with C no later than 5/21. C stated ok. C stated spoke with someone yesterday and was told previous case had been closed. C stated C was not sure. C stated C assumed that meant NNA was no longer looking for a computer update. RCAS-KD stated case was closed as concern is under an engineering review. RCAS-KD stated once a case is closed, if C calls back after 30 days then a new case number is generated. RCAS-KD stated all previous cases do remain in NNA system. RCAS-KD stated even though case was closed NNA engineers were still actively reviewing for a software update remedy. C stated ok. C stated C just did not know what understanding of closing case. C stated RCAS-KD explained it perfectly. RCAS-KD asked if C had any further questions. C stated if NNA unable to come up with someone with mileage and type of VEH C wants what other options does C have. C asked what happens if NNA can't find anything to replace VEH with. C asked about a discount towards a new VEH. RCAS-KD stated reviewing to see if NNA is in the position to buyback VEH from C or replace VEH with another like year and model VEH. RCAS-KD stated with a VEH buyback C would not have to get another NNA VEH. RCAS-KD stated with a replacement, NNA would replace VEH with another like year and model VEH. RCAS-KD stated would not be able to guarantee certain things are the exact same like mileage and color. RCAS-KD stated if VEH is eligible another agent would take over case and walk C through next steps. C stated ok. C stated RCAS-KD thinks about 10 days. RCAS-KD stated review may take up to 10 business days for a decision. RCAS-KD stated RCAS-KD is working to make a decision for C as soon as possible. RCAS-KD stated would not be able to guarantee there would be a decision before 10 business days. C stated ok. C stated C appreciates it. C thanked RCAS-KD. RCAS-KD confirmed C had case number and direct line. RCAS-KD confirmed C had no further questions or concerns. RCAS-KD thanked C for time. C thanked RCAS-KD. *Call ended mutually*

5/20/2024 12:58:53 PM

RCAS-KD emailed DTSM-Jason Rain. RCAS-KD asked if DTSM-JR has heard an update.

5/20/2024 1:02:31 PM

OLT-EP uploaded DBS RO history and RHR document OLT-EP is reporting RHR as completed.

5/20/2024 1:27:38 PM

RCAS-KD received email from DTSM-Jason Rain on 5/20 at 1:10 PM. DTSM-JR stated the update is at least 1 month away from what DTSM-JR was last told.

5/20/2024 2:03:42 PM

RHR assigned to ARBS Latashia McGowan for review.

5/21/2024 1:50:50 PM

CRT-MP made outbound call to [REDACTED]. CRT-MP left VMX advising of the RCAS-KD contact number, and advised that RCAS-KD will follow up on 05/24. CRT-MP advised calling regarding the case being reviewed.

5/21/2024 1:52:41 PM

CRT-MP sent the unable to contact email to the C.

5/22/2024 11:35:27 AM

ARBS-LMG notes taking over case for further case handling ARBS still reviewing for possible offers

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5/22/2024 11:37:36 AM

ARBS-LMG notes the following repairs: 06/15/2022 @ 2,999 miles RO [REDACTED] with 1 day down Concern: 1. Customer states the VEH is not accelerating well Action: 1. Performed test drive, on test drive vehicle drove good accelerating as it should revving as it should, checked for codes and found a past p2615 cam sh 04/05/2023 @12,093 miles RO [REDACTED] with 9 days down Concern: 1. Customer states that they are not getting enough power when accelerating. Feels like it gets stuck in a gear and will not go any faster Action: 1. Performed test drive, could not confirm complaint at this time, vehicle seems to operate correctly in all gears shifts threw all 5 gears good 01/15/2024 @ 23,783 miles RO [REDACTED] OPEN Concern: 1. C/S: when VEH is stalled, VEH is a stick shift VEH exhibits a no start or low RPM concern 2. Rental VEH Action: 1. Verified customer concern. Isolated to be code p2615 thrown from hard stall and would put the VEH in limp mode due to excessive stalls from customer 2. Rental VEH Total days down for FW repairs: 10+OPEN RO

5/22/2024 11:39:28 AM

ARBS-LMG notes the following summary: Veh purchased: New; Retail Sale Open campaigns: None Additional cases found: [REDACTED] Tech line case found: [REDACTED] DTS involved: [REDACTED]; inspection completed on 2/9/24; DTS did not meet with; DTS advising duplicating concern and advised of software update that may not be available until July VSC found: None State: OH In-service Date: 03/25/2022 VEH: 2022 Nissan Versa Sedan Mileage: 23,783 miles Previous checks: None 3 visits for [REDACTED] customer states VEH is not accelerating well; no start; low RPMs [REDACTED] - 1st visit at 2,999 miles and normal operation - 2nd visit at 12,093 miles and unable to duplicate - 3rd visit at 23,783 miles and verified customer concern. Isolated to be code p2615 thrown from hard stall and would put the VEH in limp mode due to excessive stalls from customer

5/22/2024 11:40:30 AM

ARBS-LMG placed outbound call to Ron Marhofer Nissan at 330-923-8000 ARBS requesting to speak with service department ARBS notes speaking with service appointment scheduled ARBS introduced ARBS-LMG and advised ARBS calling to obtain information regarding C's VEH SAS understood and asked for C's name ARBS provided information SAS advised unsure of who SA is on C's VEH, but would transfer ARBS to speak with someone in service ARBS understood ARBS notes being transferred to service department ARBS notes reaching service VMX ARBS left VMX with name, contact information, and reason for call ARBS requesting call back ARBS to reach out to DLR again tomorrow if no call is received

6/10/2024 3:22:43 PM

ARBS-LMG notes email sent to C Good afternoon, My name is LaTashia. Your case has been escalated up to me for further review and I will be your point of contact moving forward. Please advise on the best time to contact you on tomorrow to discuss your case. Thank you

6/12/2024 12:27:02 PM

ARBS-LMG placed outbound call to Ron Marhofer Nissan at 330-923-8000 ARBS requesting to speak with service department ARBS notes speaking with SM-John ARBS introduced ARBS-LMG and advised ARBS calling to obtain information regarding C's VEH SM understood ARBS advised ARBS understands that VEH has been at DLR since January SM confirmed ARBS asked if the VEH was drivable SM stated yes SM advised VEH has been at DLR since January due to C stating C does not feel safe driving VEH SM advised C in loaner until update available ARBS understood ARBS asked if any parts will be replaced on VEH or if DLR is only waiting for software update SM advised at this time no parts are being replaced on VEH and DLR will only be updating ECM software once available ARBS understood ARBS thanked SM for time Call ended mutually

6/12/2024 12:27:44 PM

ARBS-LMG notes the following repairs UPDATED: 06/15/2022 @ 2,999 miles RO [REDACTED] with 1 day down Concern: 1. Customer states the VEH is not accelerating well Action: 1. Performed test drive, on test drive vehicle drove good accelerating as it should revving as it should, checked for codes and found a past p2615 cam sh 04/05/2023 @12,093 miles RO [REDACTED] with 9 days down Concern: 1. Customer states that they are not getting enough power when accelerating. Feels like it gets stuck in a gear and will not go any faster Action: 1. Performed test drive, could not confirm complaint at this time, vehicle seems to operate correctly in all gears shifts threw all 5 gears good 01/15/2024 @ 23,783 miles RO [REDACTED] OPEN Concern: 1. C/S: when VEH is stalled, VEH is a stick shift VEH exhibits a no start or low RPM concern 2. Rental VEH Action: 1. Verified customer concern. Isolated to be code p2615 thrown from hard stall and would put the VEH in limp mode due to excessive stalls from customer 2. Rental VEH Total days down for FW repairs: 0; NO REPAIRS HAVE BEEN MADE TO VEHICLE

6/12/2024 12:28:08 PM

ARBS-LMG notes the following summary UPDATED: Veh purchased: New; Retail Sale Open campaigns: None Additional cases found: [REDACTED] Tech line case found: [REDACTED] DTS involved: [REDACTED]; inspection completed on 2/9/24; DTS did not meet with; DTS advising duplicating concern and advised of software update that may not be available until July VSC found: None State: OH In-service Date: 03/25/2022 VEH: 2022 Nissan Versa Sedan Mileage: 23,783 miles Previous checks: None 3 visits for [REDACTED] customer states VEH is not accelerating well; no start; low RPMs [REDACTED] - 1st visit at 2,999 miles and normal operation - 2nd visit at 12,093 miles and unable to duplicate - 3rd visit at 23,783 miles and verified customer concern. Isolated to be code p2615 thrown from hard stall and would put the VEH in limp mode due to excessive stalls from customer; DLR waiting for ECM update; no work noted

6/21/2024 3:48:22 PM

ARBS-LMG notes email sent to C Good afternoon, My name is LaTashia. Your case has been escalated up to me for further review and I will be your point of contact moving forward. Please advise on the best time to contact you to discuss your case between the hours of 7:00 a.m.-4:00 p.m. CST. Thank you