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7		TATEG DIGEDICE COLDE
8	IN THE UNITED STATES DISTRICT COURT FOR THE MIDDLE DISTRICT OF TENNESSEE NASHVILLE DIVISION	
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10	PATRICIA WECKWERTH, et al.,	Case No. 3:18-cv-0588
11	Plaintiff,	CLASS ACTION
12	VS.	DECLARATION OF LANA LUCCHESI
13	NISSAN NORTH AMERICA, INC.,	RE: NOTICE PROCEDURES
14	Defendant.	
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1. I am a Director with KCC Class Action Services, LLC ("KCC"), located at 3301 Kerner Boulevard, San Rafael CA 94901. Pursuant to the Preliminary Approval Order of Class Action Settlement (the "Preliminary Approval Order") dated July 16, 2019, the Court appointed KCC as the Claims Administrator in connection with the proposed Settlement of the above-captioned Action. I have personal knowledge of the matters stated herein and, if called upon, could and would testify thereto.

### **CAFA NOTIFICATION**

- 2. In compliance with the Class Action Fairness Act ("CAFA"), 28 U.S.C. Section 1715, KCC compiled a CD-ROM containing the following documents: Unopposed Motion for Preliminary Approval [Dkt No. 71], [Proposed] Preliminary Approval Order [Dkt No. 71-1], Memorandum in Support of Preliminary Approval [Dkt No. 72], Declaration of Cody Padgett [Dkt No. 74], Settlement Agreement filed in this Action [Dkt No. 74-2], Exhibit A Expedited Resolution Notice [Dkt No. 74-3], Exhibit B Claim Form [Dkt No. 74-4], Exhibit C Long Form Notice [Dkt No. 74-5], Exhibit D Summary Notice [Dkt No. 74-6], Exhibit E Proposed Preliminary Approval Order [Dkt No. 74-7], Exhibit F Proposed Final Approval Order and Judgment [Dkt No. 74-8], Declaration of KCC's Carla Peak [Dkt No. 80], Class Action Complaint [Dkt No. 1], First Amended Class Action Complaint [Dkt No. 68], and Second Amended Class Action Complaint [Dkt No. 83], which accompanied a cover letter and Exhibit A, an identification of all CAFA recipients (collectively, the "CAFA Notice Packet"). A copy of the cover letter and identification list is attached hereto as Exhibit 1.
- 3. On June 27, 2019, KCC caused fifty-eight (58) CAFA Notice Packets to be mailed via Certified Mail from the U.S. Post Office in Memphis, Tennessee to the parties listed on Exhibit 2, *i.e.*, the U.S. Attorney General, the Attorneys General of each of the 50 States and the District of Columbia, the Attorneys General of the 5 recognized U.S. Territories, as well as

<sup>&</sup>lt;sup>1</sup> All capitalized terms not otherwise defined herein shall have the meanings ascribed to them in the Settlement Agreement, dated June 7, 2019 (the "Settlement Agreement") and/or the Preliminary Approval Order.

parties of interest to this Action.

- 4. In further compliance with the Class Action Fairness Act ("CAFA"), 28 U.S.C. Section 1715, KCC drafted a supplemental notification providing an estimate of potential class members by state of residence accompanied by a cover letter and Exhibit A, which identified all Supplemental CAFA recipients (collectively, the "Supplemental CAFA Notice"). A copy of the supplemental cover letter and recipient identification list are attached hereto as Exhibit 3.
- 5. On November 25, 2019, KCC caused fifty-eight (58) CAFA Notice Packets to be mailed via Certified Mail from the U.S. Post Office in Memphis, Tennessee to the parties listed on Exhibit 4, *i.e.*, the U.S. Attorney General, the Attorneys General of each of the 50 States and the District of Columbia, the Attorneys General of the 5 recognized U.S. Territories, as well as parties of interest to this Action.
- 6. As of the date of this declaration, KCC has received no response to the CAFA Notice Packet or Supplemental CAFA Notice Packet from any of the recipients identified in paragraphs 3 or 5 above.

### **CLASS LIST**

- 7. On August 1, 2019, Defendant provided KCC with Vehicle Identification Number (VIN) information for all Class Vehicles. Using this VIN information provided by Nissan, KCC utilized the services of a third-party vendor, IHS Markit, formerly known as R.L. Polk ("IHS"), to obtain mailing address data for the Settlement Class in preparation for mailing. A total of 2,950,944 records were returned by IHS. An additional 16,643 records were provided by Nissan directly. These supplemental records represent the information Nissan was able to pull for the VINs for which IHS returned with missing name and/or address information.
- 8. KCC identified and removed 203 records from the Class Member List. These records were removed as they were duplicative on VIN, Name, and Address. The total records remaining on the Class Member List is 2,967,384.
- 9. KCC also identified and withheld 74,788 records from the Notice Mailing but maintained in the Class Member List. Of these 74,788 records, 61,805 were withheld because it

was a record related to a Nissan facility, 11,943 records had missing or incomplete address data, and 2,040 records received from Nissan directly were duplicative on VIN, Name, and Address.

10. IHS caused the addresses in the Class Member List to be updated using the National Change of Address database ("NCOA") maintained by the U.S. Postal Service ("USPS"). A total of 124,056 addresses were found and updated. Upon receipt of the mailing address data for the Settlement Class provided by IHS, KCC entered the Class Member List information into its proprietary database and prepared a data file for the initial mailing.

### MAILING OF THE SETTLEMENT NOTICE PACKET

- 11. On November 1, 2019, KCC caused the Postcard Notice to be printed and mailed to the 2,892,596 names and mailing addresses in the Class List. A true and correct copy of the Postcard Notice is attached hereto as Exhibit 5.
- 12. Since mailing the Postcard Notice to the Class Members, KCC has received 38,318 Postcard Notices returned by the USPS with forwarding addresses. KCC promptly caused Postcard Notices to be re-mailed to the forwarding addresses supplied by the USPS.
- 13. Since mailing the Postcard Notices to the Class Members, KCC has received 205,102 Postcard Notices returned by the USPS with undeliverable addresses. Through credit bureau and/or other public source databases, KCC performed address searches for these undeliverable Postcard Notices and was able to find updated addresses for 31,069 Class Members. KCC promptly re-mailed Postcard Notices to the found new addresses.

## SETTLEMENT WEBSITE

14. On or about October 30, 2019, KCC established a website [www.SentraVersaCVTSettlement.com] dedicated to this proposed settlement to provide information to the Class Members and to answer frequently asked questions. The website URL was set forth in the Postcard Notice, Long-Form Notice, and Claim Form. Visitors of the website can download copies of the Long-Form Notice, Claim Form, and other case-related documents. Visitors can also submit claims online and upload supporting documentation. As of January 23, 2020, the website has received 153,201 visits.

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## TELEPHONE HOTLINE

15. KCC established and continues to maintain a toll-free telephone number (1-855-222-6841) for potential Class Members to call and obtain information about the Settlement, and/or request a Long Form Notice and Claim Form. The telephone hotline became operational on October 30, 2019, and is accessible 24 hours a day, 7 days a week. As of January 23, 2020, KCC has received a total of 57,222 calls to the telephone hotline.

### **CLAIM FORMS**

16. The postmark deadline for Class Members to submit a claim in this matter is January 30, 2020, or within thirty (30) days of a Qualifying Repair for which the Class Member seeks reimbursement of the portion of parts and labor actually paid by the Class Member, whichever is later. To date, KCC has received 10,297 timely-filed claim forms. KCC expects additional timely-filed claim forms to arrive over the next few weeks. KCC has not yet reviewed the claim forms and supporting information for validity.

# REPORT ON EXCLUSION REQUESTS RECEIVED TO DATE

17. The Notice informs Class Members that any request for exclusion from the Settlement Class must be postmarked no later than February 7, 2020. As of the date of this declaration, KCC has received 822 requests for exclusion. A list of the Class Members requesting to be excluded is attached hereto as Exhibit 6.

# **OBJECTIONS TO THE SETTLEMENT**

18. The receipt deadline for Class Members to object to the settlement is February 7, 2020. The Notice informs Class Members to file objections within the Court and serve the Parties through counsel. Accordingly, Class Members should not send objections to KCC. However, as of the date of this declaration, KCC has received seven (7) objections to the settlement. A list of the Class Members objecting to the settlement is attached hereto as Exhibit 7.

1	I declare under penalty of perjury under the laws of the United States of America that the	
2	foregoing is true and correct.	
3	Executed on January 23 <sup>rd</sup> at San Rafael, California.	
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6	LANA LUCCHEST	
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