

PE04-020

NISSAN

05/03/04

**ATTACHMENT
C.1 (PART 1 OF 3)**

PART 1 OF 6

ATTACHMENT C.1

Copies of customer complaints that may relate to the alleged defect.

DATE: 4/15/2004
TIME: 08:09:46 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA2879717
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: DELTONA
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 13000
IN SVC DATE: 12/3/1998
RTL DLR: 2329 DELAND NISSAN
SVC DLR: 2329 DELAND NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 06 06

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 06
CONTACT (S): SMUL
SEVERITY: 3

OPEN DATE: 08/16/99
FOLLOWUP DATE: 09/28/99
CLOSE DATE: 11/30/99

XFER/RSPNSBLTY: 34 06 S
DATANET (Y/N): 2
DATANET DATE: 9/28/1999

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

NO PREVIOUS FILES.

C STATES SHE IS HAVING SEVERAL PROBLEMS WITH THIS VEH, INCLUDING THE HEADLIGHTS GOING ON AND OFF, THE REARVIEW MIRROR MOVING BACK AND FORTH, WINDNOISE, BROKEN WINDOW LATCH ON THE PASSENGER SIDE, NOISE FROM THE FRONT END ON THE DRIVERS SIDE WHEN THE VEH IS TURNED RIGHT, AC CONTROLS DO NOT WORK. THE SEATBELTS IN THE MIDDLE OF THE VEH AND THE BACKROW IS STRAPPING C IN TOO TIGHT. C STATES THE SEATBELT LOCKS UP WHEN C TRIES TO MAKE ANY ADJUSTMENTS.

C STATES THE POWER DOOR LOCKS MAKES A ZIPPING NOISE AND DOES NOT OPEN AND CLOSE CORRECTLY. NCAS ADVISED C THAT NNA WILL CONTACT THE SERVICING DEALER AND REVIEW HER CONCERNS. NCAS PROVIDED C WITH FILE NUMBER. C STATES THE DEALERSHIP HAS SOME PARTS ON ORDER AND STATED THEY COULD NOT DUPLICATE OTHER CONCERNS. @08/16-ZMF895N

***RCAS RECEIVED VMX FROM DLR SM LARRY. DLR STATES THAT VEH WAS INSPECTED ON 8/14/99 AND FOUND SEATBELT TO FUNCTION NORMALLY. DLR STATES THAT PARTS FOR DOOR LOCKS ARE ON ORDER. DLR COULD NOT DUPLICATE OTHER CONCERNS. @08/16-ZGP168N
DLR REVIEWED WITH SM LARRY AND VEH WAS AT DLR 8/11/99. C HAD 10 ITEMS ON RO. OIL CHANGE

MIRROR CONCERN. MIRROR ORDERED

DOOR LOCKS MAKING NOISE. DOOR LOCKS ORD
DOOR READJUSTED. A/C SMELL IS CHARACTERISTIC. @08/16-ZGP168N
REAR NOISE IN REAR.

SEAT BELT COULD NOT DUPLICATE

MIDDLE A/C CANNOT CONTROL FAN COULD NOT DUPLICATE. WORKING NORMALLY AS DESIGN
SLIDING WINDOW LATCH NOT SECURE. LATCH ORDERD.

PASSENGER SIDE FLOOR MAT, NOTHING WRONG.

STEERING WHEEL OUT OF SPECS. ALIGNMENT WAS PERFORMED. @08/16-ZGP168N

***DLR INSPECTED ON THE VEHICLE. RCAS TO REIVIEW WITH DLR AT LATER POINT IN TIME. @08/17-ZGP168N

RCAS RECEIVED VMX FROM DLR SM LARRY. RCAS CALLED BACK AND LEFT VMX.

@08/17-ZGP168N

*** RCAS CALLED C AT DAY NUMBER. RCAS INQUIRED IF VEH HAD BEEN REPAIRED SINCE 8/9/99. RCAS ADVISED C TO ALLOW DLR TO ADDRESS CONCERNS ON VEH. RCAS ADVISED C THAT IF ADDITIONAL ASSISTANCE IS NEEDED TO CALL NNA. FILE CLOSED. DLR IS ASSISTING. @08/23-ZPS541N

-C IS CALLING BACK TO ADVISE STILL HAS CONCERNS WITH THE VEHICLE. C STATES CURRENT CONCERN IS WIND NOISE THAT C ALREADY MENTIONED TO DLR. C STATES NOW BLACK STRIP ON FRONT WINDSHIELD IS COMING OFF AND NOISE IS WORSE. C STATES A/C CONCERN ON SMELL. C STATES PER DLR, THEY FIXED IT. C STATES SMELL IS STILL THERE. C STATES CONCERN ON DRIVERS SEAT. C STATES ADVISED DLR ON DRIVER SEAT FEELING A METAL PLATE IN SEAT. C STATES PER DLR, ALL NSN VEH WAS MADE THAT WAY. C STATES NOW HAS TORN OUT OF SEAT. C STATES HAS NOT TAKEN VEH BACK TO DLR SINCE A FEW WEEKS AGO DUE TO C AWAITING A PART. C WOULD LIKE ASSISTANCE
NOTE: C DISCONNECTED LINE ACCIDENTLY. NCAS FORWARDING FILE TO RFCAS/DLR FOR REVIEW (FILE RE-OPENED). *NCAS NOT ABLE TO CALL C BACK AT THIS TIME. WHEN C CALLS BACK, PLEASE ADVISE FILE HAS BEEN SENT OUT TO BE REVIEWED. THANKS*

@09/27-VPM130N

** DLR UPDATED FILE. DLR STATES PARTS HAVE BEEN ORDERED AND DLR IS ASSISTING C. @10/11-ZPS541N

** RCAS CALLED DLR AND LEFT VMX FOR RETURN CALL 9:20A PST. @10/11-ZPS541N
C CALLED IN STATES C WANTED TO ADVISE NNA THAT VEH WAS TRADED IN AND VEH WAS A PIECE OF JUNK. C STATES VEH WAS NOTHING BUT PROBLEMS SINCE DAY 1. C STATES DLR ALWAYS ASSURED C PROBLEMS HAD BEEN FIXED AND EACH TIME VEH WAS NOT REPAIRED. C STATES DLR CONSTANTLY LIED TO C AND C WILL NEVER PURHCASE ANOTHER NISSAN VEH. C STATES DLR MADE C FEEL LIKE C WAS GOING CRAZY. C ADVISED VEH WAS TRADED IN FOR A TOYOTA AND C IS NOW HAPPY. C STATES C WOULD LIKE A CALL BACK FROM RCAS-PS TO ADVISE OF NNA COMMENTS. NCAS ADVISED C OF COMMENTS IN FILE ABOVE. NCAS ADVISED C THAT NCAS WOULD UPDATE FILE WITH C COMMENTS. NCAS ADVISE C THAT NCAS WOULD E-MAIL RCAS-PS OF C CALL AND NEW INFORMATION. C THANKED.

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NCAS TO E-MAIL RCAS WITH C REQUEST. @10/21-ZLC982N
DLR ADVISES THAT PARTS HAVE BEEN ORDERED. DLR ADVISES THAT C HAS TRADED
VEH AND FILE CAN BE CLOSED. @11/30-ZPS541N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.

VEHICLE PARTIALLY REPAIRED 8-26-99. ADDITIONAL PARTS HAD TO BE ORDERED.
WILL UPDATE AFTER THOSE REPAIRS. LS @08/02-2329
REPAIRS NOT PERFORMED AS OF 09-09-99--WILL UPDATE AFTER REPAIRS @09/09-2329
VEHICLE IN SHOP 9-29-99. PARTS ARRIVED AND ARE ADDRESSING OTHER CONCERNS. LS
@09/30-2329

SINCE TIME OF CALL CUST CAME IN AND WE ADDRESSED SEVERAL CONCERNS
ON VEHICLE --ONE NEW PROBLEM WAS SEAT BOTTOM ON DRIVERS SEAT. METAL WAS
PROTRUDING MATERIAL--SEAT BOTTOM FRAME ORDERED--CAME IN WITH HOLES NOT DRILLED
FOR MOUNTING. CALLED DEPOT AND IT USES SELF TAPPING BOLTS. WHICH WE HAVE ORDERED
--THEY ARE ON BACKORDER. AWAITING THOSE TO COMPLETE REPAIRS. @10/11-2329
CUST HAS TRADED THIS VEHICLE--CAN THIS CAR BE CLOSED?????LS @11/10-2329

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4A	CONTACT(S): SMUL	1AIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SNPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	1 DATE: 8/27/1999		USERID: VPM130N
OTHER #:	0 DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 2329	EFFECTIVE: 8/18/1999	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZPS541N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/30/99	MICROFILM:	
RESP CAA:	OLM: SPRIGG WESTON	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:47 AM

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:47 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
22	NCDE00219401	2329	12/3/1998	12/3/2004	100,000.00	2/11/1999	

See Policy # [REDACTED]

NCDE00219401 12/3/2004 2329

NCDE00219401 [REDACTED]

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAF ID: CA3138056
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ATLANTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 25000
IN SVC DATE: 7/26/1999
RTL DLR: 2181 TEAM NISSAN/LITHIA SPRING
SVC DLR: 2181 TEAM NISSAN/LITHIA SPRING
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 01 01
VCAN:
PAID:
SUSP:
DENY:

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 05/02/00 XFER/RSPNSBLTY: 34 01 S
CONTACT (S): BOTH FOLLOWUP DATE: 05/03/00 DATANET (Y/N): 2
SEVERITY: 3 CLOSE DATE: 08/07/00 DATANET DATE: 5/16/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:47 AM

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C. A. R. COMMENTS

NO PREVIOUS FILE NO RECALL. CUST SAID THIS IS THE WORST VEH. CUST SAID VEH RUMBLE WHEN TURNED ON AND OFF. SEATS ARE FALLING APART. SCREWS COMING OUT OF THE TABLE PLATES. AIR CONDITION SMELLS LIKE URINE. CUST SAID THE HIS VEH WAS BROKEN INTO DUE TO THE WINDOW BEHIND THE DRIVER WHICH DOESNT LATCH PROPERLY. CUST SAID HAD HIS LAP TOP STOLEN. CUST ALSO HAVING ELECTRICAL PROBLEM HEADLIGHTS KEEP BLOWING. ELECTRICAL SEATS HAVE A MIND OF THERE OWN FILE OPENED-ZPE333N 05/02/2000

TV/VCR DOESNT WORK. CUST PURCHASED VEH NEW. PREVIOUSLY OWNED A 1994 ALTIMA. C SERVICE VEH AT DLR. C PURCHASED EXT WARRANTY. CUST SEEKING ASS/STANCE IN GETTING REPAIRS DONE ON VEH. NCAS ADVISED CUST OF FILE #. NCAS ADVISED CUST THAT FILE WILL BE FORWARD TO REGION FOR REVIEW. C UNDERSTOOD.. FILE FORWARD TO RCAS/DLR

05/02-ZPE333N

**RCAS LEFT VMX FOR SM PAT AT DLR. 05/08-ZGP168N

**RCAS REVIEWED WITH DLR SM 1841. C'S LAST VISIT WAS 3/00 WITH HEADLIGHT SWITCH. RCAS TO ADVISE C TO RETURN TO DLR AND REVIEW WITH SM PAT. VEH HAS OPEN CAMPAIGN ON VEH.

05/12-ZGP168N

**RCAS REVIEWED WITH C. C STATES THAT C IS REQUESTING FOR NNA TO REPURCHASE VEH. RCAS ADVISED THAT NNA IS NOT IN POSITION TO REPLACE VEH. RCAS ADVISED

**RCAS REVIEWED WITH C. C IS REQUESTING A RENTAL VEH. C IS REQUESTING A COMPARABLE VEH TO THE QUEST. C HAS SERVICE CONTRACT. RCAS ADVISED THAT AS A GESTURE OF GOODWILL NNA WILL OFFER TO COVER THE RENTAL EXPENSE FOR C. C APPRECIATED. C WILL CALL DLR NEXT WEEK.

05/12-ZGP168N

**RCAS REVIEWED WITH DLR SM. AND C HAS RESCHEDULED FOR LATER DATE.

05/23-ZGP168N

**RCAS REVIEWED WITH DLR. AND C HAS NOT SHOWN UP FOR APPOINTMENT. FILE CLOSED AT THIS TIME. IF C CALLS AGAIN OPEN UP A NEW FILE. FILE WAS LEFT OPEN FOR C. BUT C DID NOT MAKE SHOW UP FOR APPOINTMENTS AT DLR. FILE CLOSED.

06/07-ZGP168N

**RCAS REVIEWED WITH SERVICE MANAGER PAT. AND C FINALLY DROPPED OFF VEH. SEAT CONCERN IS NORMAL.

06/09-ZGP168N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

PAT. THIS SURE SOUNDS BAD. WHAT HAS DLR SEEN AND WORKED ON? ARE THERE ANY WARRANTY ISSUES?

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

PAT. NNA WILL COVER RENTAL COST OF A COMPARABLE VEH, IE RENTAL OF ANOTHER QUEST. OR MINIVAN. THANKS.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

ACTION CODE: RT8G

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

CONTACT(S): BOTH

ROOT CAUSE: SCCE

USERID:

USERID:

USERID:

DATE: 4/15/2004
TIME: 08:09:47 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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OTHER #:
COMMENTS ONLY: #:
RESP DLR: 2181
IIR-DATE: 00 / 00 / 00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00 / 00 / 00
DATE: 6/9/2000
EFFECTIVE: 5/2/2000
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZGP188N
UPDATE DATE:
CLOSE DATE: 06/07/00
OLM: JARAMILLO LUPE
OWNER FIRST:

USERID:
USERID: ZGP188N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
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CA3138058

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:47 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
28	NCND00344296	2181	7/26/1999	7/26/2005	75,000.00	7/26/1999	
30	NCND90344296	2181	7/26/1999	7/26/2005	75,000.00	7/29/2000	

Vsc Policy Id

NCND00344296 7/28/2005 2181

NCND00344296

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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Use Policy Id

NCND90344296 7/26/2005

2181

NCND90344296		
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DATE: 4/23/2004
TIME: 10:19:32 AM

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3240598
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ELMSFORD
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 18000
IN SVC DATE: 8/29/1999
RTL DLR: 07117 YONKERS NISSAN, INC
SVC DLR: 2142 WHITE PLAINS NISSAN, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 08/28/00 XFER/RESPNSBLTY: 26 01 S
CONTACT (S): SMUL FOLLOWUP DATE: 09/29/00 DATANET (Y/N): 2
SEVERITY: 3 CLOSE DATE: 10/18/00 DATANET DATE: 10/2/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/23/2004
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C. A. R. COMMENTS

NO PREVIOUS FILES.C CALLED IN STATING THAT C HAS BEEN TO YONKERS NISSAN 3TIMES FOR DRIVER SIDE RUNNING LIGHT REPAIR.C STATED THAT DLR REPAIRED THE VEH 1ST TIME.C STATED THAT VEH RUNNING LIGHT WENT OUT AGAIN.C STATED THAT C TOOK VEH IN AGAIN, DLR STATED THAT DLR REPAIRED VEH AGAIN.C STATED THAT RUNNING LIGHT WENT OUT AGAIN, DLR STATED THAT THE MODULE NEEDED TO BE CHANGED, DLR CHANGED MODULE.C STATED THAT C WENT TO FLORIDA, AND C WAS HARRASSED BY THE POLICE THE FILE OPENED-ZLJ956N 08/28/2000

WHOLE TIME C WAS ON VACATION.POLICE INFORMED C THAT C RUNNING LIGHTS ARE NOT ON.C STATED THAT THE VEH WAS REPAIRED FOR THAT.C STATED C WENT TO WHITE PLAINS NISSAN FOR INSPECTION.DLR INFORMED C THAT THE HARNESS NEEDED TO BE CHANGED.C STATED THAT VEH WAS OKAY AFTER HARNESS WAS CHANGED, BUT NOW THE VEH RUNNING LIGHTS ARE OUT AGAIN.C STATED THAT C HAS TAKEN OFF WORK TO GO TO DLR FOR MULTIPLE REPAIRS AND THE VEH IS NOT REPAIRED.C STATED THAT C NEED ASSISTANCE FROM NNA.***NCAS LJ VERIFIED AND UPDATED C INFORMATION.NCAS LJ FOUND ONE OPEN SERVICE CAMPAIGN ON THE VEH.NCAS LJ ADVISED C TO GO BACK TO THE DLR, AND INFORM THE DLR THAT THE VEH RUNNING LIGHTS ARE NOT WORKING, AND AT THAT POINT VEH WILL BE INSPECTED AND REPAIRED.NCAS LJ ADVISED C RENTAL COVERAGE IS ONLY APPLIED WHEN THE VEH IS ACTUALLY BEING REPAIRED AT THE DLR.C UNDERSTOOD.NCAS APOLOGIZED TO C FOR INCONVIENENCE.NCAS LJ ADVISED C TO INFORM DLR ABOUT SERVICE CAMPAIGN.NCAS LJ ADVISED C THAT FILE WILL BE FORWARDED TO RFCAS FOR REVIEW.NCAS LJ INFORMED C OF THE FILE NUMBER.C UNDERSTOOD. @08/28-ZLJ956N C CALLED TO OBTAIN MAILING ADDRESS AS FAX IS NOT WORKING. NCAS PROVIDED C WITH MAILING ADDRESS. @09/05-ZSG851N

RCAS SPOKE WITH SM TOM WHO ADVISED THIS FILE WAS FORWARDED OUT TO THE WRONG DEALER. RCAS UPDATED RESPONSIBLE DEALER AND FORWARDED FILE OUT FOR REVIEW TO YONKERS NISSAN - DLR #07117. @09/29-PSB840N

@09/29-PSB840N

RCAS CALLED DEALER AND SPOKE WITH SM JOE I. HE STATED THE VEHICLE WAS IN ON 3/6 AND THE HEADLIGHT SOCKETS WERE CHANGED AND NO SUBSEQUENT VISITS. SM TO CONTACT C TO RESCHEDULE TO INSPECT. @10/18-PSB840N

RCAS CALLED C AT DAYTIME/WORK NUMBER BUT C NOT AVAILABLE. RCAS CALLED C AT EVENING NUMBER AND LEFT MESSAGE @10/18-PSB840N

@10/18-PSB840N

RCAS CALLED C AT EVENING NUMBER AND SPOKE WITH C'S WIFE WHO STATED THE RUNNING LIGHTS ARE FIXED BUT NOW THERE IS A PROBLEM WITH THE DOOR LOCKS. @10/18-PSB840N C'S WIFE STATED C WILL TAKE TO DEALER # 2142 FOR DIAGNOSIS. RCAS UPDATED THE @10/18-PSB840N

@10/18-PSB840N

SERVICING DEALER INFORMATION. RCAS CLOSING FILE PENDING CALLBACK.

@10/18-PSB840N

***C RETURNED CALL, C REQUESTED TO SPEAK WITH RCAS-SB. HE WAS NOT AVAILABLE. C NCAS OFFERED TO ASSIST. C STATED THAT THE DOOR LOCKS ARE NOT THE PROBLEM NOW THE WINDOW SWITCH IS NOT OPERATING PROPERLY. WHITE PLAINS NISSAN HAS ORDERED THE PART ON 10/9/00.

C STATED THAT HE MAILED IN THE INVOICE FOR THE LIGHT REPAIRS ALONG WITH THE INVOICE FOR THE RENTAL VEH ON 8/28/00. NCAS ADVISED C THAT THE FILE DOES NOT MENTION ANYTHING ABOUT REIMBURSEMENT FOR A RENTAL VEH. C STATED THAT HE SENT THOSE DOCS TO NCAS-LJ. NCAS WILL SEE IF NCAS-LJ HAS THE DOCS IF NOT C WILL NEED TO MAIL THE DOCS AGAIN. C UNDERSTOOD. @10/18-ZLW627N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

ATTN: SERVICE DEPT AT YONKERS NISSAN. PLEASE REVIEW FILE AND OFFER ANY PERTINENT COMMENTS.

THIS COMPLAINT IS AGAINST YONKERS NISSAN NOT WHITE PLAINS NISSAN.PLEASE REMOVE FROM OUR LIST @09/21-2142

DATE: 4/23/2004
TIME: 10:19:32 AM

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CAR ID:
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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y		CONTACT(S): SMUL	
CALLBACK: (Y/N) #:	ACTION CODE: RT8C	ROOT CAUSE: 8DPP	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	0 DATE: 00/00/00	USERID:	
OTHER #:	0 DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	1 DATE: 10/19/2000	USERID: ZLW627N	
RESP DLR: 2142	EFFECTIVE: 8/28/2000	CHANGED BY:	
IR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRTY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: PSB840N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/18/00	MICROFILM:	
RESP GAA:	OLM: JARAMILLO LUPE	DOM: YAKIM DAVID N	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/23/2004
TIME: 10:19:32 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CONSUMER AFFAIRS

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SERVICE CONTRACTS SUMMARY

DATE: 4/23/2004
TIME: 10:19:32 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
40	RBDD00392956	07117	6/29/1999	6/29/2005	75,000.00		

Use Policy Id

RBDD00392956 6/29/2005 07117

RBDD00392956

DATE: 4/15/2004
TIME: 08:09:47 AM

NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: PALMETTO
ST/ZIP: GA [REDACTED]
DAY PH [REDACTED]
EVE PH [REDACTED]
DLR PH [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 39540
IN SVC DATE: 8/30/1999
RTL DLR: 3332 NISSAN OF UNION CITY
SVC DLR: 3332 NISSAN OF UNION CITY
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): SGWL
SEVERITY: 3

OPEN DATE: 08/28/00
FOLLOWUP DATE: 09/14/00
CLOSE DATE: 10/09/00

XFER/RSPNSBLTY: 34 01 S
DATANET (Y/N): 1
DATANET DATE: 8/29/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

INFIELD FILE SET UP BY SERVICE MANAGER CHAD AT DLR 3332

1. DLR STATE THAT C IS REQUESTING ASSISTANCE FOR REPAIR ON LEFT HEAD LIGHT CONNECTOR AND BULB. DLR STATES THAT COST AT C PAY IS \$120. DLR STATES THAT VEH IS NOT SERVICED REGULARLY AT THIS DLR. DLR STATES THAT NO SERVICE CONTRACT WAS PURCHASED ON VEH.

FILE OPENED-ZGP168N 08/28/2000

**RCAS ADVISED THAT VEH IS OUT OF WARRANTY AND NNA CA IS NOT IN POSITION TO ASSIST AT THIS POINT. FILE CLOSED AT THIS POINT. @08/28-ZGP168N

***REOPENED FILE: C CALLING TO SEEK ASSISTANCE WITH THE MOST RECENT REPAIR ON VEH'S LIGHTS. C WAS AWARE OF DLR'S CALL TO NNA & WAS INFORMED BY DLR THAT SHE WAS DENIED GOOD WILL BECAUSE SHE DOES NOT SERVICE WITH DLR & DID NOT PURCHASE A SEC +. ***C WANTS TO STRESS THAT SHE TRAVELS A GREAT DEAL BECAUSE SHE IS A SALES REP & BECAUSE OF THIS SHE CANNOT BRING VEH INTO DLR EVERYTIME BUT SHE ALWAYS SEEKS ANY REPAIRS THAT ARE NEEDED THROUGH THIS DLR & C STATES DLR SHOULD HAVE REFERENCED THIS WHEN SPEAKING WITH FCAS. NCAS ADVISED C THAT NNA IS NOT OBLIGATED TO ASSIST WITH EXPENSES WHEN A VEH IS OOW & INFO IS ASSESSED ON A CASE BY CASE BASIS. C STATES HER 1ST VEH WAS A USED NISSAN, BUT THIS IS THE 1ST ONE SHE PURCHASED NEW. C IS NOT IN THE MARKET FOR A NEW VEH. NCAS ADVISED OF ESCALATED FILE PROCESS IN THAT FCAS WILL BE INVOLVED & TO ALLOW 4 BUS DAYS FOR A RETURN CALL WITH A FINAL DECISION. GAVE FILE # FOR REFERENCE. VERIFIED C/DLR/MILEAGE. C THANKED FOR ASSISTANCE @09/13-ZKD271N

**RCAS MAILED LETTER ADVISING C THAT NNA IS NOT IN POSITION TO ASSIST WITH OUT OF WARRANTY REPAIR.

FILE CLOSED.

@10/09-ZGP168N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT3B	CONTACT(S): SGWL	ROOT CAUSE: SCCE
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	0 DATE: 00/00/00	USERID:	
OTHER #:	1 DATE: 9/13/2000	USERID: ZKD271N	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3332	EFFECTIVE: 8/28/2000	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZGP168N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/09/00	MICROFILM:	
RESP CAA:	OLM: JARAMILLO LUPE	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MONSEY
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 25000
IN SVC DATE: 9/8/1999
RTL DLR: 3207 ACTION NISSAN, INC.
SVC DLR: 3403 BAY RIDGE NISSAN, INC.
RESP DLR:
REGION: 28 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 09 OPEN DATE: 09/11/00 XFER/RSPNSBLTY: 28 09 8
CONTACT (S): SSAD FOLLOWUP DATE: 09/12/00 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 09/18/00 DATANET DATE: 9/12/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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CA3251500

C. A. R. COMMENTS

PREVIOUS FILE 3195999. C STATES THAT C TOOK THE VEH IN TWO MONTHS AGO BECAUSE THE HEAD LIGHTS KEPT GOING OFF IN THE VEH. C STATES THAT C TOOK VEH IN TO DLR 3207 TO HAVE THE PROBLEM FIXED. C STATES THAT THE VEH IS STILL HAVING PROBLEMS WITH THE HEADLIGHTS COMING ON. STATES THAT C IS ALSO HAVING A PROBLEM WITH THE SLIDING DOOR. C STATES THAT WHEN THE SLIDING DOOR IS CLOSED THE WINDOW ON THE SLIDING DOOR POPS OPEN. C WANTS TO KNOW WHAT CAN BE DONE ABOUT FILE OPENED-ZWW716N 09/11/2000

FIXING THE VEH. C STATES THAT THIS DLR IS GIVING THE C POOR SERVICE AND THEY ARE UNABLE TO FIX THE C PROBLEMS. @09/11-ZWW716N

NCAS VERIFIED C INFORMATION. NO RECALLS ON THE VEH AND ONE SERVICE CAMPAIGN ON THE VEH FOR LAMPS. NCAS INFORMED THE C OF THE SERVICE CAMPAIGN AND GAVE THE C THE NUMBER (B0073) TO TAKE TO THE DLR AND ADVISE OF THE NUMBER TO SEE IF THIS THE PART THAT NEEDS TO BE FIXED ON THE VEH. NCAS INFORMED THE C THAT THE FILE WILL BE SENT TO RCAS/DLR FOR REVIEW ABOUT THE SERVICE THAT THE C HAS BEEN GETTING FROM THE DLRSHIP. NCAS ALSO GAVE THE C THE FILE NUMBER FOR REFERENCE AND INFORMED THE C THAT RCAS WILL CONTACT WITHIN 4 TO 5 BUSINESS DAYS. @09/11-ZWW716N

*****RFCAS CALLED DLR FOR FOLLOW-UP. SM STATED THE LAST TIME VEHICLE WAS AT DLR FOR PROBLEM WAS 7-11-00 FOR BOTH PROBLEMS. SM STATED THE LATCH WAS READJUSTED AND THE RIGHT SIDE HEADLIGHT HARNESS HAD A BAD CONNECTION THAT WAS REPAIRED. SM STATED C'S DAUGHTER WILL LET HIM KNOW THIS AFTERNOON WHEN THEY WANT TO BRING THE VEHICLE BACK IN. RFCAS ADVISED SM OF THE OPEN CAMPAIGN FOR THE T/L (B0073). RFCAS CALLED C'S DAY# FOR FOLLOW-UP. C'S GRANDDAUGHTER, MRS. GOLDMAN, STATED BAY RIDGE NISSAN REPAIRED VEHICLE LAST WEEK. C STATED SO FAR THERE IS NO PROBLEM WITH VEHICLE. RFCAS PROVIDED C WITH RFCAS' DIRECT. RFCAS ADVISED C TO CONTACT RFCAS DIRECTLY IF PROBLEM OCCURS AGAIN WITH THE APPOINTMENT DATE AND TIME SO TECH LINE CAN BE NOTIFIED TO CONTACT SERVICING DLR TO PROVIDE TECHNICAL ASSISTANCE. RFCAS ADVISED C IF RFCAS HAPPENS TO NOT BE IN THAT DAY TO CONTACT NNA'S 800 WITH THE INFORMATION. C UNDERSTOOD. FILE CLOSED. @09/18-ZTG494N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S):	SSAD	SUTR
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SDMV	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:	USERID:
OTHER #:		DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3403	EFFECTIVE: 9/11/2000	CHANGED BY:		
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO	
3RD PRY:	PART#:	CHECK ISSUED:	NO	
BYBACK ST:	OPENED BY:			
HISTORY:	UPDATE BY: ZTG494N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 09/18/00	MICROFILM:		
RESP CAA:	OLM: JARAMILLO LUPE	DOM: RHODES CURTIS R		

DATE: 4/15/2004
TIME: 08:09:47 AM

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DATE: 4/15/2004
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MODEL YEAR: 1999.0
MAKE:
MODEL LINE: Q8T

NAME: [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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See Policy Id [REDACTED]

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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: GOSHEN
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 19000
IN SVC DATE: 8/23/1999
RTL DLR: 3387 NISSAN OF MIDDLETOWN
SVC DLR: 3035 RAMSEY NISSAN, INC.
RESP DLR:
DENY: REGION: 28 DIST: SL/SV/PT: 09 09

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 09 OPEN DATE: 09/18/00 XFER/RSPNSBLTY: 28 09 S
CONTACT (S): SCRI FOLLOWUP DATE: 10/18/00 DATANET (Y/N): 2
SEVERITY: 9 CLOSE DATE: 10/23/00 DATANET DATE: 10/18/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
TIME: 08:09:47 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES THAT HE HAS HAD AN ONGOING SITUATION WITH HIS VEH. C STATES THAT THERE IS A SHIMMY THAT OCCURS OVER 30 MPH. C STATES THAT TIRES HAVE BEEN ROATED PROPERLY AT 10131 AND 18000 MILES. C STATES THAT DLR ADVISED THAT TIRES ARE DEFECTIVE AND C SHOULD GO TO GOODYEAR. C STATES THAT HE WENT TO GOODYEAR AND THEY ADVISED THAT TIRES ARE NOT DEFECTIVE BUT C COULD REPLACE AT A COST OF \$49 A PIECE. C STATES THAT GOODYEAR ADVISED THAT IF TIRE REPLACE FILE OPENED-ZSG851N 08/18/2000

DID NOT GET RID OF SHIMMY WITHIN ONE WEEK. THAT C SHOULD DRIVE VEH TO NISSAN DLR. C STATES THAT ON THE SAME DAY HE WAS AT GOODYEAR, THAT ANOTHER C WAS EXPERIENCING SHIMMY ON 99 QUEST ALSO. C STATES THAT HE FEELS THIS IS TOO COINCIDENTAL. C STATES THAT HE HAS ALSO HAD OTHER PROBLEMS WITH DLR THAT HAVE BEEN ADDRESSED. C STATES THAT HEADLIGHT BULB WENT OUT AND THAT DLR DID NOT HAVE BULB IN STOCK. C STATE THAT DLR WAS RELUCTANT TO TAKE BULB OUT OF EXISTING QUEST ON LOT, BUT GOT C BULB. C STATES THAT HE WOULD LIKE SHIMMY TAKEN CARE OF. C STATES THAT HE WILL TRY TO GET TIRES REPLACED THIS WEEKEND. NCAS VERIFIED C INFORMATION AND ADVISED C OF NO OPEN CAMPAIGNS/RECALLS ON VEH. NCAS ADVISED C THAT FILE WOULD BE FORWARDED TO AN RFCAS FOR DLR COMMENTS. C UNDERSTOOD. C GIVEN FILE NUMBER AND ADVISED OF 4-5 BUSINESS DAY FOLLOW UP. FILE FORWARDED TO RFCAS/DLR. @08/18-ZSG851N

C CALLED TO GET UPDATE TO FILE. NCAS ADVISED C THAT THIS IS THE FIFTH BUSINESS DAY. C UNDERSTOOD. NCAS ADVISED C THAT A MESSAGE WOULD BE SENT TO THE RFCAS IN CHARGE OF C'S FILE. C UNDERSTOOD. EMAIL SENT. @08/26-ZSG851N

*****RFCAS CALLED DLR FOR FOLLOW-UP. SM STATED VEHICLE HASN'T BEEN BACK TO DLR SINCE C WAS ADVISED TO TAKE VEHICLE TO THE TIRE MANUFACTURER. @08/26-ZTG494N

C CALLED STATING HE NEVER REC'D A CALL BACK FROM THE RFCAS WHO IS HANDLING HIS FILE. C STATED HE WANTED TO SPEAK TO A SUPERVISOR RIGHT NOW. NCAS-KP STATED SUPERVISOR CALL BACKS ARE ON A 4 BUSINESS DAY F/U TIME FRAME. NCAS-KP STATED C REQUEST HAS BEEN NOTED. NCAS-KP TO FORWARD UPDATED C MESSAGE TO RFCAS-TG VIA E-MAIL. @08/27-ZKP394N

C CALLED JC-8VP. EXEC E-MAILED CS ADVISING C WILL BE CONTACTED TOMORROW MORNING MORNING BY FCAS & SUPERVISOR. COPY E-MAIL TO FCAS, SUPERVISOR & EXEC MF. EXEC SPEC LEFT A VMX WITH C'S DAY PHONE # ADVISING C CM-TL AND/OR TG-FCAS WILL CALL HIM TOMORROW MORNING. @08/27-ZPW981R

*****RFCAS REVIEWED FILE WITH TL-CM (THERE WAS NO NEED FOR REGIONAL FOLLOW-UP WHEN C INITIALLY CALLED ON 9-18-00 BECAUSE VEHICLE HADN'T BEEN INSPECTED BY THE TIRE MANUFACTURER YET). RFCAS CALLED C'S DAY# FOR FOLLOW-UP. RFCAS LEFT UPDATE, RFCAS' DIRECT#, AND C'S FILE# ON C'S VM. @08/28-ZTG494N

:: SNCAS REVIEWED FILE WITH NCAS-SG @08/28-ZMW554N

*****C LEFT A MESSAGE ON RFCAS' VM STATING GOODYEAR PROVIDED HIM A LETTER STATING THEY HAVE RECEIVED MANY RELATED COMPLAINTS AND HAVE FOUND THE PROBLEM NOT TO BE RELATED TO THE TIRES BUT TO THE SUSPENSION. C STATED HE CAN FAX LETTER. C STATED GOODYEAR WANTS TO CHARGE HIM A PRORATED AMOUNT TO REPLACE THE TIRES. C STATED HE SHOULDN'T HAVE TO PAY TO REPLACE TIRES BECAUSE THE DEFECT IS WITH THE VEHICLE. C STATED HE FEELS NO ASSISTANCE WILL BE PROVIDED SO HE WILL HAVE TO CONTACT BBB. C ASKED TO BE CONTACTED AT HIS DAY#. RFCAS RETURNED CALL. C STATED INSPECTED VEHICLE THEN PROVIDED THE LETTER. RFCAS PROVIDED C WITH RFCAS' FAX# TO FAX LETTER PER TL-CM FOR REVIEW. RFCAS ADVISED C RFCAS WILL CALL BACK UPON REVIEW OF FAX. C STATED SERVICE AT DLR IS TERRIBLE. C STATED HE WILL ONLY TAKE VEHICLE TO DLR FOR WARRANTY WORK. @08/28-ZTG494N

*****RFCAS RECEIVED REQUESTED INFORMATION VIA FAX. RFCAS FORWARD TO TL-CM FOR REVIEW. RFCAS CALLED C'S DAY# FOR FOLLOW-UP. RFCAS LEFT ON C'S VM FAX RECEIVED AND BEING REVIEWED BY TL-CM. UPDATE SHOULD BE PROVIDED BY THE BEGINNING OF NEXT WEEK. RFCAS ALSO LEFT RFCAS' DIRECT# AND C'S FILE#. @10/06-ZTG494N

*****C LEFT A MESSAGE ON RFCAS' VM EXPRESSING HIS DISAPPOINTMENT IN NNA'S FOLLOW-UP AS WELL AS HIS VEHICLE. C ASKED TO BE CONTACTED AT HIS DAY#. RFCAS FORWARD MESSAGE TO TL-CM. @10/16-ZTG494N

C RETURNED TL CALL. TL RETURNED C CALL. C ON THE PHONE. TL LEFT DIRECT LINE. C CALLED BACK. C ADVISED IS NOT HAPPY WITH SERVICE RECEIVED FROM DLR OR NNA. C

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CA3257889

ADVISED THAT SELLING DLR HAS ADVISED THERE IS NO PROBLEM WITH VEHICLE THAT WAS RELATED TO TIRE WEAR. (TL SPOKE TO DLR SERVICE MGR. SCOTT, WHO ADVISED THAT DLR HAS DONE NO REPAIRS TO VEH THAT ARE RELATED TO ANY TIRE WEAR ISSUES) TL NOTES IN DLR VEH REPAIR HISTORY THAT C HAS HAD TIRES ROTATED ONCE AT 10,131 MILES. RACK AND PINION AND PUMP REPLACED AT 10,613. ALIGNMENT ALSO DONE AT THIS TIME BY DLR. TL ADVISED C THAT AT THIS TIME NISSAN HAS NOTHING STATING THAT C TIRE WEAR CONCERNS ARE RELATED TO VEHICLE. C ADVISED HAS NO CONFIDENCE FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

FOLLOW-UP IS DUE ON OR BEFORE

DAVE. HERE'S THAT FILE WE DISCUSSED. CALL ME WITH YOUR FINDINGS. THANKS
CAROL (310) 771-3818.

CUSTOMER WANTED US TO DISABLE ONE OF OUR NEW VEHICLES BY REMOVING THE HEADLIGHT ASSEMBLY TO INSTALL IN HIS VEHICLE WE ORDERED THE PART FOR HIS CAR BUT HE DIDN'T WANT TO WAIT FOR THE PART OVERNIGHT HE WANTED US TO FIX IT RIGHT AWAY. IF THE CUSTOMER STATES THAT ANOTHER CUSTOMER WAS COMPLAINING OF THE SAME CONDITION IN HIS 99 QUEST DONT YOU THINK IT MIGHT BE A CHARACTERISTIC TRAIGHT OF THE VEHICLE AND NOT A DEFECT.

@09/18-3367

IN SELLING DLR AND WILL TAKE VEH TO NEWBURGH NISSAN THIS WEEK TO HAVE VEH INSPECTED. C ALSO ADVISED HAS CONTACTED NHTSA REGARDING THIS CONCERN AND THAT C WILL NEVER BUY ANOTHER NISSAN. TL CALLED NEWBURGH NISSAN AND SPOKE TO JOE IN SERVICE DEPT. ADVISED THAT C WOULD BE CALLING TO SET UP AN APPOINTMENT. JOE ADVISED WOULD CALL C AS WELL. TL ADVISED JOE OF C CONCERN AND TL PROVIDED DIRECT LINE IF JOE HAD ANY QUESTIONS ONCE VEH IS AT DLR.

NOTE: IN DISCUSSION WITH C TL ADVISED C AS C HAS GOTTEN 20,000 MILES OF USE FROM TIRES THAT C WOULD HAVE TO PARTICIPATE IN THEIR REPLACEMENT. C DOES NOT AGREE. PAUL AT GOODYEAR STORE ADVISED THAT OFFER FROM GOODYEAR MAY NOT BE THE SAME AS OFFER WAS MADE LAST MONTH AND C CONTINUES TO DRIVE VEH AND PUT MILES ON TIRES.

@10/17-ZCM864R

C CALLED BACK AND ADVISED WILL BE TAKING VEH TO RAMSEY NISSAN AS IS JUST DOWN THE STREET FROM WHERE C WORKS. TL SPOKE TO DLR SERVICE MGR. DAVE. AT RAMSEY AND REDATANET FILE TO RAMSEY.

@10/17-ZCM864R

TL SPOKE TO DLR SERVICE MGR. DAVE. AT RAMSEY NISSAN WHO ADVISED INSPECTED C' VEH AND FOUND NO PROBLEMS WITH THE VEH IE SUPSENSION, STRUTS, THAT WOULD HAVE CAUSED OR CONTRIBUTED TO TIRE WEAR ISSUE. TL CALLED C DAY NUMBER. LEFT MSG ON C VMX NOTING DISCUSSION WITH DLR. TL PROVIDED DIRECT LINE IF C WANTS TO DISCUSS HOWEVER AT THIS TIME NISSAN WOULD REFER C BACK TO GOODYEAR IN REF TO THEIR OFFER TO REPLACE TIRES AT REDUCED COST. FILE CLOSED PENDING CALL BACK FROM C.

@10/23-ZCM864R

C CALLED TL AND ADVISED HAD TIRES REPLACED ON VEH APPROX 2 WEEKS AND 300 MILES AGO. C STATES THERE IS A CHIRPING NOISE COMING FROM THE FRONT END WHEN ACCELERATING AND ALSO A NOISE WHEN TURNING THE STEERING WHEEL. C ADVISED WILL BE TAKING VEH BACK TO A NISSAN DLR TO ADDRESS AFTER THANKSGIVING. C WANTED FILE UPDATED TO REFLECT CURRENT STATUS OF VEH. TL ADVISED C OF OPEN SERVICE CAMPAIGN FOR RACK BOLTS. C ADVISED WOULD CONTACT DLR TO SET UP APPOINTMENT. TL SPOKE TO DAVE AT RAMSEY TO ADVISE OF C CONTACT IN REGARDS TO CAMPAIGN.

@11/09-ZCM864R-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N

ACTION CODE: DP6A

CONTACT(S): SCRI
ROOT CAUSE: SDAV

DATE: 4/15/2004
TIME: 08:09:47 AM

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CALLBACK: (Y/N) #: 0 DATE: 00/00/00
REOPEN: CALLBACK #: 0 DATE: 00/00/00
NEW INFO #: DATE: 00/00/00
OTHER #: DATE: 00/00/00
COMMENTS ONLY: #: 1 DATE: 11/9/2000
RESP DLR: 3035 EFFECTIVE: 9/18/2000
IIR-DATE: 00/00/00 TRANS DATE:
3RD PRTY: PART#:
BYBACK ST: OPENED BY:
HISTORY: UPDATE BY: ZOM864R
SVC CALL#: UPDATE DATE:
CLOSE: Y (Y/N) CLOSE DATE: 10/23/00
RESP CAA: OLM: HERR WENDY
PHONE: OWNER FIRST:

USERID:
USERID:
USERID:
USERID:
USERID: ZCM864R
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:47 AM

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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:47 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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DATE: 4/15/2004
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REQUESTED BY: NHTSA

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Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: RECTOR
ST/ZIP: AR [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 29000
IN SVC DATE: 12/13/1999
RTL DLR: 2870 CARLOCK NISSAN, INC.
SVC DLR: 2870 CARLOCK NISSAN, INC.
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 09 09

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 09 OPEN DATE: 10/19/00 XFER/RSPNSBLTY: 32 09 P
CONTACT (S): PAVA FOLLOWUP DATE: 10/20/00 DATANET (Y/N): 1
SEVERITY: 0 CLOSE DATE: 10/25/00 DATANET DATE: 10/20/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
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CA3283975

C. A. R. COMMENTS

NO PREVIOUS FILES.

C CALLED AND STATES THAT VEH WAS TEKN TO DLR-2870 ABOUT (1) MONTH AGO FOR PROBLEMS WITH HEADLIGHTS. C STATES THAT HEAD LIGHT HARNESS HAS BEEN ORDERED BUT NO ETA HAS BEEN PROVIDED. C STATES THAT C HAS BEEN DRIVING VEH WITH OUT REPAIRS AND C FEELS THAT THIS IS A SAFETY ISSUE. C WOULD LIKE TO KNOW HOW SOON PART WILL BE AVAILABLE. C STATES THAT RICK BORTIS. PARTS. ADVISED C TO CONTACT FILE OPENED-ZEM250N 10/19/2000

NSN.

©10/19-ZEM250N

...EMAIL:NONE

OWNER/MILEAGE/DLR INFORMATION CORRECT.

NCAS ADVISED C THAT FILE HAD BEEN CREATED AND WOULD BE FORWADED TO RFCAS/DLR FOR REVIEW. NCAS ALSO ADVISED C THAT CONTACT TIME WILL BE WITH IN 4-5 BUSINESS DAYS. NCAS ALSO ADVISED C OF FILE NUMBER . FILE FORWARDED... ©10/19-ZEM250N RFCAS-LC SPOKE WITH RICK IN PARTS WHO VERIFIED THAT THE PART HAS COME IN AND THE C HAS BEEN CONTACTED TO BRING HER VEH IN. FILE CLOSED. ©10/25-ZLC939N FOLLOW-UP IS DUE ON OR BEFORE DEALER. PART IS ON BACK ORDER. PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): PAVA	ROOT CAUSE: PDPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 2870	EFFECTIVE: 10/19/2000	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZLC939N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/25/00	MICROFILM:	
RESP CAA:	OLM: JARAMILLO LUPE	DOM: FOLEY ROBERT J	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3283975
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CA3283975
NAME [REDACTED] VIN: [REDACTED]
IN SCV DATE: [REDACTED]

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:48 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
14	NCDC00803830	2870	12/13/1999	12/13/2004	100,000.00	9/14/2001	

Vsc Policy Id

NCDC00803830 12/13/2004 2870

NCDC00803830		
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DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3293741
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BALTIMORE
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 29342
IN SVC DATE: 10/25/1999
RTL DLR: 3435 SHEEHY NISSAN
SVC DLR: 3435 SHEEHY NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 04
CONTACT (S): 9MUL
SEVERITY: 9

OPEN DATE: 11/01/00
FOLLOWUP DATE: 11/02/00
CLOSE DATE: 11/08/00

XFER/RSPNSBLTY: 36 04 S
DATANET (Y/N): 1
DATANET DATE: 11/2/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3293741

C. A. R. COMMENTS

NO PREVIOUS FILE
C IS CALLING STATING THAT HIS VEH'S HEADLIGHTS AND TAIL LIGHTS HAVE GONE OUT AT LEAST ONCE, SOME HAVE GONE OUT TWICE. C STATES THAT IT IS AN INCOVENIENCE TO HIM ALWAYS HAVING TO GO BACK TO THE DLR (ABOUT EVERY 2 WEEKS). C WANTS TO KNOW WHAT ELSE COULD BE DONE TO HAVE THIS VEH REPAIRED PROPERLY. C STATES THAT HIS VEH HAS BEEN GOING TO DLR#3435
FILE OPENED-ZEM891N 11/01/2000
NO EMAIL. VERIFIED C'S INFORMATION AND FOUND A RACK BOLTS CAMPAIGN STILL OPEN. C THANKED. NCAS APOLOGIZED TO C FOR THE INCONVENIENCE HE HAS BEEN EXPERIENCING WITH HIS NEW QUEST. NCAS ADVISED C THAT A FILE WOULD BE CREATED AND SENT OUT TO THE DLR AND REGION FOR REVIEW. NCAS ADVISED C TO ALLOW 4/5 DAYS FOR A FOLLOW CALL. C UNDERSTOOD. NCAS PROVIDED C WITH FILE NUMBER. @11/01-ZEM891N
RCAS-PE LEFT MESSAGE FOR SM-JODY @11/03-ZPE333N
RCAS-PE SPOKE WITH SM-JODY STATES THAT CUST WAS IN ON 10-9-00 AND THE LEFT FRONT BULB WAS REPLACE AND AND CONNECTOR. ON 11-1-00 BULB WAS REPLACED AGAIN
RCAS ADVISED SM-JODY IF CUSTOMER STILL HAVING PROBLEM WITH HEADLIGHT BLOWING HE MIGHT WANT TO CONTACT TECH SUPPORT. JODY AGREED. @11/08-ZPE333N
RCAS-PE LEFT MESSAGE ON VMX ADVISING CUST IF C HAS A PROBLEM WITH LIGHT BLOWING AGAIN TO TAKE VEH BACK TO DLR AND HE WILL CONTACT TECH SUPPORT TO ASSIST IN REPAIRS. RCAS LEFT DIRECT#. RCAS CLOSING FILE @11/08-ZPE333N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): SMUL	SUTR
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3435	EFFECTIVE: 11/1/2000	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZPE333N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/08/00	MICROFILM:	
RESP CAA:	OLM: JARAMILLO LUPE	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CA3293741
NAME: [REDACTED] VIN: [REDACTED]
IN SCV DATE: [REDACTED]

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:48 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
16	NCDD00424685	3435	10/25/1999	10/25/2005	75,000.00		

Via Policy Id

NCDD00424685 10/25/2005 3435

NCDD00424685

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3295488
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BROOKLYN
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 13000
IN SVC DATE: 1/31/2000
RTL DLR: 3561 QUEENS NISSAN
SVC DLR: 3561 QUEENS NISSAN
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 03
CONTACT (S): SCRI
SEVERITY: 3

OPEN DATE: 11/03/00
FOLLOWUP DATE: 11/06/00
CLOSE DATE: 11/07/00

XFER/RSPNSBLTY: 26 03 S
DATANET (Y/N): 1
DATANET DATE: 11/8/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CA329548B

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES THAT THE MAIN CONCERN IS THAT THE VEH HAS BEEN INTO DLR 3561 3 TIMES FOR THE HEADLAMP. C STATES THAT WAS THEN INFORMED C THAT C NEEDS A WIRE HARNESS. C STATES THAT C CAN NOT DRIVE VEH AT NIGHT DUE TO THE HEADLIGHT MISSING. C STATES THAT THE VEH NOW HAS A MISSING TAIL LIGHT. C STATES WAS INFORMED BY DLR 3561 THAT THE PART HAS COME IN. BUT THE EARLIEST THEY CAN TAKE C IS ON MONDAY 11/6/00. C STATES THAT IS NO GOOD BECAUSE C FILE OPENED-ZLB875N 11/03/2000

EMAIL: CFJKM1 @AOL.COM

@11/03-ZLB875N

IS OFF TODAY AND C WILL NOT BE ABLE TO BRING THE VEH INTO THE DLR ON MONDAY. C STATES IN SPECIFICS C IS REQUESTING A LOANER VEH FROM THE DLR IF THEY ARE UNABLE TO ASSIST C TODAY. C STATES C RECEIVED A TICKET ALREADY FOR HAVING AN MISSING TAIL LIGHT. C STATES THAT C CANNOT DRIVE VEH AT NIGHT EITHER DUE TO THE MISSING HEAD LAMPS. C STATES THAT C HAS BEEN IN CONTACT WITH BOB AND ROBERTO - SERVICE ADVISORS AT THE DLR.

@11/03-ZLB875N

NCAS VERIFIED C NAME, ADDRESS DLR AND TELEPHONE NUMBER. NCAS CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. NONE FOUND. NCAS INFORMED C THAT THE DLRS ARE INDEPENDENT OWNED AND OPERATED AND NNA CANNOT FORCE A DLR HOW TO RUN THEIR BUSINESS. NCAS INFORMED C WILL FORWARD FILE OUT TO DLR TO VIEW. C UNDERSTOOD. FILE NUMBER PROVIDED TO C. FILE FORWARD OUT TO VIEW.

**CCF REC'D AND FORWARDED TO ARBS-LB.

@11/06-ZPT016N

@11/07-ZLB875N

*****RFCAS CALLED DLR FOR FOLLOW-UP. SM ISN'T IN THE OFFICE AT THIS TIME. SERVICE ADVISOR-RUSSELL STATED DLR WAS ABLE TO REPAIR VEHICLE ON 11-3-00. C ADVISED THE REAR BRAKE LIGHT WAS OUT. DLR FOUND NO FAULT EXCEPT A LOOSE BULB WHICH WAS TIGHTENED. SM STATED DLR ALSO PERFORMED THE RACK BOLT SERVICE CAMPAIGN-B0083. RFCAS CALLED C'S DAY# FOR FOLLOW-UP. RFCAS LEFT UPDATE. RFCAS' DIRECT#. AND C'S FILE# ON C'S BUSINESS LINE. FILE CLOSED. @11/07-ZTG494N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S):	SCRI	SSAD
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: B0083	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:	USERID:
OTHER #:		DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3561	EFFECTIVE: 11/3/2000	CHANGED BY:		
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO	
3RD PRY:	PART#:	CHECK ISSUED:	NO	
BYBACK ST:	OPENED BY:			
HISTORY:	UPDATE BY: ZTG494N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 11/07/00	MICROFILM:		
RESP CAA:	OLM: JARAMILLO LUPE	DOM: RHODES CURTIS R		
PHONE:	OWNER FIRST:	LANGUAGE:		

DATE: 4/15/2004
TIME: 08:09:48 AM


NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3295488
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CA3295488

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:48 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
64							

Wst Policy Id

[REDACTED]

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3295885
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SOUTH PLAINFIELD
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 7349
IN SVC DATE: 8/17/2000
RTL DLR: 08041 BRISTOL MOTORS INC
SVC DLR: 3635 NISSAN WORLD/SPRINGFIELD
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 04 OPEN DATE: 11/03/00 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): SUTR FOLLOWUP DATE: 11/08/00 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 11/20/00 DATANET DATE: 11/6/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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C. A. R. COMMENTS

PREVIOUS FILE 3182282. C IS CALLING BECAUSE HIS HEADLIGHT WENT OUT. C TOOK VEH TO DLR 3835 AND REPLACED THE CONNECTOR. C MAIN CONCERN IS THE VCR MONITOR IS NOT WORKING PROPERLY. C STATES THAT SCREEN WAS JUMPING AND SOUND WAS DISTORTED VCR MONITOR WAS REPLACED. C STATES THAT AFTER A MONTH IT STARTED DOING THE SAME THING. C STATES THAT VEH WAS TAKEN BACK TO DLR # 3835 AND DLR PUT A VIDEO TAPE AND TOLD C THAT EVERYTHING SEEM FINE WITH VCR MONITOR. C SAYS THAT FILE OPENED-ZDG693N 11/03/2000

CONNECTOR LOOKS LIKE ITS MELTING. C SAYS THAT THIS IS THE SECOND TIME THIS IS REPLACED. C SAYS THIS IS VERY INCONVENIENT FOR HIM AND HIS FAMILY. C SAYS THAT HE HAS NOT RECEIVED TOO MUCH SATISFACTION FROM DLR. ***NO OPEN RECALLS, NCAS VERIFIED C NAME, ADDRESS, PHONE NUMBER, NO EMAIL AVAILABLE. NCAS TOLD C THAT FILE WILL BE FORWARDED TO RCAS/DLR FOR FURTHER REVIEW SINCE DLR IS NOT ABLE TO DUPLICATE PROBLEM FOR C. C SAYS THAT VCR SYSTEM IS NOT WORKING FOR THE SECOND TIME. DLR TOLD C THAT EVERYTHING WAS FIND WITH VCR SYSTEM. NCAS TOLD C TO ALLOW 4/5 BUSINESS DAYS FOR RCAS TO CALL BACK WITH A RESPONSE. NCAS PROVIDED C WITH FILE NUMBER. C THANKED AND UNDERSTOOD. FILE SENT TO REGION.

@11/03-ZDG693N

RCAS REVIEWED THE FILE. TO CONTACT THE DLR SERVICE MGR TO DICUSS THE MATTER.

@11/06-ZMN446N

RCAS CALLED DLR AND SPOKE WITH SERVICE MGR TIM WHO STATES THAT THE C BROUGHT THE VEH INTO THE DLR FOR THE PROBLEM WITH THE VCR UNIT. TIM STATES THAT THE C

@11/13-ZMN446N

CLAIMED THAT THE VCR WAS SHOWING THE TAPE WITH LINES AND VERY DISTORTED. DLR STATES THAT THE RADIO AND VCR WERE REPLACED BY BRISTOL MOTORS PRIOR TO THE C VISIT TO NISSAN WORLD SPRINGFIELD FOR THE PROBLEM. TIM STATES THAT THEY TESTED THE VCR USING THE CUSTOMERS CHILDREN'S TAPE, AND PICTURE APPEARED TO BE VERY CLEAR AND NO DISTORTION. DLR STATES DOES RECALL THAT THE KNOBS FOR THE VCR UNIT WERE WORN OFF. BUT AS FOR THE UNIT, THERE WERE NO PROBLEMS FOUND.

RCAS CALLED C EVE PHONE AND LEFT MSG WITH A WOMAN REQUESTING THAT C CALL RCAS BACK AT DIRECT EXTENSION TO DISCUSS THE FILE. RCAS AWAITING CALL BACK.

@11/13-ZMN446N

RCAS CALLED C AGAIN THIS DATE AND SPOKE WITH MR. MARTINEZ. RCAS PROVIDED THE ABOVE INFORMATION. C STATES THAT SINCE THEN. C HAS BEEN USING THE VCR. AND PICTURE IS STILL DISTORTED AND WHEN C GOES TO REMOVE THE TAPE, THE TAPE COMES OUT OF THE VIDEO CARTRIDGE. RCAS ADVISED C THAT IF HE WAS STILL ENCOUNTERING A PROBLEM, THEN C WOULD NEED TO TAKE THE VEH BACK TO THE NISSAN WORLD OF

@11/20-ZMN446N

SPRINGFIELD. RCAS ADVISED C THAT HE COULD CALL RCAS BACK ONCE APPOINTMENT HAD BEEN SCHEDULED AND VEH WAS AT THE DLR IF DLR REQUIRED ADDITIONAL TECHNICAL ASSISTANCE WITH THE UNIT. C UNDERSTOOD. RCAS PROVIDED C WITH RCAS DIRECT EXTENSION. RCAS CLOSING FILE PENDING CALL BACK FROM THE C. @11/20-ZMN446N

FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y
CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0

ACTION CODE: RT6G
DATE: 00/00/00
DATE: 00/00/00

CONTACT(S): SUTR
ROOT CAUSE: SRPP
USERID:
USERID:

DATE: 4/15/2004
TIME: 08:09:48 AM

CONFIDENTIAL
NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
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CA3295885

NEW INFO #: DATE: 00 / 00 / 00
OTHER #: DATE: 00 / 00 / 00
COMMENTS ONLY: #: 0 DATE: 00 / 00 / 00
RESP DLR: 3635
IIR-DATE: 00 / 00 / 00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00 / 00 / 00
DATE: 00 / 00 / 00
DATE: 00 / 00 / 00
EFFECTIVE: 11/3/2000
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZMN446N
UPDATE DATE:
CLOSE DATE: 11/20/00
OLM: HERR WENDY
OWNER FIRST:

USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
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CA3295885

CONSUMER AFFAIRS

CA3295885

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:48 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
31	NLDN07489939	3558	7/19/2003	7/19/2008	71,739.00	7/23/2003	
38	PLNL05121398	28ESC	7/19/2003	7/19/2004	47,739.00		
59	RCNP00747613	08041	6/17/2000	12/17/2003	42,000.00	6/23/2000	

Visc Policy Id

NLDN07489939 7/19/2008 3558

NLDN07489939 [REDACTED]

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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Visc Policy #1

PLNLD5121396 7/19/2004 28ESC

PLNLD5121396		
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DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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Use Policy Id

RCNP00747613 12/17/2003 08041

RCNP00747613		
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DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3305338
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T3XD [REDACTED]
CITY: MESA YR/MDL: 1999.0 QST MILEAGE: 20120
ST/ZIP: AZ [REDACTED] IN SVC DATE: 9/25/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 2718 ABC NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3331 BROWN & BROWN NISSAN MESA
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 44 DIST: SL/SV/PT: 08 08

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 08 OPEN DATE: 11/18/00 XFER/RSPNSBLTY: 44 08 5
CONTACT (S): SMUL FOLLOWUP DATE: 11/27/00 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12/01/00 DATANET DATE: 11/17/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA3305338
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C. A. R. COMMENTS

NO PREVIOUS FILE. C STATED THAT HE IS HAVING NUMEROUS PROBLEMS WITH VEH SINCE THE DATE OF PURCHASE. C STATED THAT C IS HAVING HEAD LIGHT PROBLEMS WHICH HE HAD SERVICED A WEEK AGO. THE WHOLE HEADLIGHTS PLUGS WERE REPLACED. C INSTALLED NEW BULBS TO RECTIFY THE PROBLEM. C ALSO STATED THAT VEH MAKES A CLUNKING NOISE WHENEVER VEH IS STEERED TO THE RIGHT (DRIVER SIDE). C TOOK VEH TO DLR #3331 AND WAS INFORMED BY THE SERVICE ADVISOR-PAT THAT THEY COULD NOT DETECT FILE OPENED-ZDM972N 11/18/2000

EMAIL [REDACTED]

ANY SOUNDS COMING FROM VEHICLE. C TOOK VEH BACK TO DLR FOR OTHER PROBLEMS AND ALSO WANTED VEH INSPECTED AGAIN FOR CLUNKING NOISE. SERVICE ADVISOR-PAT THEN INFORMED C OF THE RACK BOLTS REPLACEMENT RECALL. C STATED THAT C WAS NOT NOTIFIED BY MAIL OR PHONE OF THIS RECALL. THE DLR SERVICED THE VEH AND WAS TOLD THAT THE REPLACEMENT OF THE RACK BOLTS REPLACEMENT WOULD ELIMINATE THE CLUNKING SOUND. C STATED TO THIS DAY THE PROBLEM STILL PERSISTS. C HAS NOT CONTACTED THE DEALER FOR REPAIRS OF THE CLUNKING SOUND BECAUSE AS C STATED. THIS IS THE 3RD TIME THAT VEH HAS BEEN AT THE DLR FOR THIS ISSUE. C ALSO STATED THAT IN THE SUMMER TIME C TOOK VEH TO BROWN AND BROWN NISSAN BECAUSE THE AIR CONDITIONER WOULD NOT GENERATE COLD AIR AT A CERTAIN TIME OF DAY (LATE AFTERNOON). DLR INSPECTED VEH AND INFORMED C THAT IF THE VEH TEMP AND OUTSIDE TEMP WAS EXTREMELY THAT VEH COMPUTER WOULD SHUT THE COMPRESSOR OFF TO AVOID VEH OVER HEATING . C STATED THAT VEH NEVER SHOWED SIGN OF OVER

@11/18-ZDM972N

HEATING AND THAT VEH TEMP ALWAYS REMAINED THE SAME AND C STATED THAT C DOESN'T SEE HOW THIS EXPLAINS WHAT THE DLR INFORMED C. C WANTS TO KNOW IF THIS ACTUALLY CORRECT INFORMATION . C ALSO STATED THAT THE LAST TIME THAT VEH WAS SERVICED C WAS INFORMED THAT THE INNER CV BOOT ON PASSENGER SIDE HAD TO BE REPLACED AND C IS CONCERNED AS TO WHY DID THAT HAVE TO BE REPLACED AT 20,000 MILES. C STATED THAT THE NATURE OF CALL IS TO FIND OUT WHAT OPTIONS C HAS TO GET RID OF THIS VEH BECAUSE OF THE MULTIPLE PROBLEMS. C WANTS TO KNOW WHAT NISSAN CAN DO FOR C. C PURCHASED VEH NEW WITHOUT SEC+. C USE TO OWN A 97 ALTIMA AND NEVER EXPERIENCED ANY PROBLEMS WITH THAT VEH. C USE TO OWN AN 87 NISSAN SENTRA. C GETS OIL CHANGES FROM AN INDEPENDENT NISSAN BUT FOR MAINTENAN VEH IS TAKEN TO DLR. C IS CONSIDERING PURCHASING A NEW NISSAN VEH ONLY IF C CAN TRADE VAN. C STATED THAT C WOULD NEVER BUY ANOTHER QUEST.

NCAS-DM UPDATED AND VERIFIED SPELLING OF C'S NAME, ADDRESS, TELEPHONE INFORMATION AND MILEAGE. NCAS CHECKED FOR RECALLS AND CAMPAIGNS THAT ARE NOW

@11/16-ZDM972N

CLOSED. NCAS-DM INFORMED C THAT THIS FILE WOULD BE TRANSFERRED TO RFCAS FOR REVIEW. NCAS-DM INFORMED C OF 4-5 DAY CALL BACK. NCAS RELAYED FILE # TO C. C UNDERSTOOD.

@11/16-ZDM972N

RCAS-VS CALLED DLR LEFT MESSAGE ON VMX OF SM-RM TO CALL BACK. RCAS-VS CALLED C LEFT MESSAGE WITH MRS FOR CALL BACK, LEFT DIRECT LINE. @11/16-ZVS932N

RCAS-VS SPOKE WITH C STATES THAT VEH IS HAVING TOO MANY PROBLEMS AND DLR 3331 HAS NOT BEEN ABLE TO FIX THE PROBLEM. RCAS ADVISED C THAT HE WILL NEED TO GET VEH BACK INTO DLR SO NNA CAN INVOLVE OUR TECH SPECIALIST. C STATES THAT DLR TOLD THEM THAT UNLESS VEH IS KEPT OVER NIGHT DLR CAN'T PROVIDE RENTAL. RCAS ADVISED C TO CALL ME BACK WHEN APPOINTMENT MADE, RCAS SPOKE WITH SM-RICK ADVISED HIM THAT C WILL BE CALLING FOR APPOINTMENT AND TO PLEASE TEST DRIVE VEH WITH C AND CALL TECH LINE FOR ASSISTANCE WITH REPAIRS. SM STATED NO PROBLEM WILL DO.

@11/17-ZVS932N

RCAS SPOKE WITH SM RICK WHO SAYS THAT C WILL BE IN THERE ON 11/20.

@11/17-ZVS932N

RCAS-VS REVIEWED FILE AND DLR COMMENTS. DLR STATES THAT C CALLED AND SAID SHE WILL CALL BACK AFTER HOLIDAYS FOR APPOINTMENT. FILE CLOSED PENDING CALL BACK FROM C.

@12/01-ZVS932N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPOKE WITH CUSTOMER AND SET APPT. FOR MONDAY 11/20 @1:30PM

@11/22-3331

DATE: 4/15/2004
TIME: 08:09:48 AM

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C. CALLED AND CANCELLED APPT. ON 11/20, WILL CALL TO RESCHEDULE AFTER THE HOLIDAY.
@11/22-3331

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): SMUL	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3331	EFFECTIVE: 11/18/2000	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZVS832N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/01/00	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: HARRIMAN, ALAN	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3305338
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CA3305338

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:48 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
64							

Wsp Policy Id

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DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3313703
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ANAHEIM
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 22050
IN SVC DATE: 7/11/1999
RTL DLR: 2793 NISSAN OF GARDEN GROVE
SVC DLR: 2793 NISSAN OF GARDEN GROVE
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 06 06

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 08
CONTACT (S): SUTR
SEVERITY: 9

OPEN DATE: 11/29/00
FOLLOWUP DATE: 02/09/01
CLOSE DATE: 02/09/01

XFER/RSPNSBLTY: 44 06 S
DATANET (Y/N): 1
DATANET DATE: 11/30/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3313703

C. A. R. COMMENTS

PREVIOUS FILE RELATED 3237121. PREVIOUS FILE WAS IN REFERENCE TO AN ONGOING PROBLEM WITH C'S BRAKES. C IS CALLING TODAY TO INFORM NNA THAT C'S VEH IS CURRENTLY AT THE DLR FOR A HEAD LIGHT PROBLEM. C STATES THAT C'S HEADLIGHTS HAVE BEEN INTERMITTENTLY SHUTTING OFF ON THEIR OWN. C STATES THAT C'S LIGHTS RECENTLY CUT OF ON THEIR OWN AND DID NOT COME BACK ON. C STATES THAT THIS IS THE THIRD TIME THAT C HAS TAKEN C'S VEH TO THE DLR FOR THIS PROBLEM.

FILE OPENED-ZPM368N 11/29/2000

NO EMAIL.

NCAS VERIFIED C NAME, ADDRESS AND BOTH PHONE NUMBERS. NCAS VERIFIED DLR INFORMATION AND MILEAGE. NCAS ALSO CHECKED FOR RECALLS AND SVC CAMPAIGNS. C STATES THAT THIS PROBLEM IS A SAFETY HAZARD. C STATES THAT LATELY IT HAS BEEN VERY FOGGY AND NOT HAVING LIGHTS HAS IMPAIRED C'S VISION. C STATES THAT C WOULD LIKE FOR NNA TO CONTACT THE DLR IN ORDER TO ASSIST THE DLR WITH GETTING THE VEH FIXED ONCE AND FOR ALL. NCAS ADVISED C THAT NCAS HAS DOCUMENTED C'S CONCERN. NCAS ADVISED C THAT NCAS WOULD FORWARD THE FILE OUT TO DLR/REGION FOR REVIEW. C UNDERSTOOD.

@11/29-ZPM368N

<< RFCAS REVIEWED FILE WILL CONTACT DLR.

@11/29-ZKD187N

@11/29-ZKD187N

*****C CALLED BACK FOR AN UPDATE. RFCAS APOLOGIZED TO C FOR DELAY. RFCAS ADVISED C TO ALLOW 48 HOURS FOR FOLLOW-UP. RFCAS NOTIFIED RFCAS-KD AND SENIOR-KD VIA E-MAIL.

@12/18-ZTG494N

<<< RFCAS CONTACT DLR AND SPOKE WITH SA-ED. SA STATES DLR COULDN'T DUPLICATE C CONCERN. SA STATES THEY ORDERED C'S NEW HEAD LIGHTS WHICH IS AN HARNESS. SA STATES PART IS ON BACK ORDER. RFCAS THANKED. RFCAS RECEIVED PART# B4343-79984 FROM PART DEPARTMENT. RFCAS SPOKE WITH BILL IN PART WHICH BILL WILL PUT PART ON CSC. RFCAS WILL CHECK NMPS SYSTEM ON TOMORROW. RFCAS CONTACT C AT DAY #, NEED C'S EXT. RFCAS CONTACT C AT EVE NUMBER BUT LADY ON PHONE COULD NOT SPEAK ENGLISH. *** IF C CALLS BACK ON 800# PLEASE ADVISED THE ABOVE INFORMATION. RFCAS WILL TRY AGAIN TOMORROW.

@12/18-ZKD187N

<<< RFCAS CHECK NMPS AND DLR PUT PART ON CSC ON 12-18-00 ORDER #14216847.

RFCAS EMAILED ORDERING SPECIALIST FOR ETA ON PART.

@12/20-ZKD187N

<<< RFCAS CONTACT DLR AND AND SPOKE WITH RUDE IN PARTS. RUDE STATES THEY JUST PUT PART ON CSC AGAIN ON 01-04-01 AND RECEIVED A ETA OF 01-29-01. RFCAS ADVISED TO CONTACT C WITH UPDATE INFORMATION. RUDE UNDERSTOOD. RFCAS CONTACT C AT DAY # NEED EXT #. RFCAS CONTACT C AT EVE # AND LEFT MESSAGE WITH LADY ON PHONE THAT COULDN'T SPEAK GOOD ENGLISH. RFCAS CLOSED FILE DUE TO ETA IS 01-29-01.

@01/09-ZKD187N

C CALLED TO INQUIRE ABOUT WHETHER NNA COULD REIMBURSE C ON THE WHEEL ALIGNMENT COST OF \$84 BECAUSE C WAS INCONVENIENCED DUE TO VEH RECALLS. C STATES C HAD TO WAIT 3 MONTHS FOR A PART BECAUSE PART WAS ON BACK ORDER. C STATES BACK ORDER SHOULD OF TAKEN NO MORE THAN 6 WEEKS. C FIRST STATED THAT C WILL NEVER BUY ANOTHER NSN VEH AGAIN AND WILL ALSO TELL FRIENDS NOT TO BUY NSN ANYMORE NO MATTER IF NNA ASSIST C OR NOT. THEN C STATES C WAS THINKING OF BUYING A NEW ALTIMA BUT ONLY IF NNA ASSIST C WITH COST OF ALIGNMENT.

NCAS ADVISED C THAT MAINTENANCE COSTS SUCH AS WHEEL ALIGNMENTS ARE NOT COVERED UNDER ANY WARRANTY. NCAS WENT ROUND AND ROUND WITH C. NCAS ADVISED C NNA ASSISTED C IN RECALL CAMPAIGNS. NCAS VERIFIED NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. NCAS ADVISED C OF RECALL.

@02/08-ZVL072N

<< RFCAS CONTACT C AND LEFT MESSAGE FOR LADY ON PHONE TO HAVE C CALL RFCAS.

***** RFCAS IS NOT REIMBURSING C FOR WHEEL ALIGNMENT BUT RFCAS WILL OFFER C A SERVICE CREDIT IN THE AMOUNT OF \$100.00 THAT CAN BE USED AT ANY NSN DLR WITH IN 6 MONTHS. ** RFCAS SENT OUT LETTER TODAY AND CLOSED FILE AND FORWARD COPY OF LETTER TO THE CLOSED DRAWER.

@02/09-ZKD187N

@02/09-ZKD187N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

PARTS ARE STILL ON BACK ORDER NO UPDATE FROM NNA.

@12/22-2793

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2M	CONTACT(S): SUTR	PAVA:
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRAV	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	1 DATE: 2/8/2001	USERID: ZVL072N	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	CHANGED BY:	USERID:
RESP DLR: 2793	EFFECTIVE: 11/29/2000	CHECK REQUESTED: NO	CHECK ISSUED: NO
IIR-DATE: 00/00/00	TRANS DATE:		
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKD187N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/09/01	MICROFILM:	DOM: GARN. JIM
RESP CAA:	OLM: HERR WENDY	LANGUAGE:	
PHONE:	OWNER FIRST:		

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

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CA3313703
NAME: [REDACTED] VIN: [REDACTED]
IN SCV DATE: [REDACTED]

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:49 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
2	MNNE00121263	2793	7/11/1999	7/11/2003	60,000.00		

See Policy Id

MNNE00121263 7/11/2003 2793

MNNE00121263

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3343241
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MILPITAS
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 18000
IN SVC DATE: 7/25/1999
RTL DLR: 3003 FALORE NISSAN
SVC DLR: 3003 FALORE NISSAN
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 05 05

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 05 OPEN DATE: 01/08/01 XFER/RSPNSBLTY: 48 05 S
CONTACT (S): SWCV FOLLOWUP DATE: 01/09/01 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 01/10/01 DATANET DATE: 1/9/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3343241

C. A. R. COMMENTS

NO PREVIOUS FILE. C STATES THAT C WOULD LIKE TO KNOW WHAT IS CAUSING HIS HEADLIGHT TO KEEP FAILING. C IS REQUESTING THAT FRONT HEADLIGHT BE INSPECTED THOROUGHLY. C STATES THAT THE FIRST TIME LIGHT WAS REPLACED, C STATES THAT C WAS ADVISED BY DLR THAT IT WAS THE CONNECTION THEN THE SECOND TIME IT IS THE BULB. C STATES THAT HEADLIGHT IS OUT AGAIN. C STATES THAT THIS IS THE 3RD TIME BULB HAS FAILED IN 2 MONTHS. C IS REQUESTING FOR RENTAL/LOANER IF REPAIRS TAKE FILE OPENED-ZLS586N 01/08/2001

EMAIL: [REDACTED] @01/08-ZLS586N
MORE THAN A DAY. C STATES THAT ALL MAINTENANCE DONE AT DLR. 2ND NISSAN PURCHASED NEW (FIRST QUEST WAS LEASED). **NCAS VERIFIED C NAME/ADDRESS/PHONE#9/ RECALLS/DLRS/MILEAGE. NCAS ADVISED C THAT NCAS WILL FORWARD FILE TO DLR/RFCAS FOR REVIEW BUT C WOULD NEED TO TAKE VEH TO DLR. NCAS ADVISED C THAT NISSAN DOESN'T HAVE A LOANER/RENTAL PROGRAM BUT NCAS NOTATED C REQUEST. C UNDERSTOOD. NCAS PROVIDED C WITH FILE NUMBER. @01/08-ZLS586N

C CALLED NNA STATING THAT LAST NIGHT WHEN THE C GOT HOME THE RIGHT LIGHT COME ON. C STATES THAT C CANCELLED THE APPOINTMENT WITH THE DLR. C STATES THAT C THINKS THAT THE PROBLEM IS STILL THERE. C STATES THAT C WOULD LIKE TO KEEP THE FILE OPENED JUST IN CASE THE PROBLEM OCCURS IN THE VEH AGAIN.

@01/09-ZWW718N
NCAS INFORMED THE C THAT THE C CONCERNS HAVE BEEN DOCUMENTED. NCAS EXPLAINED TO THE C THAT IF THE FILE IS CLOSED IT WILL REMAIN IN THE SYSTEM SO THAT NNA

@01/09-ZWW718N
CAN SEE THAT THE C HAD THE COMPLAINT WHILE THE VEH WAS WITHIN WARRANTY. C UNDERSTOOD. @01/09-ZWW718N

***SR FCAS-KD REVIEWED FILE AND C STATES THAT THERE IS NO PROBLEM AT THIS TIME . FILE CAN BE REOPENED SHOULD C CALLBACK AND CONCERN RESURFACES. @01/10-ZKD315R

**** C CALLED TO PROVIDE NNA WITH AN UPDATE REGARDING VEH'S HEADLIGHT ISSUE. C STATES THE VEH IS AT THE DLRSHIP NOW AND C STATES THEY WILL BE REPLACING THE ENTIRE HEAD LAMP AT NO CHARGE. C STATES SO FAR EVERYTHING IS OK WITH C AND VEH AND JUST WANTED TO CONTINUE UPDATING C'S FILE.

NCAS ADVISED C THAT HIS UPDATE WAS DOCUMENTED AND IF C HAS ANY OTHER ISSUES C CAN CONTACT NNA AGAIN. C THANKED @01/18-ZLS109N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RP6A	CONTACT(S): SWCV	ROOT CAUSE: SDPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	1 DATE: 1/18/2001	USERID: ZLS109N	
RESP DLR: 3003	EFFECTIVE: 1/8/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKD315R		
SVC CALL#:	UPDATE DATE:		

DATE: 4/16/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CLOSE: Y (Y/N)
RESP CAA:
PHONE:

CLOSE DATE: 01/10/01
OLM: HERR WENDY
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3343241
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----- CONSUMER AFFAIRS -----
CA3343241 SERVICE CONTRACTS SUMMARY
NAME [REDACTED] VIN: [REDACTED] DATE: 4/15/2004
IN SCV DATE: [REDACTED] TIME: 08:09:49 AM
MODEL YEAR: 1999.0
MAKE: [REDACTED]
MODEL LINE: QST
SEQ DEALER EFFECTIVE EXPIRE EXPIRE CANCEL TRANSFER
NO CONTRACT NO NUMBER ST DATE DATE MILEAGE DATE DATE
84

Vsc Policy Id [REDACTED]

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DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3357607
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SANTA ANA
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 21368
IN SVC DATE: 12/30/1999
RTL DLR: 2799 NISSAN OF GARDEN GROVE
SVC DLR: 2799 NISSAN OF GARDEN GROVE
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 06 06

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 06
CONTACT (S): PAVA
SEVERITY: 9

OPEN DATE: 01/23/01
FOLLOWUP DATE: 02/08/01
CLOSE DATE: 02/13/01

XFER/RSPNSBLTY: 44 06 P
DATANET (Y/N): 1
DATANET DATE: 1/24/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHT8A

CAR ID: CA3357607
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C. A. R. COMMENTS

NO PREVIOUS FILES.

C STATES THAT C HEAD LAMP WAS ORDERED TWO WEEKS AGO AT DLR 2793. C STATES THAT C FEELS UNSAFE DRIVING AROUND WITH ONLY WORKING HEAD LAMP. C STATES THAT DLR 2793 ADVISED C THAT THE HEADLIGHT IS ON BACKORDER. C STATES THAT C WOULD LIKE C PART TO BE RUSHED TO C OR AT LEAST GET AN ETA ON WHEN THE PART WILL ARRIVE TO DLR 2793.

FILE OPENED-ZLH496N 01/23/2001

EMAIL ADDRESS: NONE

NCAS VERIFIED C NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. NCAS VERIFIED DLR INFORMATION AND MILEAGE. NCAS ALSO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. NCAS ADVISED C THAT C FILE WILL BE FORWARDED OUT TO FOLLOW UP FOR FURTHER RESEARCH. NCAS GAVE C FILE #. C THANKED NCAS.

01/23-ZLH496N

NCAS FORWARDED FILE OUT TO FOLLOW UP.

01/23-ZLH496N

<<< RFCAS REVIEWED FILE WILL CONTACT DLR FOR PART# AND ETA OF PART. 23-ZKD187N PC SPOKE WITH SM. SM STATES B434379984. PC NOTES DLR WAS ADVISED 1-29 IS ETA TO DLR. PC NOTES RCAS STILL TO HANDLE.

01/24-ZBC077N

<<< RFCAS REVIEWED ABOVE INFORMATION ON ETA IS 01-29-01 PER DLR. RFCAS CHECKED THE NMPS SYSTEM AND THERE WAS NO SCHEDULE DATE. RFCAS CONTACT DLR JUST TO MAKE SURE THAT THE ETA IS 01-29-01. RFCAS SPOKE WITH DON IN PARTS. DON STATES HE HAS THIS ON CSC WHICH IT IS SCHEDULE TO DELIVER ON 01-29-01. RFCAS UNDERSTOOD. RFCAS CONTACT C TO ADVISED THE ABOVE INFORMATION AND IF PART DOESN'T ARRIVE AT DLR ON 01-29-01 TO PLEASE CONTACT RFCAS ON DIRECT LINE ON 01-30-01. C UNDERSTOOD AND THANKED RFCAS FOR CALLING. FILE CLOSING PENDING IF C CALLS BACK.

01/25-ZKD187N

<<< RFCAS RECEIVED CALL FROM C STATING THAT DLR HASN'T CONTACT HIM ON PART. RFCAS CONTACT DLR TO SEE IF PART ARRIVED ON 01-29-01. DLR STATES NO NOT YET. RFCAS EMAILED ORDERING SPECIALIST-RB FOR ETA OF PART. RFCAS CONTACT C TO ADVISED AND RFCAS WILL CONTACT WHEN RFCAS RECEIVED INFORMATION ON PART. C UNDERSTOOD AND THANKED.

02/01-ZKD187N-COMMENT

<< RFCAS RECEIVED EMAIL FROM ORDERING SPECIALIST THAT 203 PIECES WERE SHIPPED UPS ON 02-02-01 FROM YAZAKI IN TN TO PDC 14(18 PCS) AND 20 (85 PCS). RFCAS CHECKED THE NMPS SYSTEM STILL NO ETA.

02/05-ZKD187N

<< RFCAS CHECKED NMPS SYSTEM AND SCHEDULE DATE WAS 02-07-01. RFCAS CONTACT DLR AND SPOKE WITH TOM IN PARTS. TOM STATES THEY HAD TO ORDER THE WHOLE HARNESS WHICH IT CAME IN ON 02-08-01. RFCAS UNDERSTOOD. RFCAS CONTACT C WHICH SOMEONE PICKED UP THE LINE BUT DIDN'T SAY ANYTHING. RFCAS SAID HELLO BUT NO RESPONSE.

***IF C CALLS BACK PLEASE ADVISED C PART IS AT DLR. IF C NEEDS TO SPEAK WITH RFCAS PLEASE TRANSFER CALL OR GIVE C RFCAS'S DIRECT #. FILE CLOSED.

02/13-ZKD187N

FOLLOW-UP IS DUE ON OR BEFORE

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #: 0

REOPEN: CALLBACK #: 0

NEW INFO #: 1

OTHER #: 0

COMMENTS ONLY: #: 1

RESP DLR: 2793

ACTION CODE: RT11

DATE: 00/00/00

DATE: 00/00/00

DATE: 2/1/2001

DATE: 00/00/00

DATE: 2/1/2001

EFFECTIVE: 1/23/2001

CONTACT(S): PAVA

ROOT CAUSE: PDAV

USERID:

USERID:

USERID: ZKD187N

USERID:

USERID: ZKD187N

CHANGED BY:

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3357607
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IR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZKD187N
UPDATE DATE:
CLOSE DATE: 02/13/01
OLM: HERR WENDY
OWNER FIRST:

CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: GARN, JIM
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3357807
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CA3357807

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:49 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
44	RCDD00316380	2783	12/30/1999	12/30/2005	75,000.00		

Use Policy In

RCDD00316380 12/30/2005 2783

RCDD00316380		
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DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA2362456
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: NORTH HILLS
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 8500
IN SVC DATE: 7/28/2000
VCAN: RTL DLR: 188B BARWICK IMPORTS. INC.
PAID: SVC DLR: 228 MILLER NISSAN. INC.
SUSP: RESP DLR:
DENY: REGION: 44 DIST: SL/SWPT: 02 02

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02 OPEN DATE: 01/30/01 XFER/RSPNSBLTY: 44 02 P
CONTACT (S): PAVA FOLLOWUP DATE: 02/02/01 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02/13/01 DATANET DATE: 1/31/2001

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

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CA3362466

C. A. R. COMMENTS

NO PREVIOUS FILES. CALLER IS JOSE PARADA. C STATES THAT C NEEDS A SOCKET FOR FRONT HEAD LAMP AND C ORDERED THROUGH DLR 228 AND WRONG PART CAME IN. C STATES THAT DLR 228 IS NOW TELLING C THAT ENTIRE HEAD LAMP ASSEMBLY NEEDS TO BE PURCHASED \$300. C STATES THAT ALL C NEEDS IS A SOCKET \$10. AND C SHOULD NOT HAVE TO PAY \$300 BECAUSE NSN IS SENDING WRONG PART. C WOULD LIKE NNA TO ASSIST.

FILE OPENED-ZRC095N 01/30/2001

E-MAIL ADDRESS: NONE

NCAS VERIFIED C NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. NCAS VERIFIED DLR INFORMATION AND MILEAGE. NCAS ALSO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. NCAS ADVISED C THAT NNA WOULD REVIEW ISSUE AND CONTACT C WITH UPDATE. C STATES THAT C MAINTENANCES VEH AT DLR, AND THIS IS FIRST NSN. @01/30-ZRC095N

FILE FORWARDED TO RCAS FOR PARTS REVIEW, AS DLR IS TELLING C THAT BECUASE NNA IS SENDING DLR WRONG PART (SOCKET \$10). C WILL HAVE TO BUY ENTIRE ASSEMBLY (\$300). @01/30-ZRC095N

<<< RFCAS REVIEWED FILE AND CONTACT DLR. RFCAS SPOKE WITH SA-TIM. SA STATES WILL HAVE SA-DOUG TO CALL BACK WITH STATUS. @01/30-ZKD187N

@01/30-ZKD187N

<<< RFCAS CONTACT DLR AND SPOKE WITH SA-DOUG AND SERGO IN PARTS. BOTH ADVISED THAT C NEEDS TO ORDER THE WHOLE ASSEMBLE HEAD LAMP DUE TO THE LAMP DOESN'T COME BY ITSELF. RFCAS UNDERSTOOD. RFCAS CONTACT C AND LEFT THE ABOVE INFO AND IF ANY QUESTION HE COULD CONTACT RFCAS ON DIRECT LINE. FILE CLOSED.

@02/13-ZKD187N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PART IS ON BACK ORDER. PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): PAVA	ROOT CAUSE: PDCE
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	DATE: 00/00/00		USERID:
OTHER #:	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 228	EFFECTIVE: 1/30/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKD187N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/13/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: BENDICK, RON	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:49 AM

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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:49 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

SEQ DEALER EFFECTIVE EXPIRE EXPIRE
NO CONTRACT NO NUMBER ST DATE DATE MILEAGE

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DATE: 4/15/2004
TIME: 08:09:48 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3385183
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: DEARBORN
ST/ZIP: MI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 34000
IN SVC DATE: 6/24/1999
RTL DLR: 3203 DEARBORN PONTIAC NISSAN
SVC DLR: 3222 OLSON NISSAN
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 12 12

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 12 OPEN DATE: 02/02/01 XFER/RSPNSBLTY: 24 12 8
CONTACT (S): SGWL FOLLOWUP DATE: 02/18/01 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02/18/01 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:49 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3365193

C. A. R. COMMENTS

NO PREVIOUS FILES. C SAYS THAT THE VEH IS AT DLR FOR HEADLIGHT REPAIR.
C SAYS THAT THE DLR IS WAITING FOR PART THAT SHOULD BE IN SOON THERE IS NO
MENTION OF BACK ORDER. C SAYS THAT THE DLR GAVE C RENTAL VEH FOR 2 DAYS.
C SAYS THAT HE NEEDS A VEH UNTIL THE VEH REPAIRED. C IS FIRST TIME NSN C.
BOUGHT NEW. SEC+. SERVICE AT DLR. C WANTS RENTAL VEH
FILE OPENED-ZCR294N 02/02/2001

NCAS VERIFIED OWNER/ADDRESS/PHONE NUMBER/MILEAGE/DLR/VIN. NO RECALLS.

@02/02-ZCR284N

**NCAS TOLD C THAT NCAS WILL SEND FILE TO RCAS AND DLR FOR REVIEW OF WHAT IS
GOING ON WITH THE PART. NCAS TOLD C THAT RENTAL ISNT GUARANTEED BUT NNA WILL
REVIEW BUT AT THIS POINT RENTAL IS AT C'S EXPENSE. C UNDERSTOOD. FILE
FORWARDED @02/02-ZCR294N

HOT FILE SENT @02/02-ZCR294N

FCAS CALLED DLR 3203 WHO ADVISED THAT VEH WAS NOT BEING SERVICED THERE. FCAS
CALLED DAY NUMBER AND SPOKE TO MR. ABDUL-GHANI WHO ADVISED THAT VEH IS BEING
SERVICED AT DLR 3222. FCAS CALLED DLR 3222 AND SPOKE TO SERV ADV-MARK WHO
ADVISED THAT PART (WIRING HARNESS) IS COMING FROM NY AND SHOULD BE AT DLR ON
MONDAY. DLR STATES THAT C IS SEEKING RENTAL ASSISTANCE PAST SEC+. FCAS ADVISED
DLR THAT NNA WILL COVER FURTHER RENTAL DUE TO PARTS DELAY. FCAS TO CALL DLR ON
02-05 TO REVIEW WITH SERV MGR-MIKE. @02/02-ZSG851N

FCAS CALLED DLR AND SPOKE TO SERV ADV-MARK. DLR STATES THAT C TURNED IN
RENTAL VEH ON 02-02-01, EVEN THOUGH C HAD FURTHER RENTAL COVERAGE. DLR
STATES THAT C WAS HAPPY WITH REPAIR BEING DONE ON 02-05-01. FCAS CALLED C AND
LEFT MESSAGE WITH DIRECT LINE. FILE PENDING C CALLBACK FOR FILE CLOSURE.

@02/08-ZSG851N

FCAS CALLED DAY/EVE NUMBER AND LEFT MESSAGE WITH DIRECT LINE. FILE TO BE
CLOSED ON 02-18 IF NOT HEARD BACK FROM C. @02/12-ZSG851N

FILE CLOSED DUE TO LACK OF CONTACT. @02/16-ZSG851N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.

PUT WIREING HERNESS. CUSTOMER HAPPY @02/07-3222

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4B	CONTACT(S):	SGWL	SCAR
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SDSV	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	0	DATE: 00/00/00	USERID:	USERID:
OTHER #:	0	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3222	EFFECTIVE: 2/2/2001	CHANGED BY:	CHECK REQUESTED:	NO
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED:	CHECK ISSUED:	NO
3RD PRTY:	PART#:			
BYBACK ST:	OPENED BY:			
HISTORY:	UPDATE BY: ZSG851N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 02/16/01	MICROFILM:		
RESP CAA:	OLM: HERR WENDY	DOM: PARSONS HARRY		

DATE: 4/15/2004
TIME: 08:09:49 AM


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PHONE:

OWNER FIRST:

LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:50 AM

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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:50 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
58	RCDJ00197852	3203	6/24/1989	6/24/2001	40,000.00		

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RCDJ00197852 6/24/2001 3203

RCDJ00197852 [REDACTED]

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LANCASTER
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 25000
IN SVC DATE: 7/16/1999
RTL DLR: 3453 TROPHY NISSAN
SVC DLR: 3620 URBAN NISSAN
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 04
CONTACT (S): PAVA
SEVERITY: 9

OPEN DATE: 02/09/01
FOLLOWUP DATE: 03/12/01
CLOSE DATE: 03/12/01

XFER/RSPNSBLTY: 32 04 P
DATANET (Y/N): 1
DATANET DATE: 2/20/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:50 AM

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CA3369764

C. A. R. COMMENTS

NO PREVIOUS FILE. C STATES THAT HE HAS BEEN WAITING FOR THE RIGHTSIDE HEAD LIGHT SOCKET REPAIR AND BULB. C STATES THAT THE DLR TOLD C THAT IT IS ON BACK ORDER. C STATES THE HE WOULD LIKE SOME ASSISTANCE IN GETTING THIS PART TO DLR.

NCAS ADVISED C THAT THE FILE WILL BE FORWARDED TO THE PC-BC FOR ASSISTANCE. C UNDERSTOOD AND THANKED. NCAS VERIFIED NAME AND ADDRESS; PHONE NUMBERS AND FILE OPENED-ZNR758N 02/09/2001

DLR. NO EMAIL AND GAVE FILE NUMBER.

@02/09-ZNR758N

...C CALLED FOR UPDATE.

NCAS ADVISED C THAT ISSUE HAD BEEN ADDRESSED ON 02.09.01 AND FOLLOW UP TIME IS 3-4 BUSINESS DAYS. NCAS ADVISED C THAT ONCE ISSUE HAS BEEN RESEARCHED C SHOULD RECEIVE A CALL BACK. C UNDERSTOOD...

@02/12-ZEM250N

C CALLED FOR PARTS STATUS. NCAS-KP STATED C FILE HASN'T BEEN FORWARDED TO PC-BC. NCAS-KP APOLOGIZE FOR DELAY***NCAS-KP TO FORWARD FILE TO NCAS TO REVIEW. NCAS-KP REITERATED TO C THAT THERE IS A 5 BUSINESS DAY FOLLOW-UP. (NOTE: C DIDN'T HAVE PART NUMBER)

@02/19-ZKP394N

***RFCAS-LC NOTES THAT FILE WAS TRANSFERRED ON 2/19.

@02/20-ZLC939N

RFCAS-LC LEFT A VMX FOR PM TO CONTACT RFCAS ON DIRECT LINE.

@02/20-ZLC939N

C CALLED FOR AN UPDATE. C STATES THE PART NUMBER IS 23333-329N/C. NCAS-AW

@02/23-ZAW146N

ADVISED C THAT AN EMAIL WILL BE SENT AND FILE WILL BE UPDATED.

@02/23-ZAW146N

C CALLED BACK FOR UPDATE. NCAS SPOKE TO RCAS-LC WHO SAYS THAT THERE ARE NO UPDATES AND RCAS-LC WILL CALL C TODAY. NCAS ADVISED C AND C UNDERSTOOD. NCAS VERIFIED PHONE NUMBERS.

@02/27-ZCR294N

C CALLED FOR UPDATE. C STATES NO ONE HAS CALLED C OR LEFT MESSAGE FOR C. C STATES THE PART IS CALLED RIGHTSIDE HEADLIGHT SOCKET REPAIR KIT. C STATES C PROVIDED PART NUMBER THE LAST TIME BUT DOES NOT RECALL NUMBER. C STATES C CALLED MANY TIMES AND WAS INFORMED OF 4-5 WORKING DAY CALLBACK, BUT HAS GOT NO ANSWER.

NCAS-NN INFORMED C THAT RFCAS-LC HAS TRIED TO CONTACT C AND LEFT DIRECT LINE.

@02/28-ZNN956N

NCAS-NN INFORMED C THAT RFCAS-LC IS CURRENTLY REVIEWING FILE AND THERE IS NO UPDATE REGARDING WHETHER THE PART IS AVAILABILITY. NCAS-NN INFORMED C THAT NNA NEEDS 4-5 WORKING DAYS TO TRY TO LOCATE PART OR GET MORE INFORMATION FOR C. C UNDERSTOOD. NCAS-NN INFORMED C THAT NCAS-NN WILL EMAIL FCAS-LC AND LET FCAS-LC KNOW THAT C HAS CALLED IS REQUESTING CALLBACK. C STATES THAT C HAS WAITED FOR 1 MONTH FOR PART. VEH IS CURRENTLY WITH C. NCAS-NN INFORMED C THAT NCAS-NN WILL EMAIL FCAS-LC AND C WILL RECEIVE CALLBACK WITHIN 48 HOURS. VERIFIED NAME, ADDRESS, BOTH PHONE NUMBERS, VEH MAKE AND MODEL, MILEAGE, AND DLR INFORMATION. CHECKED FOR RECALLS AND CAMPAIGNS AND FOUND 3. REFERENCE NUMBERS B0073, B0074, AND B0083 AND NOTES THAT ALL 3 CAMPAIGNS HAVE BEEN COMPLETED ON VEH. FILE FORWARDED TO FCAS-LC FOR FURTHER REVIEW AND CUSTOMER CALLBACK FOR UPDATE AND INFORMATION.

@02/28-ZNN956N

RFCAS-LC SPOKE WITH PM-JOEY WHO STATED THAT THE PART # IS B4343-79984 CSC#

15412857. JOEY STATED THAT HE HAS NOT BEEN GIVEN AN ETA.

@02/28-ZLC939N

RFCAS-LC NOTES THAT NMPS SHOWS THE PART BEING SHIPPED TODAY.

@02/28-ZLC939N

RFCAS-LC LEFT A DETAILED MSG FOR THE C ADVISING THAT RFCAS NOTES THAT THE PART IS BEING SHIPPED TODAY SO GIVE IT ABOUT ANOTHER WEEK TO GET TO THE DLRSH. RFCAS LEFT DIRECT # FOR C CALL BACK IF NEEDED...FILE CLOSED.

@02/28-ZLC939N

---> C CALLED FOR AN UPDATE. NCAS ADVISED C OF THE ABOVE INFORMATION. C

ADVISED THAT A PART CAME IN BUT NOT ALL OF THE PARTS. C STATES THAT THE DLR IS STILL WAITING FOR THE SOCKET. NCAS APOLOGIZED TO C FOR THE DELAY AND ADVISED C THAT RFCAS-LC WOULD BE MADE AWARE OF C CALL. NCAS-ER SENT AN E-MAIL.

@03/08-ZER600N

RFCAS-LC SPOKE WITH PM-JOEY WHO STATED THAT THE PART HAS COME IN.

@03/12-ZLC939N

RFCAS-LC SPOKE WITH [REDACTED] WHO VERIFIED THAT THE DLRSH DID CONTACT THEM AND THE VEH HAS BEEN REPAIRED...FILE CLOSED.

@03/12-ZLC939N

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3369764

FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PART IS ON BACK ORDER. PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE
ORDER NUMBER AND THE ORDER DATE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): PAVA	ROOT CAUSE: PNPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID: ZER600N
NEW INFO #:	1 DATE: 3/8/2001	USERID:	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3620	EFFECTIVE: 2/9/2001	CHANGED BY:	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZLC939N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/12/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:50 AM

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CONSUMER AFFAIRS

CA3389764

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:50 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
25	NCDI00815800	3453	7/16/1999	7/16/2004	75,000.00		

Use Policy Id

NCDI00815800 7/16/2004 3453

NCDI00815800		
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DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3369821
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: JERSEY CITY
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 32886
IN SVC DATE: 6/14/1999
RTL DLR: 3181 HALDEMAN NISSAN, INC.
SVC DLR: 3136 DIFEI NISSAN PARTNERSHIP
RESP DLR:
REGION: 28 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 04 OPEN DATE: 02/08/01 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): SSAD FOLLOWUP DATE: 02/12/01 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02/12/01 DATANET DATE: 2/12/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA3366821

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATED THAT C TOOK VEH TO DLR ON 5/16/00 FOR A REPAIR AND THE DLR DID NOT REPLACE THE AIR FILTER ND THIS CAUSED THE VEH TO MAKE LOUD NOISES. C STATED THTA THE DLR CORRECTED THE PROBLEM. C THEN STATED THAT ON 9/21/00. C TOOK VEH TO DLR FOR A BROKEN WINDOW AND THE DLR ASSURED C THAT THE WINDOW WOULD BE REPLACED WITH A GENUINE NISSAN WINDOW BUT C FOUND LATER THAT IT WAS AN AFTER MARKET WINDOW. C STATED THAT IT TOOK THE DLR 15 DAYS TO GET FILE OPENED-ZTG946N 02/09/2001

EMAIL: NONE.

THE CORRECT WINDOW. C THEN STATED THAT ON THE 28TH OF DECEMBER,THE HEADLIGHT RECEPTOR WENT OUT ON VEH AND THE DLR TOLD C THAT THE PART IS ON BACKORDER WITH NO ETA. C STATED THAT C HAS CALLED AROUND TO OTHER NISSAN DLRS AND HAS BEEN TOLD THAT THEY HAVE PLENTY OF HEADLIGHT RECEPTORS IN BUT THEY CANNOT REPAIR THE VEH SINCE IT IS BEING SERVICED AT DAFEO NISSAN. C STATED THAT C HAS INFORMED DEFEO NISSAN THAT OTHER DLRS HAVE THE PART IN AND C IS BEING IGNORED. C STATE DTHAT C JUST WANTS TO FILE A COMPLAINT AGAINST DAFEO NISSAN.

NCAS VERIFIED NAME. ADDRESS. PHONE #. DLR INFORMATION. AND MILEAGE. NCAS ALSO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. 1 FOUND. RACK BOLTS. C ADVISED. NCAS ADVISED C THAT ALL INFORMATION IS BEING DOCUMENTED AND FORWARDED TO THE DLR AS WELL AS A RFCAS FOR REVIEW. NCAS ASKED C IF THERE WAS ANY ACTION THAT C WAS LOOKING FOR NNA TO TAKE. C STATED THAT C JUST WANTED TO FILE A COMPLAINT BECAUSE C HAS BEEN HAVING PROBLEMS WITH THIS DLR SINCE C BOUGHT VEH. C THANKED NCAS AND ENDED CALL. RFCAS CAN CLOSE FILE. @02/09-ZTG946N

RCAS REVIEWED THE FILE. NOTES THAT THE C HAS BEEN ADVISED THAT HIS COMMENTS WOULD BE DOCUMENTED. C REQUEST THAT COMPLAINT BE ON FILE. IS NOT LOOKING FOR A RESPONSE. RCAS CLOSING FILE. @02/12-ZMN446N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): SSAD	ROOT CAUSE: SRPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3136	EFFECTIVE: 2/9/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZMN446N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/12/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CONSUMER AFFAIRS

CA3369821

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:50 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
60	RMNS07265524	3136	5/29/2001	6/14/2005	72,000.00		

See Policy Id

RMNS07265524 6/14/2005 3136

RMNS07265524

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3371156
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: BROOKLYN
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1998.0 QST MILEAGE: 13400
IN SVC DATE: 7/12/1999
RTL DLR: 07130 NEMET MOTORS
SVC DLR: 3561 QUEENS NISSAN
RESP DLR:
REGION: 28 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 03 OPEN DATE: 02/12/01 XFER/RSPNSBLTY: 26 03 P
CONTACT (S): PAVA FOLLOWUP DATE: 02/13/01 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02/20/01 DATANET DATE: 2/13/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 06:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CA3371156

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES SOCKET FOR RIGHT HEADLAMP HAS BEEN ON ORDER WITH DLR SINCE 12/30. C STATES DLR HAS NOT PROVIDED PART NOR AND ESTIMATE FOR WHEN PART WILL BECOME AVAILABLE.

FILE OPENED-ZMC626N 02/12/2001

EMAIL:NONE

NCAS VERIFIED C NAME ADDRESS, PHONE NUMBER, VEH MILEAGE AND DLR INFORMATION
NO OPEN CAMPAIGN

NCAS PROVIDED C WITH FILE NUMBER AND ADVISED C OF 4-5 BUSINESS DAYS FOR RESEARCH ON PART AVAILABILITY. C STATES C IS SUPPOSED TO GO ON A TRIP TO CANADA THIS WEEKEND AND WILL HAVING TO POSTPONE BECAUSE OF SOCKET. C STATES C DOES NOT WANT TO BE PULLED OVER BY THE POLICE. NCAS ADVISED NNA WOULD RESEARCH AVAILABILITY AND CONTACT C AS SOON AS POSSIBLE. @02/12-ZMC626N

*****RFCAS CALLED DLR FOR THE PART#. SM-VINNY WASN'T AVAILABLE. BOB WASN'T ABLE TO FIND THE PART# AT THIS TIME. BOB ADVISED RFCAS TO CALL PM-MARIO FOR THE PART# (PARTS DEPARTMENT IS CLOSED AT THIS TIME). @02/13-ZTG494N

*****RFCAS CALLED DLR. NO ONE ANSWERED IN PARTS. SM STATED HE WILL GET THE PART# FROM PARTS TOMORROW AND CALL BACK WITH THE INFORMATION. @02/14-ZTG494N

*****SM LEFT A MESSAGE ON RFCAS' VM ADVISING PART ARRIVED AND VEHICLE HAS ALREADY BEEN REPAIRED. SM NOTATED THE DLR'S COMMENT SCREEN. FILE CLOSED (NO NEED TO CONTACT C. C HAS BEEN CONTACTED BY DLR). @02/20-ZTG494N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PART IS ON BACK ORDER. PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

PARTS JUST ARRIVED FOR THIS - I AM GOING TO BE CALLING CUSTOMER TODAY AND HAV E CUSTOMER COME IN TOMMOROW.....VB @02/15-3561

INSTALLED PARTS ON 02-16-2001 - CUSTOMER HAPPY !!!!! VB @02/17-3561

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: DT1A	CONTACT(S): PAVA	ROOT CAUSE: PDAV
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3561	EFFECTIVE: 2/12/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZTG494N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/20/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: RHODES CURTIS R	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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----- CONSUMER AFFAIRS -----

CA3371156

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:50 AM
MODEL YEAR: 1999.0,
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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Vsc Policy Id

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DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA33B3182
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T1XD [REDACTED]
CITY: TAMPA YR/MDL: 1999.0 QST MILEAGE: 26000
ST/ZIP: FL [REDACTED] IN SVC DATE: 8/10/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 3480 FERMAN NISSAN OF NO TAMPA
EVE PH: [REDACTED] PAID: SVC DLR: 3480 FERMAN NISSAN OF NO TAMPA
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 34 DIST: SL/SV/PT: 02 02

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02
CONTACT (S): SUTR
SEVERITY: 3

OPEN DATE: 02/27/01
FOLLOWUP DATE: 04/13/01
CLOSE DATE: 05/07/01

XFER/RSPNSBLTY: 34 02 8
DATANET (Y/N): 2
DATANET DATE: 3/28/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3383182

C. A. R. COMMENTS

EMAIL:NONE

NO PREVIOUS FILE. C STATES THAT THE HEAD LIGHT KEEPS GOING OUT. C STATES C HAS HAD THE HEADLIGHT REPLACED 3 TIMES BY THE DEALER. C STATES C THEN ASKED THE DEALER IF SOMETHING WAS CAUSING THIS PROBLEM. C STATES THE DEALER THEN DISCOVERED THAT THE FUSE WAS BAD. C STATES C HAD THE FUSE REPLACE. C STATES THAT THE DEALER HAS NOW REPLACED THE FUSE 4 MORE TIMES. C STATES THE DEALER IS FILE OPENED-ZAW148N 02/27/2001

NOW ADVISING THAT THERE IS AN ELECTRICAL PROBLEM CAUSING THE FUSE TO GO OUT. C STATES C WOULD LIKE NISSANS ASSISTANCE.

NCAS-AW VERIFIED C'S NAME, ADDRESS, AND BOTH TELEPHONE NUMBERS. NCAS-AW VERIFIED DEALER INFORMATION AND VEHICLE MILEAGE. NCAS-AW FOUND NO OPEN RECALLS OR CAMPAIGNS FOR THIS VEHICLE. NCAS-AW ADVISED C THAT A FILE WILL BE OPENED AND RESEARCHED. NCAS-AW ADVISED C THAT C WILL BE CONTACTED WITHIN 4 BUSINESS DAYS.

02/27-ZAW148N

RCAS REVIEWED FILE WITH SM-STEVE.SM STATES THEY REPLACED THE WIRING HARNESS

02/27-ZAF582N

IN AUGUST AND REPLACED BOTH HEADLIGHTS AND FUSES.SM STATES THEY REPLACED THE PICKTAIL HARNESS TODAY.SM STATES C SHOULD BE FINE.

02/27-ZAF582N

RCAS CALLED C. C STATES THE VEH IS REPAIRED BUT SHE WANTED SOMETHING DOCUMENTED THAT SHE IS HAVING THESE PROBLEMS.RCAS ADVISED THAT THE FILE WAS DOCUMENTED C UNDERSTOOD.FILE CLOSED.

02/27-ZAF582N

C CALLED STATING SHE WANTS SOMETHING IN WRITING. NCAS-KP RE-ASSURED C THAT HER VEHICLE CONCERNS HAVE BEEN DOCUMENTED BY RCAS-AF. C THANKED!

03/02-ZKP394N-COMMENT

*** FILE WAS CLOSED 3/2/01 - FILE REOPENED 3/23/01

C CALLED STATING THAT SHE WAS TOLD BY NNA THAT IF SHE HAD ANYMORE PROBLEMS WITH HER VEH SHE COULD CALL NNA BACK.

C STATES NOW THE DASHBOARD LIGHT WENT OUT. C STATES SHE HAS AN APPOINTMENT ON MONDAY THE 26TH WITH THE DLR SHP. C STATED SHE IS VERY TIRED OF ALL THESE PROBLEMS SHE IS HAVING. NCAS ADVISED C THAT NCAS WILL FORWARD THE FILE TO

03/23-ZLS109N

RFCAS-AF AND THE DLR SO THAT NNA CAN REVIEW THE C'S ISSUES WHILE THE VEH IS AT THE DLR SHP ON MONDAY.

C THANKED. ***** NCAS FORWARDED FILE TO DLR AND RFCAS-AF THIS DATE 3/23/01

03/23-ZLS109N

RCAS REVIEWED FILE WITH SM-STEVE.SM STATES THEY ORDERED A NEW RADIO FOR THE C SM STATES THE LIGHTS IN THE RADIO NEEDED TO BE REPLACED SO THEY ORDERED A WHOLE NEW RADIO.

03/27-ZAF582N

RCAS CALLED C AND LEFT A MESSAGE FOR C TO CALL RCAS BACK.FILE CLOSED PENDING C CONTACT.

03/27-ZAF582N

FILE RE-OPENED. ARBS IN RECEIPT OF MRF ON 4-3-01 C IS SEEKING TO HAVE THE VEH REPLACED BY NNA DUE TO ELECTRICAL PROBLEMS (HEADLAMPS GOES ON AND OFF, FILE ALSO INDICATES C HAVING CONCERNS WITH THE DASHBOARD LIGHTS) 04/12-ZMF895N ARBS RESPONDED TO MRF REQUESTING A FINAL OPPORTUNITY TO REPAIR. 04/12-ZMF895N (ARBS RECEIVED VMX FROM RHONDA WITH BBB ADVISING THAT C INTENDED TO FILE AN

04/12-ZMF895N

MVDN REQUESTING A FINAL REPAIR ATTEMPT.) 04/12-ZMF895N

ARBS RECEIVED MVDN ON 4-18-01 C IS SEEKING A FINAL REPAIR ATTEMPT DUE TO ALLEGED ELECTRICAL PROBLEMS. HEADLIGHTS, BRAKES LIGHTS, DOOR SWITCHES, CD RADIO* ARBS DISCUSSED CASE WITH DTS-TL ARBS SET FINAL REPAIR ATTEMPT DATE FOR 4-30-01 AT FERMAN NISSAN/TAMPA. LETTER SENT TO C THIS DATE TO CONFIRM APPOINTMENT.

04/19-ZMF895N

ABS RECEIVED CALL FROM SM-STEVE NISSIN ADVISING ARBS THAT DLR INSPECTED VEH FOR ELECTRICAL COMPLAINT. QUEST HAD THE BRAKE LIGHTS OUT NO OTHER ELECTRICAL PROBLEM WAS LOCATED. DEALER DID ELECTRICAL DRAW TEST AND NON WAS FOUND. VEH WAS SUBSEQUENTLY RELEASED BACK TO C. NOTE VEH ALSO INSPECTED BY DTS-TL.

ARBS IS NOW CLOSING THE FILE AT THIS TIME.

05/07-ZMF895N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE

DATE: 4/15/2004
TIME: 08:08:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CA3383182

CUSTOMER.
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
ATTENTION SERVICE DEPT.: C HAS AN APPOINTMENT ON 3/28/01 BECAUSE HER DASHBOARD
LIGHT HAVE GONE OUT. PLEASE CONTACT NNA WHEN VEH IS AT DLRSHIP -THANK YOU

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RP1A	CONTACT(S): SUTR	5AIP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	ROOT CAUSE: SNPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:	USERID:
NEW INFO #:	1 DATE: 3/23/2001	USERID: ZLS109N	USERID: ZMF895N
OTHER #:	1 DATE: 4/12/2001	USERID: ZMF895N	USERID: ZLS109N
COMMENTS ONLY: #:	2 DATE: 3/23/2001	USERID: ZLS109N	CHANGED BY:
RESP DLR: 3480	EFFECTIVE: 2/27/2001	CHECK REQUESTED: NO	CHECK ISSUED: NO
IIR-DATE: 00 / 00 / 00	TRANS DATE:		
3RD PRY: AL	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZMF895N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 05/07/01	MICROFILM:	DOM:
RESP CAA:	OLM: HERR WENDY	LANGUAGE:	
PHONE:	OWNER FIRST:		

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CONSUMER AFFAIRS

CA3383182

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:50 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
64							

Use Policy Id

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DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3386853
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALBUQUERQUE
ST/ZIP: NM [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 30300
IN SVC DATE: 1/22/2000
RTL DLR: 3553 RELIABLE NISSAN
SVC DLR: 3553 RELIABLE NISSAN
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 11 11

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 2/26/2001 WHERE: RELIABLE NISSAN
VEHICLE PURCHASED: NEW X PREOWNED MILES 50 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: RELIABLE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 11
CONTACT (S): SMUL
SEVERITY: 3

OPEN DATE: 03/05/01
FOLLOWUP DATE: 03/08/01
CLOSE DATE: 03/13/01

XFER/RSPNSBLTY: 32 11 S
DATANET (Y/N): 1
DATANET DATE: 3/6/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:50 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
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CA3386863

C. A. R. COMMENTS

E-MAIL:NONE

NO PREVIOUS FILES.

NCAS AY VERIFIED C NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. NCAS AY VERIFIED DLR INFORMATION AND MILEAGE. NCAS AY ALSO CHECK FOR RECALLS AND SERVICE CAMPAIGNS.

NCAS AY RECEIVED CALL FROM C. C STATES SHE HAS HAD MULTIPLE REPAIRS.

FILE OPENED-ZAY448N 03/05/2001

BRAKES:2-3 TIMES, NOISEY

HEADLIGHT:3 TIMES, WIRING SHORT

RATTLE:3 TIMES, REPLACE AIR BAG FRAME.

ALIGNMENT:2-3 TIMES, REPLACED F/STRUTS AND FRONT TIRES.

VCR/VIDEO:1 TIME VISIT, REPLACED VCR/VIDEO.

C STATES SHE IS TIRED WITH THIS VEHICLE, TAKING IT IN FOR REPAIRS. C STATES

SHE WANTS ANOTHER VEHICLE.

@03/05-ZAY448N

RFCAS-LC SPOKE WITH SM-LORRAINE WHO STATED THAT THE VEH WAS AT THE DLRSHP A FEW DAYS AGO AND THEY TIGHTEN THE LEFT FRONT HEAD LAMP CONNECTOR. LORRAINE STATED THAT THE VEH HIT SOMETHING CAUSING IT TO KNOCK THE VEH OUT OF

ALIGNMENT AND TO LOSE WHEEL WEIGHTS. LORRAINE STATED THAT SHE BALANCED THE TIRES AT THE DLRSHPS EXPENSE. LORRAINE ALSO STATED THAT THEY WERE UNABLE TO DUPLICATE THE NOISE IN THE DASH AND FROM THE BRAKES. LORRAINE STATED THAT

THEY TEST DROVE THE VEH WITH THE C.

@03/07-ZLC939N

RFCAS-LC LEFT A MSG FOR THE C TO CONTACT RFCAS ON DIRECT LINE. @03/07-ZLC939N

@03/13-ZLC939N

RFCAS-LC LEFT THE C A SECOND MSG TO CONTACT RFCAS ON DIRECT LINE. RFCAS IS CLOSING THE FILE PENDING C CONTACT.

@03/13-ZLC939N

RFCAS-LC RECEIVED A MSG FROM THE C.

@03/20-ZLC939N-COMMENT

RFCAS LEFT A MSG FOR THE C TO CONTACT RFCAS ON DIRECT LINE.

@03/20-ZLC939N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y
CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0
NEW INFO #: 0
OTHER #: 0
COMMENTS ONLY: #: 1
RESP DLR: 3553
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#: 0
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT4B
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 3/20/2001
EFFECTIVE: 3/5/2001
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZLC939N
UPDATE DATE:
CLOSE DATE: 03/13/01
OLM: HERR WENDY
OWNER FIRST:

CONTACT(S): SMUL
ROOT CAUSE: SDMV
USERID:
USERID:
USERID:
USERID:
USERID: ZLC939N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:51 AM


NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CA338853

DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

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----- CONSUMER AFFAIRS -----
CA3388853 SERVICE CONTRACTS SUMMARY
NAME: [REDACTED] VIN: [REDACTED]
IN SCV DATE: [REDACTED]
DATE: 4/15/2004
TIME: 08:09:51 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST
SEQ DEALER EFFECTIVE EXPIRE EXPIRE CANCEL TRANSFER
NO CONTRACT NO NUMBER ST DATE DATE MILEAGE DATE DATE
57 RCNE00329449 3553 1/22/2000 1/22/2006 100,000.00

Vsc Policy Id

RCNE00329449 1/22/2006 3553

RCNE00329449		
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DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CAR ID: CA3390005
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: YONKERS
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 20000
IN SVC DATE: 11/8/1999
RTL DLR: 07167 GEIS NISSAN, INC.
SVC DLR: 07167 GEIS NISSAN, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: Y (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/NFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): PAVA
SEVERITY: 9

OPEN DATE: 03/08/01
FOLLOWUP DATE: 03/09/01
CLOSE DATE: 03/08/01

XFER/RSPNSBLTY: 26 01 P
DATANET (Y/N): 1
DATANET DATE: 3/9/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA3390005

C. A. R. COMMENTS

EMAIL: NONE

NO PREVIOUS FILE. C'S SON (LAWRANCE) CALLED REGARDING A BACKORDER PART. C STATES GREG/DLR PARTS DEPARTMENT DOES NOT KNOW WHEN DLR CAN RECEIVE PART FROM NNA. PART# 280297B000 - FRONT DRIVERS SIDE HEADLIGHT SOCKET. C STATES PART WAS ORDERED BY DOMINIC AT CENTRAL AUTO BODY WHO IS DOING THE REPAIR OF THE VEH DUE TO A PREVIOUS ACCIDENT C WAS IN. C STATES DOMINIC ORDERED THE PART WITH FILE OPENED-ZRN696N 03/08/2001

THE DLR ABOUT 2 WEEKS AGO AND DLR ADVISED THAT PART IS ON BACK ORDER. C STATES C HAS ALREADY RECEIVED A TICKET FROM THE POLICE DUE TO DRIVING WITH ONE HEADLIGHT. C NEEDS THE PART RIGHT AWAY URGENTLY. C WOULD LIKE TO KNOW WHEN CENTRAL AUTO BODY CAN BE EXPECTING THE PART.

NCAS RN VERIFIED C NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. NCAS VERIFIED DLR INFORMATION AND MILEAGE. NCAS ALSO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. NCAS RN ADVISED C THAT NNA WILL RESEARCH AND TRACE THE PART FOR AT LEAST AN ETA OF THE PART. NCAS RN ADVISED C TO PLEASE ALLOW 48 HOURS FOR NNA TO RESPOND TO C OR TO DOMINIC AT CENTRAL AUTO BODY. C THANKED AND UNDERSTOOD.

@03/08-ZRN696N

@03/08-ZRN696N

C STATES THAT LONGIE NISSAN DLR REPLACED THE HEADLIGHT TODAY AND C NO LONGER NEEDS. RFCAS-RN TO FIND THE PART. NCAS ADVISED C THAT NCAS WILL RELAY MESSAGE. C THANKED NCAS.

@03/08-ZLH496N

NCAS EMAILED RFCAS-RN.

@03/08-ZLH496N

NCAS RN RECEIVED EMAIL, PER C CALL FILE CLOSED.

@03/08-ZRN696N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NT11	CONTACT(S): PAVA	ROOT CAUSE: PCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 07187	EFFECTIVE: 3/8/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZRN696N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/08/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: YAKIM DAVID N	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:51 AM

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----- CONSUMER AFFAIRS -----

CA3390005

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:51 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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DATE: 4/15/2004
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T2XD [REDACTED]
CITY: GLENCOE YR/MDL: 1999.0 QST MILEAGE: 31000
ST/ZIP: AL [REDACTED] IN SVC DATE: 7/29/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 1831 POLLOCK NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 1831 POLLOCK NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 34 DIST: SL/SV/PT: 08 08

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 06 OPEN DATE: 03/12/01 XFER/RSPNSBLTY: 34 08 P
CONTACT (S): PAVA FOLLOWUP DATE: 03/13/01 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03/14/01 DATANET DATE: 3/13/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CA3392475

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES THAT C'S HEAD LIGHTS HAVE BEEN INTERMITTENTLY GOING OUT. C STATES THAT C IS NOT ABLE TO DRIVE THE VEH AT NIGHT BECAUSE THE LIGHTS GO OUT. C STATES THAT THE DLR ORDERED THE HEADLIGHT SOCKETS LAST MONTH BUT THE WRONG PARTS CAME IN. C STATES THAT C HAS NOW BEEN WAITING OVER A MONTH AND THE DLR IS ADVISING C THAT THE PARTS ARE ON NATIONAL BACK ORDER. C STATES THAT C IS GETTING VERY IMPATIENT. C STATES THAT C WOULD LIKE TO KNOW IF THERE FILE OPENED-ZPM368N 03/12/2001

IS ANYTHING THAT NNA CAN DO. C STATES THAT C PAID \$30K FOR THE VEH AND CAN'T DRIVE THE VEH AT NIGHT. NCAS APOLOGIZED TO C FOR THE INCONVIENCE. NCAS ADVISED C THAT NNA WOULD RESEARCH THE ETA. NCAS ADVISED C TO ALLOW FOUR BUSINESS DAYS. C UNDERSTOOD.

NCAS VERIFIED C NAME, ADDRESS AND BOTH PHONE NUMBERS. NCAS VERIFIED DLR INFORMATION AND MILEAGE. NCAS ALSO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS @03/12-ZPM368N

NCAS REVIEWED THE FILE AND CALLED THE SM TIM. SM ADVISED THAT PART#B434379984 IS ON BACK .NCAS WILL TRY AND GET ETA ON THIS PART FOR THE DLR. WHEN NCAS FINDS OUT SOMTHING WILL CONTACT THE DLR. @03/13-ZDE373N

NCAS SENT THE ORDING SPECALIST A EMAIL TO GET ATE ON PART. @03/13-ZDE373N
RCAS RECEIVED EMAIL FROM ORDING SPECALIST. THIS PART WAS SHIP ON 03/13/01.

296 PCS WENT TO NY PDC AND 204 TO MEMPHIS PDC. RCAS WILL CALL THE DLR TO ADVISED THIS PART SHOULD BE AVAILABLE BY NEXT WEEK. @03/14-ZDE373N

RCAS SPOKE WITH THE SM TIM AND HE ADVISED THAT THEY INSTALL AFTERMARKET PARTS ON THE C VEH SO HE CAN DRIVE AT NIGHT. SM ADVISED THAT WHEN THE PARTS ARIVE THEY WILL HAVE C BRING VEH BACK AND CHANGE OUT PARTS. RCAS WILL FOLLOW UP WITH C. RCAS SPOKE WITH C AND SHE IS O.K WITH THAT. FILE CLOSED. @03/14-ZDE373N
FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PART IS ON BACK ORDER. PLEASE PROVIDE THE PART NUMBER. CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1F	CONTACT(S): PAVA	ROOT CAUSE: SDAA
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 1831	EFFECTIVE: 3/12/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRTY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZDE373N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/14/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:51 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:51 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
62	RMNT07401336	3341	12/27/2002	7/29/2005	84,000.00	5/5/2003	

Use Policy Id

RMNT07401336 7/29/2005 3341

RMNT07401336

DATE: 4/15/2004
TIME: 08:09:51 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LEXINGTON
ST/ZIP: NC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 48000
IN SVC DATE: 6/1/1998
RTL DLR: 2673 SUPERIOR NISSAN, INC.
SVC DLR: 2756 MODERN NISSAN, INC.
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 14 14

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: DLR #2755
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 14
CONTACT (S): SUTR
SEVERITY: 9

OPEN DATE: 04/16/01
FOLLOWUP DATE: 04/19/01
CLOSE DATE: 04/24/01

XFER/RSPNSBLTY: 36 14 S
DATANET (Y/N): 1
DATANET DATE: 4/17/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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C. A. R. COMMENTS

EMAIL: NONE

@04/16-ZEO115N

NO PREVIOUS FILES.

@04/16-ZEO115N

C STATES THAT IN JANUARY, 2001 C TOOK VEH TO DLR # 2755 BECAUSE FRONT HEADLIGHT WENT OUT AND C STATES THAT DLR "FOOLED AROUND WITH HEADLIGHT BUT DIDN'T FIX IT". C WENT BACK TO DLR # 2755 IN MARCH 2001 BECAUSE C NOTICED THE REPAIRED HEADLIGHT WAS TOO DIM. C SPOKE WITH SA, AND WAS TOLD THAT IT WAS FILE OPENED-ZEO115N 04/16/2001

NOT FIXED RIGHT LAST TIME AND DLR REPLACED THE PLUG AND WORKED WITH WIRES. C STATES THAT AFTER PLUG WAS REPLACED THE HEADLIGHT WAS FIXED BUT THEN THE RADIO DISPLAY STARTED TO FLICKER AND DIM OUT (ABOUT TWO WEEKS AFTER SOCKET WAS REPLACED). C WENT BACK TO DLR # 2755 AND WAS ADVISED BY SA THAT CROSSING WIRES COULD NOT HAVE CAUSED RADIO TO GO OUT. DLR TOLD C THAT RADIO WOULD HAVE TO BE TAKEN OUT BECAUSE IT IS AN INTERNAL PROBLEM IN RADIO. C DOESN'T WANT THAT AND WANTS TO KNOW IF THERE IS ANOTHER WAY TO FIX RADIO. CRR-EO VERIFIED C NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. CRR-EO VERIFIED DLR INFORMATION

@04/16-ZEO115N

AND MILEAGE. CRR-EO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. CRR-EO ADVISED C THAT CRR-EO WILL CALL DLR AND SEE IF THERE IS ANOTHER WAY TO DO IT. CRR-EO ADVISED C THAT CRR-EO WILL CALL C IN THREE TO FOUR BUSINESS DAYS AND GAVE C FILE NUMBER. C THANKED.

@04/16-ZEO115N

CRR-EO VERIFIED ONE NISSAN AT C'S ADDRESS AND NONE AT ADDRESS GIVEN TO CRRO OF 104 STONEYBROOK DR.

@04/16-ZEO115N

CRR-EO SPOKE WITH RON IN SERVICE AND LEFT MESSAGE FOR SM-CECIL TO CALL CRR-EO.

@04/19-ZEO115N

CRR-EO SPOKE WITH SM-CECIL AND WAS ADVISED THAT RADIO WAS ORDERED BY DLR # 2755 AND RADIO CAME IN YESTERDAY. CECIL ADVISED THAT THE SOCKET THAT WAS REPLACED IN THE HEADLIGHT AND THAT THAT WIRING DID NOT RELATE TO THE RADIO WIRING. CRR-EO THANKED. CRR-EO TO VERIFY WITH TECHLINE

@04/19-ZEO115N

CRR-EO SPOKE WITH TECHLINE AND WAS ADVISED THAT TYPICALLY THE WIRING FROM THE RADIO TO THE HEADLIGHT IS NOT CONNECTED, AND AS LONG AS THE DLR INSPECTS TO

@04/20-ZEO115N

MAKE SURE, AND RADIO REPLACEMENT WORKS. THAT WAS THE RIGHT THING TO DO.

@04/20-ZEO115N

CRR-EO LEFT MESSAGE FOR C TO CALL CRR-EO BACK TO VERIFY THAT C HEARD FROM SM-CECIL THAT RADIO SHOULD BE COMING IN FOR REPLACEMENT.

@04/20-ZEO115N

CRR-EO LEFT MESSAGE FOR C TO CALL CRR-EO.

@04/24-ZEO115N

C CALLED BACK STATING THAT SM-CECIL PUT NEW RADIO IN AND C IS HAPPY WITH WAY RADIO WORKS NOW. C THANKED. FILE CLOSED.

@04/24-ZEO115N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		ACTION CODE: RT1G		CONTACT(S):	SUTR	5KAP
SATISFIED: Y						ROOT CAUSE: SDSD
CALLBACK:	(Y/N) #:	0	DATE: 00/00/00			USERID:
REOPEN:	CALLBACK #:	0	DATE: 00/00/00			USERID:
	NEW INFO #:		DATE: 00/00/00			USERID:
	OTHER #:		DATE: 00/00/00			USERID:
COMMENTS ONLY:	#:	0	DATE: 00/00/00			USERID:

DATE: 4/15/2004
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RESP DLR: 2755
IR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

EFFECTIVE: 4/16/2001
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZEO115N
UPDATE DATE:
CLOSE DATE: 04/24/01
OLM: HERR WENDY
OWNER FIRST:

CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:51 AM

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----- CONSUMER AFFAIRS -----

CA3417886

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:51 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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See Policy Id

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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3424934
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: FRESHMEADOWS
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 17000
IN SVC DATE: 3/31/2000
RTL DLR: 2976 STAR NISSAN, INC.
SVC DLR: 3403 BAY RIDGE NISSAN, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR-(3403)
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 03
CONTACT (S): SGWL
SEVERITY: 9

OPEN DATE: 04/25/01
FOLLOWUP DATE: 04/26/01
CLOSE DATE: 05/02/01

XFER/RSPNSBLTY: 26 03 8
DATANET (Y/N):
DATANET DATE: 0

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
TIME: 08:09:51 AM

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C. A. R. COMMENTS

EMAIL: [REDACTED] @04/25-ZNS835N
NO PREVIOUS RELATED FILES @04/25-ZNS835N
C IS CALLING BECAUSE C WAS JUST AT THE DLRSHIP(3403) C HAD REGULAR MAINTENANCE DONE. DLRSHIP ADVISED THE BOLT AND SOCKET WAS OUT. THE C WAS ADVISED THE SOCKET WOULD BE COVERED UNDER WARRANTY. THE C AGREED TO HAVE THE REPAIRS DONE AFTER THE WORK WAS COMPLETED. THE C WAS CHARGED FOR 2HRS LABOR AND THE PARTS FILE OPENED-ZNS835N 04/25/2001
FOR THE BOLT AND SOCKET, C HAS A COMPLAINT ABOUT THE DLRSHIP BECAUSE THE DLRSHIP WOULD NOT LET C LEAVE UNTIL C PAID FOR THE CHARGES. C WOULD LIKE AN EXPLANATION TO WHY C WAS ORIGINALLY TOLD IT WAS COVERED UNDER WARRANTY THEN AFTER THE REPAIRS THE DLRSHIP FORCED THE C TO PAY. @04/25-ZNS835N
-CRR VERIFIED C INFORMATION BY VIN#, NAME, ADDRESS, DAY AND EVENING PH#, MILEAGE AND SCV DLR. CRR DID FIND ONE OPEN CAMPAIGN B0083 QUESTRACKBOLTSNT B00-081 ON VEH. CRR ADVISED C OF FILE/FAX#.
CRR ADVISED C TO SEND DOCUMENTS TO SUPPORT THE REQUEST FOR REVIEW. (WORK ORDER SHOWING THE CHARGES FOR THE REPAIRS) @04/25-ZNS835N
*CRR CONTACTED THE C TO ADVISE THE DOCUMENTS HAVE NOT BEEN SENT. C STATED C SENT HIM BUT CRR HAS NOT RECEIVED THEM. CRR WAS ADVISED TO C @05/01-ZNS835N
**CRR RECEIVED THE FOLLOWING (1) DOCUMENT FROM THE C VIA FAX. (1) A WORK ORDER FROM BAY RIDGE NISSAN, DATED 04-25-01. ROW#116281, MILEAGE AT THE TIME OF REPAIR 17930. LINE #A- FRONT RIGHT SIDE HEAD LIGHT OUT, REPLACED BULB AND CONNECTOR. PART#H9007 BULB AND PART#B4343 DUFBO CONNECTOR TOTAL CHARGE OF \$102.77 LINE #B TANK LIGHT COVER ON SPECIAL ORDER- NO CHARGE LINE#C NY STATE INSPECTION \$10.00 LINE#E REPLACED FRONT BRAKES PADS AND RESURFACED ROTORS TOTAL CHARGE OF \$178.79 LINE#F PERFORMED RACK BOLT CAMPAIGN B00830- N/C TOTAL INVOICE CHARGE OF \$315.81
**CRR CONTACTED C, TO ADVISED NNA IS NOT IN THE POSITION TO REIMBURSE FOR A PART THAT IS NOT COVERED UNDER WARRANTY. THE C VERY IRRATE. BECAUSE WHAT IS COVERED UNDER THE BASIC WARRANTY IS NOT LISTED. EVERY SINGLE THING THAT IS COVERED UNDER THE BASIC WARRANTY IS NOT LISTED AND ITS NOT FAIR TO THE C WHO MAY NOT KNOW. THE C GOES TO THE DLRSHIP FOR A REPAIR AND NOT KNOWING THE SERVICE MAY NOT BE COVERED. THE DLRSHIP REPAIRS THE CAR THEN ADVISED THE C THE REPAIR IS NOT COVERED. C IS REQUESTING THE CONECTOR \$19.92 AND 1/2 OF THE LABOR \$34.00 (\$68.00/2). CRR ADVISED THE C AGAIN NNA CAN NOT REIMBURSE FOR A REPAIR THAT WAS NOT COVERED UNDER WARRANTY BUT CRR WILL ISSUE A SERVICE CREDIT IN THE AMOUNT OF \$40.00 FOR C SATISFACTION. C UNDERSTOOD AND SAID THANK YOU.
**CRR SENT C A SERVICE CREDIT IN THE AMOUNT OF \$40.00 @05/02-ZNS835N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2M	CONTACT(S):	SGWL	5CBR
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SCCP	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:	USERID:
OTHER #:		DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3403	EFFECTIVE: 4/25/2001	CHANGED BY:	CHECK REQUESTED:	NO
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED:		NO
3RD PRY:	PART#:			

DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3424834
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BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

OPENED BY:
UPDATE BY: ZNS835N
UPDATE DATE:
CLOSE DATE: 05/02/01
OLM: HERR WENDY
OWNER FIRST:

MICROFILM:
DOM: RHODES CURTIS R
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
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CA3424934

----- CONSUMER AFFAIRS -----

CA3424934

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:51 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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See Policy # [REDACTED]

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DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3431033
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MARLBORO
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 17000
IN SVC DATE: 1/15/2000
RTL DLR: 1898 DCH FREEHOLD NISSAN
SVC DLR: 1898 DCH FREEHOLD NISSAN
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 05 05

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 05
CONTACT (S): SCRI
SEVERITY: 9

OPEN DATE: 05/04/01
FOLLOWUP DATE: 05/15/01
CLOSE DATE: 05/14/01

XFER/RSPNSBLTY: 26 05 S
DATANET (Y/N): 1
DATANET DATE: 5/7/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:51 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3431033

C. A. R. COMMENTS

EMAIL: NONE

NO PREVIOUS FILES. CALLER IS KATHERINE BERKOWITZ, C WIFE. CALLER STATES THAT SHE TURNED ON THE AIR CONDITIONING A FEW DAYS AGO, AND NOTICED THAT THE SYSTEM IN THE REAR OF THE VEH WAS NOT GETTING COLD AT ALL. C TOOK VEH TO FREEHOLD NISSAN YESTERDAY AND ALTHOUGH A FEW TECHNICIANS BRIEFLY INSPECTED THE AIR CONDITIONER, THEY COULD NOT FIND OUT WHAT WAS CAUSING THE PROBLEM. C WAS FILE OPENED-ZMN446N 05/04/2001

ADVISED TO RETURN THE VEH TO THE DLR AT A LATER DATE FOR FURTHER DIAGNOSIS. C HAS SCHEDULED APPT FOR 5/15 AND DLR HAS STATED THAT IT WILL BE AT LEAST A FULL DAY BEFORE IT IS RETURNED TO THE C. C STATES THAT SHE HAS A SON WITH AN ASMHA CONDITION WHO SITS IN THE REAR, AND C WILL NEED ALTERNATE TRANSPORTATION WHILE C VEH IS BEING SERVICED, AND DLR ADVISED C THEY DO NOT PROVIDE LOANERS. C IS CALLING FOR NISSAN ASSISTANCE WITH THE RENTAL VEH.

CRR VERIFIED C NAME, ADDRESS, PHONE, ETC-CHECKED FOR RECALLS AND FOUND OPEN CAMPAIGN FOR THE VEH RACK BOLT (B0089). CRR ADVISED C THAT BECAUSE THE

@05/04-ZMN446N

CAMPAIGN IS OPEN, CRR WOULD RECOMMEND THAT C HAVE DLR COMPLETE THE WORK WHEN VEH IS IN FOR THE AIR CONDITIONER. CRR ADVISED C THAT A FILE HAD BEEN CREATED TO DOCUMENT THE CONCERN. CRR EXPLAINED TO THE C THAT NISSAN DID NOT HAVE A PROVISION OF THE WRNTY THAT PROVIDES ASSISTANCE WITH A LOANER VEH, ALTHOUGH CRR AGREED TO CONTACT THE DLR TO DETERMINE IF DLR WORKED WITH A SPECIFIC RENTAL AGENCY, AND CRR WOULD REVIEW FOR POSSIBLE ASSISTANCE WITH THE COST, BUT NO GUARANTEES WERE EXTENDED. CRR ADVISED C WOULD CALL DLR AND CALL C BACK ON 5/7. FILE NUMBER PROVIDED. CRR TO CONTACT THE DLR. @05/04-ZMN446N

CRR CALLED THE DLR AND SPOKE WITH SERVICE MGR VINNIE (6:50AM PST) WHO STATES THAT THERE WAS A RECORD OF THE C APPT FOR 5/15. VINNIE DID VERIFY THAT THEIR DLRSHIP DID NOT HAVE A PROVISION THAT PROVIDED THEIR C'S WITH LOANER VEHs. HOWEVER, THEY DID HAVE A SPECIAL RATE SET UP WITH ENTERPRISE-RENT-A-CAR. CRR ADVISED DLR OF THE SITUATION, AND MENTIONED THAT THE C HAD PURCHASED THE VEH FROM THEIR DLRSHIP. CRR ADVISED C THAT HE WOULD BE WILLING TO COVER A RENTAL

@05/07-ZMN446N

VEH FOR THE C FOR THE FEW DAYS NEEDED TO REPAIR THE VEH. VINNIE STATED THAT HE WOULD MAKE A NOTATION SO THAT ARRANGEMENT WOULD BE MADE FOR THE VEH TO BE AVAILABLE WHEN C COMES IN FOR THE APPT. CRR CALLED EVE PHONE AND LEFT A DETAILED MSG TO ADVISE OF THE ABOVE INFORMATION. CRR PROVIDED DIRECT PHONE AND THE #800 LINE IN THE EVENT C HAD ANY FURTHER CONCERNS. FILE CLOSED.

@05/07-ZMN446N

C CALLING REQUESTING TO SPEAK WITH CRR MN. CRR DG PROVIDED C WITH THE ABOVE NOTES ON FILE. CRR DG ADVISED C THAT CRR MN WAS NOT AVAILABLE AT THIS TIME. C REQUESTED A CALL BACK. EMAIL SENT TO CRR MN NOW. @05/07-ZDG693N-COMMENT
C CALLED WANTED TO SPEAK WITH CRR MN. C STATES WANTED TO VERIFY ABOVE INFORMATION RELATED TO SERVICE VISIT ON 5/15/01 AND THE ARRANGEMENTS MADE FOR C TO BE PLACED IN RENTAL. CRR IC ADVISED C THE FILE HAS BEEN DOCUMENTED AND THAT VINNIE IN SERVICE IS AWARE OF THE ARRANGEMENT THE DLR MADE WITH CRR MN. C STATES NOW THE FRONT HEADLIGHT SOCKET IS NOT WORKING. C CALLED THE DLR AND WAS ADVISED THE PART WOULD BE AVAILABLE ON THURSDAY 5/10/01. C STATES IT IS NOT CONVENIENT TO KEEP DRIVING BACK AND FORTH TO THE DLR AS THEY DO NOT SEEM TO HAVE PARTS AVAILABLE FOR REPAIRS. CRR IC APOLOGIZED TO THE C FOR THE DELAY AND RECOMMENDED THE C CONTACT THE DLR BEFORE ARRIVAL TO MAKE SURE THE NECESSARY PARTS HAVE ARRIVED FOR REPAIRS. C UNDERSTOOD. CRR IC ADVISED C CRR WOULD SEND COMMENTS TO CRR MN FYI ONLY, AS CRR IC WAS ABLE TO PROVIDE THE NECESSARY INFORMATION TO THE C. CRR IC ADVISED C CRR MN WAS CURRENTLY UNAVAILABLE, AND IS VERY RESPONSIBLE IN RETURNING C MESSAGES AS RECEIVED. CRR EXPLAINED HE MAY BE ASSISTING ANOTHER C AT THIS TIME. C UNDERSTOOD.

@05/07-ZIC702N-COMMENT

C CALLED AND WANTED TO MAKE SURE THAT A VEH WILL BE WAITING FOR C WHEN C GOES TO DLR TOMORROW TO DROP OFF THE VEH.

C STATES THAT C WILL CONTACT DLR TODAY AND SPEAK TO VINNIE IN SERVICE. CRR-AG WILL CONTACT CRR-MN TO VERIFY THAT RENTAL WILL BE AVAILABLE.

DATE: 4/15/2004
TIME: 08:09:51 AM

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05/14-ZAG202N

CRR RECEIVED EMAIL REGARDING C CALL. AS NOTED, ARRANGEMENT FOR RENTAL HAS BEEN SET UP THROUGH VINNIE AT DLR, AND C HAS STATED THAT SHE WILL BE CALLING THIS DATE TO CONFIRM. THERE IS NO FURTHER ACTION REQUIRED, FILE RECLOSED.

05/14-ZMN446N

FOLLOW-UP IS DUE ON OR BEFORE DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1D	CONTACT(S): SCRI	ROOT CAUSE: SRPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	1 DATE: 5/14/2001	USERID: ZAG202N	
OTHER #:	0 DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	2 DATE: 5/7/2001	USERID: ZIC702N	
RESP DLR: 1898	EFFECTIVE: 5/4/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZMN446N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 05/14/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: DEVEREAUX JOHN	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:52 AM

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3431033
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----- CONSUMER AFFAIRS -----
CA3431033 SERVICE CONTRACTS SUMMARY DATE: 4/15/2004
TIME: 08:09:52 AM
NAME: [REDACTED] VIN: MODEL YEAR: 2000.0
IN SCV DATE: MAKE:
MODEL LINE: QST
SEQ DEALER EFFECTIVE EXPIRE EXPIRE CANCEL TRANSFER
NO CONTRACT NO NUMBER ST DATE DATE MILEAGE DATE DATE
35 NNDS07269602 3512 3/1/2003 3/1/2007 85,304.00

See Policy Id

NNDS07269602 3/1/2007 3512

NNDS07269602

DATE: 4/15/2004
TIME: 08:09:52 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3459088
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LYNCHBURG
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 30000
IN SVC DATE: 11/17/1999
RTL DLR: 3489 LYNCHBURG NISSAN, INC.
SVC DLR: 3489 LYNCHBURG NISSAN, INC.
RESP DLR:
REGION: 36 DIST: SU/SV/PT: 14 14

LETTER RECEIVED 6/7/2001 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: DLR #3489
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 14
CONTACT (S): STCA
SEVERITY: 9

OPEN DATE: 06/07/01
FOLLOWUP DATE: 06/11/01
CLOSE DATE: 06/14/01

XFER/RSPNSBLTY: 36 14 8
DATANET (Y/N): 1
DATANET DATE: 6/8/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:52 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
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CA3459088

C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN
I HAVE A FAULTY RH HEADLIGHT PLUG AND A 30,000 MILE SERVICE. THE HEADLIGHT DID NOT BURN.

CRR-EO CALLED C AND LEFT MESSAGE FOR C TO CALL CRR-EO AT DIRECT LINE
@06/13-ZEO115N

CRR-EO CALLED C AND C ADVISED THAT ONE MONTH AGO C TOOK VEH TO DLR #
CRR-EO CALLED C AND WAS ADVISED THAT ONE MONTH AGO C TOOK VEH TO DLR # 3468
BECAUSE RIGHT HEADLIGHT WAS BURNED OUT. C STATES DLR HAD VEH FOR WHOLE DAY
FOR A 30 MINUTE JOB. C STATES THAT THE PLUG HAD SHORTED OUT AND THAT AFTER
REPAIR C NOTICED THAT INSIDE LIGHT THERE WERE TOO MANY WIRES HANGING AND
JOB LOOKED SLOPPY. C STATES THAT DLR DID 30000 MILE INSPECTION AT THAT TIME.
C STATES THAT ONE WEEK LATER THE LEFT HEADLIGHT WENT OUT AND THAT C THINKS
THAT THEY SHOULD HAVE TOLD C AFTER 30000 MILE SERVICE THAT IT LOOKS LIGHT
LEFT HEADLIGHT WILL GO OUT. C STATES THAT HE WENT TO DLR AND BOUGHT PLUG

@06/14-ZEO115N

FOR REPAIR AND DID REPAIR WORK HIMSELF AND BELIEVES THAT HE DID BETTER JOB
THAN DLR. C STATES HE WOULD LIKE TO MAKE COMPLAINT AGAINST DLR FOR TAKING TOO
LONG TO DO JOB AND DOING SLOPPY JOB. C STATES HE HAS OWNED ANOTHER QUEST AT
CURRENT ADDRESS. CRR-EO VERIFIED C NAME, ADDRESS AND TELEPHONE NUMBERS.
CRR-EO VERIFIED DLR INFORMATION AND MILEAGE. CRR-EO CHECKED FOR RECALLS
AND APOLOGIZED FOR INVONVINIENCE AND THANKED C FOR SURVEY AND ADVISED THAT
COMPLAINT HAS BEEN DOCUMENTED AND WILL BE FORWARDED TO DLR. CRR-EO GAVE C
FILE # AND ADVISED C TO CALL BACK IF THERE ARE MORE ISSUES LATER ON. C
THANKED. FILE CLOSED

@06/14-ZEO115N

FOLLOW-UP IS DUE ON OR BEFORE 06/08/01

THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER
FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF
CONCERN.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): STCA	ROOT CAUSE: SDSD
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3469	EFFECTIVE: 6/7/2001	CHANGED BY:	
IR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZEO115N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 06/14/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:52 AM


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CA3459088

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:52 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: [REDACTED]
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3469494
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: PEMBROKE PINES
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 24000
IN SVC DATE: 7/23/1999
RTL DLR: 08036 NAPOLI NISSAN
SVC DLR: 2787 ESSERMAN NISSAN. LTD.
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 03
CONTACT (S): SMUL
SEVERITY: 3

OPEN DATE: 08/20/01
FOLLOWUP DATE: 08/21/01
CLOSE DATE: 08/20/01

XFER/RSPNSBLTY: 34 03 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:52 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

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CA3469494

C. A. R. COMMENTS

NO EMAIL.NO PREVIOUS FILES. CRR VERIFIED C NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. CRR VERIFIED DLR INFORMATION AND MILEAGE. CRR ALSO CHECKED FRO RECALLS. C CALLED STATING C HAD BEEN TO DLR MANY TIMES FOR A LEFT FRONT HEADLIGHT GOING OUT. C STATED DLR STATED DLR HAVE DONE ALL DLR CAN. CRR-PS CHECKED FOR TECHLINE INVOLVEMENT BUT CRR DID NOT FIND ANY. C STATES VEHICLE IS STILL AT DLR AND C WANTS IT FIXED RIGHT THIS TIME OR C WILL TALK WITH BBB.
FILE OPENED-ZPS450N 06/20/2001

CRR-PS CHECKED WARRANTY REPAIRS AND DLR HAVE REPLACED BULB, WIRING HARNESS, AND SWITCH. CRR-PS CALLING DLR TO GET TECHLINE INVOLVEMENT. @08/20-ZPS450N
CRR-PS CALLED DLR AND SPOKE WITH S/A-ROLANDO. S/A STATED THAT NNA HAD JUST COME OUT WITH A CAMPAIGN THAT WILL FIX PROBLEM. DLR PERFORMING REPAIR TODAY AND VEHICLE SHOULD BE OPERATING PROPERLY. @06/20-ZPS450N

CRR-PS CALLED C TO STATE TO C THAT DLR HAS PERFORMED CAMPAIGN AND VEHICLE IS FIXED. CRR-PS STATED TO C IF C HAS ANYMORE PROBLEMS CALL CRR-PS BACK.

@06/20-ZPS450N

CRR-PS CLOSING FILE.

@06/20-ZPS450N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S): SMUL	ROOT CAUSE: SDIR
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 2787	EFFECTIVE: 8/20/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZPS450N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 06/20/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:52 AM

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CONSUMER AFFAIRS

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:52 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3481141
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAN JOSE
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 49000
IN SVC DATE: 7/13/1999
RTL DLR: 3242 SOUTH COUNTY NISSAN-HYUND
SVC DLR: 3474 CAPITOL NISSAN
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 05 05

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 05
CONTACT (S): SSAD
SEVERITY: 9

OPEN DATE: 07/16/01
FOLLOWUP DATE: 07/17/01
CLOSE DATE: 07/16/01

XFER/RSPNSBLTY: 48 05 3
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:52 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CA3491141

C. A. R. COMMENTS

PREVIOUS UNRELATED FILE. ©07/16-ZRH529N
C CALLED IN ASKING ABOUT THE REPLACEMENT OF C'S HEADLAMP SOCKETS. C
INFORMED CRR THAT THE DLR WANTS TO CHARGE C \$10 EACH FOR THE TWO SOCKETS.
\$220 IN LABOR AND THE DLR HAS ALREADY CHARGED C \$50 IN A DIAGNOSTIC FEE. C
FEELS THAT THIS IS NOT RIGHT. ©07/16-ZRH529N
CRR VERIFIED C'S NAME, ADDRESS, PHONE NUMBERS AND VEH INFO. CRR CHECKED FOR
FILE OPENED-ZRH529N 07/16/2001
RECALLS AND FOUND NONE OPEN. CRR INFORMED C THAT NSN WILL NOT BE ABLE TO DO
ANYTHING FOR C AND CRR INFORMED C THAT THE DLR IS LIKELY CHARGING THE \$220
FOR LABOR BECAUSE REPLACING THE SOCKETS IS LIKELY A DIFFICULT REPAIR. C DID
NOT AGREE BUT UNDERSTOOD CRR'S POSITION. ©07/16-ZRH529N
FILE CLOSED. ©07/16-ZRH529N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): SSAD	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRPP	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3474	EFFECTIVE: 7/16/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
SRD PRTY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZRH529N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/16/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: NYSTROM, JOHN	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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----- CONSUMER AFFAIRS -----

CA3491141

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:52 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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Vsc Policy Id

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DATE: 4/15/2004
TIME: 08:09:52 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SANTA ANA
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 34000
IN SVC DATE: 2/28/2000
RTL DLR: 3387 CERRITOS NISSAN
SVC DLR: 1888 BARWICK IMPORTS. INC.
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 08 06

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 06
CONTACT (S): SDUP
SEVERITY: 3

OPEN DATE: 07/28/01
FOLLOWUP DATE: 08/16/01
CLOSE DATE: 08/16/01

XFER/RSPNSBLTY: 44 08 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL:NONE

NO PREVIOUS FILES-C CALLED IN STATES HE WAS ALMOST KILLED IN HIS VEH LAST NIGHT C STATES HE WAS DRIVING VEH AND THE HEADLIGHTS JUST TURNED OFF C STATES THIS HAS HAPPENED IN THE PAST C STATES ANOTHER VEH ALMOST HIT HIM AND HE PULLED OVER AND CALLED FROM SOMEONE TO COME AND PICK HIM UP. C STATES HE IS TERRIFIED OF THIS VEH C STATES SHE IS NOT GOING TO DRIVE THE VEH TONIGHT
FILE OPENED-ZCR391N 07/26/2001

AND WILL RENT A VEHICLE. C STATES HE HAS TAKEN VEH TO BARWICK NISSAN AND TUSTIN NISSAN C STATES THE LAST FEW TIMES HE HAS TAKEN VEH TO DLR THEY REPLACED THE BULBS. C STATES HE WANTS NISSAN TO BUY BACK VEH OR GIVE HIM ANOTHER VEH. C STATES THIS PROBLEM STARTED 4 MONTHS AGO. C STATES HE NEEDS SOMEONE TO RESOLVE THIS PROBLEM HE IS HAVING AND FEARS THIS WILL HAPPEN AGAIN AND HE WILL BE INJURED. @07/26-ZCR391N

CRR CR VERIFIED C/VEH/DLR/MILEAGE/PHONE NUMBERS/NO ESC/NO OPEN RECALLS/
CRR CR ADV C HIS CONCERN HAS BEEN DOCUMENTED CRR ADV C HE WILL BE CONTACTED
@07/26-ZCR391N

ONCE UPDATE IS AVAILABLE.

CRR GAVE C FILE NUMBER. CRR PRINTED FILE AND FORWARDED TO PROPER REGION FOR HANDELING. @07/26-ZCR391N

RSS FL FORWARD FILE TO CRR C.H. RESPONSIBILITY. @07/30-ZFL946N

::>C CALLED TO REQUEST UPDATE ON FILE. @07/30-ZBD393N

CRRCH WAS CONTACTED BY C.C STATES HE IS AFRAID TO DRIVE VEHICLE.C STATES THIS IS HIS THIRD QUEST AND C CLAIMS HE LOVES NISSAN VEHICLE.C STATES HE HAS BROUGHT VEHICLE IN TO 2 DLR 5 TIMES FOR HEADLIGHT INSPECTION AND REPAIR.C STATES HE IS CLOSE TO SEEKING ATTORNEY.C STATES HE WOULD LIKE NSN TO BUY BACK VEHICLE.CRRCH INFORMED C THAT HE WOULD LIKE C TO TAKE VEHICLE TO DLR OF C'S CHOICE FOR ANOTHER INSPECTION AND ASK DLR TO REQUEST ASSISTANCE WITH REPAIR FROM TECHLINE.C REQUESTED RENTAL VEHICLE.CRRCH STATED NSN NORMALLY DOESN'T PROVIDE RENTAL FOPR WARRANTY ISSUES. BUT CRRCH WOULD RESEARCH FOR APPROVAL OF RENTAL @07/30-ZCH882N

CRRCH CONTACTED DLR SERVICE WRITER-GARY.SERVICE WRITER STATED MANAGER WAS OUT.CRRCH REQUESTED INFORMATION ON C'S REPAIR HISTORY. @07/30-ZCH882N

SERVICE WRITER STATED C'S VECHICLE HAD BEEN IN TO DLR WITH HEADLAMP ISSUES BULBS WERE REPLACED AND VECHICLE WAS WORKING WELL.CRRCH INFORMED SERVICE WRITER THAT C WOULD BE COPMING BACK TO DLR FOR ANOTHER INSPECTION AND ADVISED SERVICE WRITER THAT DLR NEEDED TO CONTACT TECHLINE ABOUT C'S ISSUE.SERVICE WRITER AGREED.CRRCH CONTACTED TECHLINE REP-TT AND WAS INFORMED TT ABOUT C'S HEADLAMP PROBLEM.TT INFORMED CRRCH THAT DLR WILL NEED TO CONTACT C TECHLINE TO OPEN AN FI TICKET.CRRCH INFORMED TT HE HAD ALREADY ADVISED DLR TO CONTACT TECHLINE.REP-TT INFORMED CRRCH THAT RENTAL SHOULD BE OFFERED BECAUSE C HAD HAD 3 QUESTS AND TECHNICIANS NEED TO BE COMFORTABLE WITH TIME CONSTRAINTS SO THEY CAN DUPLICATE PROBLEM AND REPAIR APPROPRIATELY.CRRCH WILL OFFER TWO DAYS RENTAL AT \$35 DOLLARS A DAY MAXIMUM BECAUSE C HAS OWNED SEVERAL NSN VEHICLES AND HAS BEEN WORKING WITH DLR TO RESOLVE ISSUE AND PER RECCOMENDATION OF TECHLINE. @07/30-ZCH882N

TECH LINE TT. TSS NORM SPOKE WITH DEALER S/A GREG O GRADY. DEALER HAS REPLACED BOTH HEAD LAMP COMNNECTIONS AND BUILBS AS PER TSB 01-028. VEHICLE HAS BEE N WASHED AND READY FOR RETURN TO CUSTOMER. NOTE MESSAGE WAS LEFT WITH CUSTOMER ON STATUS OF REPAIRS EARLIER WHICH CUSTOMER NEVER RETURNED. TT LEFT UPDATED W ITH CRR. @07/31-VTT757N

@07/31-VTT757N

CRR-RH TAKING OVER THIS FILE. @08/15-ZRH529N

CRR-RH CALLED C AND WAS INFORMED BY C TO CALL C BACK IN 5 MINUTES.

@08/15-ZRH529N

CRR-RH CALLED C AND WAS INFORMED THAT C IS SENDING LETTER TO NSN THROUGH CRR INFORMING NSN THAT C IS STILL SCARED TO DRIVE THE VEH AT NIGHT AND IF THE VEH MALFUNCTIONS AGAIN, C WILL BE SUING NSN. CRR UNDERSTOOD AND WILL NOTE THIS IN THE FILE AND AWAIT C'S LETTER. C ALSO INFORMED CRR THAT C HAS BEEN INTO THE DLR 5 TIMES BUT 2 WERE JUST QUICK LIGHT BULD REPLACEMENTS WITH A WORK

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ORDER BEING WRITTEN UP. CRR UNDERSTOOD AND WILL DOCUMENT. C ALSO INFORMED CRR THAT THE VEH IS OPERATING NORMALLY AT THIS POINT. CRR UNDERSTOOD AND PROVIDED CRR WITH CRR'S FULL NAME, MAILING ADDRESS AND DIRECT PHONE FOR C'S RECORDS.
©08/16-ZRH529N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S): SDUP	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRMV	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	CHANGED BY:	USERID:
RESP DLR: 186B	EFFECTIVE: 7/26/2001	CHECK REQUESTED:	NO
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED:	NO
3RD PRTY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZRH529N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/16/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: GARN, JIM	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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TIME: 08:09:52 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST
CANCEL TRANSFER
DATE DATE

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
64					

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DATE: 4/15/2004
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CAR ID: CA3504468
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALTOONA
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 GST MILEAGE: 37000
IN SVC DATE: 12/4/1999
RTL DLR: 09064 COURTESY MOTOR SALES INC
SVC DLR: 09064 COURTESY MOTOR SALES INC
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: 9064
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 07/31/01 XFER/RSPNSBLTY: 36 01 6
CONTACT (S): SMUL FOLLOWUP DATE: 08/22/01 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 09/21/01 DATANET DATE: 8/8/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL: [REDACTED] @07/31-ZML491N
PREVIOUS FILES: #3111738-RELATED TO VCR @07/31-ZML491N
RECALLS: 3 CLOSED, T.LAMP, COMBO SWITCH, RACK BOLTS @07/31-ZML491N
CRR VERIFIED C ADDRESS, BOTH PHONES, MILEAGE-37000, DLR-COURTESY MOTORS. C
CALLED IN STATING THAT C HAS HAD HEADLIGHTS REPLACE FOUR TIMES, THE TV AND VCR
REPLACED TWO TIMES, THE TACHOMETER REPLACED ONCE AND THE RADIO REPAIRED ONCE.
FILE OPENED-ZML491N 07/31/2001
C STATES THAT CURRENTLY THE BRAKE LIGHT HAS GONE OUT. C STATES THAT ALL OF
THESE PROBLEMS ARE ELECTRICAL AND WANTS TO KNOW WHAT IS WRONG WITH VEH. C HAS
AN APPOINTMENT WITH THE DLR ON 8/10/01 TO GET BRAKE LIGHT FIXED. CRR TOLD C
THAT CRR WILL FORWARD FILE TO APPROPRIATE REGION AND THE CRR THAT TAKES OVER
THE FILE WILL CONTACT THE SM TO MAKE SM AWARE OF THE C'S MULTIPLE ELECTRICAL
REPAIRS. AT THIS POINT CRR WILL ASK TO GET TECHLINE INVOLVED. CRR FORWARDING
FILE TO APPROPRIATE REGION. C HAS FILE NUMBER. @07/31-ZML491N
@07/31-ZML491N @07/31-ZML491N
@07/31-ZML491N @07/31-ZML491N
@07/31-ZML491N
--> CRR WAS TRANSFERRED FILE. CRR WILL CONTACT THE DLR ON MONDAY TO UPDATE THE
DLR ON THE MULTIPLE ELECTRICAL PROBLEMS THE VEH HAS HAD. @08/03-ZBM307N
--> CRR CALLED THE DLR AND SPOKE WITH DWAYNE-SERVICE MANAGER.CRR DISCUSSED C'S
CONCERNS AND WAS ADVISED THE DLR IS UNABLE TO DETERMINE IF ALL THE PROBLEMS
ARE RELATED. CRR WAS ADVISED THE PROBLEMS ARE NOT RELATED BUT THE VEH WILL BE
INSPECTED THOROUGHLY ON THE 10TH. @08/06-ZBM307N
CRR CONTACTED C WHO STATED HE DID NOT AGREE WITH THE STATEMENT THAT THE
SEPARATE INCIDENTS WERE NOT RELATED. C STATED C DID NOT WANT ANOTHER VEH BUT
C DID WANT SOMETHING ELSE COMPRABLE TO C'S VEH. *** CRR ADVISED THIS OPTION
WAS NOT AVAILABLE AT THIS TIME AS NNA DOES NOT HAVE AN INVENORY OF SUCH VEHs.
CRR ADVISED C'S COMMENTS ARE ON FILE AND HAVE BEEN DOCUMENTED. CRR ALSO
ADVISED THE DLR TO CONTACT TECH LINE JUST FOR AN ADDITIONAL TECHNICAL OPINION.
C THANKED CRR. @08/07-ZBM307N
FILE CLOSED. @08/07-ZBM307N
****COMMENTS ADDED***. C CALLED BACK STATING THAT HE HAS NOT RECEIVED A CALL
BACK. C STATES THAT THE VEH WAS TAKEN BACK TO THE DLR ON 8/10. DLR REPLACED
THE HEADLIGHT SOCKET AND THE BRAKE LIGHT. HOWEVER, C STATES WAS DRIVING THE
VEH ON 8/10 WHEN THE TV/VCR UNIT MALFUNCTIONED AGAIN. C STATES THAT AT THIS
POINT, C NO LON GER WANTS THE VEH AND WOULD LIKE FOR NISSAN TO STAND BEHIND
THE PRODUCT AND ASSIST C IN GETING INTO ANOTHER NISSAN QST. CRR EXPLAINED TO T
THE C THAT NISSAN, UNDER THE TERMS OF THE WAARRANTY, WOULD ONLY BE IN A
POSITION TO ASSIST IN MAKING SURE THAT THE VEH IS REPAIRED. CRR EXPLAINED THAT
NISSAN WOULD NOT BE IN A POSITION TO REPLACE THE VEH. CRR ADVISED C THAT IF
THIS IS HIS REQUEST, C WOULD NEED TO DISCUSS WITH RETAILING DEALER REGARDING
THE ASSISTANCE IN TRADE. C STATED THAT THIS WAS NOT AN ACCEPTABLE SOLUTION. C
DEMANDED TO SPEAK WITH A SUPERVISOR, THEREFORE CRR ADVISED C THAT THIS REQUEST
WOULD BE DOCUMENTED, STATED TIME FRAME FOR SUPERVISOR CALL BACKS ARE 24 TO 48
HOURS. C UNDERSTOOD. CRR SENT EMAIL TO HSS DL REGARDING C REQUEST.
@08/14-ZMN446N-COMMENT
>CRR RECEIVED INBOUND CALL FROM C. C REQUESTED SUPERVISOR CALLBACK HAS NOT
TAKEN PLACE AND C WANTS TO KNOW WHY. CRR ADVISED THE C PER FILE, THE
SUPERVISOR CALLBACK WAS PLACED 08-14 AND THE SUPERVISOR WILL CALLBACK BY TODAY
OR TOMMORROW. CRR ADVISED THE C, THE SUPERVISOR IS IN ANOTHER REGION AND
CRR-NSS WILL RESUBMITTED THE REQUEST ON THE C BEHALF. CUSTOMER UNDERSTOOD
AND SAID THANKYOU @08/15-ZNS835N-COMMENT
CRRBH RECEIVED INBOUND CALL FROM C. C WANTED TO KNOW WHY THERE HAS BEEN NO
SUPERVISOR CALLBACK. CRRBH TOLD C THAT A DIFFERENT REGION IS HANDELING THE
FILE. CRRBH TOLD C THAT CRRBH WILL BRING THIS TO THE ATTENTION OF REGION 34
SUPERVISOR RSSDL. CRRBH TOLD C THAT THE CALL WILL HAPPEN WITHIN 24 -48 HOURS
C UNDERSTOOD AND THANKED CRRBH FOR THE HELP. @08/16-ZBH805N-COMMENT
CRRBH TO INFORM RSSDL OF ISSUE. RSSDL STATES THAT HE WILL DO THE CALLBACK.
@08/16-ZBH805N-COMMENT

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CRR ML RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH RSS. CRR SPOKE
08/17-ZML491N-COMMENT

WITH RSS AND IS TRANSFERRING CALL.

08/17-ZML491N-COMMENT

C TOLD RSS THAT C HAS HAD THESE ON GOING REPAIRS, THAT HEADLAMP AND TAILAMP
FAILURES ARE SAFETY ISSUES, THAT C'S FAMILY IS AT RISK, AND C FEELS THAT
NISSAN SHOULD CONSIDER ASSISTING C GET OUT OF THIS VEH AND INTO ANOTHER
COMPARABLE OR NEW VEH WITH SOME ASSISTANCE. C STATED THAT C CALLED THE
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE CONTACT THE TECH LINE AT 1-800-862-3497
FOR TECHNICAL ASSISTANCE.

STATE'S ATTORNEY GENERAL'S OFFICE TODAY AND THAT OFFICE INFORMED C THAT C HAS
A GOOD CASE FOR LEMON LAW. C ASKED RSS IF RSS WOULD AGREE THAT SOMETHING OUT
OF THE ORDINARY WEAR AND TEAR AND NORMAL BREAKDOWN ISSUES IS GOING ON WITH
THIS VEH. RSS TOLD C THAT RSS DID NOT BE ABLE TO AGREE, BECAUSE THE FACTS IN
THIS SITUATION NEED TO BE REVIEWED BEFORE ANY NISSAN'S POSITION COULD BE
RE-EVALUATED ONE WAY OR THE OTHER. RSS TOLD C THAT RSS WILL PULL THE HISTORY
FROM THE DLR AND HAVE IT REVIEWED (RSS WILL CALL TECHLINE). C UNDERSTOOD.
RSS TOLD C THAT RSS WILL REVIEW AND CONTACT C BY 8/23/01. 08/17-ZDL105N
RSS CALLED SA-ERNIE (SM OUT UNTIL 8/20) AND REQUESTED THAT ALL RO'S EVER OPEN-
ED ON THIS VEH BE FAXED TO RSS. RSS PROVIDED # AND ERNIE AGREED TO FAX.

08/17-ZDL105N

RSS CALLED SA-ERNIE WHO STATED THAT ERNIE THOUGHT THE RO'S WERE FAXED LAST
FRIDAY. RSS ADVISED THAT RSS HASN'T RECEIVED. ERNIE STATED THAT ERNIE WILL
PULL THE INFO TRY FAXING AGAIN. RSS CONFIRMED RSS'S FAX # AND PROVIDED DIRECT
PHONE IN CASE THERE ARE ANY PROBLEMS FAXING.

08/21-ZDL105N

CRR-RL RECEIVED INBOUND FROM C ASKING TO SPEAK WITH DAVID LYMAN.
CRR-RL CALLED DL WHO STATED DL WOULD GET BACK TO C WITHIN 1 HOUR.
CRR-RL PASSED THIS INFORMATION ON TO C. C THANKED AND WISHED NOT TO LEAVE VMX.

08/24-ZRL412N

RSS CALLED C AND ADVISED THAT RSS HAS RECEIVED RO'S FROM DLR, BUT IS STILL
REVIEWING. C STATED C'S WIFE TOLD C THIS MORNING THAT LEFT SIDE TAIL LIGHT IS
OUT AGAIN. C STATED C DOESN'T WANT VEH AND ISN'T INTERESTED IN DOING ANOTHER
REPAIR, SO C WILL RISK C'S SAFETY AND DRIVE VEH. UNTIL NISSAN DECIDES TO HELP
C GET OUT OF THIS VEH. RSS STATED THAT C SHOULD TAKE VEH TO DLR FOR REPAIR,
AND RSS CAN'T TELL C AT THIS POINT IF NISSAN WILL BE ABLE TO ASSIST C AS C HAS
REQUESTED. C STATED C UNDERSTOOD.

08/24-ZDL105N

RSS CALLED TECHLINE-TT AND REVIEWED SVC HISTORY: (SEE NEW FILE #
FOR HISTORY BREAKDOWN). TT STATES IT DEFINITELY SOUNDS AS IF THERE IS AN
ISSUE WITH ELECTRICAL SYSTEM AND TT WILL NEED A COUPLE OF DAYS TO WORK WITH
DLR. CRRBH RECEIVED INBOUND CALL FROM C. C IS VERY UPSET BECAUSE RSSDL DOES NOT
CALL THE C BACK. C STATES THAT C IS FORCED TO PURSUE THE LEMON LAW. CRRBH
ATTEMPTED TO TELL C TO WAITING FOR CALL BUT C DID NOT WANT TO WAIT FOR THE CAL

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RP9A	CONTACT(S): SMUL	ROOT CAUSE: SRSV	SNPP
CALLBACK: (Y/N) #:	0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #:	0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #:	0	DATE: 00 / 00 / 00	USERID:	
OTHER #:	1	DATE: 8/17/2001	USERID: ZDL105N	
COMMENTS ONLY: #:	4	DATE: 8/17/2001	USERID: ZML491N	
RESP DLR: 09084	EFFECTIVE: 7/31/2001	CHANGED BY:		

DATE: 4/15/2004
TIME: 08:09:53 AM

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IR-DATE: 00 / 00 / 00
3RD PRY: AG
BYBACK ST:
HISTORY:
SVC CALL#: /
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZAL286N
UPDATE DATE:
CLOSE DATE: 09/21/01
OLM: HERR WENDY
OWNER FIRST:

CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:53 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:53 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
58	RCNF00953172	38ESC	12/4/1999	12/4/2008	100,000.00		

See Policy Id

RCNF00953172 12/4/2006 38ESC

RCNF00953172		
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CAR ID: CA3518301
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: DES MOINES
ST/ZIP: IA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
OLR PH: [REDACTED]

SC:
VIN: 4N2XN11T5XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 25000
IN SVC DATE: 11/18/1999
RTL DLR: 40006 HUMMEL'S NISSAN
SVC DLR: 40006 HUMMEL'S NISSAN
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 07 07

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES 40 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: HUMMELS
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 07
CONTACT (S): SMUL
SEVERITY: 3

OPEN DATE: 08/15/01
FOLLOWUP DATE: 08/30/01
CLOSE DATE: 09/10/01

XFER/RSPNSBLTY: 24 07 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

E-MAIL:

NO PREVIOUS RELATED FILE

VERIFIED ADDRESS, PHONE NUMBERS, NAME, VEH MILEAGE. UPDATE ZCA1. @08/15-ZMT242N
NO OPEN RECALLS OR CAMPAIGNS (2 PREVIOUS RECALLS CLOSED) @08/15-ZMT242N
C STATES 2 MONTHS AFTER VEH PURCHASED THE SLIDING DOOR FELL OFF. C STATES VEH
DOWN FOR 2 MONTHS. C STATES SEVERAL WEEKS AFTER REPAIR THE DOOR FELL OFF
FILE OPENED-ZMT242N 08/15/2001

AGAIN. C STATES ENROUTED TO HUMMEL NISSAN THE VEH STALLED. C STATES ON ANOTHER
VISIT TO DLR C WAS ADVISED THE ALTERNATOR WAS SEVERED. C STATES SERVICE DEPT
ADVISED C WHOEVER CHANGE C'S OIL MAY HAVE SEVERED THE ALTERNATOR.

@08/15-ZMT242N

C STATES THE RADIO MALFUNCTION (PROBLEM WITH CLOCK RESETTING). C STATES THERE
WAS ALSO A MINOR PROBLEM WITH THE CUP HOLDER. C STATES THERE WAS A CLUNKING
NOISE IN REAR OF VEH. C STATES SERVICE DEPT ADVISED THE ALIGNMENT WAS OFF &
STRUTS HAD TO BE REPLACED. C STATES THE HEAD LIGHT WENT OUT (RIGHT SIDE)
C STATES SERVICE ADVISED THE REPAIR HAD BEEN MADE. C STATES WHEN THE VEH WAS
PICKED-UP THE HEAD LIGHT WAS NOT REPAIRED. C STATES SHE WAS ADVISED THERE MAY
BE A WIRING PROBLEM. C STATES ANOTHER PROBLEM WITH VEH IS THAT LUGGAGE RACK
STARTED TO PEEL. C STATES EVERYTHING HAS BEEN COVERED UNDER WARRANTY. C STATES
SHE DID NOT LIKE THE TREATMENT SHE RECEIVED FROM WARRANTY. C STATES SHE HAS
A DISABLED CHILD AND TRAVELS A DISTANCE TO WORK. C STATES SHE DID NOT FEEL
SECURE DRIVING VEH. C STATES SHE LIKES NISSAN & WOULD HAVE PURCHASED ANOTHER
NISSAN VEH. BUT DECIDED TO PURCHASE A 2002 HYUNDAI WITH 10 YEAR/200,000
MILE WARRANTY WITH 10 YEAR ROAD SIDE ASSISTANCE. C STATES THE SERVICE DEPT
TREATMENT OF WAS ACCUSATORY.

@08/15-ZMT242N

CRR CALLED HUMMEL NISSAN & SPOKE WITH SERVICE MANAGER-KEVIN. SM-KEVIN STATES
THE HEAD LIGHT BULB WAS REPLACED INITIALLY. SM-KEVIN STATES THERE WAS A
PROBLEM ELECTRICALLY WITH THE WIRE HARNESS. SM-KEVIN STATES THE HEADLIGHT
IS OPERATIONAL NOW. SM-KEVIN STATES THE PROBLEM WITH THE DOOR FALLING OFF
MAYBE DUE TO THE REAR DOOR HINGE ICING & FREEZING UP. SM-KEVIN STATES THE

@08/27-ZMT242N

LAST WINTER WAS SEVERE. SM-KEVIN STATES THE PEELING LUGGAGE RACK MY BE DUE
TO THE PROTECTIVE CLEAR COAT PEELING.

@08/27-ZMT242N

CRR CALLED TECHLINE. TSS:EK ADVISED THAT DOORS SLIDING OFF IS A RARITY. TSS:EK
STATES C CAN LUBRICATE & CLEAN THE TRACK.

@08/27-ZMT242N

CRR WILL ADVISE C. CRR SPOKE WITH C'S HUSBAND. CRR GAVE C'S HUSBAND STATES
THE SECOND TIME THE DOOR FEEL OFF IT WAS LATER IN THE YEAR & WINTER HAD
PASSED. CRR ADVISED C TO GO TO ANOTHER DLR. C STATES THEY WILL BE TAKING
VEH TO AMES NISSAN. C STATES AMES IS 30 MILES AWAY. CRR OFFERED C A \$50.00
SERVICE CREDIT & ADVISED C THE CREDIT CAN BE USED FOR AN OIL CHANGE ETC. CRR
ADVISED C THAT DURING THE SERVICE THEY CAN HAVE AMES SERVICE INSPECT THE
LUGGAGE RACK. CRR ADVISE IF ITS COVERED UNDER WARRANTY HAVE THE WORKED
COMPLETED. CRR ADVISED C IF ITS NOT COVERED UNDER WARRANTY NISSAN MAY OFFER
ASSISTANCE. C UNDERSTOOD.

@08/27-ZMT242N

CRR MAILED \$50.00 CREDIT. CLOSE FILE

@08/27-ZMT242N

C RECEIVED VMX FROM C STATING RECOMMENDATIONS BY NISSAN WAS NOT SATISFACTORY.
CRR CALLED C. CRR ADVISED C DUE TO C'S CONCERN WITH VEH THE & THE DISTANCE
FROM C'S HOME TO AMES DLR IS 30 MILES. TO KEEP C FROM MAKING AN UNNECESSARY
TRIP. CRR ADVISED C THAT THEY COULD USE THE CREDIT FOR MAINTENANCE & WHILE THE
VEH IS BEING SERVICED HAVE AMES DLR INSPECT THE VEH. C WANTS NISSAN TO EXTEND
HER BASIC WARRANTY. CRR TRIED TO EXPLAIN TO C THE BASIC WARRANTY CANNOT BE
EXTENDED. CRR ADVISED C IF THE PROBLEM REOCCURS NISSAN STANDS BEHIND THEIR
PRODUCT IF THE PROBLEM IS UNDER WARRANTY IT WOULD BE REPAIRED. CRR ADVISED C
IF THE PRODUCT IS NOT UNDER WARRANTY NISSAN MAY OFFER ASSISTANCE.

@08/28-ZMT242N-COMMENT

C STATES THE PREVIOUS PROBLEM WITH THE SLIDING DOOR, HEAD LIGHTS & STRUTS
HAVE BEEN REPAIRED. C STATES SHE VEH IS DEFECTIVE. C STATES SHE WILL GO TO
CHANNEL 8 NEWS. C STATES SHE HAS INFORMATION ON LEMON LAW. CRR GAVE C THE
NUMBER TO BBB 800-955-1500. C STATES SHE WANTS A SUPERVISOR CALL BACK.

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TIME: 08:09:53 AM

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08/28-ZMT242N-COMMENT CRR WILL SEND E-MAIL TO RSS:IC
RSS IC REVIEWED FILE FOR SUPERVISOR CALLBACK
08/28-ZIC702N
08/29-ZIC702N

RSS IC CALLED AND SPOKE WITH SM KEVIN AT THE DLR. DLR ADVISED THE TWO TIME THE VEH WAS IN FOR REPAIRS TO THE DOOR HINGE IT WAS RELATED TO HARSH WINTER AS THEY DID EXPERIENCE POOR WEATHER THROUGH MARCH. DLR STATES THE PLASTIC PART OF THE HINGE CONNECTED TO THE ROLLER BROKE OFF. DLR STATES THEY HAVE COMPLETED ALL REPAIRS TO DATE THAT ARE OUTSTANDING.

RSS IC ALSO CALLED TECHLINE TO DISCUSS THIS INCIDENT. THE CAUSE OF THIS PIECE TO BREAK MAY ALSO BE RELATED TO THE WAY THE C IS OPENING AND CLOSING THE SLIDING DOOR. THIS IS NOT A DEFECTIVE PART IT-WHEN PLASTIC IS EXPOSED TO FREEZING OR COLD WEATHER IT MAY BREAK. **PRIOR COMMENTS IN FILE STATED THE C WOULD LIKE BASIC EXTENDED. NNA ISN'T IN THE POSITION TO EXTEND A BASIC WARRANTY ON THIS VEH. OTHER OPTIONS SHOULD BE REVIEWED AFTER SPEAKING WITH THE C AS THE PARTS AND THE DOOR WAS FOUND NOT TO BE DEFECTIVE.
TO DATE THERE IS NOT AN REPORT OF AN EPEDMIC RELATED TO THIS BEING A DEFECTIVE PART.

CRR-CG IN FILE TO COMPLETE SUP C/B. CRR-CG LEFT MESSAGE WITH GENTLEMAN WHO ANSWERED THE PHONE TO HAVE C CONTACT CRR-CG AT DIRECT LINE. FILE PENDING. CALL PLACED 8/30/01 13:24.

CRR-CG IN FILE RETURNING C CALL ON CRR-CG VMX. CRR-CG LEFT MESSAGE ON VMX FOR C TO CONTACT CRR-CG AT DIRECT #. FILE PENDING.

CRR-CG IN FILE TO CONTACT C FOR SUP C/B. CRR-CG LEFT VMX FOR C WITH FILE AND DIRECT LINE FOR C CALL BACK. CRR-CG NOTES TIME OF CALL AS 08:28 PDT 09/10/01.

CRR-CG RECEIVED A CALL FROM C TO DISCUSS THE ISSUE. C STATES THAT C WANTS THE VEHICLE BOUGHT BACK BY NNA, DLR OR SOMEBODY. C STATES THAT VEHICLE HAS HAD RECURRENT PROBLEMS AND CAN'T BELIVE THAT NNA IS NOT STANDING BEHIND THEIR PRODUCT. CRR-CG ADVISED C THAT DLR HAS CONTEDED THE FAILURE IS NOT DUE TO DEFECT IN MATERIAL OR WORKSMANSHIP BUT RATHER AN ENVIRONMENTAL INFLUENCE OR C MISUSE. THEREFORE, NNA IS NOT IN A POSITION TO REPURCHASE THE VEHICLE BASED ON DLR DIAGNOSIS. C STATES THAT C WILL TAKE ISSUE TO THE BBB AND THE NEWS IF NOTHING IS DONE. CRR-CG ADVISED C THAT NNA IS COMPLETING REPAIRS UNDER THE WARRANTY PARAMETERS WHICH IS WHAT NNA IS OBLIGATED TO DO. CRR-CG ADVISED C THAT IF THIS WAS AN INHERENT PROBLEM WITH THIS VEHICLE A SERVICE CAMPAIGN OR RECALL WOULD BE RELEASED BUT UNTIL THAT HAPPENS NNA MUST REPAIR THE VEHICLE UNDER THE WARRANTY PARAMETERS. C STATES THAT C WANTS THE VEHICLE REPURCHASED. CRR-CG ADVISED AGAIN THAT NNA IS NOT IN THE POSITION TO FULFILL THE C REQUEST. C UNDERSTOOD AND HUNG UP. FILE TRANSFERRED BACK TO CRR-MT FOR CLOSURE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4E	CONTACT(S): SMUL	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0. DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	0 DATE: 00/00/00	USERID:	
OTHER #:	1 DATE: 8/28/2001	USERID: ZMT242N	
COMMENTS ONLY: #:	1 DATE: 8/28/2001	USERID: ZMT242N	
RESP DLR: 40008	EFFECTIVE: 8/15/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		

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HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

UPDATE BY: ZMT242N
UPDATE DATE:
CLOSE DATE: 09/10/01
OLM: HERR WENDY
OWNER FIRST:

MICROFILM:
DOM: MATSON LOREN
LANGUAGE:

DATE: 4/15/2004
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MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
48	RCDD01206627	24ESC	11/18/1999	11/18/2005	75,000.00		

Vsc Policy Id

RCDD01206627 11/18/2005 24ESC

RCDD01206627 [REDACTED]

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: BLUFF CITY
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 30000
IN SVC DATE: 1/13/2000
RTL DLR: 3258 WALLACE NISSAN OLDSMOBILE
SVC DLR: 3100 BILL GATTON NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 09 09

LETTER RECEIVED 8/24/2001 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: BILLGATTONNISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 09
CONTACT (S): STCA
SEVERITY: 3

OPEN DATE: 08/24/01
FOLLOWUP DATE: 08/04/01
CLOSE DATE: 08/31/01

XFER/RSPNSBLTY: 36 09 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN
CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 3100
THE MAIN PROBLEM I HAD WAS THAT THEY DID NOT LISTEN VERY WELL. I TOLD THEM
THAT THERE WAS A SHORT IN THE HEADLIGHT WHEN I MADE THE APPOINTMENT. WHEN I
WENT TO PICK THE VAN UP THEY SAID IT WAS WORKING FINE. I ASKED IF ANYONE
LIFTED THE HOOD AND MOVED THE WIRES AROUND. TOTAL SILENCE. WE RAISED THE
HOOD AND I MOVED THE WIRES AND LIGHTS WENT OUT. THEY THEN CHECKED TO SEE IF I
HAD A SHORT THAT COULD HAVE CAUSED A FIRE. THEY THEN ORDERED A PART AND MY
WIFE HAS TO MAKE ANOTHER TRIP BACK FOR THIS TO BE INSTALLED. MY BIGGEST
COMPLAINT IS LISTEN TO WHAT CUSTOMERS HAVE TO SAY. THANK YOU. I WELCOME A
CALL FROM YOU NOT BILL GATTONI
CRR CALLED C AND LEFT MESSAGE WITH SECRETARY. @08/29-ZPS219N
CRR CALLED C AND LEFT MESSAGE @08/30-ZPS219N
CRR UNABLE TO GET IN TOUCH WITH C. @08/31-ZPS219N
FILE CLOSED DUE TO LACK OF C CONTACT. @08/31-ZPS219N
C CALLED AND INFORMED CRR THAT C'S VEH WAS REPAIRED. AND DLR WAS VERY
CORDIAL. BUT JUST DOESN'T LISTEN SOMETIMES AND THIS CAUSES FOR MULTIPLE DLR
VISITS. CRR APOLOGIZED TO C FOR THE INCONVENIENCE OF MULTIPLE TRIPS. AND
INFORMED C THAT DLR ARE INDEPENDENTLY OWNED AND OPERATED. C UNDERSTOOD. CRR
UPDATED AND VERIFIED C'S NAME. ADDRESS. VIN. DLR. AND BOTH PHONE#S
CRR FOUND NO OPEN RECALL OR CAMPAIGNS. @08/31-ZPS219N
FILE CLOSED @08/31-ZPS219N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S): STCA

SATISFIED: Y	ACTION CODE: RT4B	ROOT CAUSE: SCDS
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	0 DATE: 00/00/00	USERID:
OTHER #:	1 DATE: 8/31/2001	USERID: ZPS219N
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 3100	EFFECTIVE: 8/24/2001	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: ZPS219N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 08/31/01	MICROFILM:
RESP CAA:	OLM: HERR WENDY	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
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DATE: 4/15/2004
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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
CITY: CAMP HILL YR/MDL: 2000.0 QST MILEAGE: 35000
ST/ZIP: PA [REDACTED] IN SVC DATE: 4/11/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3108 PREMIUM NISSAN, LTD.
EVE PH: [REDACTED] PAID: SVC DLR: 3398 BRENNER NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 36 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 09/19/01 XFER/RSPNSBLTY: 36 01 8
CONTACT (S): SDUP FOLLOWUP DATE: 09/28/01 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 09/25/01 DATANET DATE: 9/20/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL: NONE

*****RELEVANT FILE#:3538381 CRR NOTED THAT THIS FILE WAS CREATED DUE TO CRR-VC IN EMAIL TEAM RECEIVING EMAIL FROM C WHOM STATING THE MULTIPLE PROBLEMS THAT C EXPERIENCED WITH HIS NISSAN QUEST SUCH AS BATTERY, ALARM KEY NOT OPERATING PROPERLY, PASSENGER MIDDLE DOOR NOT OPENING, AND VEHICLE NOT STARTING PROPERLY INTERMITTENTLY. CRR NOTED THAT C HAD TRADED THIS VEHICLE TO NEW 2001 QUEST FILE OPENED-ZJL017N 09/18/2001

(VIN#: 4N2ZN15T21D) AND WANTED TO SPEAK TO KOREAN SPEAKING CRR TO DISCUSS ANY POSSIBILITY ON COMPENSATION.

***CRR-JL VERIFIED NAME, VIN#, ADDRESS, DAY/NIGHT TELEPHONE#, MILEAGE, DLR, AND RECALL. (NO RECALL FOUND.) CRR CONTACTED C VIA EVENING PHONE TO DISCUSS THE FILE. C REITERATED C'S INCONVENIENCE HOW C HAD TO VISIT BRENNER NISSAN (#3398) FOR SUCH REPAIRS: 1. ALARM SYSTEM LOCKING THE DOORS AND BLINKERS AUTOMATICALLY 2. BATTERY REPLACEMENT FEW MONTH THE VEHICLE WAS BOUGHT 3. THE VEHICLE NOT STARTING PROPERLY INTERMITTENTLY 4. PASSENGER SIDE MIDDLE SLIDING DOOR NOT OPERATING UPTO NNA SPECS. C STATED THAT C HAD TO WAIT FOR FEW MINUTES DUE TO VEHICLE NOT STARTING PROPERLY MANY OCCASION, AND EVERYTIME C TOOK THE VEHICLE TO DLR#3398, DLR WOULD NOT ABLE TO DUPLICATE THE PROBLEM OR FINDS THE PROBLEM AFTER SEVERAL VISITS. C STATED THAT C'S CHILDREN WAS LATE TO SCHOOL DUE TO MIDDLE SLIDING DOOR BEING STUCK AND NOT OPENING, AND C OR FAMILY WAS TRYING TO OPERATE THE DOOR. C STATED THAT C WAS TIRE OF BEING STUCK AT PLACES FROM TIME TO TIME DUE TO VEHICLE NOT STARTING PROPERLY, SO THEN C TOOK THE VEHICLE BACK TO ALL BRANDS NISSAN (#08052) WHERE C BOUGHT THE VEHICLE. C STATED THAT DLR#08052 SYMPATHIZED THE SITUATION AND ENCOURAGED TO TRADE FOR DIFFERENT VEHICLE; HOWEVER, AFTER VEHICLE TRADE TO NEW QUEST, C EVEN OWE MORE SINCE C DIDN'T GET MUCH AS TRADE-IN VALUE. C STATED THAT C'S CHILDREN WILL BE ENTERING COLLEGE AND C IS WORRY ABOUT FINANCIAL DEBT. C STATED THAT IF THE OLD NISSAN QUEST (VIN#: 4N2XN11T7YD 825887) DID NOT CAUSE SO MUCH TROUBLE, THEN C WOULD NOT HAD TO TRADE TO DIFFERENT QUEST. C WANTED TO KNOW IF THERE IS ANYTHING THAT NNA COULD DO AS GOODWILL OFFER SUCH AS EXTENDING WARRANTY.

***CRR VERIFIED NAME, VIN#, ADDRESS, DAY/NIGHT TELEPHONE#, MILEAGE, DLR, AND RECALL. (NO RECALL FOUND.) CRR ADVISED C THAT IF C STILL HAS OLD 2001 QUEST AND PROBLEM STILL EXIST, THEN NNA WOULD CERTAINLY FOCUS ON FIXING THE VEHICLE UPTO SPECS; HOWEVER, SINCE THE VEHICLE IS NO LONGER IN C'S POSSESSION, CRR WILL DOCUMENT C'S CONCERN AND PROBLEM WITH OLD QUEST IN CA FILE WHICH CAN BE USED BY NNA RESEARCH DEPT AS RESEARCH DATA. CRR ADVISED C THAT SINCE CRR ONLY HANDLES NE REGION FOR ANY CASES, CRR WOULD NEED TO CONSULT WITH RSS-MW FOR ANY POSSIBLE GOODWILL OFFER, THEN WILL GET BACK TO C. C UNDERSTOOD. CRR PROVIDED C WITH FILE#, CRR NAME, AND DIRECT#. C THANKED. @09/19-ZJL017N

***CRR REVIEWED THE FILE WITH RSS-MW AND CONSULTED FOR POSSIBLE GOODWILL GESTURE. RSS-MW REVIEWED THE FILE AND AGREED WITH CRR-JL TO OFFER GOLD PREFERRED SEC+ POLICY WITH 84MONTH/100K MILES TERM WITH NO DEDUCTABLE. CRR CONTACTED C AND ADVISED WITH NNA'S DECISION THAT SINCE C NO LONGER OWNS THE OLD QUEST WITH PROBLEM, NNA WILL OFFER GOLD PREFERRED SEC+ POLICY TO NEW QUEST WITH 84MONTH/100K MILES TERM WITH NO DEDUCTABLE. C ACCEPTED AND THANKED. CRR ADVISED C THAT CRR WILL FORWARD A SEC+ APPLICATION TO ATS-JP FOR FURTHER PROCESS, AND ONCE PROCESS IS DONE, THEN CRR WILL SEND LITERATURE ON POLICY DETAIL AND LITERATURE. C THANKED. CRR CREATED NEW FILE#:3538381 UNDER NEW VIN#:4N2ZN15T21D 818192 SO THAT NNA CAN ISSUE SEC+ POLICY UNDER NEW VIN AND FORWARDED THE NEW FILE#:3538381 WITH SEC+ APPLICATION TO ATS-JP. SEE NEW FILE#:3538381. @09/19-ZJL017N

***CRR VERIFIED THROUGH NNA CICS-ZCA1 SYSTEM FOR VEHICLE SVC HISTORY AT DLR#2404 ON 8/24/01 (35961MILES) FOR REMOTE KEYLESS ENTRY SWITCH AND AT DLR#2978 ON 8/27/01 (35828MILES) FOR VEHICLE WOULDNT START->DLR#2978 REPLACED FUSE BLOCK. CRR THEN CONTACTED BOB-SVC MGR AT BRENNER NISSAN (#3398) FOR SVC HISTORY. BOB-SVC MGR LISTED FOLLOWING SVC HISTORY: 1. 8/9/01 (31505MILES) PROBLEM WITH AFTER MARKET ALARM AND LEFT HEAD LIGHT BOLB OUT 2. 8/6/01 (30335MILES) BAD HEAD LIGHT GROUND CONNECTION 3. 5/23/01 (30334MILES) KEYLESS ENTRY REPLACED 4. 5/17/01 (20000MILES) KEYLESS ENTRY

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ORDERED 5. 5/14/01 (20000MILES) FRONT BUMPER DAMAGED AND HAD REPAIRED
6. 10/10/00 (18184MILES) FREE INSPECTION 7. 9/13/00 (18171MILES) VEHICLE
WOULD NOT CRANK...REPLACED BATTERY 8. 9/8/01 (15862MILES) VEHICLE WOULD NOT
CRANK...RECHARGED THE BATTERY 9. 8/14/00 (8933MILES) KEYLESS ENTRY DOES NOT
WORK UPTO SPECS. INTERNAL FAILURE. CRR THANKED BOB-SVC MGR FOR SVC HISTORY.
CRR NOTED THAT DUE TO ABOVE INCONVENIENCE DUE TO VEHICLE TROUBLE, CRR OFFERED
GOLD PREFERRED SEC+ PLAN AND FORWARDED SEC+ APPLICATION TO ATS-JP THEN CLOSED
THE FILE. CRR ALSO PRINTED THE FILE AND FORWARDED THE COPY TO CRR-VC IN EMAIL
TEAM WHOM REQUESTED FOR FOLLOW UP WITH C. @09/25-ZJL017N
* C CALLED STATING THAT C HAS NOT RECEIVED ANY LITERATURE IN THE MAIL REGARD-
ING THE SECURITY PLUS THAT WAS GOODWILLED TO C. @10/22-ZDM972N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT9A	CONTACT(S): SDUP	1ANS
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCMV	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	0 DATE: 00/00/00	USERID:	USERID: ZJL017N
OTHER #:	2 DATE: 9/25/2001	USERID: ZDM972N	USERID: ZDM972N
COMMENTS ONLY: #:	1 DATE: 10/22/2001	CHANGED BY:	
RESP DLR: 3398	EFFECTIVE: 9/19/2001	CHECK REQUESTED: NO	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED: NO	
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZJL017N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/25/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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See Policy Id

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DATE: 4/15/2004
TIME: 08:09:53 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3561872
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: NEWBURGH
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 78000
IN SVC DATE: 12/13/1999
RTL DLR: 07132 FOUGHKEEPSIE NISSAN INC
SVC DLR: 07132 FOUGHKEEPSIE NISSAN INC
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: SELF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 10/04/01 XFER/RSPNSBLTY: 26 01 5
CONTACT (S): SMUL FOLLOWUP DATE: 11/15/01 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11/09/01 DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]

CITY: NEWBURGH NY [REDACTED]
VIN: 4N2XN11T2YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 1-830100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 250

CHK REQUEST DATE: 11/08/01 REQUESTED BY: ZAA652N
CHECK APPROVED: 11/08/01 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 11/13/01 CHECK NUMBER:

WAS THIS GOODWILL EXPENDITURE USED TO REPAIR OR REPLACE THE VEHICLE?

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL: NONE

⑩10/04-ZAA852N

TWO PREVIOUS FILES. #3006529, #3489942.

⑩10/04-ZAA852N

CRR-AA VERIFIED NAME/ADDRESS/BOTH NUMBERS. VERIFIED DLR INFORMATION AND MILEAGE. CHECKED FOR RECALLS AND FOUND ONE THAT HAD BEEN COMPLETED. C CALLED STATING C HAS HAD ELECTRICAL PROBLEMS WITH C'S VEHICLE. C STATES THE RIGHT HEADLIGHT HAD BEEN GOING IN AND OUT AND C STOPPED BY A NISSAN DLR FILE OPENED-ZAA852N 10/04/2001

FOR REPAIR. C PURCHASED A SOCKET AS C NOTICED IT WAS CORRODED AND REPLACED IT A WHILE LATER, THE LIGHT STARTED DOING THE SAME THING SO C BROUGHT IT BACK TO THE NISSAN DLR. C WAS TOLD THAT THE HEADLIGHT NEEDED A NEW SOCKET AS IT WAS CORRODED. C PAID THE DLR ABOUT \$90 TO HAVE THE SOCKET REPLACED. C STATES THE LIGHT IS STILL GOING IN AND OUT. C ALSO STATES THAT WHEN C LOOKS UNDER THE HOOD, THE BATTERY IS CORRODED AND THERE IS ACID CORROSION ALL UNDER THE HOOD AND EVEN IN THE FUSE BOX. C STATES THAT WHEN C STEPS ON THE GAS PEDAL, THAT THE AM RADIO GETS SO MUCH INTERFERENCE, THAT C CANNOT HEAR WHAT IS BEING SAID. C STATES THAT THE HEATER IS NOT WORKING EITHER AND THAT IT ONLY WORKS WHEN THE HEATER IS ON THE HIGHEST LEVEL. C TOLD DLR C'S CONCERNS WITH THE HEATER AND WAS TOLD THAT THE FAN NEEDS TO BE REPLACED. C'S GAS PEDAL WAS STICKING OCCASIONALLY AND WHEN C BROUGHT THAT UP TO THE DLR, C WAS TOLD THAT C WOULD NEED THE ENGINE TO BE CLEANED. C FEELS THAT THE DLR HAS NOT LOOKED AT WHAT THE CAUSE OF THE PROBLEM IS AND WOULD LIKE ASSISTANCE FROM NNA TO GET VEHICLE CORRECTLY DIAGNOSED AND REPAIRED.

CRR-AA ADVISED C TO MAKE APPOINTMENT AT NISSAN DLR FOR REPAIRS AND TO LET CRR-AA KNOW WHEN IT IS SO THAT CRR COULD MAKE SURE THAT TECH LINE IS CONTACTED FOR THE REPAIR. CRR-AA GAVE C NAME, FILE NUMBER AND DIRECT LINE NUMBER. C UNDERSTOOD. CRR-AA AWAITING APPOINTMENT DATE.

CRR-AA RECEIVED VMX FROM C STATING C'S APPOINTMENT IS ON OCTOBER 9TH AT NEWBURG NISSAN.

⑩10/04-ZAA652N

CRR-AA SPOKE WITH SERVICE ADVISOR-BARRY WHO STATED C'S VEHICLE HAS NOT ARRIVED AT DLR YET. CRR-AA ASKED SA-BARRY TO CONTACT TECH LINE IF THERE ARE ANY DIFFICULTIES WITH THE REPAIRS AS THIS IS C'S MULTIPLE TIME COMING IN FOR THE SAME HEADLIGHT ISSUE. SA-BARRY READ C'S CONCERNS WITH THE VEHICLE AND STATED SA WILL ADDRESS ISSUES WITH C'S VEHICLE AND WOULD CONTACT TECH LINE IF NECESSARY.

⑩10/09-ZAA652N

CRR-AA SPOKE WITH SA-RODGER WHO STATED THE C'S APPOINTMENT TIME IS OCTOBER 12 2000. CRR-AA STATED CRR WILL FOLLOW UP AT THAT TIME.

⑩10/10-ZAA652N

*****CRRHC RECEIVED INBOUND CALL FROM C ON 10/12/01. C IS CURRENTLY AT THE DLR WITH THE VEH AND WOULD LIKE CRR TO CALL THE DLR ASAP (AND SPEAK WITH RICH IN SERVICE) SO THAT C CAN HAVE A BETTER IDEA OF WHAT NISSAN IS GOING TO ASSIST WITH. CRRHC INFORMED C THAT CRRHC WOULD INFORM CRR TO CALL DLR ASAP. C THANKED.

⑩10/12-ZHC229N

CRR-AA SPOKE WITH SA-RICHARD WHO STATED DLR VERIFIED SPECKS OF ACID IN ENGINE COMPARTMENT AND BELIEVES THAT THE ALTERNATOR OVERCHARGED THE BATTERY CAUSING THE LEAKAGE OF ACID IN THE ENGINE COMPARTMENT BUT THAT WHEN DLR CHECKED ALTERNATOR CHARGING RATE, THE ALTERNATOR WAS PERFORMING NORMALLY. AT THIS POINT THE DLR CANNOT RECOMMEND A REPAIR AS THE CAUSE HAS NOT BEEN DETERMINED. SA-RICHARD PUT THE C ON THE LINE WHO ASKED CRR-AA WHAT C COULD DO NOW. CRR-AA STATED THAT IF THE DLR CANNOT DETERMINE WHAT IS WRONG, NNA WOULD NOT BE ABLE TO DETERMINE WHAT KIND OF ASSISTANCE NNA CAN OFFER TO C. CRR-AA ADVISED C TO HAVE DLR CONTACT TECH LINE TO SEE IF THEY CAN OFFER ANY INSIGHT OR RECOMMEND ANY FURTHER DIAGNOSTIC TESTS. CRR-AA ADVISED C TO CONTACT CRR IF DLR HAS DONE EVERYTHING IN POWER TO TRY TO ASSIST WITH C'S REPAIR. C UNDERSTOOD.

⑩10/12-ZAA652N

CRR-AA CALLED DAYTIME NUMBER BUT CELLULAR CUSTOMER WAS NOT AVAILABLE. CRR-AA CALLED EVENING NUMBER AND LEFT MESSAGE REQUESTING CALL BACK. CRR AWAITING CALL BACK.

⑩10/18-ZAA652N

CRR-AA RECEIVED INBOUND CALL FROM C RETURNING CRR'S CALL. C STATED DLR DID NOT WANT TO CALL TECH LINE FOR C AND C LEFT DLR HAVING THE SAME PROBLEMS C HAD WHEN C FIRST BROUGHT IN VEHICLE. C STATED C WAS TOLD BY POUGHKEEPSIE NISSAN

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THAT C WOULD HAVE TO PAY UP FRONT FOR VIDEO EQUIPMENT TO BE SENT OUT FOR REPAIR WHEN C WAS ORIGINALLY GOING TO PAY ONCE IT WAS REPAIRED. C IS FRUSTRATED THAT C CAN'T FIND ANYBODY TO REPAIR C'S VEHICLE AND WOULD NOW LIKE TO BRING VEHICLE TO AN INDEPENDENT ELECTRICAL MECHANIC. CRR-AA STATED CRR WOULD NOT BE ABLE TO REIMBURSE C FOR REPAIRS DONE AT AN INDEPENDENT BUT COULD REQUEST TECH LINE CONTACT THE DLR ONCE THE VEHICLE IS THERE TO OFFER ASSISTANCE IF THE DLR IS UNWILLING TO CONTACT TECH LINE. CRR-AA STATED CRR WOULD SEE ABOUT GETTING THE COST OF C'S VIDEO REPAIR DONE BY VCAN INSTEAD OF BY REIMBURSEMENT TO DETER C FROM OUT OF PAYMENT COSTS. CRR-AA STATED CRR WOULD HAVE TO CONTACT CRR-IC AND WOULD CALL C IN AN HOUR. C UNDERSTOOD. CRR-AA CONTACTED CRR-IC WHO ADVISED CRR-AA TO PROCEED WITH THE REIMBURSEMENT AS CRR-AA WISHED. CRR-AA CONTACTED SM-GLENN WHO STATED SM WOULD DO IT ANYWAY CRR-AA WOULD LIKE BUT THAT WITH A VCAN SM-GLENN WOULD HAVE AN OPEN INVOICE ON THE C AND SM-GLENN DID NOT WANT TO HAVE THAT WHEN THERE WAS NO GUARANTEE WHEN THE PART WOULD BE BACK FROM AUDIOVOX. CRR-AA STATED CRR WOULD JUST HAVE THE C DROP OFF THE CHECK SINCE THE C WOULD BE IN THE NEIGHBORHOOD ANYWAYS. CRR ALSO ASKED IF DLR WOULD BE ABLE TO LOOK AT VEHICLE AS C IS HAVING ISSUES WITH VEHICLE. CRR-AA SPOKE WITH C AND INFORMED C OF THE ABOVE INFORMATION AND ADVISED C TO CONTACT CRR-AA ONCE C HAS AN APPOINTMENT TO HAVE VEHICLE LOOKED AT SO THAT CRR CAN HAVE TECH LINE CALL DLR FOR ASSISTANCE. C UNDERSTOOD. CRR-AA AWAITING C CONTACT. CRR-AA TO CLOSE FILE PENDING C CONTACT. @10/17-ZAA852N

@10/19-ZAA852N

CRR-CF RECEIVED CALL FROM C REQUESTING TO SPEAK WITH CRR-AA. CRR-CF PUT C ON HOLD TO REVIEW FILE AND SPEAK WITH CRR-AA. CRR-CF SPOKE WITH CRR-AA AND WAS GOING TO ASK C IF C HAD MADE AN APPOINTMENT WITH THE DLR TO GET THE TV REPAIRED BUT THE C HUNG UP. CRR-CF ADVISED CRR-AA OF UPDATE.

@11/02-ZCC726N-COMMENT

CRR-CF RECEIVED CALL FROM C REQUESTING TO SPEAK WITH CRR-AA. CRR-CF ADVISED C THAT CRR-AA WAS UNAVAILABLE. CRR-CF GAVE C CRR-AA FAX NUMBER: 310-771-4202. C THANKED CRR-CF AND NOTES THAT C WILL BE FAXING AT THIS MOMENT THE INVOICE FROM THE DLR STATING THAT THE DLR RECEIVED THE CHECK AND EVERYTHING HAS BEEN DONE. CRR-CF E-MAILED CRR-AA UPDATE.

@11/05-ZCC726N-COMMENT

CRR-AA RECEIVED 2 PAGE FAX INCLUDING INVOICE #128248 FROM POUGHKEEPSIE NISSAN AND COPY OF REGISTRATION. CRR-AA TO PROCESS REIMBURSEMENT FOR \$260.00 FOR REPAIRS TO C'S VCR UNIT PER FILE #3489942.

@11/08-ZAA852N

CRR-AA NOTES C'S CHECK HAD BEEN APPROVED ON 11/08/01. CRR-AA TO CLOSE FILE.

@11/09-ZAA852N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2A	CONTACT(S): SMUL	ROOT CAUSE: SRPP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:	1	DATE: 11/8/2001	USERID: ZAA852N
OTHER #:	0	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	2	DATE: 11/5/2001	USERID: ZCC726N
RESP DLR: 07132	EFFECTIVE: 10/4/2001	CHANGED BY:	CHECK REQUESTED: YES
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED: YES	
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZAA852N		
SVC CALL#:	UPDATE DATE:		

DATE: 4/15/2004
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CLOSE: Y (Y/N)
RESP CAA:
PHONE:

CLOSE DATE: 11/09/01
OLM: HERR WENDY
OWNER FIRST:

MICROFILM:
DOM: YAKIM DAVID N
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:54 AM

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NISSAN MOTOR CORPORATION IN U.S.A
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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:54 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: ██████████ VIN: 4N2XN11T2YD ██████████
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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Vsc Policy Id

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DATE: 4/15/2004
TIME: 06:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

CAR ID: CA3584239
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SOUTH PLAINFIELD
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 22266
IN SVC DATE: 6/17/2000
RTL DLR: 08041 BRISTOL MOTORS INC
SVC DLR: 08073 ROUTE 1 NISSAN WOODBRIDGE
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR-08041, DLR-3635, DLR 0
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 04
CONTACT (S): SSAD
SEVERITY: 3

OPEN DATE: 10/08/01
FOLLOWUP DATE: 10/10/01
CLOSE DATE: 10/22/01

XFER/RSPNSBLTY: 26 04 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL:

@ 10/08-ZHC229N

CCRHC VERIFIED AND UPDATED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VEH MILEAGE, DLR INFORMATION, VEH CHECKED FOR RECALLS, NONE, THREE PREVIOUS FILES: 3182282, 3295885, 3382173.

@ 10/08-ZHC229N

C CALLED TO SEE IF THERE ARE ANY RECALLS ON THE VEH, CCRHC CHECKED THE SYSTEM AND INFORMED C THAT THERE ARE NO RECALLS OR SERVICE CAMPAIGNS ON THIS VEH. C FILE OPENED-ZHC229N 10/08/2001

THEN STATED THAT C HAS BEEN HAVING PROBLEMS WITH THE HEADLIGHTS OF THE VEH. C STATES THAT THE HEADLIGHTS INTERMITTENTLY GO ON AND OFF. C STATES THAT C BROUGHT THE VEH TO DLR-08041 AND THAT THEY TOLD C THAT THERE IS NO PROBLEM WITH THE HEADLIGHTS. C IS UPSET WITH THIS DETERMINATION BECAUSE C STATES THAT THERE IS, IN FACT, SOMETHING WRONG WITH THE HEADLIGHTS.

@ 10/08-ZHC229N

****CCRHC ADVISED C THAT THE PROBLEM NEEDS TO BE REPLICATED BY THE DLR BEFORE DLR CAN MAKE ANY DETERMINATION OF SOMETHING BEING WRONG. CCRHC ADVISED C THAT C MIGHT WANT TO LEAVE THE VEH AT THE DLR FOR A DAY OR TWO SO THAT THERE IS A GREATER CHANCE OF REPLICATING THE PROBLEM. CCRHC ALSO ADVISED THE C THAT C ALSO HAS THE OPTION OF BRINGING THE VEH TO ANOTHER DLR FOR A SECOND OPINION. C UNDERSTOOD AND THANKED. CCRHC PROVIDED FILE NUMBER AND DIRECT LINE IN CASE C HAS ANY FURTHER QUESTIONS. C UNDERSTOOD, FILE IS CLOSED PENDING C CONTACT.

@ 10/08-ZHC229N

CRR-AA RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK TO CRR-HC. CRR-HC WAS UNAVAILABLE TO CRR-AA OFFERED ASSISTANCE. C WANTED TO KNOW IF NNA KNEW OF ANY SERVICE BULLETIN REGARDING C'S VEHICLE IN REFERENCE TO THE HEADLIGHTS. CRR-AA PUT C ON HOLD AND LOOKED UP IN ASSIST BUT COULD NOT FIND ANY SERVICE BULLETIN ON A 00 QUEST HEADLIGHTS. CRR-AA RELAYED THAT INFORMATION TO C WHO STATED THE SERVICE ADVISOR TOLD C THAT C WAS GETTING THE WIRING HARNESS REPLACED BECAUSE THERE WAS A NNA TECH BULLETIN OUT ON THAT REPAIR. C STATED THE SERVICE ADVISOR TOLD C NOT TO CONTACT NNA TO VERIFY THAT TECH BULLETIN AND TO TRUST SERVICE ADVISOR. C STATED C FEELS THAT C WAS LIED TO AND IS UPSET AT THE DLR FOR MISLEADING C. C STATED C WOULD STILL LIKE TO SPEAK WITH CRR-HC TO REGISTER C'S COMPLAINT. CRR-AA STATED CRR-HC WAS STILL UNAVAILABLE BUT THAT CRR WOULD SEND MESSAGE TO CRR-HC THAT C CALLED AND WOULD LIKE CALL BACK. C STATED C WAS AT DAYTIME NUMBER. C UNDERSTOOD. CRR-AA SENT CRR-HC EMAIL UPDATE. CRRBH RECEIVED INBOUND CALL FROM C IN REGARDS TO THE FILE. 52N-COMMENT C STATES THAT THE DLR IS GIVING THE C THE RUNAROUND AND WANTS TO KNOW WHAT TO DO. CRRBH TOLD THE C TO BRING THE VEH TO ROUTE 1 NISSAN TO HAVE IT INSPECTED C ALSO TOLD CRRBH THT THERE HAS BEEN AN EXISTING PROBLEM WITH THE DASH PAD OVER THE PASSANGER SIDE AIRBAG. CRRBH TOLD THE C TO BRING THE DASH PROBLEM TO THE ATTENTION OF THE DLR AS WELL. CRRBH GAVE C FILE NUMBER AND CRRHC DIRECT NUMBER AND CRRBH DIRECT NUMBER.

@ 10/09-ZBH805N-COMMENT

CRRBH TOLD THE C TO CALL CRRHC WITH AN APPOINTMENT. **NIS0180582** CCF STATES VEH DIFFICULTIES WITH HEADLIGHTS BURNED OUT, VCR PLAYER NOT WORKING RIGHT AND REPLACED TWICE, A/C NOISE, CD PLAYER NOT WORKING RIGHT AND REPLACED ONCE, AND AT START NOISE UNDERNEATH VEH. C STATES REQUEST FOR A NEW VEH. DRT-TK FWD ALL DOCS TO ARBS-LB.

@ 10/10-ZTK462N

CCRHC CALLED DLR-08041 AT 732 815 2500 ON 10/12/01 AND SPOKE WITH SERVICE ADVISOR (MIKE). MIKE SAID THAT THERE WAS A BULLETIN (NTB01-02B) OUT ON THE VEH THAT ADVISED DLRS TO REPLACE THE CONNECTORS AND BULBS IF THEY ARE DAMAGED. MIKE SAID THAT THE VEH HAD BEEN TO ANOTHER DLR BEFORE C BROUGHT THE VEH TO DLR 08041, AND THE CONNECRORS AND BULBS HAD BEEN REPLACED AT THAT TIME. WHEN C HAD BROUGHT VEH TO DLR-08041, THE CONNECTORS AND BULBS WERE FINE, AND THE HEADLIGHTS WERE WORKING PROPERLY.

@ 10/12-ZHC229N

CCRHC CALLED C AT 732 599 8182 ON 10/16/01 AND INFORMED C ABOUT THE BULLETIN CONFUSION. CCRHC ALSO ASKED C IF THE C HAD BROUGHT THE VEH TO ANOTHER DLR FOR A SECOND OPINION. C SAID THAT C WILL BE DOING SO IN THE NEAR FUTURE, AND THAT C WILL CALL CCRHC ONCE C GETS OUT OF C'S MEETING.

@ 10/16-ZHC229N

CCRHC IS WAITING FOR C CALL.

@ 10/16-ZHC229N

MRF DATED 10/17/01 AND DUP CCF RECEIVED. ATTACHED ARE COPIES OF SLS AND SVC DOCS. DRT-TK FWD ALL DOCS TO ARBS-LB.

@ 10/17-ZTK462N

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...NER ARBS RCVD MRF. THIS FILE CLOSED.SEE 3578770.

© 10/22-QLB678R

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RTBG	CONTACT(S): SSAD	ROOT CAUSE: SDPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	1 DATE: 10/9/2001	USERID: ZBH805N	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID: ZBH805N
COMMENTS ONLY: #:	2 DATE: 10/9/2001	CHANGED BY:	CHECK REQUESTED: NO
RESP DLR: 08078	EFFECTIVE: 10/8/2001	CHECK ISSUED: NO	
IIR-DATE: 00/00/00	TRANS DATE:		
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: QLB678R		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/22/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
31	NLDN07469939	3556	7/19/2003	7/19/2006	71,739.00	7/23/2003	
38	PLNL05121396	26ESC	7/19/2003	7/19/2004	47,739.00		
59	RCNP00747613	08041	6/17/2000	12/17/2003	42,000.00	6/23/2000	

Use Policy Id

NLDN07469939 7/19/2006 3556

NLDN07469939

DATE: 4/15/2004
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Auto Policy Id

PLNL05121398 7/19/2004

28ESC

PLNL05121398		
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View Policy Id

RCNP00747613 12/17/2003

08041

RCNP00747613		
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11TXXD [REDACTED]
CITY: HARLEYSVILLE YR/MDL: 1999.0 QST MILEAGE: 0
ST/ZIP: PA [REDACTED] IN SVC DATE: 1/4/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 08101 THOMPSON NISSAN INC
EVE PH: [REDACTED] PAID: SVC DLR: 08101 THOMPSON NISSAN INC
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 08 08

LETTER RECEIVED 10/18/2001 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 08 OPEN DATE: 10/18/01 XFER/RSPNSBLTY: 26 08 S
CONTACT (S): SCRI FOLLOWUP DATE: 10/31/01 DATANET (Y/N): 0
SEVERITY: 0 CLOSE DATE: 10/30/01 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN
CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 09101
THERE WAS A FAULTY HEADLIGHT SOCKET. THEY ALSO CHECKED THE SUSPENSION,
TIRES, AND BRAKES FOR AN UNKNOWN SQUEAK.
<-FILE FORWARDED TO CRR-AA-> @10/19-ZER600N
CRR-AA CALLED C AT C'S CONTACT NUMBER BUT THERE WAS NO ANSWER. CRR-AA TO
CALL BACK LATER. @10/22-ZAA652N
CRR-AA LEFT MESSAGE AT C'S CONTACT NUMBER. CRR-AA AWAITING CALL BACK.
@10/24-ZAA652N
CRR-AA SENT POSTCARD.
CRR-AA TO CLOSE FILE PENDING C CONTACT. @10/24-ZAA652N
C STATES THAT EVERYTHING IS OK WITH THE VEH AND THE DLR TOOK CARE OF THE REPAIR.
CRRBH GAVE C FILE NUMBER AND DIRECT NUMBER. @10/30-ZBH805N-COMMENT
CRRBH CHECKED FOR RECALLS AND FOUND NONE. @10/30-ZBH805N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): SCRI	SCIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	1 DATE: 10/30/2001	USERID: ZAA652N	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID: ZBH805N
COMMENTS ONLY: #:	1 DATE: 10/30/2001	CHANGED BY:	
RESP DLR: 09101	EFFECTIVE: 10/18/2001	CHECK REQUESTED: NO	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED: NO	
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZAA652N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/30/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: MEEKS FRED L	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3578913
Page 3

CA3578913

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:54 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
84							

Use Policy Id

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DATE: 4/15/2004
TIME: 08:08:54 AM

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3578868
Page 1

NAME: ██████████
STREET: ██████████
CITY: GREENSBORO
ST/ZIP: NC ██████████
DAY PH: ██████████
EVE PH: ██████████
DLR PH: ██████████

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD ██████████
YR/MDL: 2000.0 QST MILEAGE: 22000
IN SVC DATE: 10/30/1999
RTL DLR: 3576 CROWN NISSAN
SVC DLR: 3576 CROWN NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 14 14

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 14 OPEN DATE: 10/22/01 XFER/RSPNSBLTY: 36 14 S
CONTACT (S): SWCV FOLLOWUP DATE: 10/29/01 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10/23/01 DATANET DATE:

CHECK PAYABLE TO: ██████████
ADDRESS: ██████████
CITY: GREENSBORO NC
VIN: 4N2XN11T7YD ██████████ MODEL LINE/YEAR: QST 2000.0-

G/L VALUE CODE: 38GDWIL ACCOUNT: 1-630100-38150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 7.41

CHK REQUEST DATE: 10/22/01 REQUESTED BY: ZBW381N
CHECK APPROVED: 10/22/01 APPROVED BY: SMIT AGN ZAS132N
CHECK ISSUE DATE: 10/23/01 CHECK NUMBER:

WAS THIS GOODWILL EXPENDITURE USED TO REPAIR OR REPLACE THE VEHICLE?

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:08:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
Page 2

CA3578866

C. A. R. COMMENTS

NO PREVIOUS FILES.
EMAIL:NONE

C STATES THAT C HAD RIGHT HEADLIGHT GO OUT ON VEH. C STATES THAT C WENT TO INDEPENDANT SHOP, PURCHASED NEW HEADLIGHT. INSTALLED. AND HEADLIGHT WENT OUT AGAIN. C STATES THAT C TOOK VEH TO DLR, WAS ADVISED THAT WIRE HARNESS CONNECTOR NEEDED TO BE REPLACED. C IS ASKING THAT NNA REIMBURSE C FOR THE FILE OPENED-ZBW381N 10/22/2001

COST OF THE HEAD LAMP.

C BOUGHT VEH NEW. DOES NOT OWN SECURITY PLUS. PERFORMS MAINTENANCE AT DLR. OWNS ONE NISSAN, AND IS NOT IN THE MARKET FOR A NEW NISSAN. CRR VERIFIED C NAME. ADDRESS, DAY AND EVENING PHONE NUMBERS, DLR, VIN, AND MILEAGE. CRR CHECKED FOR RECALLS AND SERVICE CAMPAIGNS:NONE. @ 10/22-ZBW381N

CRR ADVISED C TO SEND IN DOCUMENTATION, AND NNA WOULD REVIEW FOR REIMBURSEMENT C THANKED. CRR PROVIDE FILE NUMBER, DIRECT LINE, AND FAX NUMBER. CRR CLOSING FILE PENDING RECEIPT OF DOCUMENTATION. @ 10/22-ZBW381N

CRR NOTES RECEIPT OF DOCUMENTS FROM C. CRR REVIEWING CONCERN, AND NOTING C'S WORK ORDER AND RECEIPT. CRR NOTES. C IS REQUESTING THAT NISSAN REIMBURSE C FOR \$7.41. CRR SUBMITTING CHECK REQUEST FOR \$7.41 ON 10/22/01.

@ 10/22-ZBW381N

MGR-AS APPROVING CHECK REQUEST THIS DATE.

@ 10/22-ZAS132N

CRR NOTES THAT CHECK HAS BEEN APPROVED. CRR CLOSING FILE. @ 10/23-ZBW381N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S): SWCV

SATISFIED: Y

ACTION CODE: RT2A

ROOT CAUSE: SNPP

CALLBACK: (Y/N) #:

0 DATE: 00/00/00

USERID:

REOPEN: CALLBACK #:

0 DATE: 00/00/00

USERID:

NEW INFO #:

0 DATE: 00/00/00

USERID:

OTHER #:

1 DATE: 10/22/2001

USERID: ZBW381N

COMMENTS ONLY: #:

0 DATE: 00/00/00

USERID:

RESP DLR: 3578

EFFECTIVE: 10/22/2001

CHANGED BY:

IIR-DATE: 00/00/00

TRANS DATE:

CHECK REQUESTED: YES

3RD PRTY:

PART#:

CHECK ISSUED: YES

BYBACK ST:

OPENED BY:

UPDATE BY: ZBW381N

HISTORY:

UPDATE DATE:

CLOSE DATE: 10/23/01

MICROFILM:

SVC CALL#:

CLOSE: Y (Y/N)

OLM: HERR WENDY

DOM:

RESP CAA:

PHONE:

OWNER FIRST:

LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3578866
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CA3578866

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:54 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
49	RCDE00515247	3576	10/30/1999	10/30/2005	100,000.00		

Use Policy Id

RCDE00515247 10/30/2005 3576

RCDE00515247		
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DATE: 4/15/2004
TIME: 08:08:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3590586
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: GENEVA
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 2/12/2000
RTL DLR: 3089 GERALD NISSAN, INC.
SVC/DLR: 3510 GERALD NISSAN OF N AURORA
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 10/30/2001 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): STCA
SEVERITY: 9

OPEN DATE: 10/30/01
FOLLOWUP DATE: 11/01/01
CLOSE DATE: 11/02/01

XFER/RSPNSBLTY: 24 01 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
Page 2

CA3560586

C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN
CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 3510
22,500 MILE SERVICE. AND THE REPAIR OF A FAULTY SOCKET IN THE HEADLIGHT.
FILE FORWARDED TO CRR AG FOR HANDLING @10/31-ZWH977N
CRR-AG CALLED C AND LEFT VMX REQUESTING THAT C CALLBACK X3840
*A*A*A*A*AA* @11/02-ZAG202N
FILE CLOSED PENDING C CONTACT @11/02-ZAG202N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): STCA	ROOT CAUSE: SRPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3510	EFFECTIVE: 10/30/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZAG202N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/02/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: HAFERTEPE. MIKE	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
Page 3

CA3590588

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

CA3590588

DATE: 4/15/2004
TIME: 08:09:54 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: Q6T

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
51	RCDE00804326	3089	2/12/2000	2/12/2006	100,000.00		

Vsc Policy Id

RCDE00804326 2/12/2006 3089

RCDE00804326

DATE: 4/15/2004
TIME: 06:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3612270
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: TUSTIN
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 58000
IN SVC DATE: 5/25/2000
RTL DLR: 110B TUSTIN NISSAN
SVC DLR: 090A POWER NISSAN TORRANCE
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR-EVERYTHING
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 22000 (PT) MONTHS: MILES:

ORIG CODE: 04
CONTACT (S): SGWL
SEVERITY: 3

OPEN DATE: 11/21/01
FOLLOWUP DATE: 11/22/01
CLOSE DATE: 11/21/01

XFER/RSPNSBLTY: 44 04 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
Page 2

CA3612270

C. A. R. COMMENTS

EMAIL:NOT GIVEN

NO PREVIOUS FILES.

©11/21-ZRH529N

C CALLED IN STATING THAT C HAS A REACURRING PROBLEM WITH C'S HEADLIGHTS
TURNING OFF AND NOW THAT C IS DOW. DLR HAS FOUND THAT C HAS A FAULTY HEADLIGHT
HARNES. C IS ASKING FOR HELP WITH THIS REPAIR AND TO FILE A COMPLAINT AGAINST
TORRANCE NSN FOR POOR SERVICE DEPARTMENT ATTITUDE. ©11/21-ZRH529N

FILE OPENED-ZRH529N 11/21/2001

CRR VERIFIED C'S NAME, ADDRESS, PHONE NUMBERS AND VEH INFO. CRR CHECKED FOR
RECALLS AND FOUND NONE. ©11/21-ZRH529N

CRR INFORMED C THAT CRR WILL CALL DLR AND GET BACK TO C WITH SOLUTION. C
UNDERSTOOD AND PREFERRED TO REMAIN ON HOLD.

CRR CALLED DLR TUSTIN SERVICE AND DLR INFORMED CRR THAT C IS IN FOR ALMOST
EVERY SCHEDULED SERVICE. CRR ALSO CALLED DLR-TORRANCE WHO INFORMED C THAT DLR
HAD 30K PERFORMED THERE AND CRR INFORMED DLR THAT CRR WILL AUTHORIZE GOODWILL

©11/21-ZRH529N

FOR THIS WHOLE REPAIR TOTALING \$57.92 CUSTOMER PAY. CRR PROVIDED DIRECT LINE
TO DLR IF VCAN IS NEEDED. DLR THANKED CRR. ©11/21-ZRH529N

CRR INFORMED C OF THE ABOVE INFO AND C THANKED CRR. CRR PROVIDED DIRECT LINE
AND FILE # FOR C REFERENCE. C THANKED CRR. ©11/21-ZRH529N

FILE CLOSED.

©11/21-ZRH529N

VCAN PERFORMED THIS DATE.

©11/29-ZRH529N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SGWL	5CVS
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SNPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	1 DATE: 11/29/2001	USERID: ZRH529N	
RESP DLR: 090A	EFFECTIVE: 11/21/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZRH529N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/21/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: LAYNE, VERNON	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3612270
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CA3612270

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:54 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: [REDACTED]
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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Vsc Policy Id

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DATE: 4/15/2004
TIME: 08:09:54 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA9698632
Page 1

NAME: [REDACTED] SC: [REDACTED]
STREET: [REDACTED] VIN: 4N2XN11T5YD [REDACTED]
CITY: LAWRENCEVILLE YR/MDL: 2000.0 QST MILEAGE: 37140
ST/ZIP: GA [REDACTED] IN SVC DATE: 11/15/1999
DAY PH: [REDACTED] VCAN: [REDACTED] RTL DLR: 3580 TRI-CITIES NISSAN, INC.
EVE PH: [REDACTED] PAID: [REDACTED] SVC DLR: 2854 CARRIAGE NISSAN
DLR PH: [REDACTED] SUSP: [REDACTED] RESP DLR: [REDACTED]
DENY: [REDACTED] REGION: 34 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 12/18/01 XFER/RSPNSBLTY: 32 01 3
CONTACT (S): SGWL FOLLOWUP DATE: 12/19/01 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12/18/01 DATANET DATE: 12/19/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:55 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID:
Page 2

CA3836632

C. A. R. COMMENTS

EMAIL: [REDACTED]

NO PREVIOUS FILES

C CALLED FROM THE DLR AND STATES THAT C WAS ADVISED TO CALL FOR ASSISTANCE BY KEVIN P. C STATES THAT THE RIGHT SIDE OF THE HEAD LIGHT WENT OUT IN AUGUST AND WAS GOING TO REPLACE AND STATES THAT C NOTICED THAT THE HARNESS WENT OUT. C STATES THAT C WAS ADVISED BY KEVIN THAT THE FIRST ONE WENT OUT WHILE C WAS FILE OPENED-ZEM411N 12/18/2001

STILL UNDER WARRANTY AND NISSAN SHOULD ASSIST. C STATES THAT NOW BOTH HARNESS NEED TO BE REPLACED... C STATES THAT

*KEVIN FROM THE DLR IS ON THE PHONE.. AND STATES THAT THE COMPONENTS IN QUESTIONS ARE PART OF THE HARNESS WHICH WILL HAVE TO COVER THE WHOLE PART. DLR ADVISED THAT THE AN ESTIMATE OT REPLACE WOULD BE \$100.00.DLR STATES THAT THE CONNECTORS WOULD BE REPLACED AND SPLIS THEM INTO HARNESS AND THIS WILL CORRECT THE PROBLEM.. DLR REFUSES TO ASSIST C WITH THIS REPAIR AND ADVISED THAT C DOES NOT FALL UNDER THE PARAMETERS... KEVIN STATES THAT LABOR IS ABOUT ONE HOUR AT \$68.00 AND PARTS ARE ABOUT \$30.00... DLR ADVISED THAT THE PARTS ARE AFTER MARKET...CRR EM ADVISED THAT NISSAN WILL NOT ASSIST WITH ANY PARTS THAT ARE AFTER MARKET. DLR UNDERSTOOD. DLR WAS ADVISED THAT NNA WOULD NOT BE ABLE TO ASSIST C AT THIS TIME..

CRR EM SPOKE WITH C AND ADVISED C THAT NNA WOULD OT BE ABLE TO ASSIST C SINCE NNA DOES NOT ASSIST WITH ANY AFTER MARKET PARTS. C UNDERSTOOD AND WAS PROVIDED WITH FILE NUMBER... FILE CLOSED. @12/18-ZEM411N

FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

PLEASE REVIEW FOR YOUR RECORDS. THANK YOU.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NT3K	CONTACT(S):	SGWL	5CIP	
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SCPP	DR800	
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:		
NEW INFO #:		DATE: 00/00/00	USERID:		
OTHER #:		DATE: 00/00/00	USERID:		
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:		
RESP DLR: 2854	EFFECTIVE: 12/18/2001		CHANGED BY:		
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED:	NO	
3RD PRTY:	PART#:		CHECK ISSUED:	NO	
BYBACK ST:	OPENED BY:				
HISTORY:	UPDATE BY: ZEM411N				
SVC CALL#:	UPDATE DATE:				
CLOSE: Y (Y/N)	CLOSE DATE: 12/18/01		MICROFILM:		
RESP CAA:	OLM: HERR WENDY		DOM:		
PHONE:	OWNER FIRST:		LANGUAGE:		

DATE: 4/15/2004
TIME: 08:09:55 AM

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3636632
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CA3636632

----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:55 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: ██████████ VIN:
IN SCV DATE:

SEQ	DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER
NO	CONTRACT NO	NUMBER ST	DATE	DATE	MILEAGE	DATE

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Via Policy Id

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DATE: 4/15/2004
TIME: 08:09:55 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3636975
Page 1

NAME: [REDACTED] SC: [REDACTED]
STREET: [REDACTED] VIN: 4N2XN11T8YD [REDACTED]
CITY: LONG BEACH YR/MDL: 2000.0 QST MILEAGE: 14200
ST/ZIP: CA [REDACTED] IN SVC DATE: 8/11/2000
DAY PH: [REDACTED] VCAN: [REDACTED] RTL DLR: 110B TUSTIN NISSAN
EVE PH: [REDACTED] PAID: [REDACTED] SVC DLR: 3584 NISSAN OF LONG BEACH
DLR PH: [REDACTED] SUSP: [REDACTED] RESP DLR: [REDACTED]
DENY: [REDACTED] REGION: 44 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI X MILES 8000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: C DOES MAINTENANCE
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 08 OPEN DATE: 12/18/01 XFER/RSPNSBLTY: 44 06 5
CONTACT (S): SWCV FOLLOWUP DATE: 12/19/01 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12/18/01 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
TIME: 08:09:55 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3636975

C. A. R. COMMENTS

EMAIL: [REDACTED] ©12/18-ZKF312N
NO PREVIOUS RELATED FILES. ©12/18-ZKF312N
C HEADLIGHT WENT OUT AND WHEN C TOUCHED THE WIRES BEHIND THE HEADLIGHT THE LIGHT CAME BACK ON. C STATES THAT C HAS AN ELECTRICAL ISSUE AND WANTS TO KNOW IF THIS IS STILL COVERED. CRR INFORMED C THAT A NISSAN DLR WILL NEED TO DIAGNOSE THIS TO DETERMINE WARRANTY. C UNDERSTOOD. CRR INFORMED C THAT C IS FILE OPENED-ZKF312N 12/18/2001
STILL WITHIN BASIC WARRANTY. CRR GAVE C FILE NUMBER. CRR GAVE C LOCAL DLR PHONE NUMBER. CRR UPDATED NAME/ADDRESS/DAY AND EVE PHONE/MILEAGE:14200/VIN: 4N2XN11T8YD 811867/DLR-LONG BEACH/BOUGHT USED/THIRD NISSAN/NO OPEN RECALLS/ MAINTENANCE-C DOES MAINTENANCE. C THANKED CRR AND DISCONNECTED. FILE CLOSED.
©12/18-ZKF312N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8E	CONTACT(S): SWCV	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	-USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	0 DATE: 00/00/00	USERID:	
OTHER #:	0 DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3564	EFFECTIVE: 12/18/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKF312N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/18/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: LAYNE. VERNON	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:55 AM

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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:55 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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Use Policy Id

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DATE: 4/15/2004
TIME: 08:09:55 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA3643794
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: WEST HEMPSTEAD
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 24430
IN SVC DATE: 11/17/1999
RTL DLR: 3342 HEMPSTEAD NISSAN
SVC DLR: 3717 NISSAN OF GARDEN CITY
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 02 02

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): SCRI
SEVERITY: 9

OPEN DATE: 12/28/01
FOLLOWUP DATE: 01/08/02
CLOSE DATE: 01/15/02

XFER/RSPNSBLTY: 24 01 8
DATANET (Y/N): 1
DATANET DATE: 12/31/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:55 AM

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CA3643794

C. A. R. COMMENTS

EMAIL [REDACTED] @12/28-ZAE924N
NO RELATED FILES @12/28-ZAE924N
CALLER IS PETER. C HUSBAND @12/28-ZAE924N
STATES HE HAS BEEN HAVING CONCERNS WITH VEH. STATES VAN IS JUNK. STATES VEH
WAS AT DLR YESTERDAY: C HAS NO DISPLAY ON RADIO. NO HEAT. INNER DOOR HANDLE ON
PASSANGER SIDE IS PEELING OFF (CHROME). RIGHT FRONT HEADLIGHT WENT OUT LAST
FILE OPENED-ZAE924N 12/28/2001
WEEK (DLR IS STATING HARNESS NEEDS TO BE CHANGED). STATES DLR DID NOT REPAIR
ANYTHING BECAUSE THEY DID NOT HAVE ANY PARTS. STATES VEH ACCELERATOR ALSO
STICKS SOMETIMES (HE HAS NOT INFORMED DLR OF THIS YET) AND STATES THE BIGGEST
CONCERN IS THAT WITHIN FIRST 6 MONTHS OF PURCHASE HE NOTICED PAINT CONCERN.
STATES TWO TIMES HE TOOK VEH TO DLR FOR INSPECTIONS AND NO ONE SHOWED UP.
STATES PAINT IS SPIDERING. @12/28-ZAE924N
STATES HE WILL NEVER PURCHASE ANOTHER NISSAN. @12/28-ZAE924N
DLR HAS DIANGOSED AND ARE WAITING FOR PARTS (RADIO HEAT DOOR HANDLR AND HEAD
LIGHT CONCERN) STATES HE WILL INFORM DLR OF GAS PEDAL STICKING. @12/28-ZAE924N
STATES DLR IS REPAIRING VEH AND HE JUST WANTED TO CONTACT NNA TO LET NNA KNOW
THAT HE DOES NOT LIKE VEH @12/28-ZAE924N
CRR VERIFIED C NAME, ADDRESS, TEL#, VIN, MILEAGE, DLR, PURCHASED NEW/USED.
OF NISSAN VEH OWNED AND WHERE MAINTAINED. CRR VERIFIED NO PREVIOUS REPAIRS.
CRR VERIFIED NO OPEN CAMPAIGNS AT THIS TIME. PROVIDED FILE/DIRECT NUMBER.
CRR APOLOGIZED FOR INCONVENIENCES AND STATED CONCERN WAS DOCUMENTED IN FILE.
STATED CRR WOULD ALSO SEND FILE TO DLR FOR REVIEW. @12/28-ZAE924N
CRR STATED C WAS WITHIN WARRANTY AND STATED C SHOULD TAKE ADVANTAGE OF THIS
AND REPAIR ALL CONCERNS AT DLR. C STATED HE WAS, BUT IT WAS NOT WORTH IT FOR
PAINT CONCERN BECAUSE DLR WILL REPAINT ENTIRE VEH AND HE WILL BE WITHOUT A VEH
FOR THREE WEEKS. @12/28-ZAE924N
CRR ASKED C HOW CRR COULD ASSIST. CRR ASKED IF C WOULD LIKE CRR TO CONTACT DLR
TO DISCUSS. C STATED NO AND THAT DLR WAS HANDLING ALL AND HE JUST WANTED TO
VENT AND THANKED @12/28-ZAE924N
CRR THANKED C AND STATED C MAY CONTACT NNA AT ANY TIME FOR ASSISTANCE OR
CONCERNS. C THANKED AND ENDED CALL @12/28-ZAE924N
FILE CLOSED @12/28-ZAE924N
CRR-BQ RECEIVED A CALL FROM C LOOKING FOR AN ETA ON THE PARTS. CRR-BQ TRIED
CALLING DLR ON THE OTHER LINE, BUT DLR WAS UNAVAILABLE. @01/04-ZBQ092N
CRR-BQ ADVISED C OF SITUATION, AND GAVE C THE FILE NUMBER. CRR-BQ INFORMED
THE C THAT CRR-BQ WOULD LOOK INTO GETTING AN ETA ON THE PARTS NEXT WEEK. C
UNDERSTOOD. @01/04-ZBQ092N
CRR-BQ CALLED DLR AND SPOKE WITH PARTS MANAGER. AND PM STATED THAT THE PARTS
CAME IN THIS MORNING. @01/15-ZBQ092N
CRR-BQ CALLED AN UPDATED THAT C. @01/15-ZBQ092N
CRR-BQ CLOSING FILE PENDING A CALLBACK FROM C. @01/15-ZBQ092N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
PLEASE CONTACT ASLI AT [REDACTED]

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

ACTION CODE: RT8G

CONTACT(S): SCRI
ROOT CAUSE: LNPP

DATE: 4/15/2004
TIME: 08:09:55 AM

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CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0
NEW INFO #: 1
OTHER #: 0
COMMENTS ONLY: #:
RESP DLR: 3717
IIR-DATE: 00 / 00 / 00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00 / 00 / 00
DATE: 00 / 00 / 00
DATE: 1/4/2002
DATE: 00 / 00 / 00
DATE: 00 / 00 / 00
EFFECTIVE: 12/28/2001
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZBQ092N
UPDATE DATE:
CLOSE DATE: 01/15/02
OLM: HERR WENDY
OWNER FIRST:

USERID:
USERID:
USERID: ZBQ092N
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: ZIMMERMAN LARRY
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:55 AM

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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:55 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: Q6T

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
61	RMNS07470227	3556	3/24/2003	11/17/2005	72,000.00		

See Policy Id

RMNS07470227 11/17/2005 3556

RMNS07470227		
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DATE: 4/15/2004
TIME: 08:09:55 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MOUNT JULIET
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 43000
IN SVC DATE: 5/5/2000
RTL DLR: 3227 ACTION NISSAN. INC.
SVC DLR: 3227 ACTION NISSAN. INC.
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: ACTION NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): SMUL
SEVERITY: 3

OPEN DATE: 01/07/02
FOLLOWUP DATE: 04/05/02
CLOSE DATE: 05/16/02

XFER/RSPNSBLTY: 34 01 S
DATANET (Y/N): 2
DATANET DATE: 1/10/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:55 AM

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C. A. R. COMMENTS

NO E-MAIL

NO PREVIOUS FILES. C STATES THAT C HAS BEEN HAVING PROBLEMS WITH THE MAIN LIGHTS ON THE FRONT OF THE VEH. C STATES THAT BOTH OF THE FRONT HEAD LIGHTS WENT OUT. C STATES THAT THE FRONT LIGHTS HAVE CURRENTLY GONE OUT AGAIN. C STATES THAT ONE OF THE LIGHTS CAME BACK ON. C STATES THAT THE DLR ADVISED C THAT THE FIRST TIME THE LIGHTS WENT OUT. C STATES THAT C'S WIFE RAN OFF THE FILE OPENED-ZES816N 01/07/2002

RUN. C STATES THAT THE SECOND TIME THIS EVENT OCCURRED-C STATES THAT C HIT THE BRAKES-AND HIT A BUMP IN THE ROAD CAUSING THE LIGHT SIDE LIGHT TO COME BACK ON. C STATES THAT THIS HAS BEEN AN ON-GOING PROBLEM SINCE THIS VEH WAS PURCHASED. C STATES THAT THE DLR ADVISED C THAT A NEW SOCKET NEEDED TO BE REPLACED,NEW CONTROL UNIT, NEW WIRING HARNESS, AND THEN ANOTHER SOCKET WAS REPLACED AGAIN. C STATES THAT C FEELS THAT THIS IS A SAFETY ISSUE.C STATES THAT C NO LONGER WANTS TO DRIVE THIS VEH. C STATES THAT C HAS BEEN WORKING WITH GM BRENT ADAMS. C STATES THAT C NEEDS SOME ASSISTANCE GETTING THIS ISSUE

@01/07-ZES816N

RESOLVED.

@01/07-ZES816N

CRR ES IN FILE FOR FOLLOW-UP.CRR ES SPOKE WITH SM TOM MELCHER.CRR ES WAS ADVISED THAT SM WILL LOOK INTO THIS ISSUE FOR CRR ES AND THEN CALL CRR ES BACK

@01/08-ZES816N

CRR ES IN FILE FOR FOLLOW-UP.CRR ES CALLED ACTION NISSAN AND SPOKE WITH SA ART HARRIS.CRR ES WAS ADVISED THAT SM IS GONE FOR THE DAY WILL CALL CRR ES BACK IN THE MORNING.FILE UNDER REVIEW.

@01/09-ZES816N

CRR ES RECEIVED A VMX FROM SM BOB GARDNER.CRR ES WAS ADVISED THAT THIS C IS CURRENTLY IN A RENTAL. SM STATES THAT DTS- IS COMING OUT ON 1/14/02 TO SEE IF THIS ISSUE CAN BE ADDRESSED.FILE UNDER REVIEW-PENDING DTS INSPECTION.

@01/10-ZES816N

CRR ES IN FILE FOR FOLLOW-UP.CRR ES CALLED THE DLR AND SPOKE WITH SM BOB.CRR ES WAS ADVISED THAT THE DTS DID NOT MAKE IT ON YESTERDAY-SM STATES THAT THE DTS IS SCHEDULED TO COME OUT TODAY 1/15/02 OR TOMORROW 1/16/02.FILE UNDER REVIEW.

@01/15-ZES816N

CRR ES IN FILE FOR FOLLOW-UP.CRR ES SPOKE WITH SM AND CRR ES WAS ADVISED THAT A DTS WILL INSPECT THIS VEH ON EITHER TODAY OR TOMORROW AS THERE WAS A SCHEDULING MIX-UP.SM WILL CALL CRR ES ONCE THIS FILE HAS BEEN INSPECTED.CRR ES CALLED C TO ADVISE.FILE UNDER REVIEW.

@01/17-ZES816N

SM CALLED CRR ES STATING THAT THE DLR WAS ADVISED BY TECH LINE THAT THE LIGHTS ON THIS VEH HAVE NOW BEEN REPLACED WITH NISSAN SILVIMAN BULBS-THIS SHOULD CORRECT THE PROBLEM AS THESE BULBS ARE LARGER.SM STATES THAT THIS VEH HAS BEEN FULLY REPAIRED AND HE C HAS BEEN MADE AWARE THAT THIS ISSUE HAS BEEN ADDRESSED. SM STATES THAT C DOES NOT WANT TO PICK THIS VEH UP FROM THE DLR WITHOUT A LETTER OF LIABILITY FROM NISSAN.CRR ES CALLED THIS C TO ADVISE THIS C THAT THIS VEH HAS BEEN REPAIRED.. C STATES THAT C WILL NOT PICK UP THIS VEH WITHOUT A LETTER OF LIABILITY FROM NISSAN STATING THAT NISSAN WILL TAKE FULL RESPONSIBILITY FOR THIS C'S VEH AND LIFE IN THE EVENT THAT SOMETHING SHOULD HAPPEN TO THIS C OR C'S FAMILY.CRR ES REVIEWED THIS FILE WITH SRR TG AND LO

@01/18-ZES816N-COMMENT

AND CRR ES WAS ADVISED THAT NNA IS NOT IN A POSITION TO PROVIDE THIS C WITH A LETTER OF LIABILITY.CRR ES ADVISED C OF THIS INFORMATION.C STATES THAT NNA LEAVES THIS C NO CHOICE BUT TO SEEK LEGAL COUNSEL.CRR ES ADVISED THIS C THAT THIS C HAS THE OPTION TO SEEK LEGAL COUNSEL. C STATES THAT C WILL NOT BE PICKING UP THIS VEH-AS C WILL SEEK LEGAL ASSISTANCE.CRR ES IS CLOSING THIS FILE AS C IS SEEKING LEGAL ASSISTANCE.FILE CLOSED. @01/18-ZES816N-COMMENT

C CALLED FRIDAY (1/18/02) WHEN THE SYSTEM WAS DOWN. C STATED THAT THE HEAD-LIGHTS IN HIS WENT OUT 7 OR 8 TIMES. THE 1ST 2 TIMES IT WENT OUT AT NIGHT. C STATED THAT HIS WIFE RAN OFF INTO SOMEONE'S FRONT YARD. THE LAST TIME. THE LIGHTS WENT OUT ON C. C HAD TO SLOW-DOWN & STOP. C STATED THAT THE FIRST TIME, THE RIGHT SIDE WENT OUT. THEN BOTH. THEN. BACK & FORTH. C STATES DLR'S WERE SAYING THE NNA ENGINEERS WERE SAYING IT IS THE WIRING HARNESS. THEN THEY SAID IT'S THE CONTROL UNIT. NOW THEY WERE SAYINGIT'S THE PHILLIPS HEADLIGHT BULBS.

DATE: 4/15/2004
TIME: 08:08:55 AM

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C WANTS TO ABANDON VEH & DOESN'T CARE WHAT HAPPENS. C STATES THAT C HAS BEEN
@01/22-ZLC087N-COMMENT
HAVING TROUBLE WITH VEH SINCE C PURCHASED IT. CRR EXPLAINED TO C THAT OUR
SYSTEM WAS DOWN & C WILL LEAVE A MESSAGE FOR THE APPROPRIATE PERSON HANDLING C
CASE AS SOON AS THE SYSTEM IS BACK UP. C INSISTED ON SPEAKING TO SOMEONE WHO
CAN TAKE CARE OF THIS. CRR APOLOGIZED FOR C'S EXPERIENCE & EXPLAINED TO C THAT
C WILL LEAVE A MESSAGE FOR THE APPROPRIATE PERSON TO RETURN CALL
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.

CONTACT [REDACTED]
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.

CONTACT [REDACTED]
***RSS-KD RECEIVED CALL FROM RPSM-MZ ASKING THAT RSS REVIEW THIS FILE FOR
POSSIBLE TRADE ASSISTANCE AS VEH HAS BEEN TO DLR 6 TIMES FOR INOP HEADLAMP
ISSUE. WHICH MAYBE CONSIDERED A SAFETY ISSUE. RSS RECIEVED ALL DLR INVOICES
REGARDING THIS CONCERN. @01/30-ZKD315R

-->CRR NW RECIEVED CALL FROM C...NEITHER CRR ES NOR RSS KD AVAILABLE. C
STATES THAT C HAS CONTACTED ATTORNEY AND VEH DOES MEET GUIDELINES FOR C STATE
AND C IS MAILING LETTER TODAY TO MAKE IT OFFICIAL THAT C IS FILING AND IF C
DOES NOT HEAR BACK FROM NISSAN BY THE END OF THE WEEK C WILL HAVE C ATTORNEY
REPRESENT C AS WELL. CRR NW ADVISED C THAT FILE IS BEING REVIEWED AND C WILL
BE CONTACTED BEFORE THE END OF THE WEEK. CRR NW VERIFIED CONTACT # AND C
THANKED AND DISCONNECTED **EMAIL SENT TO RSS KD AND CRR ES TO NOTIFY**

@01/30-ZNW639N
*RSS-KD REVIEWED INVOICES AND SPOKE TO BOTH RPSM-MZ ANS GM-BA. RSS HAS ADVISED
THAT RSS WILL ASSIST DLR WITH \$2000.00 TRADE ASSISTANCE AND A GOODWILL SEC+
POLICY. DLR HAS AGREED TO KEEP VEH IN INVENTORY AND SIGN A DISCLOSURE
STATEMENT. RSS WILL REVIEW WITH ARB-AL TO SEE WHAT OTHER DOCS ARE REQUIRED FROM
DLR BEFORE GOING TO ARB SPEC-TD FOR HANDLING. @01/31-ZKD315R

CRR ES IS TRANSFERING THIS FILE INTO SRR KD NAME-AS SRR KD IS NOW HANDLING
THIS FILE. @02/04-ZES816N
CALLER IS BRENT ADAMS OF ACTION NISSAN REQUESTING RSS KD. UNAVAILABLE. BRENT
STATES C HAS NOT RECEIVED GOODWILL ESC OFFERED ON TRADE ASSISTANCE. VIN ON THE
02 QST C IS BEING PLACED INTO IS 4N2ZN17T82 [REDACTED] CR CHECKED HISTORY AND
CONTRACT IS NOT LISTED AS OF YET. ADVISED BRENT. CRR ADVISD THIS MAY BE
BECAUSE THE TRADE-ASSISTANCE HAD NOT BEEN PROCESSED AS OF YET. ONCE THIS IS
COMPLETE. CONTRACT WOULD BE ISSUED. BRENT REQUEST CALL BACK FROM RSS KD. EMAIL
TO RSS KD TO ADVISE OF CALL. @04/02-ZMN446N

***RSS CALLED GM-BA AND ADVISED THAT SOME DOCES HAVE BEEN RECEIVED (SALES
AGREEMENT ON NEW VEH) BUT RSS-KD STILL REQUIRES FACTORY TO DLR INVOICE ON
BOTH VEHS AS WELL AS SALES AGREEMENT ON OLD VEH. DLR UNDERSTOOD AND WILL FAX
DOCS TO RSS ASAP. RSS WILL HAVE SEC+ POLICY ADDED ON NEW VEH. @04/04-ZKD315R
*CALLER IS JOANNE BEHAN. CS MANAGER. GM-BA HAS REQUESTED PAYMENT TODAY. CRR
ADVISED DLR TO FAX DOCUMENTS ABOVE. CRR TO REVIEW WITH ARBS-AL @04/19-ZCC325N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

ACTION CODE: RT9A

0 DATE: 00/00/00

CONTACT(S): SMUL 5CCR

ROOT CAUSE: SNSV

USERID:

DATE: 4/15/2004
TIME: 08:09:55 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REOPEN:	CALLBACK	#:	0	DATE:	00 / 00 / 00	USERID:	
	NEW INFO	#:	1	DATE:	1/30/2002	USERID:	ZKD315R
	OTHER	#:	0	DATE:	00 / 00 / 00	USERID:	
COMMENTS ONLY:		#:	3	DATE:	1/22/2002	USERID:	ZLC087N
RESP DLR:	3227	EFFECTIVE:	1/7/2002	CHANGED BY:			
IIR-DATE:	00 / 00 / 00	TRANS DATE:		CHECK REQUESTED:		NO	
3RD PRY:		PART#:		CHECK ISSUED:		NO	
BYBACK ST:		OPENED BY:					
HISTORY:		UPDATE BY:	ZKD315R				
SVC CALL#:		UPDATE DATE:					
CLOSE:	Y (Y/N)	CLOSE DATE:	05/16/02	MICROFILM:			
RESP CAA:		OLM:	HERR WENDY	DOM:			
PHONE:		OWNER FIRST:		LANGUAGE:			

DATE: 4/15/2004
TIME: 08:09:55 AM

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

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DATE: 4/15/2004
TIME: 08:09:55 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
13	NCDC00707616	3227	5/5/2000	5/5/2005	100,000.00	2/1/2002	
35	NNDW07202915	3227	2/22/2002	2/22/2006	92,344.00		

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NCDC00707616 5/5/2005 3227

NCDC00707616 [REDACTED]

DATE: 4/15/2004
TIME: 08:08:55 AM

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NNDW07202915		
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DATE: 4/15/2004
TIME: 08:09:56 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: NHTSA

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: DIBOLL
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 33000
IN SVC DATE: 7/12/2000
RTL DLR: 3175 TOM PEACOCK NISSAN
SVC DLR: 1776 MERCER NISSAN-MAZDA,INC
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 07 07

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): SUTR
SEVERITY: 3

OPEN DATE: 01/29/02
FOLLOWUP DATE: 01/30/02
CLOSE DATE: 02/08/02

XFER/RSPNSBLTY: 34 01 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:08:56 AM

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C. A. R. COMMENTS

PREVIOUS NON RELATED FILE [REDACTED] C HAS TAKEN THE VEH TO THE DLR SEVERAL TIMES. C STATES SHE STILL HAVE PROBLEMS WITH BRAKE PADEL SQUEEK THE BLINKERS BLINK SLOW OR FAS, HEADLIGHTS GO OUT WHEN DRIVING. C ALSO STATES THERE IS A VIRBATION UNDER THE HOOD AND WHEN EVER THE VEH IS TOUCHED YOU GET SHOCK. C HAS ADVISED THERE IS CORRISION ON ALL THE ELECTRICAL WIREING. C STATES THAT SHE HAS APPOINTMENT ON 1/31/02 WITH THE DLR. CRR ADVISED C CRR FILE OPENED-ZDE373N 01/29/2002
WILL FOLLOW UP WITH THE DLR ON THAT DAY TO GET UPDATE. CRR UPDATED C INFORMATION NO RECALLS OR SERVICE CAMPAIGN ON VEH. CRR PROVIDED C WITH FILE# AND ADVISED CRR WILL FOLLOW UP WITH HER AS WELL. @01/29-ZDE373N
CRR CALLED AND SPOKE WITH JERRY IN SERVICE. SHE ADVISED ON 1/31/01 THE LEFT HEADLIGHT SOCKET REPLACED AND THIS CORRECTED C CONCERNS. CRR WILL FOLLOW UP WITH C. CRR SPOKE WITH C AND SHE ADVISED SHE HAS NOT DRIVEN THE VEH. CRR ADVISED C TO CALL NNA BACK IF PROBLEMS ARE NOT FIXED. C UNDERSTANDS FILE CLOSED @02/08-ZDE373N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #: NEW INFO #: OTHER #:
COMMENTS ONLY: #:
RESP DLR: 1776
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT1A
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 1/29/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZDE373N
UPDATE DATE:
CLOSE DATE: 02/08/02
OLM: HERR WENDY
OWNER FIRST:

CONTACT(S): SUTR
ROOT CAUSE: SDPP
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM: COIRO PHILLIP
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:56 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:56 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MECHANICSBURG
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T1XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 43747
IN SVC DATE: 7/2/1999
VCAN: RTL DLR: 3396 BRENNER NISSAN
PAID: SVC DLR: 3396 BRENNER NISSAN
SUSP: RESP DLR:
DENY: REGION: 36 DIST: SL/8V/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3396
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 02/05/02 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): SCRI FOLLOWUP DATE: 02/12/02 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02/13/02 DATANET DATE: 2/7/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL: NOT PROVIDED

NO PREVIOUS RELATE FILES

CUSTOMER CONCERN: CURRENT ISSUE. THE C IS HAVING ELECTRIC PROBLEM. FIRST IT WAS WINDSHIELD WIPERS, EVERYTIME THE C USED THE WIPERS C WOULD BLOW A FUSES. C NOTICES THE CIGARRETTE LIGHER OUTLET IS NOT WORKING. CRUISE CONTROL IS NOT WORKING. C JUST ORDERED THE NEW PART. \$37.32. HEADLIGHTS HAD TO BE FILE OPENED-ZNS835N 02/05/2002

REPLACED EVERY TWO MONTHS IT BREAKS DOWN. C WAS TOLD TO REPLACE THE SOCKET. C IS VERY UNHAPPY WITH THE VEHICLE. C STATES THIS IS THE C LAST NISSAN VEHICLE. C STATES C HAS 11 WORK ORDER FROM THE DLR FOR REPAIRS. C STATES THERE ARE LITTLE PROBLEMS WHICH HAVE COST THE C TWO VEHICLE PAYMENTS. C STATES THE DLR IS STATING THE PROBLEMS ARE DUE TO SHORT FROM PHONE ADAPTER, THE WIPER PROBLEMS ARE DUE TO C NEEDED A NEW MOTOR. ALL THE PROBLEMS HAVE BEEN RECENT PROBLEMS. C ALSO REPLACED THAT BACK HATCH SEAL AROUND THE TAILGATE. CUSTOMER IS HAVING CONCERNS WITH THE ELECTRICAL PROBLEM- BUT THE DLR HAS NOT DETERMINE. C STATES THE C DRIVES 4 MILES AWAY FROM WORK. ITS A INCONVIENCE BECAUSE THE VEHICLE IS IN THE SHOP EXCESSIVELY. C STATES SISTER'S VEHICLE CAUGHT ON FIRE DUE TO RADIO SHORT AND THE C IS SCARED THAT IT WILL HAPPEN TO THE C. THE C'S SISTER DOES NOT HAVE A NISSAN VEHICLE. @02/05-ZNS835N

**CRR VERIFIED C VIN#, ADDRESS, DAYTIME/EVENING PHONE NUMBER, ESTIMATED MILEAGE AND 8CV DLR. RECALLS: NONE OPENED 3 CLOSED. CRR PROVIDED THE C THE FILE NUMBER AND DIRECT PHONE NUMBER ALSO FAX NUMBER. CRR ADVISED THE C, CRR DOCUMENTED THE ELECTRICALLY CONCERNS WITH THE VEHICLE. CRR ASKED THE C WHAT THE C EXPECTING OF NISSAN C STATES C IS NOT SURE BUT DOES NOT FEEL SAFE IN THE VEHICLE DUE THE C'S SISTER VEHICLE PROBLEMS. CRR ADVISED THE C, THE C'S SISTER DID NOT HAVE A NISSAN VEHICLE AND NISSAN DOES NOT HAVE THOSE PROBLEMS CRR ADVISED THE C, TO SEND CRR A COPY OF THE WORK ORDER FOR THE WIPERS AND CRR OUT OF CUSTOMER SATISFACTION WILL REIMBURSE THE C FOR THE COST OF THE WIPERS MOTOR REPLACEMENT. CRR ADVISED THE C, NNA WOULD LIKE TO KEEP THE C A REPEAT BUYER AND WOULD LIKE TO OFFER ASSISTANCE TO THE CUSTOMER BUT THE C IS NOT ASKING NNA OF ANYTHING BUT TO DOCMENT THE CONCERNS. CRR ADVISED THE C THINGS TO HAPPEN TO VEHICLES, AND THE VEHICLE IS 2 1/2 YEARS OLD. CRR ADVISED THE C, THE C HAD A PROBLEM, THE DLR REPAIRED THEM. CRR ADVISED THE C, THE REPAIRS NEEDED ARE NOT EFFECTING THE DRIVALBLITY OF THE VEHICLE. THERE ARE MINOR REPAIRS. THE WIPERS WHICH CRR HAS OFFERED TO PAY FOR, THE CIGRATTE LIGHER BECAUSE THE WRONG ADAPTER WAS USED AND THE HEAPLAMP. CRR ADVISED THE C, CRR CAN DOCUMENT THE FILE AND OFFERED THE C TO CALL CRR WILL ANOTHER OTHER PROBLEMS. CRR ADVISED THE C, SINCE THE HAS REPORTED THE PROBLEMS WITH THE VEHICEL IF ANYTHING ELSE WERE TO HAPPEN, NNA HAS A DOCUMENTED FILE AND CAN POSSIBLITY BETTER ASSIST THE C. C THEN REQUESTED A EXTENEDED SERVICE CONTRACT. CRR ADVISED THE C, DUE TO THE PROBLEMS THE C HAS HAD AND THE AGE AND MILEAGE OF THE VEHICLE. A SEC PLUS CONTRACT IS NOT SOMETHING THAT NNA WOULD CONSIDER. CRR ADVISED THE C, CRR IS NOT IN A POSITION TO ASSIST WITH A SEC PLUS BUT C CRR AGAIN OFFERED THE C THE COST OF THE WIPER MOTOR FOR INCONVIENCE FACTOR. C STATES C JUST DOES NOT FEEL SAFE IN THE VEHICLE AND FEELS AS THOUGH THERE IS AN OVERHAUL ELECTRICAL PROBLEM, AND BECAUSE THE C'S SISTERS VEHICLE PROBLEMS IT MAY HAPPEN TO THE C. CRR ADVISED THE C AGAIN THE C'S SISTER VEHICLE WAS NOT A NISSAN VEHICLE AND THERE WAS MORE TO THE FIRE THAN THE RADIO SHORT. CRR ADVISED THE C, CRR WILL CONTACT TECHLINE TO INQUIRE IF THERE ARE ANY KNOWN PROBLEMS WITH THE VEHICLE AND CONTACT THE DLR FOR MORE INFORMATION. C LEFT THE CONVERSTATION WITH THE VEHICLE IS NOT SAFE DUE TO THE ELECTRICAL PROBLEM WITH THE VEHICLE. @02/05-ZNS835N

**CRR CONTACTED THE SM-BOB, SM-B STATES THE C IS A DECENT SERVICE WITH THE DL R THE HAD AN INTERMITTIED WIPER PROBLEM, THEY RAN THE VEHICLE FOR ABOUT 30-45 MINS THEN IT FINALLY DID AND THEY REPAIR THE VEHICLE. THE CIGRATEE LIGHTER THING - THE CELL PHONE PULLED ON THE C. THEY INSTALLED THE A NEW ONE AT NO CHARGE TO THE C. THE C IS TRYING TO CONNECT ALL THE ELECTRIC THINGS TOGETHER BUT ITS NOT AN ELECTRICAL PROBLEM. SM IS TRYING TO HELP THE C AS MUCH AS POSSIBLE. THE WEATHER STRIP WAS REALIGNED AND SEALED. CRR ADVISED THE SM CRR

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WAS GOING TO ADVISE THE C. THE DLR IS WORKING WITH THE C AND HAS REPAIRED EVERYTHING THAT WAS WRONG WITH THE VEHICLE. CRR WILL OFFERED THE C A THE NEXT SERVICE OF 45K \$225 PLUS TAX AND CRR WILL COVER THAT COST DUE TO THE NUMBER OF TIMES THE C HAS HAD TO COME TO THE DLR AND FOR C SATISFACTION **CRR CONTACTED THE C AT DAYTIME PHONE NUMBER. C WAS NOT AVAILABLE. CRR LEFT VMX(1022AM PST) ADVISING THE C TO CALL CRR BACK **CRR CONTACTED THE C AT EVENING PHONE NUMBER AND LEFT A VMX(1023AM) @02/08-ZNS835N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SV MGR PLEASE REVIEW THE FILE AND UPDATE WITH DLR COMMENTS.

**CRR CONTACTED THE C AT DAYTIME PHONE NUMBER. C WAS NOT AVAILABLE. CRR WAS ABLE TO LEAVE A VMX(240PM PST) ADVISING CRR TO CALL CRR BACK. CRR CONTACTED THE C A EVENING PHONE. THE C IS DISCUSTED WITH THE VEHICLE. THE C IS GOING TO SELL THE VEHICLE AND DOES NOT WANT TO DEAL WITH THE DLR. THE C STATES IT SEEMS IRONIC THAT THE REPAIRS ARE RELATED. CRR ADVISED THE C. THE C CAN GO TO ANOTHER DLR FOR A SECOND OPINION ON THE VEHICLE. THE C DISAGREES WITH MOSTLY ALL OF THE SERVICE MGR COMMENTS AND HAS ADDITINAL CONCERNS AND THE C IS FRUSTRATED WITH THE DLR. THE C STATES THE DLR HAS TREATED TO THE C NICE BUT DISAGREES WITH THE DLR. CRR OFFERED TO FOLLOW THROUGH WITH THE DLR UNTIL THE PART ARRIVES. THE DOES NOT WANT CRR TO DO SO BECAUSE THE STATES THE C IS TIRED OF FIGHTING. C STATES C APPREICATES CRR OFFER BUT WILL DECLINE AND WOULD LIKE TO HANDLE THE DLR ON THE C OWN LEVEL. CRR ADVISED THE C. THE OFFER IS IN THE FILE AND THE C CAN USE THE DLR OF CHOICE FOR THE 45K JUST HAVE THE DLR CALL CRR FIRST. - C UNDERSTOOD AND SAID THANK YOU @02/13-ZNS835N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4D	CONTACT(S):	SCRI	6XIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE:	SDSV	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:		
NEW INFO #:	DATE: 00/00/00	USERID:		
OTHER #:	DATE: 00/00/00	USERID:		
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:		
RESP DLR: 3396	EFFECTIVE: 2/5/2002	CHANGED BY:		
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:		NO
3RD PRY:	PART#:	CHECK ISSUED:		NO
BYBACK ST:	OPENED BY:			
HISTORY:	UPDATE BY: ZNS835N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 02/13/02	MICROFILM:		
RESP CAA:	OLM: HERR WENDY	DOM:		
PHONE:	OWNER FIRST:	LANGUAGE:		

DATE: 4/15/2004
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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:56 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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