

PE04-020

NISSAN

05/03/04

**ATTACHMENT
C.1 (PART 2 OF 3)**

PART 2 OF 6

DATE: 4/15/2004
TIME: 08:09:56 AM

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

CAR ID: CA3684939
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: EDMOND
ST/ZIP: OK [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 40000
IN SVC DATE: 7/8/2000
RTL DLR: 3527 POWERS NISSAN
SVC DLR: 3488 BOB HOWARD NISSAN. INC.
RESP DLR:
REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 10
VEHICLE MAINTAINED BY: INDEPENDENT /BOB HOWAF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): SCRI
SEVERITY: 8

OPEN DATE: 02/12/02
FOLLOWUP DATE: 02/13/02
CLOSE DATE: 02/15/02

XFER/RSPNSBLTY: 32 01 8
DATANET (Y/N): 1
DATANET DATE: 2/18/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:58 AM

NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

EMAIL NONE

NO PREVIOUS FILES.C CALLED TO FILE A COMPLAINT WITH NISSAN CORP.
C STATES SM PHIL ROGERS ADVISED C TO CALL NNA.*C STATES HER HEADLIGHTS BURNED
OUT AND THE HARNESS AND CONNECTOR HAD TO BE REPLACED C STATES HER AND SA ROGER
AGREED THIS SHOULD NOT HAVE HAPPENED SO SOON.C STATES SHE WAS CHARGED \$105.38
FOR THE REPAIRS AS THE VEH IS OUT OF WARRANTY.C STATES ANOTHER PROBLEM,THE
FILE OPENED-ZML140N 02/12/2002

SM FOUND THE BATTERY CABLES WERE CORRODED AND DLR WOULD CHARGE C TO CLEAN AND
PLACE PADS ON THE VEH SO THAT THIS WOULD NOT HAPPEN AGAIN.C STATES HER ONLY
QUESTION IS WHY ARENT THE BATTERY CABLE PADS PUT ON THE VEH IN THE FIRST
PLACE TO PREVENT THIS. @02/12-ZML140N

CRR ML HAD C VERIFY NAME.ADDRESS.VIN#.MILEAGE.DAY/EVENING#.NO OPEN RECALLS.
CRR ML ADVISED C THAT FILE HAS BEEN DOCUMENTED AND CRR ML WILL REVEIW WITH DLR
CRR ML PROVIDED C WITH FILE#/DIRECT#.C THANKED. @02/12-ZML140N

CRR ML CALLED DLR SM PHIL 9:30AM PST.SM PHIL STATES C WAS IN FOR REPAIR SM
@02/15-ZML140N

STATES C IS LOYAL NISSAN C,HAVING OWNED SEVERAL NISSAN'S.SM PHILL STATES DLR
HAS REPAIRED AT LEAST TWO OTHER VEH'S WITH THE SAME PROBLEM.SM STATES MAY BE
SOMETHING NISSAN SHOULD LOOK INTO.*SM STATES THE LABOR ON THE REPAIR WAS \$72.
AND PART \$15.84,PART# B43430UFB0.*CRR ML THANKED SM PHILL* PM RUSTY ADVISED OF
PART#/PRICE** @02/15-ZML140N

CRR ML CALLED C TO ADVISE FILE REVIEWED WITH DLR 10:00AM PST.**CRR ML WILL
ALSO OFFER C SERVICE CREDIT IN THE AMOUNT OF \$75,AS C IS LOYAL NISSAN C.**
CALL MADE AT 10:06AM PST.C NOT AVAILABLE.CRR ML LEFT VOICEMAIL/DIRECT#/FILE#.
CRR ML CLOSED FILE PENDING C CONTACT. @02/15-ZML140N

CRR RECEIVED CALL FROM C STATING SHE HAS NOT HEARD FROM ANYONE C WANTS TO
KNOW WHATS GOING ON WITH FILE REVIEW.CRR REVIEWED COMMENTS AND CRR NOT TO
CLEAR ON WHAT NISSAN IS DOING PER NOTES ABOVE.CRR ADVISED C THAT CRR ML NOT
AVAILABLE AND WILL HAVE HER CALL C BACK WITH FILE DECISION.

@03/08-ZWH977N-COMMENT

CRR L NOTES IN FILE C WAS CALLED TO PROVIDE UPDATES AND CRR WAS TO OFFER C
SERVICE CREDIT IN THE AMOUNT OF \$75*C WAS NOT AVAILBLE SO CRR ML LEFT
VOICEMAIL/DIRECT#/FILE# FOR C CONTACT**CRR ML WILL CALL C TO ADVISE OF OFFER

@03/08-ZML140N-COMMENT

::C CALLED REQUESTING CRR ML...CALL TRANSFERRED. @03/08-ZNW639N-COMMENT
CRR ML ADVISED COF THE OFFER OF SERVICE CREDIT IN THE AMOUNT OF \$75**** C
ACCEPTED OFFER AND WAS PLEASED*CRR ML ADVISED C LETTER WILL BE SENT TODAY.C
THAKED FILE REMAINS CLOSED**CRR ML DRAFT LETTER,AND MAILED THIS DAY.

@03/08-ZML140N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CALL MICHELLE AT NNA 310-771-3807.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4C	CONTACT(S): SCRI	ROOT CAUSE: SRNR
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:

DATE: 4/15/2004
TIME: 08:09:56 AM

NISSAN MOTOR CORPORATION IN U.S.A
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OTHER #:
COMMENTS ONLY: #:
RESP DLR: 3488
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00/00/00
DATE: 3/8/2002
EFFECTIVE: 2/12/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZML140N
UPDATE DATE:
CLOSE DATE: 02/15/02
OLM: HERR WENDY
OWNER FIRST:

USERID:
USERID: ZML140N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

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

CA3684939

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:

CANCEL TRANSFER
DATE DATE

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

Use Policy id

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DATE: 4/15/2004
TIME: 08:09:58 AM

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

CAR ID: CA3687599
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: S HOLLAND
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 38777
IN SVC DATE: 12/11/1999
RTL DLR: 3229 WOODFIELD NISSAN, INC.
SVC DLR: 2983 THOMAS NISSAN
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 02 02

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: 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: 2993
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 02/14/02
FOLLOWUP DATE: 02/15/02
CLOSE DATE: 02/15/02

XFER/RSPNSBLTY: 26 01 S
DATANET (Y/N): 1
DATANET DATE: 2/15/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:56 AM

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

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CA3687599

C. A. R. COMMENTS

EMAIL: [REDACTED]

PREVIOUS FILES: @02/14-ZML491N

C CALLED STATING THAT SINCE C FIRST PURCHASED VEH C HAS HAD PROBLEMS WITH THE HEADLIGHTS, C STATES THEY HAD TO REPLACE THE CONNECTORS PREVIOUSLY. C STATES THERE IS A SHORTAGE IN THE ELECTRICAL SYSTEM IN THE VEH AND SOMETIMES THE INTERIOR LIGHTS JUST POP ON, AND THE CLOCK IS THE SAME WAY. C STATES C TOOK FILE OPENED-ZML491N 02/14/2002

VEH TO SERVICE AND C IS OVER THE WARRANTY. C STATES THAT C THINKS THIS IS A PROBLEM WITH THE ELECTRICAL SYSTEM PERIOD. C IS UPSET THAT DLR WANTS TO CHARGE C \$80.00 TO DIAGNOS THE VEH. CRR NOTES THAT C IS OUT OF WARRANTY BY 2000 MILES AND NOT BY TIME. CRR STATES THAT IF C PAYS FOR DIAGNOSIS FOR VEH, CRR WILL REIMBUSE C. CRR STATES CRR WILL REVIEW THE REPAIR FOR ADDITIONAL ASSISTANCE, BUT THE REPAIR MUST BE DIAGNOSED FIRST. CRR GAVE C FILE NUMBER AND DIRECT LINE NUMBER. CRR VERIFIED C NAME, ADDRESS, BOTH PHONES, MILEAGE-39000, DLR-2993, RECALLS-UNABLE TO CHECK WITHOUT VIN. CRR GAVE C FAX NUMBER @02/14-ZML491N

TOO. CRR AWAITING DOCUMENT'S FOR FURTHER REVIEW. @02/14-ZML491N
CRR RECEIVED VMX FROM C REQUESTING CALLBACK AS C JUST SPOKE WITH DLR. CRR TO RETURN CALL TO 1.312.869.5681. @02/14-ZML491N

CRR RETURNED C'S CALL. C STATES THAT C SPOKE WITH DLR AND DLR DID DIAGNOSIS AND WAS TOLD THAT THE RADIO ISSUE IS IN INTERNAL FAILURE INSIDE THE RADIO. THE DLR NEEDS TO SEND THIS OUT AND IT WILL BE \$370.00 TO REPAIR. DLR IS UNABLE TO DUPLICATE THE CONCERN BUT THEY MADE NEED TO REPLACE THE LIGHTING SWITCH WHICH WOULD COST \$129.66. C SPOKE WITH TORRY AT DLR. CRR TO REVIEW WITH DLR AND GET BACK TO C. @02/14-ZML491N

CRR SPOKE WITH SM-RON AND WAS ADVISED THE FOLLOWING:

-RADIO CONCERN \$250 EXCHANGE PROGRAM WITH CLARION

-LIGHT SWITCH \$90

-LABOR -\$120.00

***CRR TO GOODWILL PARTS FOR C AS C IS JUST OUT OF WARRANTY(LESS THAN 3000

@02/15-ZML491N

MILES) AND LEAVE THE C RESPONSIBLE FOR LABOR PLUS TAX. CRR CALLED C ON DAY NUMBER AND C IS OUT OF THE OFFICE UNTIL MONDAY 2.18.02. CRR LEFT MESSAGE FOR C ON EVE NUMBER. IF C CALLS PLEASE RELAY GOODWILL OFFER OR TRANSFER TO CRR ML CRR NOTES THAT CRR DID CONFIRM WITH SM THAT C DOES DO OIL CHANGES AND BRAKES AT DLR. @02/15-ZML491N

SM WILL CALL FOR VCAN AFTER REPAIRS. VEH IS CURRENTLY AT DLR BUT DLR WILL ORDER PART AND WHEN THE RADIO RETURNS THE DLR WILL DO THE REPAIR.

@02/15-ZML491N

>> C IS CALLING TO SEE WHAT CRR ML WANTED TO DISCUSS WITH C ABOUT THE GOODWILL GESTURE. CRR ML WAS ON THE OTHER LINE WITH ANOTHER C, AND COULD NOT TAKE THE CALL, PER CRR ML NOTES IN THE FILE. CRR ADVISED C THAT CRR ML IS OFFERING TO COVER THE PARTS, AND C PAYS THE LABOR. C WANTED TO KNOW THE LABOR AMMOUNT. CRR ADVISED C THAT PER THE NOTES IN THE FILE, THE LABOR IS \$120.00. C WANTED TO KNOW WHAT THE DLR IS OFFERING. CRR ADVISED C THAT NNA/ AND THE DLR ARE

@02/15-ZVM448N

OFFERING THE PARTS. C STATES THAT WAS FINE. CRR ADVISED C THAT THE DLR IS AWARE OF THIS AND THAT DLR WILL CONTACT CRR ML ONCE THE REPAIRS ARER COMPLETE. C UNDERSTOOD. CRR SENT EMAIL TO CRR ML SO CRR ML CAN CLOSE THE FILE.

@02/15-ZVM448N

CASE CLOSED.

@02/15-ZML491N

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTENTION SERVICE MANAGER. PLEASE NOT THAT C HAS CONTACTED US AND CALL MEGAN AFTER THE VEH HAS BEEN DIAGNOSED. THANK YOU. 310.771.3730

DATE: 4/15/2004
TIME: 08:09:58 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 2993
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT1C
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 2/14/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZML491N
UPDATE DATE:
CLOSE DATE: 02/15/02
OLM: HERR WENDY
OWNER FIRST:

CONTACT(S): SGWL
ROOT CAUSE: SCCP
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: FENTON JOE
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:58 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CONSUMER AFFAIRS

CA3687599

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:58 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: Q8T

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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Mr. [REDACTED]

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DATE: 4/15/2004
TIME: 08:09:56 AM

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

CAR ID: CA3690731
Page 1

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: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 38000
IN SVC DATE: 1/3/2000
RTL DLR: 2691 SMITHTOWN NISSAN, INC.
SVC DLR: 07117 YONKERS NISSAN, INC
RESP DLR:
REGION: 28 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 PREOWNEI X MILES 25000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: PURCHASED FROM USED N:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 02/19/02
FOLLOWUP DATE: 02/20/02
CLOSE DATE: 02/19/02

XFER/RSPNSBLTY: 24 01 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:58 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3690731

C. A. R. COMMENTS

EMAIL:NONE

****NOT RELATED PREVIOUS FILE#:3485510. C CALLED WANTING TO KNOW IF THERE IS ANY RECALL ON C'S VEHICLE. C STATED THAT WIRING TO HEADLIGHT IS LOOSE AND IF C WIGGLE THE WIRING. THEN THE HEADLIGHT WILL GO BACK IN. C STATED THAT C SCHEDULED AN APPOINTMENT WITH YOUNKERS NISSAN (07117) FOR AN INSPECTION BUT AT THE SAME TIME, C WANTED TO CHECK RECALL STATUS.

FILE OPENED-ZJL017N 02/19/2002

***CRR-JL VERIFIED C'S NAME, VIN#, ADDRESS, DAY/NIGHT TELEPHONE#, MILEAGE, DLR, AND RECALL. CRR ADVISED C THAT THERE IS NO OUTSTANDING RECALL AT THIS JUNCTURE BUT CLOSED RECALL IS AS FOLLOWING:B0089 QUEST RACK BOLTS NTB00-081 WHICH WAS SERVICED VIA DLR#3214 ON 1/22/01. CRR PROVIDED C WITH CA FILE#, CRR NAME, AND DIRECT# AS REFERENCE THEN ADVISED THAT UPON VEHICLE INSPECTION, IF THERE IS ANYTHING THAT C NEEDS FROM NNA, THEN TO CONTACT CRR BACK. C THANKED.
02/19-ZJL017N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT&F	CONTACT(S):	SREC	9BVI
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SCLT	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: 07117	EFFECTIVE: 2/19/2002	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: ZJL017N			
SVG CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 02/19/02	MICROFILM:		
RESP CAA:	OLM: HERR WENDY	DOM: YAKIM DAVID N		
PHONE:	OWNER FIRST:	LANGUAGE:		

DATE: 4/15/2004
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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:58 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 [REDACTED]

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DATE: 4/15/2004
TIME: 08:09:56 AM

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

CAR ID: CA3703949
Page 1

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

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 60280
IN SVC DATE: 10/16/1999
VCAN: [REDACTED]
PAID: [REDACTED]
SUSP: [REDACTED]
DENY: [REDACTED]
RTL DLR: 3469 LYNCHBURG NISSAN, INC.
SVC DLR: 3469 LYNCHBURG NISSAN, INC.
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 14 14

LETTER RECEIVED 00/00/00 EXEC: 3/5/2002 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: LYNCHBURG NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 24280 (PT) MONTHS: MILES: 280
ORIG CODE: 01 OPEN DATE: 03/05/02 XFER/RSPNSBLTY: 28 01 8
CONTACT (S): SGWL FOLLOWUP DATE: 03/06/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03/08/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:57 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3703349

C. A. R. COMMENTS

*****EXEC FILE LOGGED*****PREVIOUS FILES RELATED CA# 3392373 & 3702254. C
CALING IN REGARDS TO GOODWILL OFFERED EXTENDED TO C BY CRR-PE IN 3/01.
C VEHICLE NEEDED REPLACEMENT OF SPEEDOMETER, TACHOMETER, AND FUEL GUAGE.
CRR-PE OFFERED TO COVER COST OF REPAIRS AND C WOULD BE RESPONSIBLE FOR REPAIR
TO THE FUEL GUAGE. C IS DEBATING AS TO WHY NNA WILL NOT COVER COST OF FUEL
GUAGE. @03/05-ZCG419N

FILE OPENED-ZCG419N 03/05/2002

<-EXEC-CG TAKING RESPONSIBILITY OF FILE-->

@03/05-ZCG419N

*EXEC-CG ATTEMPTED TO CONTACT C WHO WAS UNAVAILABLE. EXEC-CG SPOKE WITH C
HUSBAND IN REGARDS TO THE ISSUE. EXEC-CG REVIEWED PREVIOUS FILE WITH C AND
ADVISED C OF OFFER MADE BY CRR-PE AND THAT OFFER WAS MADE DIRECTLY TO MS.
PRIOLETTI ON 3/16/01. C HUSBAND UNDERSTOOD. EXEC-CG ADVISED C THAT GOODWILL
OFFER WAS MADE BECAUSE VEHICLE WAS JUST OOW BACK IN 3/18 (37,900MILES) AND DUE
TO BEING OOW OFFER COULD NOT BE FOR ENTIRE REPAIR. EXEC-CG ADVISED C THAT
EXEC-CG DOES RECOGNIZE THAT THIS WAS AN ONGOING PROBLEM IN C OPINION BUT THAT
NNA CONSIDERS OFFER MADE BY CRR-PE MORE THAN FAIR. C HUSBAND UNDERSTOOD.
EXEC-CG ADVISED C HUSBAND THAT C CAN CONTACT EXEC-CG DIRECTLY IF C WISHES TO
DISCUSS ISSUE FURTHER BUT THAT C WILL BE RESPONSIBLE FOR REPAIR OF FUEL GUAGE.
C THANKED. DIRECT LINE PROVIDED FOR C CALL BACK. @03/05-ZCG419N

*EXEC-CG RECEIVED VMX FROM C WISHING TO SPEAK WITH EXEC-CG. EXEC-CG TO
CONTACT C AT DAYTIME NUMBER AS REQUESTED. @03/06-ZCG419N

*EXEC-CG CONTACTED C TO DISCUSS ISSUE. C STATES THAT C HAS HAD NOTHING BUT
PROBLEMS WITH THE ELECTRICAL SYSTEMS ON THIS VEHICLE. C NOTES THAT C IS
AWARE OF 38 OR SO TSB ON THIS VEHICLE AND STATES THAT VEHICLE IS A "PIECE OF
JUNK" C STATES THAT C FEELS THAT NNA SHOULD COVER HALF OF THE COST OF THE
FUEL TANK COSTS BECAUSE OF THE NUMEROUS ELECTRICAL PROBLEMS. C STATES THAT C
ALSO HAS HAD ISSUE WITH SHORT IN HEADLIGHTS THAT WAS FIRST NOTICED IN THE
PASSENGER SIDE WHICH WAS REPAIRED UNDER WARRANTY BUT NOW THE DRIVER'S SIDE IS
OUT BECAUSE OF THE SAME PROBLEM AND THE DLR CHARGED THE C TO REPAIR THE
PROBLEM. C STATES THAT PROBLEM WAS NOT FIXED SO C TOOK ISSUE BACK IN TO DLR
SERVICE MANAGER WHO C STATES "ACTED DUMB" AND TOLD C THAT THEY THOUGHT IT WAS
REPAIRED. C STATES THAT DLR ALSO DID NOT ORDER INSTRUMENT PANEL UNTIL 11/01
BECAUSE THE DLR ARE "IDIOTS". C FEELS THAT NNA SHOULD BE REPONSIBLE. EXEC-CG
APOLOGIZED TO C FOR MULTIPLE PROBLEMS WITH VEHICLE. EXEC-CG ADVISED C THAT
BECAUSE OF THE MULTIPLE PROBLEMS WITH THE VEHICLE AND THAT C WAS JUST OOW AT
ORIGINAL TIME OF CALL, C WAS OFFERED GOODWILL ASSISTANCE ON REPAIR OF THE
COMPONENT. EXEC-CG EXPLAINED TO C THAT OFFER WAS MADE FOR 2/3 OF THE REPAIR
DUE TO THE FACT THAT THE PART WAS OOW. EXEC-CG EXPLAINED THAT THE WARRANTY
HAS A DEFINED BEGINNING AND END AND GOODWILL IS CONSIDERED BASED ON SEVERAL
DIFFERENT VARIABLES, MOST IMPORTANTLY, HOW FAR IS THE VEHICLE OOW. C
UNDERSTOOD BUT DOES NOT AGREE WITH DECISION. EXEC-CG EXPLAINED THAT NNA
CONSIDERS OFFER MADE AS FAIR CONSIDERING THE FACTS OF THE DECISION. C STILL
DISAGREES AND ASKED TO SPEAK WITH SOMEONE HIGHER. EXEC-CG EXPLAINED THAT
EXEC-CG IS CALL FROM NNA EXEC OFFICES AND THAT THERE IS NOBODY FURTHER C CAN
SPEAK WITH IN REGARDS TO THIS ISSUE. EXEC EXPLAINED THAT NML-CG, NNA-JC, ETC.
ARE EXEC-CG DIRECT SUPERIORS. C UNDERSTOOD AND STATES THAT C WILL WRITE TO
THESE INDIVIDUALS. EXEC-CG APOLOGIZED AGAIN TO C FOR THE INCONVENIENCE OF ALL
THE REPAIRS NEEDED ON C VEHICLE. EXEC-CG ADVISED C AGAIN THAT THIS IS WHY THE
C WAS GIVEN GOODWILL ASSISTANCE OOW BUT THAT NNA WILL NOT BE IN A POSITION TO
OFFER ANY FURTHER ASSISTANCE WITH THE REPAIR TO THE FUEL GUAGE. C THANKED.
FILE CLOSED. @03/08-ZCG419N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

DATE: 4/15/2004
TIME: 08:09:57 AM

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

CAR ID:
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SATISFIED: N		ACTION CODE: RT1G	CONTACT(S): SGWL	8CBR
CALLBACK: (Y/N) #:		0 DATE: 00/00/00	ROOT CAUSE: SDMV	
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: 3/5/2002	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: ZGG419N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 03/06/02	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: 08:09:57 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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Vee Policy Id

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DATE: 4/15/2004
TIME: 08:09:57 AM

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 31000
IN SVC DATE: 10/25/2000
RTL DLR: 1980 POHANKA NISSAN-CAD-OLDS
SVC DLR: 1980 POHANKA NISSAN-CAD-OLDS
RESP DLR:
REGION: 36 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT & DLR-1980
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 02 OPEN DATE: 03/06/02 XFER/RSPNSBLTY: - 36 02 S
CONTACT (S): SUTR FOLLOWUP DATE: 03/07/02 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 03/06/02 DATANET DATE: 3/7/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
TIME: 08:09:57 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3709862

C. A. R. COMMENTS

EMAIL: NONE

NO PREVIOUS FILES.

@03/06-ZCC325N

C STATES VEH HAS HAD 2 REPAIRS FOR THE HEADLAMPS. C STATES DIR INITIALLY REPLACED A WIRING HARNESS, BUT THEN THE SAME HEADLAMP WENT OUT IN 2/02. C STATES C WENT BACK TO DLR AND HAD THE BULB REPLACED. C STATES C WAS DRIVING RECENTLY AND BOTH HEADLAMPS BEGAN TO FLICKER BEFORE GOING OUT FOR A PERIOD. FILE OPENED-ZCC325N 03/08/2002

C STATES THIS IS A SAFETY ISSUE WHEN C IS DRIVING AT NIGHT. C ADDS THAT UNDER THE LEMON LAW, IF C HAS 3 REPAIRS FOR THE SAME ITEM IN 18 MONTHS, THE VEH WILL QUALIFY. C STATES C WANTS TO KNOW WHAT CAN BE DONE FOR C AT THIS TIME. C STATES HAS MADE AN APPOINTMENT WITH DLR AND HAS SPOKE TO SERVICE MANAGER, WHO FEELS IT COULD BE A PROBLEM WITH THE COLUMN SWITCH. C STATES C IS GETTING FRUSTRATED WITH REPAIRS. C ALSO WANTS TO KNOW WHAT THE WARRANTY ON THE BATTERY, AS DLR CHARGED 50% OF THE BATTERY PRICE. @03/06-ZCC325N

CRR VERIFIED VIN, C NAME, ADDRESS, DAY & EVENING PHONE, DLR AND UPDATED MILEAGE. NO OPEN RECALLS/CAMPAIGNS. CRR ADVISED SINCE THIS SOUNDS LIKE A NEW ISSUE WITH THE HEADLAMPS, IT WOULD BE BEST IF DLR INSPECTED VEH TO SEE IF THE PROBLEM IS WITH THE SWITCH. CRR ADVISED ONCE VEH IS AT DLR, NISSAN CAN OFFER ASSISTANCE. C STATES C WAS ASKED TO BRING VEH TO DLR TODAY, BUT DLR WILL NOT OFFER A LOANER. CRR ADVISED NISSAN WARRANTY DOES NOT INCLUDE LOANER VEH, BUT SOME DLR MAY OFFER. C STATES C WOULD LIKE AN ADDRESS TO NISSAN TO SUBMIT A LEMON LAW CLAIM. CRR PROVIDED MAILING ADDRESS. CRR ALSO PROVIDED FILE NUMBER AND DIRECT EXTENSION. C STATES C WILL TRY AND BRING VEH TO DLR SOON. FILE CLOSED PENDING INSPECTION. @03/06-ZCC325N

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.

CALVIN CHOW, 310-771-3719

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8E	CONTACT(S): SUTR	SCIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SDIR	
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: 1980	EFFECTIVE: 3/8/2002	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: ZCC325N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/06/02	MICROFILM:	
RESP GAA:	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: 08:09:57 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
TIME: 08:09:57 AM

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

CAR ID: CA3704503
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: MELROSE
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 8/20/2000
RTL DLR: 19113 COGGIN NISSAN
SVC DLR: 3408 GAINESVILLE NISSAN
RESP DLR:
REGION: 94 DIST: SL/SV/PT: 05 05

LETTER RECEIVED 3/8/2002 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 MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 05 OPEN DATE: 03/06/02 XFER/RSPNSBLTY: 34 05 S
CONTACT (S): STCA FOLLOWUP DATE: 03/12/02 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03/18/02 DATANET DATE: 3/18/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
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CA3704503

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: 3408
THEY REPLACED A FAULTY HEADLIGHT HARNESS AND BULB. THEY REPLACED A BROKEN
DRINK HOLDER (THE PART HAD TO BE ORDERED). BOTH REPAIRS WERE UNDER WARRANTY.
FILE FORWARDED TO CRR-ST @03/11-ZKD315R
CRR SPOKE TO C & STATES THAT C HAS NO PROBLEMS WITH THE SERVICE FROM THE DLR.
C STATES THAT C DID NOT THINK IT MATTERED WHETHER OR NOT C'S COMMENTS WERE
SENT TO THE DLR. C STATES THE SURVEY ASKED IF C WISHED TO HAVE THE COMMENTS
SEND TO THE DLR & C CHOSE NO AS C DOES NOT WANT TO BE ON ANY KIND OF LIST.
CRR THANKED C FOR FILLING OUT HE SURVEY. C SATISFIED WITH NSN.
FILE CLOSED. @03/18-ZST109N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
FYI

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): STCA	ROOT CAUSE: SCPP
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: 3408	EFFECTIVE: 3/6/2002	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: ZST109N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/18/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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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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DATE: 4/15/2004
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REQUESTED BY: NHTSA

CAR ID: CA3707083
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALBANY
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 2/5/2000
RTL DLR: 17014, TANNER-DEEN MOTORS INC
SVC DLR: 2181 TEAM NISSAN/LITHIA SPRING
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: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 1/22/2002 WHERE: DLR-2181
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: DLR-17014
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 IPT MONTHS: MILES:

ORIG CODE: 01
CONTACT (8): SGWL
SEVERITY: 3

OPEN DATE: 03/11/02 XFER/RSPNSBLTY: 34 01 8
FOLLOWUP DATE: 03/12/02 DATANET (Y/N): 1
CLOSE DATE: 03/13/02 DATANET DATE: 3/12/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES.

03/11-ZCC325N

C STATES C WAS TOLD BY SM-MARK DOBINSON TO CALL NISSAN FOR ASSISTANCE. C STATES C HAS BEEN HAVING PROBLEMS WITH C'S RIGHT HEADLIGHT AND THAT IS WAS GOING OUT. C STATES DLR-2181 MADE A REPAIR TO THE LIGHT IN 1/01. C STATES C WAS DRIVING TO SOUTH CAROLINA A COUPLE OF SATURDAYS AGO WHEN BOTH OF THE HEADLIGHTS WENT OUT. C STATES C HAD TO RENTAL A VEH AND HAD HOTEL BILLS. FILE OPENED-ZCC325N 03/11/2002

TOTALING \$800. BECAUSE VEH WAS NOT DRIVABLE. C STATES C HAD SPOKE TO SA ANGELA AT DLR. WHO THEN REFERRED C TO SM-MARK. C STATES C WAITED ABOUT A WEEK TO SPEAK TO SM AND WAS THEN TOLD TO CALL NISSAN. C STATES NISSAN SHOULD HELP COVER THE COST OF THE BILLS SINCE DLR DID NOT MAKE APPROPRIATE REPAIR. CRR VERIFIED VIN. C NAME, ADDRESS, DAY & EVENING PHONE, DLR AND UPDATED MILEAGE. NO OPEN RECALLS/CAMPAIGNS. CRR ADVISED NISSAN NOTES THE 1ST REPAIR FOR MAIN HARNESS ON 1/22/02 AT 38234 MILES. CRR ADVISED THIS REPAIR WAS DONE OUTSIDE OF WARRANTY, BUT IT APPEARS DLR ASSISTED WITH A GOODWILL ADJUSTMENT. CRR ADVISED NISSAN WARRANTIES REPAIRS FOR 12 MONTHS/12000 MILES. CRR UNDERSTOOD C'S POSITION WITH THE MULTIPLE REPAIRS, BUT NISSAN ONLY OFFERS TRIP INTERRUPTION BENEFITS WITH SECURITY PLUS SERVICE AGREEMENT PREFERRED POLICIES. CRR OFFERED C A \$100 SERVICE CREDIT DUE TO THE MULTIPLE VISITS TO DLR. C STATES THIS WAS NOT ACCEPTIBLE AND WILL GO AS HIGH UP AS NEEDED TO SEEK REIMBURSEMENT. C STATES C WOULD LIKE TO SPEAK TO A SUPERVISOR. CRR ADVISED A SUPERVISOR REQUEST IS 24 BUSINESS HOURS. C STATES C IS IN A HOTEL NOW AND IS SICK. C STATES C WOULD LIKE A CALLBACK TODAY IF NISSAN WILL HELP. C STATES CHECK OUT IS AT 11:30 AM, BUT C IS NOT CONDITION TO DRIVE. C STATES C WOULD LIKE TO STAY LONGER IF NISSAN WILL HELP. CRR ADVISED NISSAN CANNOT GUARANTEE ASSISTANCE, BUT PUT IN A SUPERVISOR REQUEST TO REVIEW. CRR PROVIDED FILE NUMBER AND DIRECT EXTENSION. CRR PLACE IN CALLBACK INBOX.

03/11-ZCC325N

CRR SPOKE TO SM-MARK. SM STATES C WAS IN ON 1/22 FOR THE RIGHT HEADLAMP CONNECTOR PROBLEM. SM STATES DLR REPLACED UNDER GOODWILL. SM STATES ON 2/25 C RETURNED AND HAD THE SAME PROBLEM WITH THE RIGHT HEAD LAMP. DLR REPLACED THE PART UNDER PARTS WARRANTY AND ALSO PERFORMED A 30K SERVICE AND PROVIDED A RENTAL. SM STATES ABOUT 2 SATURDAY'S AGO, C STATES C WAS DRIVING TO C'S BROTHER FUNERAL WHEN THE LEFT LIGHT WENT OUT. SM STATES C CALLED DLR AND SM LEFT A MESSAGE. SM STATES C JUST CALLED BACK TODAY AND REQUESTED HOTEL AND RENTAL ASSISTANCE. SM STATES DLR HAS NOT SEE VEH, BUT ADVISED DLR DID NOT REPAIR THE LEFT HEADLIGHT AND SINCE VEH IS OUT OF WARRANTY, C WOULD BE RESPONSIBLE FOR ADDITIONAL REPAIRS. SM STATES C ADDED COMPLAINTS ABOUT THE RADIO LIGHT AND ACCELERATION PEDAL STICKING. SM ADVISED C THE RADIO LIGHT IS A SEPARATE ISSUE AND C DECLINED AN INDUCTION SERVICE. CRR APPRECIATED UPDATE.

03/11-ZCC325N

C IS CALLING TO SPEAK TO A SUPERVISOR. C STATES THAT C WAS ADVISED THAT SHE WOULD RECEIVE A CALL BACK TODAY. CRR PM ADVISED C THAT A SUPERVISOR CALL BACK IS 24HRS. CRR PM ADVISED C PER CRR CC THE REQUEST HAS BEEN SUBMITTED. CRR PM ADVISED C THAT C WILL RECIEVE A CALL TODAY. C STATES THAT C WOULD LIKE TO BE

03/12-ZPM368N

CALLED AT (404-243-6679) OR THE DAY# LISTED IN THE FILE. 03/12-ZPM368N
C CALLED STATING THAT DLR ADVISED C THAT THEY WILL LOOK AT C'S VEH TOMORROW. SO C IS TAKING VEH TO DLR TOMORROW. C WANTS CALLBACK TODAY BY RSS KD AT C'S DAY PHONE. CRR EO ADVISED THAT RSS KD WILL CALL C TODAY. 03/12-ZEO115N
RSS CALLED C AND WAS ADVISED THAT VEH IS AT DLR NOW. RSS ADVISED THAT RSS WILL NEED TO CALL DLR TO SEE WHAT IS HAPPENING WITH VEH. C UNDERSTOOD. RSS CALLED DLR SM-MD AND WAS ADVISED THAT THE C NEEDS TO REPLACE A BLOWN BULB ON ONE SIDE AND A BROKEN SOCKET ON THE OTHER SIDE. SM STATES THAT THIS IS UNRELATED TO THE PREVIOUS REPAIR DONE IN JANUARY. RSS THANKED DLR FOR INFORMATION. RSS CALLED C AND EXPLAINED THE SITUATION. RSS ADVISED THAT NNA IS NOT OBLIGATED TO ASSIST WITH THIS REPAIR AND THAT CRR-CC HAD PREVIOUSLY OFFERE A \$100.00 SERVICE CREDIT. C DECLINED THIS OFFER. C ASKED FOR ANOTHER PERSON HIGHER UP TO SPEAK WITH AND RSS REFFERED C TO EXEC LINE X4444 FOR ANY FURTHER

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ASSISTANCE. RSS ASKED C IF THERE WAS ANYTHING ELSE RSS COULD DO FOR C AND C
@03/13-ZKD315R
DECLINE ANY ASSISTANCE FROM RSS. RSS CLOSING FILE. @03/13-ZKD315R
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
CALVIN CHOW. 310-771-3719

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y		ACTION CODE: RTSA	CONTACT(S): SGWL	5CIP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: 8DPP	
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: 2181		EFFECTIVE: 3/11/2002	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: 03/13/02	MICROFILM:	
RESP CAA:		OLM: HERR WENDY	DOM:	
PHONE:		OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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----- CONSUMER AFFAIRS -----
CA3707063 SERVICE CONTRACTS SUMMARY
NAME: [REDACTED] VIN: [REDACTED]
IN SCV DATE: [REDACTED] DATE: 4/15/2004
TIME: 08:09:57 AM
MODEL YEAR: 2000.0
MAKE: [REDACTED]
MODEL LINE: GST
SEQ DEALER EFFECTIVE EXPIRE EXPIRE CANCEL TRANSFER
NO CONTRACT NO NUMBER ST DATE DATE MILEAGE DATE DATE
64

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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: CA3708974
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LITHONIA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 47000
IN SVC DATE: 8/25/2000
RTL DLR: 17008 TRONCALLI NISSAN, INC.
SVC DLR: 06032 BOB SHARP MTRS 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 PREOWNER MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: SELF
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 03/12/02 XFER/RSPNSBLTY: 26 01 8
CONTACT (S): SGWL FOLLOWUP DATE: 04/15/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04/09/02 DATANET DATE:

CHECK PAYABLE TO [REDACTED]
ADDRESS [REDACTED]
CITY: LITHONIA GA [REDACTED]
VIN: 4N2XN11T4YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 34GDWIL ACCOUNT: 1-630100-34150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 454.95

CHK REQUEST DATE: 04/08/02 REQUESTED BY: ZAA852N
CHECK APPROVED: 04/08/02 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 04/09/02 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:NOT GIVEN

PREVIOUS RELATED FILE: 3630108

03/12-ZRH529N

C'S WIFE [REDACTED] CALLED IN STATING THAT C HAS APPT WITH DLR TOMORROW AND WANTED TO MAKE SURE THAT PREVIOUS FILE INFO IS STILL CORRECT. C MENTIONED ALL SAME PROBLEMS AS IN PREVIOUS FILE AND ASKED FOR ASSISTANCE. 03/12-ZRH529N CRR VERIFIED C'S NAME, ADDRESS, PHONE NUMBERS AND VEH INFO. CRR CHECKED FOR FILE OPENED-ZRH529N 03/12/2002

RECALLS AND FOUND NONE.

03/12-ZRH529N

CRR INFORMED C TO HAVE DLR CALL(OR C CALL) NNA CA TO HAVE CRR-SB REVIEW FOR ASSISTANCE AS MENTIONED IN 3630108. CRR PROVIDED C WITH CURRENT REFERENCE #. C THANKED CRR. EMAIL SENT TO CRR-SB.

03/12-ZRH529N

**CRR-AA RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH CRR-RH. CRR-AA ADVISED C THAT C'S CASE MANAGER IS CRR-SB. CRR-AA TRANSFERED C TO CRR-SB'S VMX. CRR-AA TO SEND CRR-SB EMAIL UPDATE.

03/15-ZAA652N

CRR-AD RECEIVED CALL FROM C, REQUESTING TO SPEAK WITH CRR-SB. CRR-AD CRR-SB WAS UNAVAILABLE. C WOULD LIKE FOR CRR-SB TO RETURN CALL TO C AS C'S VEH IS NOW WITH DLR. CRR-AD SENT E-MAIL TO CRR-SB FOR RETURN PHONE CALL.

03/15-ZAD108N

C CALLED AGAIN STATING IF C CANNOT SPEAK WITH CRR-SB, WOULD LIKE TO SPEAK TO A MANAGER. C STATES VEH IS AT THE DLR NOW AND NEEDS TO SPEAK TO CRR-SB.

03/15-VTB430N

**CRR-AA RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK TO CRR-SB. CRR-SB WAS NOT IN THE OFFICE SO CRR-AA OFFERED ASSISTANCE. C STATES THE VEHICLE IS AT THE DLR AND THAT THE DOOR LOCK ACTUATOR NEEDS TO BE REPLACED AT \$218. BOTH HEADLIGHT CONNECTORS NEED TO BE REWIRED FOR \$198. THE RADIO NEEDS REPLACEMENT AT A COST OF \$413 AND THE DIAGNOSIS FEE FOR \$150. C STATED C'S SPOUSE IS AT THE DLR RIGHT NOW. CRR-AA ADVISED C THAT CRR WOULD NEED TO FOLLOW UP WITH THE DLR TO SEE IF NNA COULD ASSIST WITH THE REPAIRS.

CRR-AA SPOKE WITH SERVICE ADVISOR-STEWART WHO VERIFIED THE COST OF THE REPAIRS CRR-AA ASKED WHAT THE WARRANTY PRICE OF THE REPAIRS WOULD BE. SA-STEWART STATED THE C ALREADY AUTHORIZED THE REPAIRS. CRR-AA ADVISED C THAT NNA MAY BE WILLING TO PARTIALLY ASSIST SINCE C IS A LOYAL NISSAN C. 03/15-ZAA652N

CRR-AA SPOKE WITH THE SERVICE MANAGER-ANDY WHO ADVISED CRR THAT SINCE THE C DOES NOT SERVICE C'S VEHICLE AT THE DLR, THE DLR WOULD NOT BE WILLING TO DO A VCAN WITH CRR-AA.

CRR-AA SPOKE WITH C AT C'S DAYTIME NUMBER AND ADVISED C THAT SINCE C IS A LOYAL NISSAN C, CRR WOULD BE ABLE TO ASSIST WITH THE DOOR LOCK REPAIR AND THE HEADLIGHT REPAIR. CRR ADVISED C THAT SINCE C IS NOT A GOOD SERVICING C AT THE DLR, THE DLR WAS NOT WILLING TO ASSIST WITH GOODWILL AND ADVISED C THAT NNA WOULD REIMBURSE C FOR THOSE COSTS. C ASKED ABOUT THE RADIO. C FEELS THAT THE RADIO SHOULD NOT NEED REPLACEMENT AFTER 2 YEARS. CRR-AA ADVISED C THAT C IS OOW AND NNA IS NOT OBLIGATED TO ASSIST WITH ANY OF THESE REPAIRS BUT WE ARE ASSISTING WITH TWO OF THE REPAIRS OUT OF CUSTOMER SATISFACTION. C WANTED TO KNOW IF THIS WAS A PERSISTANT PROBLEM WITH THE RADIO LIGHTS NOT WORKING. CRR-AA ADVISED C THAT IF C HAS ANY QUESTIONS REGARDING THE REPAIR FREQUENCY OF C'S RADIO, C WOULD NEED TO DISCUSS THAT WITH THE RADIO MANUFACTURER WHO IS FORD. C STATES C BROUGHT THE VEHICLE TO THE DLR WHEN THE VEHICLE WAS UNDER WARRANTY TO DOCUMENT C'S ISSUE REGARDING THE RADIO AND C FEELS IT SHOULD BE COVERED. CRR-AA ADVISED C THAT IF THIS IS AN ISSUE THAT THE DLR DOCUMENTED FOR C PREVIOUSLY WHEN THE VEHICLE WAS UNDER WARRANTY, THEY SHOULD BE ABLE TO ASSIST C WITH GETTING THE REPAIR COVERED UNDER WARRANTY. CRR-AA REQUESTED C FAX COPIES OF THE INVOICE, METHOD OF PAYMENT, AND PROOF OF OWNERSHIP. CRR-AA GAVE C FAX NUMBER. C UNDERSTOOD. FILE PENDING RECEIPT OF FAX. 03/15-ZAA652N
*CRRCH RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH CRR-AA. CRR-AA IS CURRENTLY NOT AVAILABLE. C AND CRRCH GOT DISCONNECTED. CRRCH EMAILED CRRAA.

03/15-ZCH315N

CRR-AA CALLED AND SPOKE WITH C TO INQUIRE ABOUT THE DOCUMENTS REGARDING C'S REIMBURSEMENT. C STATED C WOULD FAX THEM OVER THE WEEKEND. 04/06-ZAA652N
C IS CALLING TO VERIFY CRR AM'S FAX. C STATES THAT C IS GETTING A BUSY SIGNAL.

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CRR ADVISED C THAT FAX NUMBER IS CORRECT. CRR PM ADVISED C TO RETRY. C U
@04/08-ZPM368N
UNDERSTOOD. @04/08-ZPM368N
CRR-AA RECEIVED 4 PAGE FAX INCLUDING COVER PAGE. INVOICE #256287 FROM
TRONCALLI NISSAN. PROOF OF PAYMENT. AND WRITTEN DETAIL OF WHAT WAS PAID.
CRR-AA TO REIMBURSE C \$454.95 FOR THE HEADLAMP REPAIR AND THE POWER DOOR
LOCK ACTUATOR REPAIR AS THEY WERE RECURRING ISSUES. @04/08-ZAA852N
CRR-AA NOTES THAT THE CHECK WAS APPROVED. CRR-AA TO CLOSE FILE. @04/09-ZAA852N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2B	CONTACT(S): SGWL	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: 06032	EFFECTIVE: 3/12/2002		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: YES
3RD PRY:	PART#:		CHECK ISSUED: YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZAA852N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 04/09/02		MICROFILM:
RESP CAA:	OLM: HERR WENDY		DOM: YAKIM DAVID N
PHONE:	OWNER FIRST:		LANGUAGE:

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NAME: [REDACTED] VIN: 4N2XN11T4YD [REDACTED]
IN SCV DATE: [REDACTED]

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MAKE: [REDACTED]
MODEL LINE: QST

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: 4N2XN11T8YD [REDACTED]
CITY: ALBANY YR/MDL: 2000.0 QST MILEAGE: 42000
ST/ZIP: GA [REDACTED] IN SVC DATE: 2/5/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 17014 TANNER-DEEN MOTORS INC
EVE PH: [REDACTED] PAID: SVC DLR: 2181 TEAM NISSAN/LITHIA SPRING
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 34 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 3/14/2002 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: TENNER-DEEN MOTORS (17
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 (FT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 03/14/02 XFER/RSPNSBLTY: 28 01 S
CONTACT (S): SGWL FOLLOWUP DATE: 03/15/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 03/18/02 DATANET DATE:

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

*** EXEC FILE LOGGED ***

EMAIL: NONE

PREVIOUS RELATED FILE #3707063. C LEFT MESSAGE WITH EXEC OFFICE STATING C IS WAITING FOR SERVICE ON VEH. C STATED C HAS BEEN WAITING FOR THREE DAYS FOR A RESPONSE FROM CA. C STATED C WAS TOLD THAT C NEEDS TO ESCALATE C'S CONCERNS TO THE EXECUTIVE LEVEL, THUS C CALLING. C STATED C IS SICK IN A HOTEL ROOM IN FILE OPENED-ZRN896N 03/14/2002

ATLANTA.GA AND CAN BE REACHED AT PHONE# [REDACTED] EXEC NOTES IN PREVIOUS FILE RSS-KD DENIED ASSISTANCE. STOOD BY CRR OFFER OF \$100 SERVICE CREDIT. BUT C DECLINED.

>> EXEC FORWARDING FILE TO EXEC-CG FOR HANDLING. @03/14-ZRN896N

*****EXEC-CG NOTES PREVIOUS VEHICLE 1996 PTH (JN8AR05Y9TW [REDACTED]). EXEC-CG ALSO NOTES THAT REPAIRS COMPLETED IN 1/02 WERE PROVIDED UNDER GOODWILL BY SERVICING DLR. EXEC-CG ALSO NOTES THAT C WAS OFFERED ASSISTANCE PREVIOUSLY ON THE PATHFINDER FOR AN ANTENNA REPAIR IN 10/99 (CA# 2948198). @03/14-ZCG419N *EXEC-CG ATTEMPTED TO CONTACT C WHO WAS UNAVAILABLE IN ROOM #207. EXEC-CG LEFT DIRECT LINE FOR C CALL BACK ON HOTEL VMX. (10:00 PST) @03/14-ZCG419N CALLER IS MARK FROM THE DLR. CRR PM ADVISED MARK THAT EXEC-CG WAS NOT AVAILABL CRR PM ADVISED MARK OF THE ABOVE INFORMATION. MARK STATES THAT THEY PERFORMED AN INDUCTION SERVICE THAT COST \$108. MARK STATES THAT HE WOULD LIKE TO KNOW IF THE SERVICE CREDIT WAS VALID. CRR PM ADVISED MARK THAT ACCORDING TO THE FILE C HAD DECLINED THE OFFER. CRR PM ADVISED C THAT C WOULD NEED TO SPEAK WITH EXEC GC. MARK UNDERSTOOD. @03/14-ZPM368N

*EXEC-CG ATTEMPTED TO CONTACT C AT EVE # BUT C WAS UNAVAILABLE. EXEC-CG LEFT MESSAGE WITH FEMALE ANSWERING PHONE. EXEC-CG LEFT DIRECT LINE FOR C CALL BACK FILE PENDING CALL BACK. (08:24 PST) @03/18-ZCG419N

*EXEC-CG RECEIVED VMX FROM C RETURNING THE CALL OF EXEC-CG. EXEC-CG TO CONTACT C THIS DAY. C REQUESTED CONTACT AT EVE #. @03/18-ZCG419N

*EXEC-CG CONTACTED C TO DISCUSS ISSUE. C STATES THAT C IS VERY FRUSTRATED WITH THIS WHOLE ISSUE. C STATES THAT C WAS ON THE WAY TO C BROTHER'S FUNERAL WHEN HEADLIGHTS WENT OUT. C STATES THAT C HAD NO CHOICE BUT TO GET A RENTAL VEHICLE AND A HOTEL ROOM AND WAIT FOR THE VEHICLE TO BE REPAIRED. C STATES THAT C WAS TOLD BY DLR THAT PROBLEMS WERE A RESULT OF PARTS GOING BAD. C STATES THAT C HAD THE SAME REPAIRS COMPLETED AT THE SAME DLR IN 1/02 AND C FEELS THAT DLR DID NOT REPAIR THE VEHICLE PROPERLY THE FIRST TIME THUS RESULTING IN THIS FAILURE. C STATES THAT C HAS PUT OUT OVER \$600 IN RENTAL BILLS AND HOTEL BILLS. C STATES THAT C WANTS NOTHING BUT FULL REIMBURSEMENT FOR THESE COSTS. C STATES THAT SM-MARK AT DLR TALKED TO C LIKE C WAS A "DOG" AND THAT OFFER MADE BY RSS-KD "WON'T PAY MY BILLS." C STATES THAT C WANTS THE SERVICE EXPECTED BY A SERVICE ORGANIZATION. C STATES THAT SM-MARK DIRECTED C TO NNA FOR ASSISTANCE IN THIS MATTER. EXEC-CG APOLOGIZED TO C FOR PROBLEMS WITH VEHICLE AND DLR. C STATES THAT "I DON'T WANT YOUR APOLOGIES. THEY DON'T PAY MY BILLS." EXEC-CG UNDERSTOOD. EXEC-CG ADVISED C THAT ACCORDING TO PREVIOUS FILE (#3707063) SM-MARK ADVISED NNA THAT REPAIRS NEEDED WERE NOT RELATED TO THE REPAIRS COMPLETED IN 1/02. EXEC-CG ADVISED C THAT C WAS PROVIDED REPAIRS IN 1/02 UNDER GOODWILL AS C VEHICLE WAS OOW. C STATES THAT THIS WAS OCCURRING BEFORE THE WARRANTY ENDED AND SO NOTHING WAS "GOODWILL." EXEC-CG UNDERSTOOD. EXEC-CG ADVISED C THAT IF C CONTENTION IS THAT DLR DID NOT PERFORM REPAIRS PROPERLY THEN C WOULD HAVE TO ATTEMPT TO RECOUPE MONEY FROM DLR AND ADDRESS ISSUE WITH DLR GM. EXEC-CG DID ADVISE C THAT EXEC-CG WAS WILLING TO DOUBLE OFFER MADE BY CRR-CC AND RSS-KD AND OFFER C \$200 IN FUTURE SERVICE ON VEHICLE FOR THE INCONVENIENCE OF THESE MULTIPLE REPAIRS. C STATES THAT C WANTS NOTHING BUT OVER \$600 IN REIMBURSEMENT. EXEC-CG UNDERSTOOD AND APOLOGIZED TO C. BUT ADVISED THAT NNA WOULD NOT BE IN A POSITION TO OFFER OVER \$600 IN REIMBURSEMENT IN UNRELATED REPAIRS TO HEADLIGHTS. EXEC-CG ADVISED C THAT OFFER WILL STILL STAND IF C WISHES TO TAKE ADVANTAGE OF \$200 SERVICE CREDIT. C STATES THAT C WANTS TO TALK TO EXEC-CG SUPERVISOR. EXEC-CG ADVISED C THAT EXEC-CG WAS SPEAKING ON BEHALF OF THE EXEC OFFICES OF NNA AND THAT OFFER WAS FINAL. C INQUIRED AS TO WHO NNA-WB WAS. EXEC-CG ADVISED C OF

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NNA-WB TITLE AS WELL AS TITLE OF NNA-JC. EXEC-CG ADVISED C AGAIN THAT EXEC-CG WAS SPEAKING ON BEHALF OF NISSAN AS WELL AS NNA-WB AND NNA-JC. C STATES THAT C WANTS TO SPEAK WITH THEM. EXEC-CG AGAIN REITERATED THAT NNA OFFER WAS FINAL AT \$200 SERVICE CREDIT. C THEN ASKED WHAT C OPTIONS WERE. EXEC-CG ADVISED C THAT C CAN ACCEPT OFFER, ATTEMPT TO RESOLVE ISSUE WITH DLR, OR CONTACT AN ATTORNEY IN REGARDS TO THIS ISSUE. EXEC-CG NOTES THAT C HAD THREATENED TO GET AN ATTORNEY INVOLVED SEVERAL TIMES. C THANKED AND HUNG UP. @03/18-ZCG419N

*****REPAIR NOTES*****

1/22/02 - MAIN HARNESS @ 38.734 (PROVIDED UNDER GOODWILL)

2/25/02 - MAIN HARNESS @ 42.788 (UNDER PARTS WARRANTY/SAME PART REPLACEMENT)

EXEC-CG NOTES AGAIN THAT ACCORDING TO DLR-MARK REPAIRS NEEDED DURING THIS LAST REPAIR WERE NOT RELATED TO THE ABOVE COMPLETED REPAIRS. EXEC-CG TO CLOSE FILE @03/18-ZCG419N

C CALLED EXEC OFFICE REQUESTING TO SPEAK TO EXEC-CG. C STATES C CAN BE REACHED AT PHONE [REDACTED] EMAIL SENT TO EXEC-CG. @03/19-ZRN698N-COMMENT

*EXEC-CG RECEIVED VMX FROM C REQUESTING CALL BACK. EXEC-CG TO CONTACT C THIS DAY. @03/19-ZCG419N-COMMENT

*EXEC-CG CONTACTED C AND ADVISED C OF EXEC-CG LAST NAME WHICH WAS C REQUEST. C THANKED AND HUNG UP. FILE AGAIN CLOSED WITH C DENIAL OF NNA OFFER OF \$200 SERVICE CREDIT. @03/19-ZCG419N-COMMENT

***EXEC-CG RECEIVED INBOUND CALL FROM DPSM-DM IN REGARDS TO C ISSUE. EXEC-CG EXPLAINED SITUATION AND NNA OFFER. DPSM-DM UNDERSTOOD AND AGREED. DPSM-DM NOTES THAT C CONTACT RETAIL DLR GM TO DISCUSS ISSUE. EXEC-CG UNDERSTOOD. @03/21-ZCG419N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT2M	CONTACT(S): SGWL	5C/P
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SDDS	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	DATE: 00/00/00		USERID:
OTHER #:	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	3 DATE: 3/21/2002		USERID: ZCG419N
RESP DLR: 2181	EFFECTIVE: 3/14/2002	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: ZCG419N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/18/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
CITY: GLENDALE YR/MDL: 2000.0 QST MILEAGE: 30000
ST/ZIP: CA [REDACTED] IN SVC DATE: 5/10/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3341 GLENDALE NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3341 GLENDALE NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 44 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.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 03 OPEN DATE: 03/18/02 XFER/RSPNSBLTY: 44. 03 S
CONTACT (S): SSAD FOLLOWUP DATE: 04/03/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04/05/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO EMAIL.

NO PREVIOUS FILE. C STATES THAT HE HAS TAKEN THE VEH TO THE DLR 5 TIMES FOR THE ELECTRICAL SYSTEM. C STATE THAT THE CONTROL PANEL LIGHTS COME ON BUT DONT STAY ON. C STATES THAT THE DLR HAS BEEN ALOT OF REPAIRS ON THE VEH BUT HAS NOT BEEN ABLE TO CORRECT THIS. C STATES HE SPOKE TO SA JAY. C STATES THAT HE DOES NOT WANT THIS VEH. C STATES THAT HE DOES NOT TRUST THE VEH. C STATES FILE OPENED-ZNR758N 03/18/2002

THAT THE GM TOLD C THAT HE WILL NEED TO TALK TO NNA FOR ASSISTANCE IN THE MATTER. CRRNR ADVISED C THAT NNA IS NOT GOING TO REPLACE THE VEH IF IT CAN BE REPAIRED. CRR NR ADVISED C THAT THE DLR NEEDS TO CONTACT TECH LINE IF THEY HAVE NOT DONE SO FOR ASSISTANCE. CRRNR WAS AT THE DLR AND CRR NR SPOKE TO JAY. CRR NR ADVISED JAY THAT HE NEEDS TO CONTACT TECH LINE SO HE CAN GET SOME ASSISTANCE IN REPAIRING THIS VEH. CRR NR ADVISED C TO CALL BACK IF THE VEH IS NOT REPAIRED AFTER IT LEAVES THE DLR. C THANKED. CRR NR VERIFIED NAME AND ADDRESS:PHONE NUMBER AND DLR. NO RECALLS. GAVE FILE NUMBER AND VERIFIED MILEAG
03/18-ZNR758N 03/18-ZNR758N

CRR NR CALLED DLR FOR THE STATUS OF THIS VEH. SM BILLY JO STATE THAT THEY REPLACED THE BULB SOCKET. CRR NR THANKED. FILE CLOSED. 03/19-ZNR768N

**CRRNS REOPENED FILE BECAUSE THE ISSUE IS ONGOING. C CALLED INBOUND 800 LINE AND REQUESTED TO SPEAK WITH CRRNR. C STATES CRRNR ADVISED THE C CRRNR WAS GOING TO HELP THE C GET RID OF THE VEHICLE BECAUSE THE VEHICLE HAS BEEN AT THE DLR FOR 5 TIMES ALREADY. CRRNS PLACED THE C ON HOLD TO SEE IF CRRNR WAS AVAILABLE CRRNR WAS NOT AVAILABLE. CRR OFFERED ASSISTANCE. C STATES THE VEHICLE BULB WAS REPLACED AND THAT DID NOT SOLVE THE PROBLEM. C HAS NOT TAKEN THE VEHICLE BACK TO THE DLR. THE C DOES NOT WANT THE VEHICLE. C STATES WHILE THE C IS DRIVING C HEARS SHOCKING NOISE. THE C REQUESTED CRRNR VMX AS CRRNR ADVISED THE C. CRRNR WAS GOING TO GET THE C ANOTHER VEHICLE. CRR ADVISED THE C. THE FILE DOES NOT INDICATE THAT CRRNR WAS GOING TO PROVIDE A NEW VEHICLE. BUT THE VEHICLE DOES NEED TO GO BACK TO THE DLR IF THE VEHICLE IS HAVING ADDITIONAL PROBLEMS C DOES NOT WANT TO TAKE IT BACK THERE BECAUSE THEY CAN NOT FIX THE VEHICLE AND AGAIN ASKED FOR CRRNR. CRRNS TRANSFERRED C TO CRRNR VMX AND SENT CRRNR AN EMAIL 03/19-ZNS835N

>>>C CALLED REQUESTING TO SPEAK TO CRR NR. CRR ADVISED C THAT CRR NR IS NOT AVAILABLE AND ADVISED C THAT THE FILE IS STILL UNDER REVIEW. C STATES THAT HE WOULD LIKE TO TOUCH BASE WITH CRR NR TO DISCUSS THE FILE. STATES THAT CRR NR ADVISED C TO CALL IF THE VEH DID NOT GET REPAIRED. STATES THAT THE VEH IS SITTING AT HIS HOME. CRR ADVISED C THAT CRR WILL PROVIDED CRR NR WITH THE UPDATE. CRR ADVISED CRR NR OF CALL. 03/20-ZJC305N

CRR NR CALLED EVENING NUMBER AND A UNIDENTIFIED WOMAN ANSWERED THE PHONE. CRR NR ASKED FOR AVETIS TERTERYAN AND UNIDENTIFIED WOMAN STATES THAT HE IS NOT HOME AND HUNG UP DIRECTLY AFTER. 03/20-ZNR758N

CRR NR CALLED DAYTIME NUMBER AND WAS ADVISED BY C THAT HE DID NOT WANT THIS VEH ANYMORE AND HE WANTED ANOTHER VEH. CRR NR ADVISED C THAT NNA IS NOT IN THE POSITION TO ASSIST C WITH TRADING OUT OF THE VEH. CRR NR ADVISED C THAT CRR NR WILL ASSIST C IN GETTING THE VEH REPAIRED BUT IF C WOULD LIKE TO GET
03/20-ZNR758N

OUT OF THE VEH CRR NR WILL NOT BE ABLE TO ASSIST. CRR NR ADVISED C THAT NNA WILL REPAIR THE VEH UNDER THE TERMS OF THE WARRANTY. CRR NR ADVISED C THAT CRR NR WILL CALL THE SERVICE DEPARTMENT IF C WANTS TO GET THE VEH REPAIRED BUT IF C IS NOT GOING TO TAKE THE VEH TO THE DLR FOR THE DLR TO LOOK AT THE VEH AND CALL TECHNICAL ASSISTANCE THEN CRR NR WILL NOT BOTHER TO CALL THE SERVICE DEPARTMENT. C STATES THAT HE IS NOT GOING TO TAKE THE VEH TO THE DLR SERVICE DEPARTMENT AND THAT HE WILL CALL THE DLR SALES DEPARTMENT TO GET OUT OF THE VEH. CRR NR THANKED. C THANKED. FILE CLOSED. 03/20-ZNR758N

>>>C CALLED STATING THAT THE DLR IS TELLING THE C RACIAL REMARKS AND USING FOWEL LANGUAGE TO C. C WAS AT THE DLR. CRR PLACED C ON HOLD AND CALLED THE DLR. C STATES THAT IT IS THE SALES MANAGER THAT IS TELLING THIS TO C. C DID NOT HAVE A NAME. CRR CONFRENCED THE CALL BETWEEN THE DLR CUSTOMER SERVICE MANAGER SHERRY AND THE C. SHERRY WAS ON THE OTHER SIDE OF THE DLRSHIP AND WAS

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REQUESTED BY: NHTSA

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CA3714170

GOING TO PERSONALLY DISCUSS THIS ISSUE WITH C. CALLES WERE DISCONNECTED.
CRR VM SENT EMAIL TO CRR NR FOR NOTIFICATION OF THE CALL

03/20-ZVM448N-COMMENT

C ASKED TO SPEAK WITH CRR-NR. CRR ADVISED C THAT CRR-NR IS NOT AVAILABLE AND OFFERED ASSISTANCE. C ASKED IF CRR CAN ASK CRR-NR TO CALL C BACK AT 818-821-1412 RIGHT AWAY SINCE C HAD A BAD EXPERIENCE AT THE DLR YESTERDAY. CRR ADVISED C THAT CRR WILL GET THE MESSAGE TO CRR-NR RIGHT AWAY. C THANKED. CRR SENT CR-NR AN EMAIL

03/21-ZTG948N-COMMENT

CRR NR CALLED C AT NUMBER PROVIDED. CRR NR LEFT A MESSAGE FOR C TO CALL BACK AT 11:09AM.

03/21-ZNR758N-COMMENT

C C CALLED FOR CRR NR. C STATES HE GOT CRR NR'S MESSAGE. CRR PLACED C ON HOLD WITH PERMISSION. CRR NR WAS UNAVAILABLE. CRR CAME BACK TO LINE AND C DISCONNECTED.

03/21-ZAM758N

C CALLED AND CRR CJ XFERED C TO CRR NR FOR VMX. C STATES THAT HE JUST TALKED WITH CRR NR TWO MINUTES AGO.

03/21-ZCJ898N

CRR NR RECEIVED CALL FROM C STATING THAT THE DLR WILL NOT TAKE BACK THE VEH. C STATES THAT SHERRY AT THE DLR TOLD C THAT THEY ARE GOING TO GET A INSPECTOR OUT TO SEE THE VEH ON WEDNESDAY. C STATES THAT HE DOES NOT WANT THE VEH. C STATES KNOW ONE WILL HELP HIM. C STATES THAT HE IS PAYING ALOT OF MONEY FOR THIS VEH AND HE WANTS A NEW VEH. CRR NR ADVISED TO LET THE DTS HAVE A CHANCE TO FIX THIS ISSUE. CRR NR ADVISED C THAT IF THIS DOES NOT FIX THE PROBLEM THEN TO PLEASE CALL CRR NR. C THNAKED.

03/21-ZNR758N

03/26-ZNR758N

CRR TOOK INBOUND CALL FROM C ASKING FOR CRR-VM. CRR INFORMED C THAT CRR-VM NOT HANDLING FILE. C STATES THAT C IS LOOKING FOR TRADEOUT INTO ANOTHER QUEST. C HAS HAD 5 WIRING HARNESSSES IN VEH FOR HEADLIGHT ISSUE (CRR SEES 4 IN WNTY REPAIRS SCREEN). C STATES THAT DLR HAD INSPECTOR OUT AND STILL DLR HAS NO RESOLUTION. C STATES THAT C HAS BEEN DEALING WITH JERRY AT DLR. CRR INFORMED C THAT CRR WILL REVIEW WITH ARBS BUT CRR WILL CONTACT DLR FOR DOCS AND INFO AND GET BACK TO C IN A DAY OR TWO. CRR PROVIDE DIRECT# AND FILE#. C UNDERSTOOD AND THANKED CRR.

04/02-ZRH529N

CRR CALLED DLR SM BILLY JO AND LEFT VMX FOR CALLBACK REGARDING THE ABOVE ISSUE CRR RECEIVED CALLBACK FROM BILLY JO WHO WILL FAX RO'S TO CRR AND INFORMED CRR THAT DPSM-MK WAS AT DLR AND FIX WAS CONTACTED AND DLR HAS BODY HARNESS ON ORDER FOR THIS VEH. DLR SM HAS NEVER SEEN THIS TYPE OF ISSUE BEFORE. CRR RECEIVED DOCS FORM DLR AND REVIEWING WITH ARBS-AL. CRR TOLD TO GET SALES DOCS AND FINANCE INFO. CRR LEFT VMX FOR C ASKING FOR FINANCE INFO.

CRR CALLED DLR-SHERRY GILLESPIE WHO WILL FAX SALES DOCS.

04/03-ZRH529N

CRR CONTINUING FILE IN 3730912*****

04/05-ZRH529N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT9A	CONTACT(S): SSAD
CALLBACK: (Y/N) #: 0	DATE: 00/00/00	ROOT CAUSE: SRPP
REOPEN: CALLBACK #: 0	DATE: 00/00/00	USERID:
NEW INFO #: 3	DATE: 4/2/2002	USERID:
OTHER #: 0	DATE: 00/00/00	USERID: ZRH529N
COMMENTS ONLY: #: 5	DATE: 3/21/2002	USERID:
RESP DLR: 3341	EFFECTIVE: 3/18/2002	USERID: ZNR758N
IIR-DATE: 00/00/00	TRANS DATE:	CHANGED BY:
3RD PRY:	PART#:	CHECK REQUESTED: NO
BYBACK ST:	OPENED BY:	CHECK ISSUED: NO

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

UPDATE BY: ZRH529N
UPDATE DATE:
CLOSE DATE: 04/05/02
OLM: HERR WENDY
OWNER FIRST:

MICROFILM:
DOM: BRICKETT, JERRY
LANGUAGE:

DATE: 4/15/2004
TIME: 08:08:58 AM

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CONSUMER AFFAIRS

CA3714170

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:08:58 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
37	PLNL05011770	36ESC	11/23/2002	11/23/2003	43,598.00		

Vsc Policy Id

PLNL05011770 11/23/2003 36ESC

PLNL05011770

DATE: 4/15/2004
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T9YD [REDACTED]
CITY: MIDLAND PARK YR/MDL: 2000.0 QST MILEAGE: 28000
ST/ZIP: NJ [REDACTED] IN SVC DATE: 3/31/2000
DAY PH: [REDACTED] VCAN: RFL DLR: 3035 RAMSEY NISSAN, INC.
EVE PH: [REDACTED] PAID: SVC DLR: 08050 O'BRIEN NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 09 09

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 4//2002
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:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 00 OPEN DATE: 04/07/02 XFER/RSPNSBLTY: 11 00 \$
CONTACT (S): SGWL FOLLOWUP DATE: 05/13/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05/08/02 DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: MIDLAND PARK NJ [REDACTED]
VIN: 4N2XN11T9YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 1-630100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 16.67

CHK REQUEST DATE: 05/01/02 REQUESTED BY: ZLH496N
CHECK APPROVED: 05/06/02 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 05/07/02 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 [REDACTED]

NO PREVIOUS FILES. FILE HAS BEEN CREATED PER EMAIL #68106. C STATES THAT C VEH LEFT HEAD LIGHT WENT OUT. C STATES THAT C PURCHASED A REPLACEMENT LIGHT FOR \$20 AT THE DLR. C STATES C LATER FOUND OUT THAT IT WAS SHORT COVERED BY C VEH WARRANTY. C STATES THAT DLR WILL NOT REFUND C THE AMOUNT PAID FOR THE LIGHT BECAUSE IT IS AN ELECTRONIC PART. C ASKS FOR NNA ASSISTANCE.

FILE OPENED-ZLH496N 04/07/2002

CRR VERIFIED C NAME, ADDRESS AND BOTH TELEPHONE NUMBERS. CRR VERIFIED DLR INFORMATION AND MILEAGE. CRR ALSO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS--
-NONE FOUND. @04/07-ZLH496N

CRR SENT C AN EMAIL REQUESTING VEH VIN # & QUESTIONED WHAT C REQUESTS NNA ASSISTANCE. C REPLIED & PROVIDED VEH VIN # AND STATED THAT C WOULD LIKE TO BE REIMBURSED FOR THE HALOGEN HEADLIGHT BULB IN THE AMOUNT OF \$18.67. C STATES DLR SAID NO REFUNDS ARE ISSUED ON ELECTRICAL PARTS. C STATES THAT C THINKS THAT SINCE THE PROBLEM WAS A WARRANTY ISSUE C SHOULD NOT HAVE TO BARE THE COST FOR THE BULB. C STATES C LEARNED THAT NNA HAD A WIRING ISSUE. C STATES THAT THE TIME BETWEEN C PAYING FOR THE HALOGEN HEADLIGHT BULB & C REALIZING THIS WAS SUPPOSED TO BE COVERED UNDER WARRANTY WAS ABOUT AN HOUR. @04/08-ZLH496N
CRR CONTACTED C WHO STATES THAT ON 03/18/02 C WENT TO DLR 08050 TO PURCHASE A HALOGEN LIGHT BULB BECAUSE IT WAS NOT WORKING. C STATES THAT C WENT HOME AND REPLACED BULB HOWEVER THE BULB FAILED TO WORK SO C WENT BACK TO DLR 08050. C STATES THAT AN SA LOOKED AT BULB AND DETERMINED THAT IT DIDNT WORK BECAUSE VEH WIRING HARNESS WAS NOT WORKING. C STATES THAT DLR REPLACED VEH WIRING HARNESS UNDER WARRANTY. C STATES THAT C THEN ASKED SA HOW C COULD RETURN THE BULB C HAD PURCHASED EARLIER. C STATES SA ADVISED THAT DLR POLICY IS TO NOT ACCEPT OPENED ELECTRICAL COMPONENTS THEREFORE C COULD NOT BE REIMBURSED. C STATES THAT C PURCHASED THE BULB THINKING C WOULD SAVE MONEY BY FIXING VEH HIMSELF INSTEAD OF TAKING TO DLR AND WASTING TIME THERE. C STATES THAT C HAS PURCHASED OTHER NISSAN VEH'S IN THE PAST & DUE TO THIS DLR SHOULD REIMBURSE FOR COST. CRR APOLOGIZED FOR INCONVENIENCE AND ADVISED THAT DLR IS AN INDEPENDENT BUSINESS AND THAT THEY ESTABLISH THEIR OWN RETURN POLICIES. CRR ADVISED THAT HOWEVER NNA IS WILLING TO FURTHER REVIEW THE REIMBURSEMENT COST OF BULB FOR \$16.00. ONCE C SENDS THE FOLLOWING DOCS: PROOF OF VEH OWNERSHIP, PROOF OF PAYMENT, COPY OF INVOICE. C STATES THAT C CAN FAX DOCS RIGHT AWAY. CRR ADVISED C OF CRR FAX # & FILE #. CRR ADVISED C THAT ONCE CRR RECEIVED REQUESTED DOCS CRR WILL REVIEW C REQUEST. C UNDERSTOOD @04/08-ZLH496N

NNA RECEIVED A FAX FROM C IN WHICH C INCLUDED A COPY OF DLR INVOICE, LEASE REGISTRATION AND WHAT SEEMS TO BE CREDIT CARD RECEIPT(ITS NOT LEGIBLE).

@04/12-ZLH496N

CRR CONTACTED C AND ASKED C TO RESUBMIT A LEGIBLE COPY OF RECEIPT. C STATES THAT THE ORIGINAL IS VERY LIGHT AND C DOES NOT THINK THAT IT WILL BE ANY MUCH BETTER THAN WHAT C ALREADY FAXED. CRR ADVISED C THAT ALTERNATIVELY C CAN FAX NNA A COPY OF C CREDIT CARD INVOICE IN WHICH STATES WHERE & AMOUNT OF CHARGE. C STATES THAT C WOULD LIKE CRR TO FAX CRR FAX NUMBER ALONG WITH NNA P O BOX ADDRESS SO THAT C CAN SUBMIT DOCS BY EITHER METHOD. CRR ADVISED C THAT CRR FAX REQUESTED INFORMATION & WAIT FOR C TO SEND A LEGIBLE PROOF OF PAYMENT. C UNDERSTOOD. @04/12-ZLH496N

CRR SENT C THE FAX C REQUESTED. PENDING C RESPONSE @04/12-ZLH496N

CRR TRIED TO REACH C BUT THERE WAS NO RESPONSE. CRR LEFT A VMX REQUESTING AN UPDATE. PENDING C RESPONSE @04/18-ZLH496N

CRR NOTES NO RESPONSE. CRR LEFT C ANOTHER VMX REQUESTING A RESPONSE. CRR ALSO SENT AN EMAIL AND POSTCARD REQUESTING A RESPONSE @04/24-ZLH496N

C RESPONDED TO CRR EMAIL & STATED THAT DOCS REQUESTED BY CRR WERE SENT VIA MAIL & IF CRR DOES NOT RECEIVE THEM BY 04/28. THEN CRR SHOULD CALL C. PENDING C DOCS @04/24-ZLH496N

C SENT AN EMAIL REQUESTING AN UPDATE ON WHETHER OR NOT C HAS RECEIVED THE REQUESTED DOCS. @04/29-ZLH496N

CRR CONTACTED C AN ADVISED C THAT THE ABOVE DOCS HAVE NOT BEEN RECEIVED YET. C STATES THAT CRR SHOULD BE RECEIVING DOCS BY TODAY. CRR ADVISED C THAT CRR WILL

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WAIT UNTIL 05/01/02 & IF CRR HAS NOT RECEIVED DOCS BY THEN, CRR WILL C BACK.
UNDERSTOOD. PENDING DOCS @04/29-ZLH486N
CRR RECEIVED A LETTER FROM G. DATED 04/24/02. THE LETTER INCLUDED A COPY OF
INVOICE AND ORIGINAL RECEIPT. CRR NOTES CRR HAS ALL NECESSARY DOCS TO SUBMIT
A REIMBURSEMENT. @05/01-ZLH486N
CRR SUBMITTED CHECK REQUEST AND ALL NECESSARY DOCS FOR APPROVAL. PENDING
APPROVAL. @05/01-ZLH486N
CRR NOTES CHECK HAS ISSUED ON 05/07/02. FILE CLOSED @05/08-ZLH486N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NE2A	CONTACT(S): SGWL	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCPP	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: 08050	EFFECTIVE: 4/7/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZLH486N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 05/08/02	MICROFILM:	
RESP CAA:	OLM:	DOM: J COPENHAVER	
PHONE:	OWNER FIRST:	LANGUAGE:	

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SERVICE CONTRACTS SUMMARY

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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T9YD [REDACTED]
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
11	NBDI00573593	3035	3/31/2000	3/31/2005	75,000.00		
27	NCDI70573593	3035	3/31/2000	3/31/2005	75,000.00		
52	RCDE01980328	3811	3/31/2000	3/31/2006	100,000.00		

See Policy It

NBDI00573593 3/31/2005 3035

NBDI00573593		
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NCDI70573593 3/31/2005 3035

NCDI70573593		
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[REDACTED]
Vsp Policy Id

RCDE01980328 3/31/2006

3611

RCDE01980328		
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: NASHVILLE
ST/ZIP: TN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 43000
IN SVC DATE: 7/31/2000
RTL DLR: 18041 HIPPODROME NISSAN
SVC DLR: 18041 HIPPODROME NISSAN
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: 1
VEHICLE MAINTAINED BY: DLR-18041 & CUSTOMER
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

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

OPEN DATE: 04/11/02
FOLLOWUP DATE: 04/12/02
CLOSE DATE: 04/11/02

XFER/RSPNSBLTY: 34 04 5
DATANET (Y/N): 1
DATANET DATE: 4/12/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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CA3736158

C. A. R. COMMENTS

NO PREVIOUS FILES.

@04/11-ZCC325N

C STATES C TOOK VEH TO DLR-18041 FOR A HEADLIGHT PROBLEM. C STATES DLR ADVISED THE HEADLIGHT WIRING ON BOTH SIDES NEED TO BE REPLACED. C STATES DLR HAS ONE PART AND WILL GET ANOTHER FROM ANOTHER DLR. C IS CALLING FOR ASSISTANCE. AS C IS JUST OUTSIDE THE WARRANTY BY MILEAGE.

@04/11-ZCC325N

CRR VERIFIED C NAME, DAY & EVENING PHONE, DLR AND UPDATED ADDRESS AND MILEAGE. FILE OPENED-ZCC325N 04/11/2002

NO OPEN RECALLS/CAMPAIGNS. CRR ADVISED NISSAN CAN REVIEW FOR ASSISTANCE, BUT CANNOT MAKE ANY GUARANTEES. CRR PROVIDED FILE NUMBER AND DIRECT EXTENSION.

CRR TO UPDATE C LATER TODAY. C STATES CRR CAN CALL DAY NUMBER. @04/11-ZCC325N

CRR SPOKE TO SA-BUDDY. SA STATES DLR REPLACED BOTH HEADLIGHT CONNECTS AND HEADLIGHTS. SA STATES THE WARRANTY PRICE FOR THE BULBS IS \$13.22/EACH.

HEADLIGHT CONNECTORS \$14.49/EACH. SA STATES DLR HAS NOT CALCULATED STRAIGHT

TIME FOR THE REPAIR. SA STATES C HAS HAD 3 OIL CHANGES AND A COOLANT FLUSH.

SA STATES C HAS NOT HAD MAJOR SERVICES AND WITH DLR AND DECLINED A BRAKE

SERVICE. SA STATES NO TSB FOR HEADLIGHTS.

@04/11-ZCC325N

CRR FOUND A GENERAL TSB FOR THE HEADLIGHT CONNECTOR REPAIR. NTB01-028.

CRR SPOKE TO SA-BUDDY AND ADVISED NISSAN WILL ASSIST C WITH A GOODWILL REPAIR

FOR THE HEADLIGHTS. CRR PERFORMED VCAN. CRR TO ADVISE C AT DAY NUMBER.

*CRR SPOKE WITH C AT DAY NUMBER. CRR ADVISED C THAT IN REVIEWING RECORDS WITH

DLR, NISSAN HAS ASSISTED C WITH PARTS AND LABOR WITH REPAIR. CRR ADVISED VEH

SHOULD BE READY AND DLR WILL CONTACT C TO PICK UP. C STATES C APPRECIATES THE

FOLLOW UP AND HELP. FILE CLOSED.

@04/11-ZCC325N

FOLLOW-UP IS DUE ON OR BEFORE

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

CUSTOMER.

CALVIN CHOW, 310-771-3719

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S):	SGWL	5CIP
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: 18041	EFFECTIVE: 4/11/2002	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: ZCC325N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 04/11/02	MICROFILM:		
RESP CAA:	OLM: HERR WENDY	DOM:		
PHONE:	OWNER FIRST:	LANGUAGE:		



DATE: 4/15/2004
TIME: 08:09:59 AM

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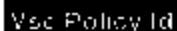
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:59 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME:  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: NORTH HOLLYWOOD
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 46000
IN SVC DATE: 8/3/2000
VCAN: RTL DLR: 3125 VALENCIA NISSAN
PAID: SVC DLR: 2205 RANCHO MOTOR COMPANY, INC
SUSP: RESP DLR:
DENY: REGION: 44 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:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 11
CONTACT (S): LCOV
SEVERITY: 9

OPEN DATE: 05/08/02
FOLLOWUP DATE: 05/07/02
CLOSE DATE: 05/08/02

XFER/RSPNSBLTY: 36 11 L
DATANET (Y/N): 1
DATANET DATE: 5/7/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

PREVIOUS FILES 3742575, 3670782, 3477354, 3475259, 3378699, 3238081. CRR CHECKED NAME, ADDRESS AND BOTH PHONE#. CRR VERIFIED VIN AND DLR. CRR CHECKED RECALLS AND CAMPAIGNS-NONE. C STATES THAT C WAS INQUIRING IF C HAD \$50 DEDUCTIBLE PER REPAIR OR PER VISIT ON THE SEC+ CONTRACT. CRR ADVISED C THAT \$50 DEDUCTIBLE APPLIES PER COMPONENT NOT PER VISIT. CRR ADVISED C IT IS STATED ON APPLICATION. CRR ADVISED C IT WAS IN THE PARAGRAPH AT THE BOTTOM FILE OPENED-ZSB180N 05/08/2002

OF THE APPLICATION. CRR REVIEWED AND READ. C STATES THAT C COMPLETELY MISLEAD C THAT IT WAS PER VISIT. CRR APOLOGIZED. C STATES C IS VERY UNHAPPY WITH THE CONTRACT AND C NEVER RECEIVED ANYTHING ON THE CONTRACT THAT STATES WHAT IS COVERED. C STATES THAT C WAS INQUIRING IF DLR CAN CHARGE C EVEN FOR A DIAGNOSTIC FEE EVEN IF DLR WAS NOT ABLE TO DUPLICATE. CRR ADVISED C THAT DLR IS INDEPENDENTLY OWNED AND OPERATED AND DLR WILL PROBABLY STILL CHARGE C A FEE FOR THE TIME THAT DLR SPENT ON INSPECTING VEHICLE. C STATES THAT C WAS HAVING PROBLEMS WITH MASTER CYLINDER AND HEADLIGHT. C STATES THAT C TOOK

05/06-ZSB180N
VEHICLE AND DLR ADVISED C THAT VEHICLE NEEDS A NEW CONNECTOR FOR THE HEADLIGHT WHICH WOULD COST C \$270 BECAUSE IT WAS NOT A COVERED COMPONENT ON THE SEC+ CONTRACT AND REGARDING THE MASTER CYLINDER THEN DLR DID NOT FEEL WAS THE PROBLEM WHEN C COMPLAINED ABOUT A ROUGH IDLE AND DLR COULD NOT FIND THE PROBLEM. C STATES THAT DLR CHARGED C \$170 TO INSPECT VEHICLE. C STATES THAT C REFUSED TO HAVE DLR REPAIR THE CONNECTOR DUE TO HIGH CHARGES. CRR APOLOGIZED C STATES THAT C CALLED SM BUT SM HAS NOT CALLED C BACK SO C IS CALLING FOR NNA TO HELP C OUT ON THE ISSUE. CRR ADVISED C THAT CRR WILL REVIEW WITH SM TOMORROW AND WILL CALL C BACK. C UNDERSTOOD. CRR PROVIDED C WITH FILE# AND DIRECT LINE

05/06-ZSB180N
CRR CALLED SM AND LEFT MESSAGE ON VOICE MAIL TO CALL CRR BACK 05/07-ZSB180N
CRR CALLED C AND THE PHONE# IS THE WRONG PHONE# 05/07-ZSB180N

RUSS FROM DLR CALLED AND LEFT MESSAGE ON VOICE MAIL 05/08-ZSB180N
CRR CALLED RUSS BACK AND LEFT MESSAGE ON VOICE MAIL 05/08-ZSB180N
RUSS FROM DLR CALLED AND LEFT MESSAGE ON VOICE MAIL 05/08-ZSB180N

CRR CALLED DLR AND RUSS ADVISED THAT C BROUGHT VEHICLE TO DLR STATING THAT INDEPENDENT ADVISED THAT MASTER CYLINDER NEEDED TO BE REPLACED. SM STATES THAT DLR COULD TELL SOMEONE ELSE HAD BEEN WORKING ON BRAKES BECAUSE THERE WAS BRAKE FLUID EVERYWHERE SO IN ORDER FOR DLR TO FIND THE PROBLEM THE DLR NEEDED TO BLEED THE BRAKES BECAUSE OF ALL THE BRAKE FLUID SO DLR ADVISED C OF DIAGNOSIS. SM STATES THAT DLR ALSO CHECKED INTO THE PROBLEM WITH THE CHECK ENGINE LIGHT. DLR CALLED C AND ADVISED C THAT DLR NEEDED MORE TIME TO DIAGNOSE AND C REFUSED SO DLR HAD TO CHARGE FOR DIAGNOSIS FEE BECAUSE DLR DID NOT FIND A FAILED COMPONENT. CRR UNDERSTOOD.

CRR CALLED C AND CRR HAS THE WRONG PHONE#. 05/08-ZSB180N
CRR MAILED OUT POSTCARD FOR C TO CALL CRR BACK. IF C CALLS PLEASE UPDATE FILE WITH CORRECT PHONE# 05/08-ZSB180N

FILE CLOSED PENDING C CALL BACK 05/08-ZSB180N
FOLLOW-UP IS DUE ON OR BEFORE 05/08-ZSB180N
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
STEPHANIE BROWN 310-771-3898

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

DATE: 4/16/2004
TIME: 08:09:58 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3758741

SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 220B
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT4C
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
0 DATE: 00/00/00
EFFECTIVE: 5/8/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZSB180N
UPDATE DATE:
CLOSE DATE: 05/08/02
OLM: HERR WENDY
OWNER FIRST:

CONTACT(S): LCOV
ROOT CAUSE: LRNR
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM: MORRELL, ANN MA
LANGUAGE:

DATE: 4/15/2004
TIME: 08:09:59 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CONSUMER AFFAIRS

CA3758741

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:59 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
10	NBDE00777792	3125	8/3/2000	8/3/2008	100,000.00		

See Policy Id

NBDE00777792 8/3/2006 3125

NBDE00777792

DATE: 4/15/2004
TIME: 08:09:59 AM

NISSAN MOTOR CORPORATION IN U.S.A
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Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T8YD [REDACTED]
CITY: TULSA YR/MDL: 2000.0 QST MILEAGE: 36600
ST/ZIP: OK [REDACTED] IN SVC DATE: 2/18/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 1798 RIVERSIDE NISSAN, INC.
EVE PH: [REDACTED] PAID: SVC DLR: 1798 RIVERSIDE NISSAN, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 05 OPEN DATE: 05/24/02 XFER/RSPNSBLTY: 32 .05 S
CONTACT (S): SCRI FOLLOWUP DATE: 05/27/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 05/24/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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CA3776917

C. A. R. COMMENTS

PREVIOUS FILE NOT RELATED--C GIVEN GOODWILL LAST TIME
C STATES SHE HAS A DIFFERENT ISSUE. C STATES SHE HAS HAD HER VEHICLE IN 5
TIMES FOR HEADLIGHT ISSUES. C STATES ON AVERAGE OF EVERY 6K MILES SHE IS
BURNING OUT A HEADLIGHT. C STATES SHE ALSO NOTES THAT CLOCK HAS BEEN GAINING
TIME AND SHE WAS ADVISED BY DLR THAT THE TWO ARE NOT CONNECTED. C STATES HER
VEHICLE IS IN FOR HEADLIGHTS TWO DAYS AGO AND NOW HER CLOCK RADIO WILL NOT
FILE OPENED-ZDW181N 05/24/2002

ILLUMINATE AT ALL. C STATES SHE THINKS IT IS A BIT STRANGE THAT EVEN THOUGH
DLR TOLD HER THAT TWO PROBLEMS ARE NOT CONNECTED THAT THIS ISSUE HAS HAPPENED.
C STATES SHE HAS NOT YET ADVISED THE DLR THAT SHE IS HAVING A PROBLEM WITH
CLOCK RADIO THIS MORNING. @05/24-ZDW181N

CRR DW PUT C ON HOLD AND CONTACTED TECHLINE-AH. AH ADVISED THAT THERE WAS A
BULLETIN IN REGARDS TO UPDATING THE CONNECTOR BUT THIS HAS NOTHING TO DO WITH
BULB BURNING OUT. CRR DW ASKED IF THERE IS ANYWAY THAT C'S HEADLIGHTS WOULD
STILL WORK IF C'S CLOCK RADIO WAS NOT ILLUMINATING AND THE TWO BEING CONNECTED
CRR DW WAS ADVISED NO. CRR DW WAS ALSO ADVISED THAT THE CONNECTOR TSB HAS
NOTHING TO DO WITH BULB REPLACEMENT OR ILLUMINATION ISSUE. CRR DW ADVISED C OF
INFORMATION. C THANKED AND UNDERSTOOD
FILE CLOSED PENDING FURTHER CONTACT FROM C @05/24-ZDW181N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S):	SCRI	5CCR
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SNPP	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: 1798	EFFECTIVE: 5/24/2002	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: ZDW181N			
SVG CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 05/24/02	MICROFILM:		
RESP CAA:	OLM: SMIT AGNES	DOM:		
PHONE:	OWNER FIRST:	LANGUAGE:		

DATE: 4/15/2004
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CA3776917

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:09:59 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: 4/16/2004
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SC: [REDACTED]
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 29260
IN SVC DATE: 5/10/2000
CITY: GLENDALE
ST/ZIP: CA [REDACTED] VCAN: RTL DLR: 3341 GLENDALE NISSAN
DAY PH: [REDACTED] PAID: SVC DLR: 3341 GLENDALE NISSAN
EVE PH: [REDACTED] SUSP: RESP DLR:
DLR PH: [REDACTED] DENY: REGION: 44 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 5/23/2002 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: 03 OPEN DATE: 05/28/02 XFER/RSPNSBLTY: 44 03 S
CONTACT (S): SATY FOLLOWUP DATE: 07/18/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 07/23/02 DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: GLENDALE CA [REDACTED]
VIN: 4N2XN11T7YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

Q/L VALUE CODE: 44BUYBACK ACCOUNT: 1-839901-44150
Q/L DESCRIPTION:
CHECK AMOUNT: \$ 18645.08

CHK REQUEST DATE: 06/12/02 REQUESTED BY: ZAL286N
CHECK APPROVED: 06/12/02 APPROVED BY: HERR WAN ZWH944N
CHECK ISSUE DATE: 06/13/02 CHECK NUMBER:

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

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:09:58 AM

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CA3778635

C. A. R. COMMENTS

PREVIOUS RELATED FILES - 3714170, 3730912.

IN PREVIOUS FILES, C DEMANDED REPURCHASE OF HIS VEH. C LISTED CONCERNS WITH THE HEADLIGHTS BURNING OUT AND THE VEH NOT STARTING. THE NO START ISSUE WAS RELATED TO THE BATTERY AND THAT WAS REPAIRED. THE HEADLIGHTS BURNING OUT WAS RELATED TO BULB SOCKET REPAIRS AND WIRING HARNESS REPAIRS.

*****ATTORNEY DEMAND LTR REC'D*****

FILE OPENED-ZAL286N 05/28/2002

LTR DATED 5/21/02, REC'D ON 5/24/02. LTR FROM NORMAN & TAYLOR ASSOCIATES, LOCATED AT 425 W BROADWAY SUITE 220 GLENDALE, CA 91204. TEL # 818-244-3805. LTR OF REPRESENTATION REC'D. C IS STILL DEMANDING REPURCHASE WITH ATTY FEES IN THE AMOUNT OF \$32,175.18 + \$2,250.00 = \$34,425.18. @05/28-ZAL286N

**ARBS NOTES: VEH HAS HAS 5 REPAIRS FOR THE HEADLIGHT HARNESS. VEH DOES POSE A POSSIBLY SAFETY CONCERN AT NIGHT. VEH WOULD BE INOPERABLE WITH NO HEADLIGHTS. LAST DLR VISIT WAS 4/19/02 FOR A NO START CONCERN, NOT RELATED TO HEADLIGHT ISSUE. ARBS TO OFFER SETTLEMENT TO ATTY BASED ON THE FACTS REGARDING CASE.

ARBS NOTES: VEH HAS HAD 1 REPAIR WITHIN THE LEMON LAW RIGHTS PERIOD. ALL OTHER REPAIRS HAVE OCCURED OUTSIDE THAT TIMEFRAME. @05/28-ZAL286N

ARBS REV'WD CASE WITH LEGAL. LEGAL ADV ARBS THAT THIS CASE WOULD NOT BE DEFENSIBLE SHOULD IT PROCEED TO LEGAL. ARBS TO MAKE OFFER OF REPURCHASE WITH ATTY. @05/28-ZAL286N

ARBS REC'D EMAIL RESPONSE FROM NMAC-AF WITH PAYOFF INFORMATION. PAYOFF IS \$18645.08 GOOD TO 6/30/02. 25 PAYMENTS PAID, \$440.97 MONTHLY, \$22.05 MONTHLY LATE FEE. *****ARBS OFFERING REPURCHASE TO ATTY AS FOLLOWS:*****

* DOWN PAYMENT.....\$ 847.66
* PAYMENTS TO DATE (25 @ \$440.97).....\$11,024.25
* REGISTRATION.....\$ 172.00
* MINUS MILEAGE FROM (17,514).....-\$ 3,540.31
* PLUS ATTY FEES OF.....\$ 2,250.00
* NMAC LEASE PAYOFF.....\$18,645.08
* TOTAL REPURCHASE.....\$29,398.70

ARBS SENDING OFFER TODAY VIA FED EX TRACKING # 8186 3749 6391. @05/28-ZAL286N

ARBS BUMPING FILE 1 WEEK PENDING ATTY RESPONSE TO NNA OFFER. @05/28-ZAL286N

ARBS REC'D CALL FROM ATTY ASSISTANT (MR. WEBBER), ASKING FOR ATTY FEES TO BE UPGRADED FROM \$1750 TO \$2250. ARBS ADV ATTY ASSISTANT THAT ARBS WOULD LIKE TO DISCUSS LOOK INTO THIS SITUATION FURTHER AND GIVE ATTY A CONCRETE DECISION BY 6/4/02. ATTY ASSISTANT THANKED. @06/03-ZAL286N

ATTY OFFICE CALLED ARBS AND LEFT VMX FOR RETURN CALL. ATTY OFFICE ASKING FOR SETTLEMENT WITH ATTY FEES OF \$2250.00. ARBS CALLED ATTY OFFICE BACK AND LEFT MSG WITH UNID FEMALE. PENDING. @06/06-ZAL286N

ARBS SPOKE WITH LEGAL ON THIS MATTER OF ATTY FEES. LEGAL ADV ARBS THAT IF THIS CASE WENT THROUGH LITIGATION, LEGAL WOULD MORE THAN LIKELY BUYBACK THE VEH AND GIVE THE ATTY'S FEES. LEGAL ADV THAT SHOULD THE CASE PROCEED THROUGH WITH LITIGATION THE FEES WOULD ESCALATE HIGHER THAN WHAT IS REQUESTED AT THIS TIME...

ARBS CALLED ATTY LAW FIRM BACK AND SPOKE WITH MR. WEBBER (ATTY ASSISTANT) WHO ARBS ADV ATTY THAT NNA WILL SETTLE WITH THE \$2,250.00 OF ATTY FEES ON THIS ONE CASE. HOWEVER, IN FUTURE CASES, NNA WILL NEGOTIATE ATTY FEES. NNA IS NOT SETTING ANY PRECEDENT ON THIS MATTER BY ALLOWING \$2250.00 ON THIS SPECIFIC CASE...MR. WEBBER OBLIGED AND ADV ARBS HE WILL SEND A SETTLEMENT LTR TO ARBS ACCEPTING THE REPURCHASE OFFER IN NNA LTR DATED 6/3/02.

PENDING ON LTR OF ACCEPTANCE. @06/06-ZAL286N

ARBS REC'D FAX FROM ATTY OFFICE. ATTY IS ACCEPTING THE NNA OFFER OF REPURCHASE AS SHOWN ON PAGE 2 OF THIS FILE. ARBS DRAFTING 3 CHECKS AS FOLLOWS:

1) \$18,645.08 - CA 3778635 (LIENHOLDER CHECK).
2) \$ 2,250.00 - CA 3789575 (ATTY FEES).
3) \$ 8,503.62 - CA 3789568 (REIMBURSE CUSTOMER).

TOTAL REPURCHASE: \$29,298.70 @06/07-ZAL286N

ALL DOCS TO MGR-WH FOR APPROVAL. PENDING CHECKS BACK. FILE BUMPED.

ARBS REC'D DOCS BACK FROM MGR-WH. HOWEVER, THIS FILE DID NOT HAVE THE CHECK

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REQ NEEDED FOR LIENHOLDER. ARBS MADE CORRECTIONS AND FORWARDED DOCS BACK FOR APPROVAL BY MGR-WH. NEW CHECKLIST ADDED. @06/12-ZAL286N

MGR-WH APPROVED CHECK REQUEST. PRIOR TO THIS HAD APPROVED RELATED REQUESTS IN OTHER FILES. FORWARDED CHECKLIST FOR ALL 3 CHECKS TO ACCOUNTING.

@06/12-ZVH944N

ARBS REC'D CHECK ON THIS FILE. ARBS FORWARDING CHECK TO LIENHOLDER WITH COVER LTR. PENDING TITLE. POA/ODOM. REGISTRATION. @06/18-ZAL286N

ARBS REC'D CALL FROM SM-BILLIE JOE. ADV ARBS THAT THE VEH HAS EXTENSIVE BODY DAMAGE ON THE RT SIDE QUARTER PANEL AND RT SIDE SLIDING DOOR. ARBS CALLED DLR SM AND ASKED THAT THE ESTIMATE BE PERFORMED AND FAXED TO ARBS DIRECTLY. SM OBLIGED.

ARBS CALLED ATTY ASSOCIATE (MR. WEBBER) TO ADV OF THIS SITUATION. WEBBER ADV ARBS THAT HE HAS SEEN THE VEH AND WILL HAVE HIS CLIENT GET A 3RD PART ESTIMATE AND FORWARD THAT TO ARBS FOR REVIEW. ARBS WILL TAKE THE 2 ESTIMATES AND GRANT THE AVERAGE OF THE TWO FOR THE TOTAL DUE FROM CLIENT. ATTY ASSOC-WEBBER THANKD ARBS AND OBLIGED. FILE PENDING FAX FROM ATTY AND DLR FOR ESTIMATES.

@06/21-ZAL286N

ARBS CALLED ATTY ASSOCIATE BACK (WEBBER) TO ADV THAT DLR ESTIMATE AND ATTY ESTIMATE ARE TOO FAR OFF IN VARIANCE. DLR EST CLOSE TO \$1000.00 DOLLARS AND ATTY ESTIMATE IS \$500.00... ARBS LEFT MSG WITH RECPT THAT NNA IS REQUESTING ANOTHER ESTIMATE FROM ATTY OFFICE ON THIS CASE. PENDING CALLBACK FROM ATTY.

@06/24-ZAL286N

DLR FAXING ARBS ESTIMATE FOR DLR BODY SHOP. PENDING ESTIMATE TO FRWRD TO ATY SO ATTY CAN FORWARD ARBS THEIR NEW ESTIMATE FOR BODY WORK. @06/27-ZAL286N

ARBS CALLED DLR AND SPOKE WITH SM-BILLIE JOE. WHO ADV VEH IS READY FOR PICK-UP BY REGION. VEH BODY DAMAGES WERE REPAIRED BY DLR SUBLET BODY SHOP. ARBS SENT EMAIL TO RAM-LK IN SWR. STILL PENDING TITLE. @07/12-ZAL286N

ARBS REC'D TITLE...ALL DOCS TO RAM IN SWR. FILE NOW CLOSED. @07/29-ZAL286N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RP5F	CONTACT(S): SATY	SDEM
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: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3341	EFFECTIVE: 5/28/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: YES	
3RD PRTY: AT	PART#:	CHECK ISSUED: YES	
BYBACK ST: S	OPENED BY:		
HISTORY:	UPDATE BY: ZAL286N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/23/02	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: BRICKETT, JERRY	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:09:59 AM

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----- CONSUMER AFFAIRS -----
CA3778635 SERVICE CONTRACTS SUMMARY
NAME: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
IN SCV DATE: [REDACTED]

DATE: 4/15/2004
TIME: 08:09:59 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
37	PLNL05011770	36ESC	11/23/2002	11/23/2003	43,598.00		

Visa Policy Id

PLNL05011770 11/23/2003 36ESC

PLNL05011770		
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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: JACKSON
ST/ZIP: MO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2XD [REDACTED]
YR/MDL: 1999.0 GST MILEAGE: 36800
IN SVC DATE: 8/23/1999
RTL DLR: 3190 CROWN NISSAN
SVC DLR: 3190 CROWN NISSAN
RESP DLR:
REGION: 24 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: 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: CROWN NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 06/04/02
FOLLOWUP DATE: 06/27/02
CLOSE DATE: 07/15/02

XFER/RSPNSBLTY: 24 06 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NO PREVIOUS FILES.

@06/04-ZWJ753N

CRR-WJ VERIFIED NAME, ADDRESS, PHONE#S, MILEAGE, VIN. NO OPEN RECALLS.

@06/04-ZWJ753N

C CALLED STATING THAT VEH HAD JUST ROLLED OUT OF WARRANTY. C TOLD CRR-WJ VEH WAS OUT OF MILEAGE WARRANTY BY 800 MILES FROM LONG ROAD TRIP TAKEN RECENTLY. VEH IS STILL WITHIN 36 MONTHS OF IN-SERVICE DATE. C VEH HIGH FILE OPENED-ZWJ753N 06/04/2002

BEAMS ARE NOT OPERATING CORRECTLY. HIGH BEAM INDICATOR COME ON AS SUPPOSED TO BUT LIGHTS REMAIN IN NORMAL HEADLIGHT MODES. C CALLED DLR TO SEE IF C COULD STILL GET WARRANTY COVERAGE. DLR SAID NO. BUT TO CALL NSN TO SEE IF NSN WOULD DO ANYTHING FOR C. C WOULD LIKE THE REPAIR COVERED. DLR HASNT ACTUALLY SEEN VEH YET.

@06/04-ZWJ753N

CRR-WJ TOLD C THE DLR WOULD BE CALLED TO GET A SENSE OF WARRANTY PRICE. CRR-WJ GAVE C THE EXPECTATION THAT NSN WOULD PAY FOR REPAIR OF HIGH BEAM IF WHEN VEH IS TAKEN TO DLR DLR DETERMINES THAT WARRANTY WOULD HAVE COVERED IT.

@06/04-ZWJ753N

CRR-WJ TOLD C THAT C WOULD RECIEVE A CALL FROM CRR-WJ AFTER DLR HAD BEEN CONTACT AND PRICE OF REPAIR RESEARCHED. CRR-WJ GAVE C DIRECT LINE AND FILE#. WAITING FOR CRR-WJ TO CALL DLR AND CHECK ON DLR LOYALTY, MAINTENANCE HISTORY AND EXPECTED COST OF REPAIR.

@06/04-ZWJ753N

CRR-SPOKE WITH SA-APRIL AT DLR. SA-APRIL STATES THAT C HAS DONE SOME MAINTENANCE AT THE DLR AND CONFIRMED C PURCHASED VEH THERE. CRR-WJ TOLD SA-APRIL THAT CRR-WJ WOULD ADVISE C TO BRING VEH INTO DLR TO BE INSPECTED TO FIND THE CAUSE OF PROBLEM. THE COST OF REPAIR AND WHETHER IT WOULD HAVE BEEN COVERED IF WARRANTY WAS STILL VALID. SA-APRIL UNDERSTOOD AND AGREED TO CALL CRR-WJ WHEN VEH HAD BEEN BROUGHT IN AND INFORMATION DETERMINED. @06/05-ZWJ753N CRR-WJ CALLED C. LEFT MESSAGE WITH ASSISTANT TO CALL CRR-WJ DIRECTLY.

@06/05-ZWJ753N

C CALLED CRR-WJ BACK IMMEDIATELY. CRR-WJ ADVISED C TO TAKE VEH TO DLR AND HAVE DLR LOOK AT VEH TO DETERMINE PROBLEM, COST, AND WHETHER WARRANTY WOULD

@06/05-ZWJ753N

HAVE COVERED IT IF WARRANTY WAS STILL VALID. CRR-WJ ADVISED C THAT NSN WOULD BE IN A POSITION TO HELP WITH "SOME OF THE COST" IF COMPONENT WOULD HAVE BEEN COVERED DURING WARRANTY PERIOD. C UNDERSTOOD AND THANKED CRR-WJ. C STATED THAT VEH WOULD BE TAKEN TO DLR TOMORROW 6-6-02. AWAITING FINDINGS BY DLR SERVICE DEPARTMENT.

@06/05-ZWJ753N

CRR-GA IS PLACING THE FILE OUT OF CRR-IC INTO THE PROPER FILE MANAGER CRR-WJ.

@06/05-ZGA155N

CRR-WJ SPOKE WITH SA-APRIL REPORTED THAT C HAD CANCELLED APPOINTMENT BECAUSE C VEH WAS NO LONGER MALFUNCTIONING.

@06/11-ZWJ753N

C SPOKE WITH C. C VERIFIED THAT VEH LIGHTS WERE WORKING CORRECTLY.. CRR-WJ VERIFIED THAT C HAD DIRECT-LINE AND FILE# AND ENCOURAGED C TO CALL IF C HAD ANY FURTHER TROUBLE WITH COMPONENT. FILE CLOSED.

@06/11-ZWJ753N

REOPENED FILE AS VEH IS HAVING PROBLEM LEFT HEADLIGHT. WHEN IN LOW BEAM HIGH BEAM INDICATOR COMES ON AND LEFT LIGHT DOESN'T WORK.

@06/26-ZWJ753N

CRR-WJ TOLD C TO TAKE VEH TO DLR AND HAVE DLR CALL CRR-WJ ONCE VEH IS IN. AWAITING APPOINTMENT AND CALL FROM DLR OR C.

@06/25-ZWJ753N

CRR-WJ SPOKE TO SM-JOHN WHO REPORTS THAT SM-JOHN HAS INSPECTED VEH PERSONALLY AND CAN'T UNDERSTAND WHY C IS HAVING THESE ELECTRICAL PROBLEMS. SM-JOHN SAYS THAT LAST TIME WORK LIKE THIS WAS DONE (8 MONTHS AGO ABOUT) THE WHOLE WIRING HARNESS WAS REPLACED AS RECCOMMENDED BY TECH-LINE. SM-JOHN WOULD RATHER NOT CHANGE THE WIRING HARNESS BUT IS THAT HAS TO HAPPEN SM-JOHN FEELS THAT THE PART IS STILL UNDER PART WARRANTY. CRR-WJ TOLD SM-JOHN THAT NSN WILL HELP C OUT WITH AT LEAST SOME OF THE COSTS THAT ARE NOT WITHIN PART WARRANTY. SM-JOHN UNDERSTOOD. SM-JOHN TO CONTACT C EARLY NEXT WEEK AND SCHEDULE APPOINTMENT (7/1/02) SOMETIME THAT WEEK. SM-JOHN WILL CALL CRR-WJ TO KEEP CRR-WJ POSTED.

@06/27-ZWJ753N

CRR-WJ SPOKE TO C AND ADVISED C THAT SM-JOHN WOULD CALL EARLY NEXT WEEK AND THAT CRR-WJ WOULD TOUCH BASE AS WHEN AN APPOINTMENT IS MADE. @06/27-ZWJ753N

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;;;CRR-WJ SPOKE TO SM-JOHN WHO SAYS THAT DLR HAS BEEN TRYING TO REACH
@07/05-ZWJ753N
C TO SET APPOINTMENT BUT HASN'T REACHED C. CRR-WJ TO PUT FILE IN HOLDING
PATTERN FOR WEEK AND TO CHECK BACK IN TO DLR ON 7.12.02. @07/05-ZWJ753N
;;;CRR-WJ SPOKE TO SM-JOHN WHO SAYS VEH IS FIXED AND WAS FIXED UNDER PART
WARRANTY. CRR-WJ LEFT MESSAGE FOR C TO CALL C IF C HAD ANY OTHER QUESTIONS.
FILE CLOSED. @07/15-ZWJ753N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S): SGWL	ROOT CAUSE: PCSD
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID: ZWJ753N
NEW INFO #:	1 DATE: 6/25/2002	USERID:	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	CHANGED BY:	CHECK REQUESTED: NO
RESP DLR: 3190	EFFECTIVE: 6/4/2002	CHECK ISSUED:	NO
IR-DATE: 00/00/00	TRANS DATE:		
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZWJ753N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/15/02	MICROFILM:	DOM: SHOOK, TODD
RESP CAA:	OLM: SMIT AGNES	LANGUAGE:	
PHONE:	OWNER FIRST:		

DATE: 4/15/2004
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TIME: 08:09:59 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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Ref: Policy Id [REDACTED]

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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: BATTLE CREEK
ST/ZIP: MI [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 36805
IN SVC DATE: 8/14/2000
RTL DLR: 3117 COLE/GILMORE PN-CD-NISSAN
SVC DLR: 28037 DEMAGD OLDS-NISSAN-GMC
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: 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: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 08/05/02 XFER/RSPNSBLTY: 32 01 L
CONTACT (S): LAAA FOLLOWUP DATE: 08/19/02 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08/19/02 DATANET DATE: 8/8/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES

CRR VERIFIED C NAME, ADDRESS, PHONE#, VIN, DLR, AND MILEAGE.

NO OPEN RECALLS

C CALLED IN IN STATING THAT QUEST THAT C OWNES KEEPS EXPERIENCING MULTIPLE PROBLEMS WITH SQUEAKS AND RATTLES. C STATES THAT VEH HAS BEEN INTO DLR FOR MULTIPLE VISITS REGARDING SQUEAKS AND RATTLES AND HEADLIGHT PROBLEMS. C STATES FILE OPENED-ZKF980N 06/05/2002

THAT THE RIGHT HEADLIGHT FAILED, WHICH THE DLR REPAIRED. A SHORT TIME AFTER THAT, THE LEFT HEADLIGHT FAILED. C STATES THAT IT ISN'T THE ACTUAL HEADLIGHT, ITS THE SOCKET HOOKED TO THE WIRING HARNESS. C STATES THAT DLR REPAIRED IT ONCE ALREADY BUT NOW IT'S ACTING UP AGAIN. C STATES THAT ALL THIS WILL BE COVERED UNDER WARRANTY BUT C HAS CONCERNS ABOUT THESE ISSUES NOW THAT THE WARRANTY HAS EXPIRED. C WANTED TO KNOW WHAT WAS GOING TO HAPPEN IF THE VEH EXPERIENCES THESE PROBLEMS AGAIN DOWN THE ROAD. CRR-KF STATED TO C THAT IF THE VEH WERE TO EXPERIENCE ANY OF THESE PROBLEMS AGAIN, AFTER THE DLR FIXED THEM CORRECTLY, TO CALL CRR. CRR WOULD THEN CONTACT DLR AND WORK WITH THEM TO GET IT ALL TAKEN CARE OF. CRR PROVIDED DIRECT# AND FILE# FOR C AND INSTRUCTED TO CALL BACK IF THESE ISSUES RESURFACE.

FILE CLOSED.

@06/05-ZKF980N

FILE REOPENED

CALLER IS CAROL C WIFE AND STATES THAT C VEHICLE AHS BEEN MAKING NOISE AND NOW IT HAS A CLUNKING NOISE AND C STATES THAT NOW THEY WILL ORDER A PART AND C STATES THAT C SPOKE WITH TONY AND C WAS ADVISED THAT IF C WOULD HAD PURCHASED AN OLDSMOBIL C WOULD NOT HAVE THIS PROBLEM AND C WOULD HAVE TO HAVE A RENTAL C STATES THAT DLR ORDERED THE PART AND C IS STILL WAITING FOR THE PART AND DLR HAS NOT CORRECTED THE PART. C STATES THAT THE DLR SAYING THAT PART HAS NOT COME IN BECAUSE "THAT IS THE WAY NISSAN IS" C WAS ADVISED THAT PART WAS ORDERED ON 6/10/02.. PART IS LINK TO SWAY BAR ON BOTH SIDES.

**C IS REQUESTING A LONER AND STATES THAT VEHICLE HAS BEEN AT THE DLR A WEEK. C WAS TRANSFERRED TO CRR KF VOICE MAIL C WAS PROVIDED WITH FILE NUMBER AND DIRECT LINE.

@06/14-ZEM411N

@06/14-ZKF980N

CRR-KF CALLED DLR LISTED AND WAS INFORMED THAT VEH IS NOT AT THIS DLR FOR THIS ISSUE. DLR STATED THAT VEH HAS NOT BEEN IN FOR THIS ISSUE. CRR THANKED FOR TIME. CRR THEN CHECKED VEH CLAIMS HISTORY AND FOUND THAT VEH HAS BEEN TAKEN TO DLR# 28037. CRR TO CALL THIS DLR.

@06/19-ZKF980N

CRR CALLED AND VERIFIED THAT CORRECT DLR IS #28037. CRR SPOKE WITH TONY OF SERVICE DEPT AND WAS INFORMED THAT THE VEH LEFT THE DLR ON FRIDAY AND C IS DRIVING THE VEH RIGHT NOW AND VEH IS SAFE TO DRIVE. CRR WAS THEN TRANSFERRED TO PARTS DEPT AND WAS INFORMED THAT THE PARTS ARE ON VOR AND ARE EXPECTED TODAY. PART# IS 58280-7B001. CRR TO VERIFY THIS AND THEN CONTACT DLR AND C.

CRR THINKING OF POSSIBLE ASSISTANCE. DLR PHONE# IS 816-963-5538. @06/19-ZKF980N CRR-KF VERIFIED, PER NMPS, THAT THE PARTS HAVE A SCHEDULED DATE OF ARRIVAL OF 6/18/02. PARTS SHOULD BE IN TODAY. CRR TO CALL BACK DLR TO SPEAK WITH ON ISSUE OF POSSIBLE ASSISTANCE. CRR TO THEN CALL C ON ISSUE.

@06/19-ZKF980N

CRR-KF CALLED TO SPEAK WITH DLR ON ISSUE. CRR WANTED TO INFORM DLR THAT CRR WAS GOING TO GOODWILL AMOUNT FOR REPAIR SINCE THIS IS AN ONGOING ISSUE. DLR, TONY, STATED TO C THAT P.O. WAS WRITTEN WHILE VEH WAS STILL UNDER WARRANTY SO WORK WILL BE COVERED UNDER WARRANTY. CRR STATED THAT CRR WAS GOING TO CALL C TO INFORM THAT THE PARTS WILL BE IN TODAY OR TOMORROW AND DLR WILL CALL ONCE IN. CRR TO CALL C.

@06/19-ZKF980N

CRR-KF CALLED C. WIFE CAROL. C WAS NOT HOME. CRR LEFT BREIF MESSAGE INFORMING C OF INFORMATION AND PROVIDED DIRECT# AND FILE# INCASE C WOULD LIKE TO CALL BACK WITH ANY QUESTIONS.

FILE CLOSED.

@06/19-ZKF980N

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTENTION SERVICE MANAGER. PLEASE REVIEW FILE AND CONTACT KYLE FRISK ABOUT

CONFIDENTIAL

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ISSUE IF ANY PROBLEMS ARRISE. 310-771-3663.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y		ACTION CODE: RT1A	CONTACT(S): LAA	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0	DATE: 6/14/2002	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: 28037		EFFECTIVE: 6/5/2002	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: ZKF980N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 06/19/02	MICROFILM:	
RESP CAA:		OLM: SMIT AGNES	DOM: JENSEN STEPHEN	
PHONE:		OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
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MODEL YEAR: 2000.0
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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See Policy Id

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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T6XD [REDACTED]
CITY: CAMERON YR/MDL: 1999.0 QST MILEAGE: 60000
ST/ZIP: NC [REDACTED] IN SVC DATE: 1/13/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 15044 CENTRAL CAROLINA NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 15044 CENTRAL CAROLINA NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 38 DIST: SL/SV/PT: 13 13

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: 8/5/2002 WHERE: CENTRAL CAROLINA NISSAN
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: CENTRAL CAROLINA NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 09 OPEN DATE: 06/05/02 XFER/RSPNSBLTY: 26 09 3
CONTACT (S): 8GWL FOLLOWUP DATE: 08/02/02 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08/23/02 DATANET DATE: 6/8/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL: [REDACTED]

06/05-ZLL319N

VERIFIED C ADDRESS, PHONE AND MILEAGE. ONE RECALL AND NO PREVIOUS FILE
C STATED VEH VCR IS NOT WORKING AND AUDIOVOX REFUSED TO REPAIR VEH BECAUSE VEH
IS OUT OF BASIC WARRANTY. C STATED ON HER VCR WARRANTY. IT STATES AUDIOVOX
WARRANTY LASTS FOR 36 MONTHS. C STATED DLR SERVICE LISA TALKED TO AUDIOVOX
1800 645 4994 EXT 261 AND VCR IS OUT OF WARRANTY BECAUSE IT IS A PACKAGE DEAL
FILE OPENED-ZLL319N 06/05/2002

WITH NISSAN. C STATED VEH HEADLIGHT AND INTERIOR LIGHT WENT OUT AND DLR TOLD
HER GOLD POLICY DOES NOT COVER THAT REPAIR. C REQUESTED NNA'S ASSISTANCE FOR
THE INCIDENT. C STATED SHE PAID DLR \$70.41 FOR THE HEADLIGHT REPAIR AND DLR
TOLD HER VEH MIGHT NEEDS A NEW WIRE HARNESS WHICH COSTS \$600. CRR GAVE FILE#
AND DIRECT LINE TO C. C KNEW CRR WILL CONTACT DLR FOR MORE INFO AND CRR WILL
CALL BACK AROUND FEW BUSINESS DAYS.

06/05-ZLL319N

CRR TALKED TO DLR SERVICE LISA. LISA STATED C DOES NOT UNDERSTAND WARRANTY
AT ALL: LISA STATED VEH IS OUT OF BASIC WARRANTY (VEH HAS AROUND 70105 MILES)
SO AUDIOVOX RADIO WARRANTY WAS EXPIRED ALSO. LISA STATED RADIO HAS INTERNAL
PROBLEM AND DLR DOES NOT KNOW THE REASON RADIO WAS BROKEN OR THE REPAIR PRICES
. LISA STATED C TOOK VEH TO DLR ON 8/5/02 FOR THE HEADLIGHT PROBLEM: DLR
FIXED THE LIGHT FOR C AND DLR ADVISED C THAT IF THE SITUATION HAPPENES AGAIN,
DLR MIGHT NEED TO REPLACE THE WIRE HARNESS OF VEH. LISA STATED SHE HAS NO
RECORD ABOUT THE INTERIOR LIGHT COMPLAINT.

06/10-ZLL319N

CRR LEFT MESSAGE, FILE# AND DIRECT LINE TO C AT 1:25PM

06/24-ZLL319N

CRR LEFT MESSAGE, FILE# AND DIRECT LINE TO C AT 8:01AM

06/25-ZLL319N

FILE CLOSED PENDING FOR C RESPONSE

06/25-ZLL319N

CRR RETURNED C'S MESSAGE. CRR EXPLAINED TO C THAT ACCORDING TO DLR SERVICE
LISA'S INFO, VEH RADIO IS OUT OF BASIC WARRANTY AS VEH IS OUT OF WARRANTY. CRR
EXPLAINED TO C THAT DLR HAS NO PRICES TO FIX VEH AND C INTERRUPTED CRR AND
STATED SHE WILL GET A LAWYER TO SUE NNA BECAUSE AUDIOVOX SAID IT IS NNA'S
RESPONSIBILITY. CRR INFORMED C THAT SHE IS WELCOME TO ASK HER LAWYER TO SEND
LETTER TO NNA AND CRR ASKED C TO HOLD FOR SECOND BECAUSE CRR HAS MORE INFO TO
PROVIDE. CRR EXPLAINED TO C THAT DLR TOLD HER VEH MIGHT NEEDS A NEW HARDNESS
IF HEADLIGHT GOES WRONG AGAIN AND DLR HAS NO RECORD ABOUT C'S INTERIOR LIGHT.
C STATED HER SEC PLUS POLICY SHOULD COVER THE \$70 HEADLIGHT ISSUE AND C
REQUESTED RSS. CRR-LL EXPLAINED TO C THAT CRR WILL REQUEST A RSS CALL BACK TO
HER TODAY. C STATED HER CELL PHONE IS 910-309-0740 AND SHE WILL GO TO VACATION
ON FRIDAY. CRR EXPLAINED TO C THAT IT TAKES AROUND 24 TO 36 HOURS FOR
RSS CALL BACK. C UNDERSTOOD

07/16-ZLL319N

CRR PRINTED OUT FILE AND PUT IN RSS-INBOX

07/16-ZLL319N

= RSS CALLED C AT DAYTIME#. C STATES C PURCHASED GOLD ESC. READ FRONT TO
BACK. C STATES THE DISPLAY IS OUT ON RADIO. C STATES HEADLIGHTS WERE ALSO
NOT COVERED. C STATES THE WARRANTY CARD ON C'S TV/VCP UNIT HAS A CARD ON IT
THAT STATES "36 MONTHS". DOES NOT MENTION MILEAGE. C STATES AUDIOVOX ADVISED
THIS WAS A MISTAKE THAT THE CARD WAS LEFT ON VEH. NISSAN IS SUPPOSED TO
REMOVE. RSS APOLOGIZED FOR ANY MISCOMMUNICATION OR MISLEADING. RSS ADVISED DUE
TO THE FACT OF THE CARD BEING ON THE UNIT & C WAS LED TO BELIEVE THE WARRANTY

07/17-ZMW554N

WAS 36 MONTHS. REGARDLESS OF MILEAGE, RSS WOULD BE GLAD TO OFFER TO
COVER THE COST OF A NEW AUDIOVOX UNIT. C THANKED. RSS ADVISED C REGARDING
THE ESC, BASICALLY MECHANICAL COMPONENTS ARE COVERED. RSS ADVISED AUDIO
COMPONENTS IS LISTED AMONG WHAT IS NOT COVERED. RSS ADVISED ALSO, NOT EVERY
SINGLE UNCOVERED ITEM IS LISTED IN WARRANTY BOOKLETS & BROCHURES. C
UNDERSTOOD THAT RADIO WOULD NOT BE COVERED. C STATES C WILL NOT MAKE AN ISSUE
OF THE HEADLIGHT SINCE NISSAN IS OFFERING TO PAY FOR A NEW TV/VCP UNIT. RSS
ADVISED RSS WILL CALL DLR TO WORK OUT DETAILS. RSS CALLED DLR SM-WADE TO
ADVISE. RSS CALLED AILEEN AT AUDIOVOX AT EXT 261 TO PLACE NISSAN'S ORDER &
OFFER. RSS NOTES AUDIOVOX WILL SEND AN EMPTY CARTON BOX TO DLR. DLR WILL SEND
THE FAULTY TV/VCP UNIT ALONG WITH A CHECK FOR \$235 TO AUDIOVOX. IN ABOUT 2-3
WEEKS DLR WILL RECEIVE REPAIRED UNIT FROM AUDIOVOX. SM-WADE THEN TO CALL RSS
DIRECTLY & RSS WILL SEND CHECK TO DLR (FOR \$285= PART + LABOR OF \$50).

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07/17-ZMW554N

:: RSS CALLED C AT CELL# (DAYTIME). NOT AVAILABLE. CALLED EVENING#, LEFT
VMAIL ADVISING OF THE PLAN.

07/17-ZMW554N

RSS-MW ADVISED CRR TO TRANSFER FILE UNDER HER NAME

08/01-ZLL319N

:: RSS CALLED C AT EVENING# TO INQUIRE ON FILE STATUS. LEFT V-MAIL.

08/09-ZMW554N

:: FILE CLOSED PENDING DLR AND/OR C RESPONSE ::

08/23-ZMW554N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT4B	CONTACT(S): SGWL	SZBR
CALLBACK: (Y/N) #:	0	DATE: 00 / 00 / 00	ROOT CAUSE: SCNR
REOPEN: CALLBACK #:	0	DATE: 7/18/2002	USERID:
NEW INFO #:	0	DATE: 00 / 00 / 00	USERID:
OTHER #:	0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	1	DATE: 7/18/2002	USERID: ZLL319N
RESP DLR: 15044	EFFECTIVE: 6/5/2002	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: ZMW554N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/23/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/16/2004
TIME: 08:10:00 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:00 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
18	NCDD00817704	15044	1/13/2000	1/13/2008	75,000.00		

Use Policy Id

NCDD00817704 1/13/2008 15044

NCDD00817704

DATE: 4/15/2004
TIME: 08:10:00 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: THOMASVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 58000
IN SVC DATE: 7/19/1999
RTL DLR: 3313 LANGDALE NISSAN
SVC DLR: 3313 LANGDALE NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/FT: 05 05

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 5/2002
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: 3
VEHICLE MAINTAINED BY: DLR 3313
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 05
CONTACT (S): 5DWL
SEVERITY: 9

OPEN DATE: 08/08/02
FOLLOWUP DATE: 08/17/02
CLOSE DATE: 08/10/02

XFER/RSPNSBLTY: 26 05 S
DATANET (Y/N): 0
DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: THOMASVILLE GA [REDACTED]
VIN: 4N2XN11T1XD [REDACTED] MODEL LINE/YEAR: QST 1999.0

Q/L VALUE CODE: 34GDWIL ACCOUNT: 1-630100-34150
Q/L DESCRIPTION:
CHECK AMOUNT: \$ 92.02

CHK REQUEST DATE: 06/07/02
CHECK APPROVED: 06/10/02
CHECK ISSUE DATE: 06/11/02

REQUESTED BY: ZND224N
APPROVED BY: ROYST KAR ZKR021N
CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID:
Page 2

CA3788838

C. A. R. COMMENTS

EMAIL: [REDACTED]

1 PREVIOUS UNRELATED FILE. FILE OPENED FROM EMAIL ID 80278. C STATES THAT THE VEH REQUIRED 2 HEADLIGHT HARNESSSES TO FIX A HEADLIGHT PROBLEM. C STATES THAT DLR 3313 REQUESTED THAT NSN COVER THE COST BECAUSE THE DLR WAS NOTIFIED OF THE HEADLIGHT PROBLEM BY NSN. C STATES THAT C HAS OWNED MANY NISSANS AND HAS NEVER EVEN HAD 1 HEADLIGHT GO OUT. C STATES IS SEEMS UNUSUAL THAT BOTH FILE OPENED-ZND224N 06/06/2002

HEADLIGHTS WOULD GO OUT AND THAT NSN CONVENIENTLY HAS SPECIAL HARNESSSES THAT FIX THE PROBLEM THAT C WOULD HAVE TO PAY FOR. C WOULD LIKE TO KNOW IF C CAN GET SOME RELIEF FOR THIS COST. @06/06-ZND224N

CRR VERIFIED C'S NAME, ADDRESS, BOTH PHONES, VIN, MILEAGE, AND RESP. DLR. CRR FOUND NO OPEN RECALLS/CAMPAIGNS FOR THE VEH. CRR ADVISED C THAT CRR WILL NEED TO RESEARCH C'S CONCERNS, AND WILL FOLLOW UP WITH C WITHIN 2 BUSINESS DAYS. @06/06-ZND224N

***CRR CALLED DLR 3313 AND SPOKE WITH SA-BJ. SA-BJ ADVISED THAT C IS A REGULAR CUSTOMER - PURCHASED THE VEH FROM THE DLR AND HAS BEEN IN FOR REGULAR SVC 14 TIMES SINCE THE PURCHASE. SA-BJ STATES THAT C BROUGHT THE VEH IN ON 5/6/02 AND THE HEADLIGHT WIRING HARNESSSES WERE REPLACED PER A TSB. SA-BJ STATES THE VEH MILEAGE AT THE TIME WAS 57,944 AND THE COST OF REPAIRS WAS \$92.06. @06/06-ZND224N

**CRR ADVISED C BY REPLY EMAIL THAT CRR WOULD LIKE TO REIMBURSE C FOR THE COST OF THE REPAIRS IN THE INTEREST OF CUSTOMER SATISFACTION. AS C IS A REGULAR SERVICING C OF THE DLR AND C OWNS MULTIPLE NSN VEHs. CRR ADVISED C TO FAX CRR A COPY OF THE INVOICE AND PROOF OF PAYMENT AND VEH REGISTRATION. CRR GAVE C FAX #. @06/06-ZND224N

CRR RECEIVED FAX FROM C OF 1) COPY OF REGISTRATION 2) INVOICE NICS36498 PARTS: \$17.25 LABOR: \$72.00 MISC: \$1.73 TAX: \$1.04 3) PROOF OF PAYMENT. CRR IS REIMBURSING TOTAL COSTS OF \$92.02. CHECK REQUEST SUBMITTED FOR APPROVAL @06/07-ZND224N

***CRR NOTES CHECK REQUEST APPROVED. CRR CLOSING FILE AND FORWARDING COPY OF FILE TO CLOSED FILE DRAWER. @06/10-ZND224N


SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NE2A	CONTACT(S): SDWL	ROOT CAUSE: SDCP
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: 3313	EFFECTIVE: 6/6/2002	CHANGED BY:	
IRR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	YES
3RD PRY:	PART#:	CHECK ISSUED:	YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZND224N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 06/10/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:00 AM


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

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DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID: CA3788838
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CONSUMER AFFAIRS

CA3788838

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:00 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: GST

NAME [REDACTED]

VIN: 4N2XN11T1XD [REDACTED]
IN SCV DATE:

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

Use Policy Id [REDACTED]

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DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID: CA3789033
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ADAIRSVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 36534
IN SVC DATE: 6/10/2000
RTL DLR: 2181 TEAM NISSAN/LITHIA SPRING
SVC DLR: 2756 HERITAGE NISSAN
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: 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 2756
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 06/06/02 XFER/RSPNSBLTY: 26 01 8
CONTACT (S): SWCV FOLLOWUP DATE: 06/07/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 06/26/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID:
Page 2

CA3789093

C. A. R. COMMENTS

NO PREVIOUS FILE.

C STATED THAT THE HEADLIGHTS HAS FAILED 4 TIMES AT DLR 2756. C STATED THAT WIFE WORKS IN ATLANTA, AN HOUR AWAY FROM HOME AND LIGHTS HAVE FAILED WHILE WIFE IS DRIVING HOME AT NIGHT. C STATED THAT DLR 2756 HAS SPLICED THE WIRING HARNESS FOUR TIMES. C STATED THAT WIRING HARNESS LOOKS A MESS. C STATED THAT C FEELS THAT THIS IS SAFETY ISSUE. C STATED THAT C'S FAMILY ARE DIEHARD FILE OPENED-ZDM972N 06/06/2002

TOYOTA FANS, BUT THEY LOVE THE QUEST. C STATED THAT ALL C IS LOOKING FOR IS SATISFACTION. *CRR UPDATED C'S NAME, ADDRESS, BOTH TELEPHONES, MILEAGE AND DLR. *CRR FOUND NO RECALLS/CAMPAIGNS. *CRR PLACED C ON HOLD TO CALL DLR 2756. C STATED THAT TARINA IN SERVICE IS WHO C HAS BEEN SPEAKING WITH. *CRR CALLED DLR 2756 AND SPOKE WITH TARINA. TARINA INFORMED CRR THAT ALTHOUGH IT IS NOT HIGHLY UNUSUAL FOR THIS TO HAPPEN, IT APPEARS DEFECTIVE BUT THAT VEH IS OOW. *CRR INFORMED TARINA TO REPLACE WIRING HARNESS AND TO CONTACT CRR-DM FOR A VCAN. *CRR RELAYED FILE #, CRR NAME, AND EXT TO TARINA. *CRR THANKED C FOR @06/06-ZDM972N

HOLDING. *C STATED THAT THIS IS THE FIRST NISSAN OWNED. C STATED THAT THIS VEH WAS PURCHASED BRAND NEW. C STATED THAT ALL MAINTENANCE IS DONE AT A NISSAN DLR. C STATED THAT C DID NOT PURCHASE AN AFTER MARKET EXTENDED WARRANTY. C STATED THAT C WOULD CONSIDER PURCHASING A NEW NISSAN IN THE FUTURE. *CRR INFORMED C THAT CRR WILL ASSIST C AS A ONE TIME GOOD WILL GESTURE IN HAVING WIRING HARNESS REPLACED. *CRR RELAYED FILE #, CRR NAME, TELEPHONE AND EXT. *CRR INFORMED C TO CONTACT TARINA AT DLR 2756. @06/06-ZDM972N C UNDERSTOOD THAT A VCAN WILL BE DONE. @06/06-ZDM972N

:: RSS CALLED TARINA. DLR STATES DLR CALLED WARRANTY AND WAS ADVISED THAT THE WIRING HARNESS IS A POWERTRAIN COMPONENT & SHOULD BE COVERED (OF COURSE DEPENDING UPON INSPECTION, ETC.). DLR STATES DLR IS GOING TO HAVE C BRING VEH BACK TO DLR FOR RE-INSPECTION & WILL THEN CALL WARRANTY BACK FOR PRE-APPROVAL RSS UNDERSTOOD. RSS CALLED C TO ADVISE, SPOKE WITH WIFE TO ADVISE. C STATES C UNDERSTOOD & IS PLANNING ON BRINGING VEH BACK TO DLR WHEN C CAN LEAVE VEH FOR @06/26-ZMW554N

2 DAYS. C THANKED FOR FOLLOW UP CALL. FILE CLOSED PENDING ANY FURTHER RESPONSE FROM C AND/OR DLR. @06/26-ZMW554N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	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 #:	DATE: 00/00/00		USERID:
OTHER #:	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 2756	EFFECTIVE: 6/8/2002		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: ZMW554N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 06/26/02		MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN		DOM:



DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID:
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PHONE:

OWNER FIRST:

LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID: CA3789033
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CA3789033

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

DATE: 4/15/2004
TIME: 08:10:00 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
84							

Use Policy Id

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DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID: CA3799798
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 8/22/2000
RTL DLR: 2976 STAR NISSAN. INC.
SVC DLR: 3701 WESTBURY NISSAN LLC
RESP DLR:
REGION: 26 DIST: 6L/SV/PT: 02 02

LETTER RECEIVED 6/17/2002 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 MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02
CONTACT (S): STCA
SEVERITY: 9

OPEN DATE: 08/17/02
FOLLOWUP DATE: 08/20/02
CLOSE DATE: 08/20/02

XFER/RSPNSBLTY: 26 02 S
DATANET (Y/N): 1
DATANET DATE: 6/18/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:00 AM

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

CAR ID:
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CA3799798

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
THE HEADLIGHT SOCKET HAD A FAULTY CONNECTION RECALL.
<-FILE FORWARDED TO CRR-PR FOR HANDLING-> @06/18-ZSL578N
CRR ATTEMPTED CALLING C. CRR LEFT MESSAGE FOR C TO CALL BACK @06/19-ZPR268N
CRR SPOKE WITH LADY WHO ADVISED NUMBER WAS INCORRECT @06/20-ZPR268N
CRR CALLED DIRECTORY ASSISTANCE AND WAS ADVISED THERE IS NO LISTING FOR THIS
C. FILE CLOSED @06/20-ZPR268N
@06/20-ZPR268N
FOLLOW-UP IS DUE ON OR BEFORE 06/18/02
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: RT4C	CONTACT(S): STCA	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: 3701	EFFECTIVE: 6/17/2002	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: ZPR268N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 06/20/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:01 AM

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

CAR ID: CA3799798
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CA3799798

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:01 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: OST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
32	NLDN07534513	2976	4/19/2003	4/19/2008	74,950.00		

Use Policy Id

NLDN07534513 4/19/2008 2976

NLDN07534513		
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DATE: 4/15/2004
TIME: 08:10:01 AM

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

CAR ID: CA3810286
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: STERLING
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 53000
IN SVC DATE: 2/18/2000
RTL DLR: 2407 LUJACK'S NORTHPARK AUTO
SVC DLR: 2289 KEN NELSON AUTO MALL INC
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 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 06/27/02 XFER/RSPNSBLTY: 24 01 3
CONTACT (S): SMUL FOLLOWUP DATE: 07/24/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07/22/02 DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: STERLING IL [REDACTED]
VIN: 4N2XN11T8YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 24GDWIL ACCOUNT: 1-830100-24150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 77.85

CHK REQUEST DATE: 07/15/02 REQUESTED BY: ZDH615N
CHECK APPROVED: 07/17/02 APPROVED BY: SMIT AGN ZAS132N
CHECK ISSUE DATE: 07/18/02 CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:01 AM

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

CAR ID:
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CA3810286

C. A. R. COMMENTS

ONE PREVIOUS UNRELATED FILE. VERIFIED C NAME, BOTH PHONES, VIN, DLR, AND MILEAGE. NO OPEN RECALLS ON VEH. C STATES THAT VEH IS HAVING NUMEROUS ISSUES AND STATES THAT VEH HAS BEEN DIAGNOSED BY INDEPENDENT HAS HAVING REAR WHEEL CYLINDER LEAKS AND A BAD BALL JOINT. C STATES THAT THE CLUNKING ASSOCIATED WITH THE BALL JOINT WAS OCCURRING FOR A WHILE AND THE VEH WAS BROUGHT TO TWO DLRS WHO ADVISED NOTHING COULD BE FOUND. C STATES THAT C SHOULD BE HELPED BY FILE OPENED-ZDH615N 06/27/2002

NSN FOR COST OF REPAIR AS VEH IS STILL UNDER THE POWER TRAIN WARRANTY AND JUST OVER THE BASIC WARRANTY. CRR ADVISED THAT WHEN VEH IS BROUGHT TO DLR AS SCHEDULED. THE DLR WOULD BE ABLE TO DETERMINE IF THE PARTS ARE UNDER WARRANTY OR NOT. C UNDERSTOOD AND CRR PROVIDED FILE# AND DIRECT LINE FOR REFERENCE. C THAN STATED THAT C CONTACTED CA BEFORE ABOUT LIGHT SOCKETS ON VEH THAT WERE REPLACED. C WANTS TO KNOW IF NSN WILL COVER THE COST OF THE SOCKETS AS CRR-KF ADVISED PREVIOUSLY THAT REPAIR WOULD BE REVIEWED FOR GOODWILL. CRR PROVIDE FAX# TO RECEIVE W.O. C THANKED. @06/27-ZDH615N

***CRR-BQ RECEIVED A CALL FROM SM-JOE WHO STATED THAT THE C'S VEH IS AT THE DLR. SM STATED THAT THE BALL JOINTS HAD BEEN INSPECTED. AND THEY ARE NOT LOOSE AND THE CLUNK NOISE THAT THE C WAS COMPLAINING ABOUT WAS NOT DUPLICATED. SM STATED THAT THE C DID HAVE SOME CONCERNS THAT WERE NOTICED. THE REAR WHEEL CYLINDER NEEDS TO BE REPLACED. AND SO DOES THE LEFT DOOR ACTUATOR. CRR-BQ NOTED THAT CRR-DH WAS ON ANOTHER LINE. AND ADVISED THE SM THAT CRR-DH WOULD BE ADVISED OF CALL. SM THANKED. E-MAIL SENT. @06/28-ZBQ092N

CRR-DH SPOKE WITH SM-JOE. REGARDING FILE. SM-JOE STATES THAT THE BRAKE ISSUES AND DOOR ACTUATOR ARE PROBLEMS THAT ARE NOT UNCOMMON ON THE VEH. WHILE THE PROBLEMS ARE NOT COMMON, THE ISSUE DO HAPPEN AND SM-JOE DID NOT THINK GOODWILL WAS IN ORDER FOR THE REPAIR AS C GOES TO AN INDEPENDENT FOR MAINTENANCE AND AS PARTS IN QUESTION ARE UNDER BASIC WARRANTY AND THE VEH HAS 53000 MILES, WELL OUT OF BASIC WARRANTY. CRR THANKED SM-JOE. @06/28-ZDH615N

CRR TO DECLINE REPAIRS BUT CONSIDER THE LIGHT SOCKETS ONCE DOCUMENTS ARE RECEIVED. @06/28-ZDH615N

-->C ASKED TO SPEAK WITH CRR-DH. CRR SPOKE WITH CRR-DH AND WAS OKAYED TO TRANSFER CALL. @06/28-ZTG946N

CRR SPOKE WITH C REGARDING FILE. CRR ADVISED THAT BOTH REPAIRS ARE OUT OF WARRANTY AND THAT DLR WILL NOT COVER THE REPAIR AS IT IS UNDER BASIC WARRANTY. CRR ADVISED C THAT CRR WILL NO CONSIDER THE ACTUATOR REPAIR AS IT IS SOMETHING THAT IS NOT UNCOMMON. CRR ADVISED THAT C CAN HAVE DLR FAX A COPY OF THE R.O. SO THAT IT CAN BE REVIEWED BUT ADVISED IT WOULD BE ON A GOODWILL BASIS AND NOT UNDER WARRANTY. C UNDERSTOOD. CRR PROVIDED FAX# FOR REFERENCE. @06/28-ZDH615N
CRR AWAITING DOCUMENTS. @06/28-ZDH615N

CRR RECIEVED DOCUMENTS FROM DLRSHP AND WILL REVIEW. @06/28-ZDH615N

***CALLER IS SM-JOE REQUESTING CRR-DH. CRR INFORMED NOT AVAILABLE AT THIS TIME SM REQUESTED MSG BE SENT. CRR EMAILED CRR-DH @06/28-ZAE924N

CRR-DH LEFT A MESSAGE FROM C REGARDING FILE. ADVISED THAT FAX WAS RECEIVED. FILE BEING REVIEWED.

@06/28-ZDH615N

@06/28-ZDH615N

CRR ADVISED C THAT BASED ON SERVICE AT PREVIOUS DLR AND DUE TO LOW MILES AND SINCE THE VEH IS STILL LOW IN YEARS CRR WILL COVER HALF OF THE REPAIR FOR THE BALL JOINT, DOOR ACTUATOR AND REAR CYLINDERS. CRR ADVISED C THAT IT WAS BASED ON THE REVIEW THAT WAS CONDUCTED AND SHOULD EQUAL UP TO \$342. C THANKED CRR FOR HELP AND ADVISED THAT C WOULD LIKE TO ADDRESS PREVIOUS FILE OF HEADLIGHT SOCKETS. CRR ADVISED THAT SUCH AN ISSUE IS A SEPARATE FILE AND ADVISED C THAT CRR WILL ACCEPT THE FAX AND FORWARD THE DOCUMENTS SHOULD OWNERSHIP CHANGE. C UNDERSTOOD. @07/01-ZDH615N

FILE CLOSED PENDING VCAN INFORMATION @07/01-ZDH615N

@07/01-ZDH615N

***FROM PREVIOUS FILE3783282 C STATES THAT VEH WAS BROUGHT IN FOR AN ISSUE WITH FAULTY LIGHT SOCKETS AND BULBS. CRR REVIEWED FILE. PER DLR REPAIR SEEMED PREMATURE. CRR TO COVER THE COST OF THE PREVIOUS REPAIR FOR\$77.85. CRR SPOKE

DATE: 4/15/2004
TIME: 08:10:01 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA3810288

WITH C ADVISING THAT CRR WILL COVER THE COST OF THE SOCKETS AND HAS SUBMITTED
07/15-ZDH615N
FOR CHECK APPROVAL. C THANKED AND REQUESTED INFORMATION ON SEC+ FOR VEH AS C
STATES THAT C MAY KEEP QST AND BUY AN EXTENDED WARRANTY. CRR ADVISED C OF THE
POLICIES AVAILABLE FOR VEH AND ADVISED THAT DLR WOULD HAVE INFORMATION ON
PRICING. C UNDERSTOOD AND THANKED. CRR THANKED. 07/15-ZDH615N
CRR AWAITING CHECK APPROVAL AND VCAN INFORMATION. 07/15-ZDH615N
DLR CALLED AND PROVIDED VCAN INFO. CRR-SA PROVIDED VCAN #N0717020714881.
07/17-ZSA466N
CHECK APPROVED. C ADVISED. FILE CLOSED. 07/22-ZDH615N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2B	CONTACT(S): SMUL	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	1 DATE: 7/15/2002	USERID: ZDH615N	USERID: ZDH615N
OTHER #:	0 DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 2289	EFFECTIVE: 8/27/2002	CHANGED BY:	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: YES	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES	CHECK ISSUED: YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZDH615N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/22/02	MICROFILM:	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: MATSON LOREN	DOM: MATSON LOREN
PHONE:	OWNER FIRST:	LANGUAGE:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:01 AM

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

DATE: 4/15/2004
TIME: 08:10:01 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T8YD [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
TIME: 08:10:01 AM

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 38263
IN SVC DATE: 4/30/2000
RTL DLR: 023B TURNER NISSAN
SVC DLR: 3773 NISSAN OF ELK GROVE
RESP DLR:
REGION: 48 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 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 07/03/02
FOLLOWUP DATE: 07/04/02
CLOSE DATE: 08/10/02

XFER/RSPNSBLTY: 26 01 S
DATANET (Y/N):
DATANET DATE: D

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL: NOT AVAILABLE.
NO PREVIOUS FILES

C CALLING BECAUSE HER A/C IS NOT WORKING. C STATES THAT THE REAR VENTS DO NOT WORK. C STATES THAT THIS PROBLEM WAS HAPPENING SINCE A YEAR AGO. C STATES C DID NOT HAVE TO TAKE VEH IN TO A DLR FOR INSPECTION OR REPAIR. C STATES THAT VEH IS NOT OUT OF WARRANTY AND IS LOOKING FOR ASSISTANCE. C TOOK VEH TO DLR FILE OPENED-ZDG693N 07/03/2002

FOR INSPECTION TODAY. DLR ADVISED C THAT REPAIR WOULD BE ABOUT \$400 FOR A/C REPAIR. C PAID \$80 FOR DIAGNOSTIC. C IS CURRENTLY DRIVING VEH. @07/03-ZDG693N NO OPEN RECALLS. CRR DG VERIFIED C'S NAME, ADDRESS, PHONE NUMBERS, SERVICING DLR AND CURRENT MILEAGE. CRR DG ADVISED C THAT C'S CONCERN WAS DOCUMENTED ON A FILE. CRR DG PROVIDED C WITH FILE NUMBER. CRR DG'S NAME AND XT 3880. CRR DG ADVISED C THAT CRR DG WILL REVIEW CASE WITH DLR FOR POSSIBLE ASSISTANCE. CRR DG ADVISED C THAT IT WAS NOT PROMISED OR GUARANTEED THAT NNA WILL ASSIST. C UNDERSTOOD. @07/03-ZDG693N

THIS IS C'S FIRST NISSAN. VEH WAS BOUGHT NEW. NO SECURITY PLUS POLICY. VEH IS SERVICE AT A NISSAN DLR. NOT IN THE MARKET FOR A NEW NISSAN VEH

@07/03-ZDG693N

CRR DG IN FILE CALLING DLR.

@07/09-ZDG693N

CRR DG LEFT VMX FOR SM TO CALL BACK. CRR DG LEFT DIRECT NUMBER FOR CALL BACK.

@07/09-ZDG693N

CRR DG IN FILE.

@07/17-ZDG693N

CRR DG SPOKE WITH BOB IN SERVICE.

@07/17-ZDG693N

BOB STATES THAT VEH WAS AT DLR ON 7/3/02 FOR AN OIL CHANGE. THE REAR A/C BLOWS WARM AIR. DLR ADVISED REAR A/C HAD A FAILED EXPANTION VALVE. C HAS NOT PERFORM REPAIRS YET. PRIOR TO THIS VISIT, C CAME IN ON 4/11/02 FOR SMOKING PASSENGER SIDE WHEEL AREA. DLR WAS NOT ABLE TO DUPLICATE CONCERN. DLR FOUND OUT THAT VEH HAD AFTER MARKET BRAKE PADS. DLR WAS NOT ABLE WHAT WAS WRONG WITH VEH. ON 3/8/02 HEADLAMP WAS NOT WORKING. DLR PERFORMED BULLETIN REPAIR ON THE HARNESS, AND AN OIL CHANGE AND BATTERY SERVICE. ON 10/12/01 BRAKE LIGHT CAME ON. DLR WAS NOT ABLE TO DUPLICATE BRAKE LIGHT COMING ON. NO REPAIRS PERFORMED. ON 3/30/01 VEH CAME FOR AN OIL CHANGE AND FOR A RATTLING NOISE FROM DRIVER SIDE SLIDING DOOR. DLR REPLACED THE DOOR LATCH. ON 12/17/00 DASH PAD UNDERNEATH THE HOOD CAME DOWN. DLR REPLACED. IT. ON 12/11/00 VEH CAME FOR A TIRE ROTATE AND LUBE. OIL AND FILTER. ON 9/15/00 VEH CAME IN FOR A LUBE OIL AND FILTER. NO MAJOR SERVICES DONE AT DLR. @07/17-ZDG693N

CRR DG ADVISED BOB THAT NNA MAY BE IN THE POSITION TO ASSIST C WITH REPAIRS. CRR DG ASKED BOB TO GET REPAIR COST AT WARRANTY RATE. CRR DG LEFT DIRECT NUMBER FOR CALL BACK. @07/17-ZDG693N

CRR DG IN FILE. CRR DG TO CALL C NEXT WEEK.

@07/19-ZDG693N

CRR DG CALLING DLR. CRR DG DID NOT RECEIVE CALL BACK FROM BOB IN SERVICE WITH REPAIR COST AT WARRANTY RATE. @07/23-ZDG693N

CRR DG LEFT VMX FOR BOB TO CALL BACK WITH THIS INFORMATION. @07/23-ZDG693N

@07/23-ZDG693N

CRR DG CALLED C AT DAYTIME NUMBER (THIS IS IF FOR A HOTEL) CRR DG WAS NOT ABLE TO REACH C. CRR DG CALLED C AT EVENING NUMBER. CRR DG LEFT VMX FOR C TO CALL BACK. PENDING CALL BACK. @07/23-ZDG693N

C CALLED REQUESTING TO SPEAK TO CRR-DG. CRR STATES THAT CRR-AG WILL SEND EMAIL FOR CRR-DG TO CALL. @07/23-ZAG202N

CRR-NS RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH CRR-DG. C DISCONNECTED CALL WHILE C WAS ON HOLD. CR-NS SENT EMAIL TO CRR-DG.

@07/24-ZNS876N

CRR-NS RECEIVED INBOUND CALL FROM C. C STATED CRR-DG COULD CONTACT C AT HOME PHONE AT 916-888-0865. @07/31-ZNS876N

CRR DG CALLED C AT ABOVE NUMBER. PHONE JUST RINGING. (NO ANSWER) CRR DG TO CALL BACK NEXT WEEK. @08/02-ZDG693N

CRR DG RECEIVED CALL FROM C.

@08/07-ZDG693N

CRR DG SPOKE WITH BOB. VEH NEEDS AN EXPANSION VALVE. PARTS AND LABOR IS \$371.00 AT WARRANTY RATE INCLUDING FREE-ON. **THIS IS A REGULAR SERVICING C.

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@08/07-ZDG693N

HAS HAD WARRANTY WORK DONE AT DLR. @08/07-ZDG693N
CRR DG ASKED BOB TO PROVIDE THE BREAK DOWN FOR PARTS AND LABOR. BOB WILL CALL
BACK.

@08/07-ZDG693N

BOB CALLED BACK. BOB STATES THAT PART IS \$25.58 AND THE REST IS LABOR AND
FREE ON.

@08/08-ZDG693N

NNA WILL SPLIT COMPLETE REPAIR WITH C. C WILL PAY 50% AND NNA 50% THIS IS A
ONE TIME GOODWILL ASSISTANCE AND OUT OF OBLIGATION. THIS IS IN THE INTEREST
OF C'S SATISFACTION. CRR DG CALLED BOB AND LEFT VMX ADVISING BOB NNA WILL
ASSIST C WITH 50% OF COMPLETE REPAIR AT WARRANTY RATE. @08/08-ZDG693N

CRR DG CALLED C AT AT DAYTIME NUMBER(WORK). CRR DG WAS NOT ABLE TO SPEAK WITH
C. CRR DG WAS TRANSFERRED TO DIFFERENT DEPARTMENTS. CRR DG CALLED C AT
EVENING NUMBER AND LEFT A VMX FOR CALL BACK. @08/16-ZDG693N

=>CRR-NS RECEIVED INBOUND CALL FROM C AND RELAYED ABOVE NOTES. CRR-NS ADVISED
C TO SET UP APPOINTMENT WITH DLR FOR REPAIR. @08/16-ZNS876N

CRR DG IN FILE. C WILL CALL BACK ONCE REPAIR IS COMPLETED. PENDING CALL.

@08/21-ZDG693N

CRR DG HAD NOT RECEIVED CALL FROM C. CRR DG SPOKE WITH EDDIE IN SERVICE. EDDIE
TRANSFERRED CALL TO BILL IN SERVICE. C BROUGHT VEH TO DLR FOR DIAGNOSIS ON
7/03/02 LAST VISIT. VEH NEEDED AN EXPANTION VALVE. C DECLINED REPAIRS AT THIS
TIME. CRR DG TO CALL C. @08/28-ZDG693N

CRR DG CALLED C AND CRR DG HAS NOT BEEN ABLE TO SPEAK WITH C SINCE LAST TIME.
PENDING CALL FROM C. @09/05-ZDG693N

CRR DG HAS NOT RECEIVED CALL FROM C. CRR DG IS NOT ABLE TO CONTACT C. CRR DG
TO CLOSE FILE UNTIL FURTHER CONTACT FROM C. FILE CLOSED. @09/10-ZDG693N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8D	CONTACT(S): SWCV SGWL
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: 3773	EFFECTIVE: 7/3/2002	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: ZDG693N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 09/10/02	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: BAKER, MARK
PHONE:	OWNER FIRST:	LANGUAGE: S

DATE: 4/15/2004
TIME: 08:10:01 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:01 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]
STREET: [REDACTED]
CITY: MAULDIN
ST/ZIP: SC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 864 284 0331

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 38000
IN SVC DATE: 6/19/1999
RTL DLR: 2949 BENSON OLDS-CAD-NISSAN
SVC DLR: 3595 CARMAX NISSAN/GREENVILLE
RESP DLR:
REGION: 34 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: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 7/4/2001 WHERE: 3595
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 2000 (PT) MONTHS: MILES:

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

OPEN DATE: 07/05/02
FOLLOWUP DATE: 07/22/02
CLOSE DATE: 07/22/02

XFER/RSPNSBLTY: 36 05 S
DATANET (Y/N): 1
DATANET DATE: 7/8/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES

@07/05-ZLR096N

C STATES THAT THE C HAD THE BULB CONNECTOR REPLACED AT CARMAX NISSAN ON 7/4/01
C STATES THAT THE VEH NOW NEEDS THE SAME REPAIR BUT THERE IS A TECHNICAL
SERVICE BULLETIN STATING THAT THE CONNECTOR AND THE BULBS NEED TO BE REPLACED
AS THE BULBS ARE CAUSING THE CONNETORS TO BURN OUT. C IS CALLING NNA TO SEE IF
THERE ARE ANY RECALLS FOR THIS ISSUE. CRR STATED THAT CRR DOESN'T SEE ANY BUT
FILE OPENED-ZLR096N 07/05/2002

CRR WOULD CALL THE DLR TO REVIEW FOR POSSIBLE ASSISTANCE AND CALL THE C BACK
ON TUESDAY WITH UPDATE. CRR PROVIDED FILE NUMBER AND CRR DIRECT LINE. C
THANKED.

CRR VERIFIED C NAME, ADDRESS, DAY AND EVENING NUMBER. C MADE AWARE OF OPEN
RECALL. CRR VERIFIED VIN, MILEAGE AND DLR.

@07/05-ZLR096N

C CALLED STATING THE SERVICE BULLETIN IS REFERENCE # NTB 01-028 DATED 5-15-01.
C STATES CARMAX DID NOT FOLLOW THE TECH BULLETIN BACK THEN AND WONDERS IF
CARMAX WILL REIMBURSE C. CRR-TB ADVISED THE TECH BULLETIN IS NOT A RECALL OR
SERVICE CAMPAIGN. IT MAKE THE DLR AWARE OF HOW TO REPAIR SOMETHING. CRR-TB
DID MAKE C AWARE OF THE OPEN RACK BOLT CAMPAIGN AND SUGGESTED C CALL DLR FOR
AN APPOINTMENT TO HAVE IT TAKEN CARE OF. C STATES WILL CALL CARMAX SERVICE
MANAGER TO SEE IF HE WILL REIMBURSE C FOR REPAIR AND ALSO ADVISE OF THE OPEN
CAMPAIGN.

@07/08-VTB430N

+++CRR CALLED DLR FOR MORE INFORMATION. CRR LEFT MESSAGE FOR SERVICE MANAGER
ALEX STERN WITH FILE NUMBER AND CRR DIRECT LINE FOR CALLBACK.(12:20 PM PST)

@07/08-ZLR096N

***CRR NOTES THAT, ACCORDING TO NTB01028, THERE IS A REPAIR FOR THE
REPLACEMENT FOR THE HEADLIGHT CONNECTOR. CRR WILL CALL DLR FOR MORE INFORMATIO

@07/11-ZLR096N

+++CRR CALLED SERVICE MANAGER ALEX STERN FOR MORE INFORMATION. CRR WAS ADVISED
THAT HE IS OUT TO LUNCH. CRR LEFT MESSAGE WITH OPERATOR WITH CRR NAME AND
DIRECT LINE FOR CALLBACK.(11:50 AM PST)

@07/11-ZLR096N

+++CRR RECEIVED MESSAGE FROM SERVICE MANAGER ALEX STERN RETURNING CRR'S CALL.

@07/12-ZLR096N

MESSAGE STATED THAT THE DLR AGREES WITH C THAT THE REPAIR SHOULD HAVE BEEN
DONE ON PREVIOUS REPAIR. SM STATED THAT DLR HAS AGREED TO REIMBURSE C \$69.00
THAT C PAID AT OTHER DLR FOR CORRECTED REPAIR. SM STATED THAT C WILL RECEIVE
VIA MAIL IN 14-20 DAYS AS THE CHECK NEEDS TO BE APPROVED. CRR WILL CALL C TO
ADVISE.

@07/12-ZLR096N

+++CRR CALLED C TO ADVISE OF UPDATE. CRR LEFT MESSAGE WITH FILE NUMBER AND CRR
DIRECT LINE FOR CALLBACK.(8:47 AM PST)

@07/12-ZLR096N

+++CRR CALLED C TO ADVISE OF UPDATE. C STATED THAT THE SERVICE MANAGER CALLED
AND SPOKE TO HER HUSBAND. CRR ADVISED C OF THE NOTES IN THE FILE. CRR GAVE C
FILE NUMBER AND CRR DIRECT LINE AND ADVISED TO CALL CRR BACK IF C DOESN'T
RECEIVE THE CHECK. C THANKED. FILE CLOSED.

@07/22-ZLR096N

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW AND CALL CRR-LISETTE WITH UPDATE AT 310-771-3754. THANK YOU.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

ACTION CODE: RT8F

CONTACT(S): SREC

ROOT CAUSE: BRPP

DATE: 4/15/2004
TIME: 08:04:19 AM

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CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 3696
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
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 7/5/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZLR098N
UPDATE DATE:
CLOSE DATE: 07/22/02
OLM: ROYSTER KAREN
OWNER FIRST:

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

DATE: 4/15/2004
TIME: 08:04:19 AM

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

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:19 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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CA3623215

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PEORIA
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 45000
IN SVC DATE: 5/31/2000
VCAN: [REDACTED]
PAID: [REDACTED]
SUSP: [REDACTED]
DENY: [REDACTED]
RTL DLR: 3661 UFTRING NISSAN
SVC DLR: 3661 UFTRING 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 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR# 3661
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): SGWL
SEVERITY: 0

OPEN DATE: 07/10/02
FOLLOWUP DATE: 07/12/02
CLOSE DATE: 07/11/02

XFER/RSPNSBLTY: 24 01 S
DATANET (Y/N): 1
DATANET DATE: 7/11/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES.

07/10-ZSY084N

CRR SY VERIFIED C NAME, ADDRESS, TELEPHONE NUMBER, VIN, DLR INFORMATION AND MILEAGE. CRR SY CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. 07/10-ZSY084N C STATES THERE IS BAD HEADLIGHT SOCKETS IN VEH AND THERE IS A NOISE AND VIBRATION. C STATES AS DLR WAS REPLACING THE HEADLIGHTS, DLR DISCOVERED THAT THE HEADLIGHT IS LOOSE AND DETERMINED THAT THIS WAS CAUSED BY C HITTING A BIRD FILE OPENED-ZSY084N 07/10/2002

AND WILL COST \$300 TO REPAIR. C STATES C ALREADY SPOKE WITH BARBARA SIMMONS THE PROBLEM RESOLUTION MANAGER AND DLR ADVISED THAT THERE IS NOTHING THEY CAN DO FOR C. C STATES C DOES NOT FEEL THAT C HIT A BIRD.

07/10-ZSY084N

CRR SY PLACED C ON HOLD AND CALLED BARBARA SIMMONS. CRR SY WAS ADVISED THAT SHE IS NOT AVAILABLE AND CRR LEFT A MESSAGE ON VMX REQUESTING CALL BACK. MESSAGE LEFT THIS DAY AT 10:32AM PST. CRR SY THEN ADVISED C THAT ONCE CRR IS ABLE TO GET IN CONTACT WITH BARBARA, CRR WILL CALL C BACK. CRR SY PROVIDED C WITH FILE NUMBER AND DIRECT LINE. C THANKED AND UNDERSTOOD

07/10-ZSY084N

CRR-GA RECEIVED AN INCOMING CALL FROM THE C ASKING TO SPEAK WITH CRR-SY. CRR-SY WAS UNAVAILABLE. CRR-GA REVIEWED THE COMMENTS IN THE FILE WITH THE C. CRR-GA STATED TO THE C THAT CRR-SY HAD LEFT A MESSAGE FOR DLR BARBARA AND DLR-BARBARA HAS NOT RETURNED THE C'S CALL. CRR-GA STATED TO THE C THAT CRR-SY WOULD FOLLOW UP WITH THE DLR TOMORROW. EMAIL SENT TO UPDATE CRR-SY

07/10-ZGA155N

CRR SY CALLED DLR AND SPOKE WITH BARBARA. BARBARA ADVISED CRR THAT SHE WAS IN A MANAGEMENT MEETING YESTERDAY AFTERNOON, AND DLR FEELS THAT C MAY HAVE DAMAGED THE HEADLAMP HIMSELF BY ATTEMPTING TO CHANGE THE LIGHT BULB. BARBARA STATES THEY ARE NOT 100% CERTAIN, BUT THAT'S HOW THEY FEEL. BARBARA ADVISED CRR THAT C IS A SERVICING C WITH DLR AND THE COST OF THE ENTIRE REPAIR IS \$300.00. CRR SY AGREED WITH BARBARA THAT NNA WILL AUTHORIZE TO PAY 50% OF BOTH PARTS AND LABOR AND CRR WILL CONTACT C TO EXTEND GOODWILL GESTURE TO C. BARBARA THANKED AND UNDERSTOOD. 07/11-ZSY084N CRR SY TO CONTACT C TO ADVISE. CRR SY CALLED C AND LEFT A MESSAGE ON VMX ADVISING C THAT UPON REVIEWING FILE WITH DLR, CRR CAN PROVIDE GOODWILL TO COVER 50% OF THE BOTH PARTS AND LABOR ON THE REPLACEMENT OF THE HEADLIGHT. CRR SY ADVISED C THAT IF C WOULD LIKE TO TAKE ADVANTAGE OF OFFER TO CONTACT DLR AND DLR IS AWARE. CRR SY PROVIDED C WITH DIRECT LINE FOR CONTACT. MESSAGE LEFT THIS DAY AT 8:15AM PST. FILE CLOSED PENDING C CONTACT.

07/11-ZSY084N

FOLLOW-UP IS DUE ON OR BEFORE

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

STEFANIE YEH (310)771-3820.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1C	CONTACT(S):	SGWL	5CFO
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SCPP	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
TIME: 08:10:02 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3823215

RESP DLR: 3661
IIR-DATE: 00 / 00 / 00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#: (Y/N)
CLOSE: Y
RESP CAA:
PHONE:

EFFECTIVE: 7/10/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZSY084N
UPDATE DATE:
CLOSE DATE: 07/11/02
OLM: SMIT AGNES
OWNER FIRST:

CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: MATSON LOREN
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:02 AM

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

DATE: 4/15/2004
TIME: 08:10:02 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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See Policy Id

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DATE: 4/15/2004
TIME: 08:10:02 AM

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

CAR ID: CA3838062
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CRESTVIEW
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 30000
IN SVC DATE: 5/15/2000
RTL DLR: 3018 MAROONE NIS/FT LAUDERDALE
SVC DLR: 3547 HAMPTON NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 10 10
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: 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: 10
CONTACT (S): SUTR
SEVERITY: 3

OPEN DATE: 07/24/02
FOLLOWUP DATE: 07/25/02
CLOSE DATE: 07/24/02

XFER/RSPMSBLTY: 34 10 S
DATANET (Y/N): 1
DATANET DATE: 7/25/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:02 AM

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CA3838062

C. A. R. COMMENTS

NO PREVIOUS FILES.

07/24-ZCC325N

C STATES C HAS HAD 2 PRIOR REPAIRS FOR THE RIGHT HEADLAMP. C STATES THE LIGHT WILL GO OUT. C STATES YESTERDAY, C WAS AT DLR AND ANOTHER WIRING HARNESS WAS ORDERED. C STATES THIS MAKES A 3RD REPAIR. C WANTS TO KNOW IF THERE ARE ANY TSB FOR VEH. C STATES C'S WIFE IS GETTING FRUSTRATED AND WANTS TO GET RID OF VEH. C STATES THIS IS A SAFETY ISSUE. C STATES C WANTS TO BE TAKEN FILE OPENED-ZCC325N 07/24/2002

CARE OF IF VEH IS OUT OF THE WARRANTY DUE TO HISTORY.

07/24-ZCC325N

CRR VERIFIED C NAME, ADDRESS, EVENING PHONE, UPDATE DAY PHONE, DLR AND MILEAGE. NO RECALLS/CAMPAIGNS. CRR ADVISED THERE HAVE BEEN TWO WARRANTY REPAIRS IN NISSAN HISTORY FOR THE WIRING HARNESS. CRR ADVISED IT SEEMS DLR KNOWS WHAT IS THE DEFECTIVE PART AND WILL REPLACE. CRR ADVISED DLR HAVE USE OF A COMPUTER DATABASE OF REPAIRS FOR VEH AS WELL AS NISSAN TECHNICAL SUPPORT. CRR ADVISED IF PROBLEM SHOULD CONTINUE AND VEH OUT OF WARRANTY, CRR ADVISED C TO CALLBACK AS NISSAN CAN REVIEW FOR ASSISTANCE. CRR ADVISED GOOD MAINTENANCE RECORDS ARE ESSENTIAL FOR ANY REVIEW OUTSIDE WARRANTY. C STATES VEH HAS BEEN WELL MAINTAINED. CRR PROVIDED FILE NUMBER AND DIRECT EXTENSION. FILE CLOSED.

07/24-ZCC325N

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): SUTR	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRPP	
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: 3547	EFFECTIVE: 7/24/2002	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: ZCC325N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/24/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:02 AM

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

DATE: 4/15/2004
TIME: 08:10:02 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 for

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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: CA3840483
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SANFORD
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 44974
IN SVC DATE: 4/30/2000
RTL DLR: 3091 ATLANTIC NISSAN SUPERSTOR
SVC DLR: 19051 BILL RAY 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: 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:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 07/25/02
FOLLOWUP DATE: 07/26/02
CLOSE DATE: 07/25/02

XFER/RSPNSBLTY: 34 01 S
DATANET (Y/N): 0
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

PREVIOUS FILE:NONE
CRR CC VERIFIED C NAME,ADDRESS,DAY AND EVE PHONE#. VERIFIED VIN,DLR,AND
MILEAGE. CHECKED RECALLS/CAMPAIGNS:NONE FOUND. @07/25-ZCC917N
CRR-CC RECEIVED INBOUND CALL. DLR STATES C HEAD LIGHTS WENT OUT ON C AND DLR
FOUND CONNECTOR WHICH TSB IS OUT FOR REPAIR.DLR ASKING FOR ASSISTANCE ON
REPAIR. CRR-CC WILL TAKE CARE OF IT. WAITING ON DLR CALL BACK FOR VCAN
FILE OPENED-ZCC917N 07/25/2002
@07/25-ZCC917N
FILE CLOSED PENDING VCAN. @07/25-ZCC917N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SGWL	ROOT CAUSE: SDSA
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: 19051	EFFECTIVE: 7/25/2002	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: ZCC917N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/25/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:02 AM

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CONSUMER AFFAIRS

CA3840483

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:02 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 of

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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA3843733

NAME [REDACTED]
STREET [REDACTED]
CITY: FORT STEWART
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 83000
IN SVC DATE: 1/15/2000
RTL DLR: 17010 VADEN NISSAN
SVC DLR: 17010 VADEN NISSAN
RESP DLR:
REGION: 34 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 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 07/28/02
FOLLOWUP DATE: 07/30/02
CLOSE DATE: 07/30/02

XFER/RSPNSBLTY: 34 01 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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CA3843733

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES THAT C HAS TAKEN C'S VEH TO THE DLR AT LEAST FIVE TIMES FOR AN ELECTRICAL PROBLEM. C STATES THAT C'S HEAD LIGHTS WILL INTERMITTENTLY CUT OFF. C STATES THAT THIS IS VERY DANGEROUS. C STATES THAT THE LIGHTS HAVE CUT OFF SEVERAL TIMES WHILE C HAS BEEN DRIVING THE VEH. C STATES THAT THE PROBLEM SEEMS TO KEEP COMING BACK. C STATES THAT C DOES NOT KNOW WHAT THE DLR IS DOING IN ORDER TO RECTIFY THE PROBLEM. C STATES THAT C IS FILE OPENED-ZPM368N 07/29/2002

GOING TO GET A LAWYER IF THE PROBLEM IS NOT FIXED. C STATES THAT C PUTS HIMSELF AND HIS FAMILY AT RISK WHEN DRIVING THE VEH AT NIGHT. CRR PM APOLOGIZED FOR THE INCONVENIENCE. CRR PM ADVISED C THAT CRR PM WOULD REVIEW THE MATTER WITH THE DLR. CRR PM ADVISED C THAT CRR PM WOULD FOLLOW UP WITH C IN ONE BUSINESS DAY. C UNDERSTOOD. CRR PM VERIFIED C NAME, ADDRESS AND BOTH PHONE NUMBERS. CRR PM VERIFIED MILEAGE AND DLR INFORMATION. CRR PM CHECKED FOR RECALLS. CRR PM PROVIDED C WITH C'S FILE NUMBER AND CRR PM'S EXT.

@07/29-ZPM368N

@07/30-ZPM368N

CRR PM CALLED AMY AT THE DLR. AMY STATES THAT C BROUGHT THE VEH IN LAST YEAR FOR A COMPLAINT WITH THE HEAD LIGHTS. AMY STATES THAT THEY HAD A BAD CONNECTION. AMY STATES THAT C RECENTLY BROUGHT THE VEH IN. AMY STATES THAT THEY REPLACED THE HEAD LAMP SOCKET AND A HARNESS CONNECTION. AMY STATES THAT THEY ALSO ORDERED A DOME LIGHT FOR C. CRR PM CALLED C THIS DATE. CRR PM WENT OVER THE DLRS COMMENTS. CRR PM ADVISED C THAT THIS FIX SHOULD SOLVE THE PROBLEM. CRR PM ADVISED C THAT CRR PM CONFIRMED THAT THE DOME LIGHT WAS ORDERED. CRR PM ADVISED C THAT IF C HAS ANY FURTHER CONCERNS, HE COULD CALL CRR PM BACK AND CRR PM WOULD DO WHAT EVER POSSILBE TO ASSIST C. C UNDERSTOOD. CRR PM CLOSING FILE.

@07/30-ZPM368N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT6G	CONTACT(S): SMUL	ROOT CAUSE: SCPP
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: 17010	EFFECTIVE: 7/29/2002	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: ZPM368N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/30/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:02 AM

NISSAN MOTOR CORPORATION IN U.S.A
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----- CONSUMER AFFAIRS -----

CA3843733

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:02 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
29	NCND00405118	17010	1/15/2000	1/15/2006	75,000.00		

War Policy Id

NCND00405118 1/15/2006 17010

NCND00405118		
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DATE: 4/15/2004
TIME: 08:10:02 AM

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

CAR ID: CA3858527
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: WOOLWICH TOWNSHIP
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 46000
IN SVC DATE: 10/25/1999
RTL DLR: 3042 NISSAN OF TURNERSVILLE
SVC DLR: 3042 NISSAN OF TURNERSVILLE
RESP DLR:
REGION: 28 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: 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-3042
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/12/02
FOLLOWUP DATE: 09/25/02
CLOSE DATE: 09/20/02

XFER/RSPNSBLTY: 26 06 S
DATANET (Y/N): 1
DATANET DATE: 8/13/2002

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

CITY: WOOLWICH TOWNSHIP NJ [REDACTED]
VIN: 4N2XN11T9YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 28GDWIL ACCOUNT: 1-630100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 206.7

CHK REQUEST DATE: 09/17/02
CHECK APPROVED: 09/18/02
CHECK ISSUE DATE: 09/19/02

REQUESTED BY: ZBM307N
APPROVED BY: ROYST KAR ZKR021N
CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:02 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3858527

C. A. R. COMMENTS

PREVIOUS FILE-3739329 RELATED

C STATES C HAS HAD A 1997 QUEST, 2 PATHFINDERS AND C'S SON PURCHASED A 2000 XTERRA. * ONE FOUND:JN8AR05Y3WW [REDACTED] 98 PTH. @08/12-ZBM307N

@08/12-ZBM307N

@08/12-ZBM307N

C STATES THERE IS AN ONGOING ELECTRICAL PROBLEM WITH THE VEH AND NOW THE LIGHT ON THE RADIO UNIT HAS GONE OUT. C STATES THE RADIO WORKS BUT NOW FILE OPENED-ZBM307N 08/12/2002

IT DOES NOT ILLUMINATE. C STATES C HAD OTHER ELECTRICAL PROBLEMS. C SPOKE WITH ONE OF THE SERVICE ADVISORS . @08/12-ZBM307N

@08/12-ZBM307N

CRR ADVISED THE VEH IS NOT OUT OF WARRANTY WHICH IS WHY C IS CALLING CRR WILL CONTACT THE DLR FOR MORE INFORMATION AND CONTACT C BACK WITH A DECISION.

@08/12-ZBM307N

FILE NUMBER, CRR'S NAME AND DIRECT LINE PROVIDED. @08/12-ZBM307N

--> CRR TO CALL THE DLR

@08/14-ZBM307N

CRR SPOKE WITH

@08/14-ZBM307N

VEH WAS THERE FOR A WIRING HARNESS 35,029 MILES . DLR REPLACED A RADIO CONTROL SWITCH.

@08/14-ZBM307N

THERE IS NO MAINTENANCE PERFORMED AT THIS DLR...

@08/14-ZBM307N

ESTIMATE IS \$700.00

@08/14-ZBM307N

THE BEST THING TO DO IS TO CALL TOMORROW TO SPEAK WITH THE SERVICE MANAGER BILL MCFADDEN WHO IS OUT TODAY FOR THE DLR TO LOOK OVER THE SERVICE HISTORY.

@08/14-ZBM307N

CRR CALLED C AND ADVISED THE ABOVE. C THANKED CRR.

@08/14-ZBM307N

--> CRR CALLED

AUGUST , DLR REPLACED HEADLIGHT SOCKET, JANUARY, DLR RECOMMENDED 30K . DRIVE BELTS . C DECLINED. IN DECEMBER , OIL CHANGE. AUGUST 01 29.000 K OIL CHANGE.

* SO OVERALL, C IS NOT A GOOD SERVICING C.

CRR CALLED C AT THE EVENING NUMBER AND PROVIDED NUMBER FOR CONTACT...

@08/15-ZBM307N

BECAUSE OF PURCHASING HISTORY CRR WILL EXTEND THE FOLLOWING OFFER:

1. REIMBURSE C FOR HALF THE RADIO UNIT IF PURCHASED FROM THIS DLR.

2. OFFER A SERVICE CREDIT FOR \$300.00

3. REIMBURSE C FOR A NEW UNIT OF C'S CHOICE UP TO \$300.00. @08/15-ZBM307N

CRR RECEIVED A CALL BACK FROM C . CRR EXTENDED THE OFFER AND C STATES C WOULD LIKE THE ADDRESS TO WRITE INTO. @08/15-ZBM307N

CRR ADVISED THE OFFER IS GOOD FOR TWO WEEKS FROM TODAY'S DATE. C STATED THE DLR IS PENALIZING C . CRR ADVISED THE DLR IS NOT PENALIZING C. IT IS THEIR CHOICE TO ASSIST WITH THIS REPAIR AND THEY CHOOSE NOT TOO.

C THEN STATED IF C HAD A HYUNDAI THIS WOULD BE COVERED. CRR ADVISED THIS IS NOT HYUNDAI AND THEY HAVE TO WARRANTY THERE VEH'S SO PEOPLE WILL PURCHASE THEM.

C THEN STATED C WIL NOT GO THIS DLR EVER AGAIN BEGAN TO GET LOUD AND STATED C WILL NOT PURCHASE ANOTHER NISSAN AND ENDED THE CALL.

CRR CALLED C BACK TO CONFIRM C ENDED THE CALL AND C STATED YES. CRR ADVISED IF C IS NOT WILLING TO ACCEPT THE OFFER IN GOODWILL THEN IT WILL NOT BE

@08/15-ZBM307N

BENEFICIAL FOR CRR TO EXTEND THE OFFER.

@08/15-ZBM307N

CRR ADVISED C TO THINK ABOUT THE OFFERS AND CONTACT C BACK, THE FILE WILL REMAIN OPEN FOR A COUPLE OF DAYS PENDING C'S CONTACT. @08/15-ZBM307N

--> CRR RECEIVED A MSG FROM C STATING THE RADIO UNIT WAS TAKEN TO

THE PROBLEM IS THE POWER SOURCE - WHO'S FUNCTION IS TO ILLUMINATE THE RADIO.

C STATES THE VEH WAS TAKEN TO SUBURBAN AUDIO FOR INSPECTION. THE AMOUNT FOR REPAIRS IS \$280.00.

@08/19-ZBM307N

CRR ADVISED C TO SEND IN A COPY OF THE R/O AND THE PROOF OF PAYMENT ALONG WITH THE REGISTRATION FOR REVIEW AND CHECK APPROVAL. @08/19-ZBM307N

--> CRR IN FILE FOR REVIEW. CRR HAS NOT RECEIVED ANY DOCUMENTS TO DATE FROM C IN TWO WEEKS. CRR CLOSING FILE AND WILL SUBMIT DOC'S ONCE RECEIVED.

@08/28-ZBM307N

--> CRR RECEIVED C'S FAXES. BUT ONLY THE COVER PAGE WENT THROUGH.

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09/03-ZBM307N-COMMENT

** CRR CLOSED FILE ON 8/28/02 AND REOPENED ON 9/17/02. ** 09/17-ZBM307N
CRR RECEIVED FAXES FROM SUBURBAN AUTO REPAIR FOR RADIO UNIT. CRR OFFERED
TO GOODWILL THE REPAIR AS C WAS OUTSIDE OF WARRANTY BY 10,000 MILES.
CRR SUBMITTING A CHECK FOR \$206.70 AND FORWARDING TO MGR KR FOR REVIEW AND
APPROVAL. 09/17-ZBM307N
CRR VERIFIED CHECK REQUEST WAS APPROVED ON 9/18/02. 09/19-ZBM307N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
CA BIANCA (310) 771-3895
CRR CALLING C TO ADVISE. 09/19-ZBM307N
CRR CALLED C AS CHECK # 067382 HAS BEEN ISSUED. 09/20-ZBM307N
DOC'S FORWARDED TO CLOSED FILE DRAWER. 09/20-ZBM307N
CRR-AA RECEIVED EMAIL ID#109783 ADDRESSED TO NNACONSUMERAFFAIRS@NISSAN-USA.COM
DATED 9/23/02. C STATES C'S COMPLETE SATISFACTION IN THE WAY CRR-BM HANDLED
C'S CONCERNS AND STATES CRR-BM IS AN ASSET TO NNA. FILE TO REMAIN CLOSED.
10/03-ZAA652N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT2A	CONTACT(S): -SGWL	5KIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCLT	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	1 DATE: 9/17/2002	USERID: ZBM307N	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID: ZAA652N
COMMENTS ONLY: #:	2 DATE: 10/3/2002	CHANGED BY:	CHECK REQUESTED: YES
RESP DLR: 3042	EFFECTIVE: 8/12/2002	CHECK ISSUED: YES	
IIR-DATE: 00/00/00	TRANS DATE:		
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZBM307N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/20/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: STALNAKER ROBER	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:02 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:02 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN: 4N2XN11T8YD [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
TIME: 08:10:02 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CATONSVILLE
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 QST MILEAGE: 34400
IN SVC DATE: 5/13/2000
RTL DLR: 3194 NISSAN WEST
SVC DLR: 2875 LEN STOLER NISSAN
RESP DLR:
REGION: 38 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: INDEPENDENT & 3223
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 11
CONTACT (S): SSAD
SEVERITY: 9

OPEN DATE: 08/12/02
FOLLOWUP DATE: 08/13/02
CLOSE DATE: 08/13/02

XFER/RSPNSBLTY: 38 11 8
DATANET (Y/N): 1
DATANET DATE: 8/13/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:03 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES. CRR CHECKED NAME, ADDRESS AND BOTH PHONE#. CRR VERIFIED VIN MILEAGE AND DLR. CRR CHECKED RECALLS AND CAMPAIGNS-NONE. C STATES THAT C HAS TAKEN VEHICLE TO DLR TWO DLRS FOR HEADLIGHT PROBLEMS. C STATES THAT HEADLIGHT KEEPS GOING OUT ON C AND C CONSTANTLY HAS TO CHANGE THE BULB. C STATES THAT DLRS HAVE DONE SEVERAL REPAIRS AND VEHICLE IS STILL NOT REPAIRED. C STATES THAT VEHICLE IS AT DLR RIGHT NOW. C WANTS ANOTHER VEHICLE. CRR ADVISED C THAT FILE OPENED-ZSB180N 08/12/2002

CRR WILL REVIEW WITH DLR AND CRR WILL CALL C BACK TOMORROW. C UNDERSTOOD. CRR PROVIDED C WITH FILE# AND EXTENSION @08/12-ZSB180N

CRR RECEIVED FOUR MESSAGES ON VOICE MAIL FROM C REQUESTING TO CALL C BACK AS SOON AS POSSIBLE. @08/13-ZSB180N

CRR CALLED DLR AND SPOKE WITH SERVICE ADVISOR. TOM AND WAS ADVISED THAT DLR HAS ONLY SEEN VEHICLE ONE OTHER TIME WHICH WAS LAST WEEK. DLR REPLACED THE CONTROL MODULE LAST WEEK AND C BROUGHT VEHICLE BACK TO DLR YESTERDAY AND ADVISED THAT RIGHT HEADLIGHT WENT OUT AGAIN. TECHNICIAN INSPECTED VEHICLE AND FOUND THAT THERE WAS A BREAK IN A WIRE IN THE HARNESS SO DLR CALLED WARRANTY TO GET PREAUTHORIZATION ON REPAIR AND WARRANTY ADVISED DLR TO DO TSB ON HARNESS AND JUST REPAIR THE WIRE INSTEAD OF REPLACING THE WHOLE HARNESS TOM STATES THAT PREVIOUS DLR ALREADY PERFORMED THE TSB AND TSB WAS DONE CORRECTLY BUT WARRANTY ADVISED TO JUST REPAIR WIRE. CRR UNDERSTOOD. TOM STATES THAT VEHICLE IS AT DLR RIGHT NOW AND TECHNICIAN IS GOING TO REPAIR WIRE AND WILL HAVE VEHICLE DONE TODAY. CRR UNDERSTOOD AND THANKED @08/13-ZSB180N

CRR CALLED C AND ADVISED C THAT CRR REVIEWED WITH DLR AND DLR IS GOING TO REPAIR A BREAK IN A WIRE AND VEHICLE SHOULD BE READY TODAY. C UNDERSTOOD AND ASKED IF C COULD GET A RENTAL VEHICLE OR IF NNA WILL PROVIDE A SECURITY PLUS CONTRACT. CRR ADVISED C THAT NNA IS NOT IN A POSITION TO PROVIDE RENTAL VEHICLE OR SECURITY + CONTRACT. C UNDERSTOOD. CRR ADVISED C IF C NEEDS FURTHER ASSISTANCE TO CALL CRR BACK. FILE CLOSED @08/13-ZSB180N

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): SSAD	ROOT CAUSE: SRDS
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: 2875	EFFECTIVE: 8/12/2002	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: ZSB180N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/13/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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CONSUMER AFFAIRS

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TIME: 08:10:03 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]
STREET: [REDACTED]
CITY: HILLSIDE
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 31842
IN SVC DATE: 8/18/1999
RTL DLR: 3001 MARK BASS NISSAN. INC.
SVC DLR: 3001 MARK BASS NISSAN. INC.
RESP DLR:
REGION: 24 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 PREOWNED X MILES 29794 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: IPT) MONTHS: MILES:

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

OPEN DATE: 08/14/02
FOLLOWUP DATE: 08/15/02
CLOSE DATE: 08/14/02

XFER/RSPNSBLTY: 32 01 L
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NO PREVIOUS FILES
CRR VERIFIED C NAME, ADDRESS, PHONE#, VIN, AND MILEAGE
NO OPEN RECALLS
C CALLED IN STATING THAT VEH WAS JUST PURCHASED USED AND C WANTED TO REGISTER IT WITH THE COMPANY. C ALSO WANTED TO CHECK UP ON THE WARRANTY THAT IS LEFT ON THE VEH. CRR INFORMED C THAT THE WARRANTY ENDS 08/18/02 SO C HAS 4 DAYS FILE OPENED-ZKF980N 08/14/2002
LEFT. CRR ADVISED C THAT IF THERE ARE ANY THINGS THAT C FEELS IS WRONG WITH THE VEH. TO GET IT TO THE DLR AND HAVE IT LOOKED AT AS SOON AS POSSIBLE. CRR ALSO ADVISED THAT THE VEH HAS A POWERTRAIN WARRANTY THAT IS GOOD UNTIL 8/18/04 C THANKED FOR TIME.

FILE CLOSED.

@08/14-ZKF980N

@08/14-ZKF980N

*9/5 955AM CRR-NS RECEIVED INBOUND CALL FROM CUST. C STATES THE CUST DID GO TO THE DLR FOR THE HEADLIGHT REPAIR AND TWO DAYS LATER WAS PULLED OVER BY THE POLICE FOR NO HEADLIGHTS. CUST STATES THEY ARE BOTH OUT NOW, BUT WHEN THE FIRST WENT IN IT WAS JUST THE DRIVER'S SIDE. C STATES THE VEHICLE IS OUT OF WARRANTY NOW AND FEELS AS THOUGH IT SHOULD BE COVERED. CUST STATES THE CUST DOES NOT DRIVE AT NIGHT AND DID NOT CHECK THE REPAIR AT THAT TIME. BUT IT JUST SO HAPPENS CUST DROVE THAT NIGHT. C ALSO STATES WHEN THE CUST HAD THE 27 PT INSPECTION- THE DLR ADVISED THE VEHICLE WAS POORLY MAINTAINED, BUT CUST CHECK HIMSELF AND EVERYTHING IS FINE. CRR ADVISED THE CUST, THE CUST MAY WANT TO CLEAR UP ANY DISCREPANCIES WITH THE DLR. C STATES THE CUST NEVER HAD ANY SORT OF PROBLEMS WITH TOYOTA. C STATES CUST OWNED TOYOTA FOR 35 YEARS. CRR ASKED CUST, WHY WOULD THE CUST BUY A USED NSN VEHICLE IF HAS OWNED TOYOTA FOR 35 YEARS. C STATES THE CUST WAS IN THE HOSPITAL WHEN PURCHASING THE VEHICLE ON-LINE, AND THE PAIN MEDICATION HINDERED JUDGEMENT. CUST NEVER TEST DROVE THE VEHICLE BEFORE PURCHASE AND TO MAKE A QUICK DECISION. CRR ADVISED THE CUST, TO TAKE THE VEHICLE BACK TO THE NSN DLR THAT DID THE LAST REPAIR AND ADVISE THAT ADDITIONAL WORK NEEDS TO BE DONE CRR DID ADVISE THE CUST, THE CUST MAY BE RESPONSIBLE FOR CHARGES IF ITS NOT THE SAME ISSUE. C STATES ITS THE SAME THING- THE WIRE HARNESS AND CUST TOLD THE DLR THAT. CRR ADVISED THE CUST, THE CUST MAY WANT TO SPEAK DIRECTLY WITH THE SERVICE MGR FACE TO FACE ABOUT REPAIRS NEEDED ON VEHICLE. C STATES WHEN THE CUST HAD THE LAST REPAIR DONE, THE CUST CALLED ON THE PHONE TO ADVISE BUT DROPPED OFF VEHICLE WHEN THEY WERE ALREADY CLOSED, SO THE CUST NEVER SAW ANYONE IT WAS ALL OVER THE PHONE.

@09/05-ZNS835N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8E	CONTACT(S): LOWN	ROOT CAUSE: LCPP
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: 9/5/2002	USERID: ZNS835N	
RESP DLR: 3001	EFFECTIVE: 8/14/2002	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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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:03 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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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11TXYD [REDACTED]
CITY: COLUMBIA YR/MDL: 2000.0 QST MILEAGE: 42000
ST/ZIP: SC [REDACTED] IN SVC DATE: 7/22/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3595 CARMAX NISSAN/GREENVILLE
EVE PH: [REDACTED] PAID: SVC DLR: 3206 DICK SMITH NISSAN, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 34 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: 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: 3
VEHICLE MAINTAINED BY: 3595
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 09 OPEN DATE: 08/19/02 XFER/RSPNSBLTY: 34 09 S
CONTACT (S): SGWL FOLLOWUP DATE: 08/20/02 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08/20/02 DATANET DATE: 8/20/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NO PREVIOUS FILES. CRR-CB VERIFIED ADDRESS, PHONE, MILES AND VIN. C STATES THAT THE VEH IS CURRENTLY AT DICK SMITH NISSAN. C STATES THAT THE KEY FOB'S DON'T WORK. C STATES THAT THE SCREWS WERE MISSING AND THE DLR CHARGED \$70 FOR THE SCREWS TO BE REPLACED ON THE SEAT. C STATES THAT C JUST PAID OFF THE VEH IN APRIL. C STATES THAT THE HEADLIGHTS WIRING ISN'T RIGHT ON THE FRONT LEFT SIDE. C NEEDS TO HAVE THE WIRING HARNESS REPLACED. THE TV AND THE CD PLAYER FILE OPENED-ZCB790N 08/19/2002

DON'T WORK EITHER. CRR-CB PROVIDED THE CASE NUMBER. @08/19-ZCB790N
:C CALLED FOR STATUS. CRR ADVISED C THAT CRR-CB HAS NOT HAD A CHANCE TO SPEAK WITH DLR YET AND C WILL HAVE A CALL BACK AS SOON AS CRR-CB MAKES CONTACT. C STATES VEH AT DLR AND STROLLER IN VEH SO C WILL PICK UP VEH TODAY. C STATES REPAIRS RUNNING ABOUT \$2,000 FOR ALL THE ABOVE. C HAS NO EXTENDED SERVICE PLAN. C STATES EVERYTHING HAPPENED IN JUST THE PAST 2 WEEKS. CRR NOT ABLE TO REACH CRR-CB. CRR ADVISED C WILL SEND AN EMAIL TO CRR-CB TO REQUEST A CALL TO C. @08/19-ZCS861N

CRR-CB CALLED THE DLR. CRR-CB SPOKE WITH THE SM. THE C BOUGHT THE VEH FROM A DLR IN GREENVILLE. C HAS NOT YET PAID FOR THE REPAIRS. THE REPAIRS HAVE NOT BEEN MADE. THE TV SCREEN HAS A CRACK LIKE IT'S BEEN HIT. CD PLAYER WON'T WORK. RIGHT FRONT HEAD LIGHT IS OUT. ONE REMOTE DOES NOT WORK. CRR-CB TO OFFER 25% OF TEH REPAIR. NOT INCLUDING THE TV SCREEN. CRR-CB CALLED THE C TO ADVISE. C THANKED. C STATES THAT C MAY NOT BE ABLE TO HAVE EVERYTHING DONE AT ONCE. CRR-CB ADVISED 25% OF WHAT C HAS DONE WILL BE GOODWILLED. C THANKED. FILE CLOSED PENDING VCAN. @08/20-ZCB790N

:CRR-GD RECEIVED CALL FROM C STATING C HAD BEEN PROVIDED ASSISTANCE FROM CRR-CB. BUT WHEN C WENT TO DLR TO TRY AND HAVE REPAIRS PERFORMED. DLR WAS ONLY PROVIDING A DIFFERENCE OF \$3 OR \$4. C STATES DLR WAS INITALLY TOLD THE LABOR RATE WAS \$45. BUT NOW DLR IS ADVISING IT IS \$65. C REQUESTING CALLBACK TO TRY AND RESOLVE. CRR-GD TRANSFERRED C TO CRR-CB VOICEMAIL.

@08/23-ZGD493N-COMMENT

CRR DP TOOK INBOUND FROM C. CRR DP INFORMED C THAT CRR CB NOT AVAILABLE. C STATES THAT C IS UNSURE IF THE DLR IS QUOTING C DIFFERENT PRICES. C STATES C DOES NOT TRUST THE NISSAN DLR SERVICE AND C STATES THE ENDING PRICE IS NOT NEAR HALF. C STATES THE DLR IS NOT CHARGING C THE WARRANTY RATE AS C STATES CRR CB STATED DLR WOULD DO. C STATES THAT C TOOK THE VEH INTO AN INDEPENDENT TO INSPECT TV AND BOTH INDEPENDENTS STATED THE TV WAS NOT BROKEN BY C BUT A MANUFACTURER DEFECT. CRR INFORMED C THAT C COULD GET A SECOND OPINION FROM ANOTHER NISSAN DLR. C STATES THAT BOTH OF THE HEADLIGHTS ARE NOT WORKING AND C NEEDS TO GET PHONED TODAY TO CLARIFY THE SITUATION. @08/28-ZDP975N-COMMENT

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

CAROLYN BUSH IS CONTACT PERSON - EXT 3757.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK:

REOPEN:

(Y/N) #:

CALLBACK #:

NEW INFO #:

OTHER #:

ACTION CODE: RT1B

DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

CONTACT(S): SGWL

ROOT CAUSE: SRSB

USERID:

USERID:

USERID:

USERID:

DATE: 4/15/2004
TIME: 08:10:03 AM

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COMMENTS ONLY:
RESP DLR: 3206
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

#: 2 DATE: 8/28/2002
EFFECTIVE: 8/19/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZCB790N
UPDATE DATE:
CLOSE DATE: 08/20/02
OLM: ROYSTER KAREN
OWNER FIRST:

USERID: ZDP975N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:03 AM

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

CA3866372

DATE: 4/15/2004
TIME: 08:10:03 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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[REDACTED] Vnc Policy Id

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DATE: 4/15/2004
TIME: 08:10:03 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: TACOMA
ST/ZIP: WA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 43800
IN SVC DATE: 7/3/2000
RTL DLR: 530A BILL KORUM'S PUYALLUP NIS
SVC DLR: 530A BILL KORUM'S PUYALLUP NIS
RESP DLR:
REGION: 48 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/22/02
FOLLOWUP DATE: 08/23/02
CLOSE DATE: 08/22/02

XFER/RSPNSBLTY: 44 01 L
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:03 AM

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C. A. R. COMMENTS

PREVIOUS UNRELATED FILE. @08/22-ZJP085N

*****IN FIELD*****

DLR 530A. RAY-SA CALLING BECAUSE C BROUGHT VEH IN BECAUSE BOTH HEAD LIGHTS HAD BURNED OUT. RAY STATES THAT THE WIRING HARNESS NEEDS TO BE REPLACED. RAY STATES THAT THE VEH IS OUT OF WARRANTY. ALMOST 8,000 MILES. C IS NOT A GOOD SERVICING C AT ALL. RAY STATES THAT THE VEH WAS LAST THERE AT 5,489 MILES. FILE OPENED-ZJP085N 08/22/2002

RAY STATES THAT LABOR WILL BE \$195. AND PARTS \$76.52. SA HAS ADVISED SM OF THIS SITUATION.

CRR VERIFIED C NAME, ADDRESS, TELEPHONE NUMBER, AND VIN NUMBER. NO RECALLS. @08/22-ZJP085N

C CALLED STATING THAT THERE IS A DEFECT N C'S VEH. C STATES THAT C FEELS THAT NNA SHOULD PAY FOR THIS. CRR ADVISED C THAT WARRANTY PARAMETERS ARE 36000 MILES/36 MONTHS AND EVEN IF IT IS DUE TO A DEFECT, C IS OUT OF WARRANTY. C HUNG UP. @08/23-ZLS586N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: DT8F	CONTACT(S): LADX	ROOT CAUSE: SCPP	SDDC
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: 8/23/2002		USERID: ZLS586N	
RESP DLR: 530A	EFFECTIVE: 8/22/2002		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: ZJP085N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 08/22/02		MICROFILM:	
RESP CAA:	OLM: SMTT AGNES		DOM: TOOMEY, CARRIE	
PHONE:	OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:03 AM

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

DATE: 4/15/2004
TIME: 08:10:03 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
TIME: 08:10:03 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CARUTHERSVILLE
ST/ZIP: MO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 8/30/2000
RTL DLR: 2870 CARLOCK NISSAN, INC.
SVC DLR: 2284 RICK HILL NISSAN, INC
RESP DLR:
REGION: 32 DIST: 8L/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: 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: CARLOCK NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 09
CONTACT (S): SUTR
SEVERITY: 9

OPEN DATE: 08/26/02
FOLLOWUP DATE: 10/14/02
CLOSE DATE: 10/15/02

XFER/RSPNSBLTY: 32 09 5
DATANET (Y/N): 2
DATANET DATE: 10/4/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES. CALLER IS BRADY SLENTZ, FATHER. C STATES HE WOULD LIKE TO EXPRESS SOME CONCERN. C STATES THEY ARE HAVING SEVERE ELECTRICAL HEADLIGHT PROBLEMS. C STATES THE DLR HAS WORKED ON THIS TWO TIMES. C STATES WHILE DRIVING AT NIGHT THE LIGHTS WILL JUST GO OUT. C STATES THEY WERE LAST AT THE DLR LAST WEEK. C STATES THEY WERE AT THE DLR 2-3 HOURS AND HIS DAUGHTER WAS TOLD THEIR IS A BULLETIN OUT ON THIS AND HIS DAUGHTER HAD TO PAY \$60. C STATES VEH IS TO FILE OPENED-ZML140N 08/26/2002

BE TAKEN BACK TO DLR BUT WANTED TO CALL NNA FIRST. C STATES HE FEELS IT IS A PROBLEM IN THE ELECTRICAL LIGHT ALTHOUGH HE IS NOT MECHANIC HE FEELS THIS IS WHAT IT IS. C STATES THE DLR HAS BEEN VERY NICE AND IN NO WAY IS THIS A COMPLAINT. C STATES IT IS JUST A CONCERN FOR HIS DAUGHTERS SAFETY AS THE LIGHTS WILL GO OUT AT NIGHT WHILE SHE IS DRIVING TO SCHOOL. C STATES HE WANTS THE DLR TO UNDERSTAND THAT HE IS VERY APPRECIATIVE OF THE SERVICE AT THE DLR AND KNOW THIS IS NOT A COMPLAINT WITH THE DLR JUST WITH THE LIGHTS NOT WORKING. CRR ML VERIFIED NAME, ADDRESS, VIN#. CALLER DID NOT KNOW THE MILEAGE. CRR ML @08/26-ZML140N

ADVISED C THAT CRR ML WILL FORWARD FILE TO DLR AND REVIEW WITH DLR ONCE C HAS SCHEDULED APPOINTMENT FOR DIAGNOSIS. CRR ML ADVISED C THAT NO RECALLS WERE LISTED ON THE VEH AS C REQUESTED TO KNOW. CRR ML ADVISED C THAT CRR ML WILL FOLLOW UP WITH DLR ON APPOINTMENT DAY. CRR ML PROVIDED FILE#EXT#. FILE PENDING C CONTACT. @08/26-ZML140N

CRR ML RECEIVED A CALL FROM BRADY (FATHER) C STATES HE HAS NOT HEARD FROM CRR ML REQUESTING CALL BACK. ***CRR ML CALLED DLR SM RODNEY ADVISED C IS SCHEDULED TO COME IN 9/8/02. SM STATES C DID COME IN FOR THE HEADLIGHT NOT WORKING AND TH THE VEH WOULD NOT CRANK UP. SM STATES THE DLR FOUND IT WAS THE BATTERY CABLES THAT WERE CORRODED AND CLEANED THEM. DLR ALSO LEFT A BOOSTER KIT IN THE VEH THAT WAS USED TO GET THE VEH STARTED. JUST IN CASE THE C NEEDED IT AGAIN. SM STATES C IS EXPECTED IN TOMORROW AND WILL DIAGNOSE THE VEH ONCE AGAIN. CRR M TO FOLLOW UP WITH THE REPAIRS* CRR ML CALLED C FATHER BACK BRADY TO ADVISE OF UPDATES. 10:06AM PST. **C STATES HE IS CONCERNED WITH THE BATTERY WARRANTY. C STATES HE @09/05-ZML140N @09/05-ZML140N

CAN NOT BELIEVE THE BATTERY WARRANTY IS ONLY FOR 3YR/36K. C STATES WAL MART IS 2YRS WITH NO MILEAGE LIMIT. C STATES IT IS HARD TO BELIEVE ALSO THAT AFTER THE REPAIRS TO THE HEADLIGHTS THAT ARE WORKING FINE NOW. SO FAR, THE BATTERY WENT OUT THE VERY NEXT DAY. C STATES HE MAY JUST GO AND GET A BATTERY FROM WALMART AS THE DLR PRICES ARE HIGH. C STATES HE WILL TAKE THE BOOSTER KIT BACK TO THE DLR* C STATES DLR IS GOING TO CHARGE THE C \$18 TO INSPECT AND TEST THE BATTERY C STATES HE WILL CALL CRR ML TO ADVISE OF UPDATES/WHAT HE PLANS TO DO. CRR ML ADVISED C OF THE UPDATES IN FILE* CRR ML ADVISED WILL ALSO FOLLOW UP WITH C AFTER TOMORROWS 9/8/02 VISIT TO DLR TO FIND OUT IF C WAS ASSISTED BY DLR OR WALMART. C THANKED. @09/05-ZML140N

CRR ML CALLED DLR FOR UPDATE* 12:18PM PST. SM RODNEY IN A MEETING *CRR TO CALL BACK LATER* CRR ML CALLED C DAY# C NOT AVAILABLE* CRR ML WILL TRY AGAIN LATER TO OBTAIN UPDATE. @09/06-ZML140N

CRR ML CALLED RODNEY FOR UPDATE* 10:08AM PST. RODNEY STATES THE BOOSTER KIT WAS BROUGHT BACK AND C WENT TO WAL MART AND PICKED UP A BATTERY. CRR ML THANKED SM RODNEY FOR UPDATE* CRR ML CALLED C 10:10AM PST. C WAS NOT AVAILABLE. CRR ML LEFT VOICEMAIL BRIEF MESSAGE. FILE# IF C HAS ANY QUESTIONS IN THE FUTURE. FILE CLOSED @09/10-ZML140N

**CRR-SS RECEIVED INBOUND FROM C WITH MORE CONCERNS. C IS THE FATHER-IN-LAW OF THIS VEH. C NOTES THE HEADLIGHTS ARE STILL HAVING PROBLEMS ON THE VEH, AND THEY GO OUT AT NIGHT. C NOTES THE PROBLEM CAN NOT BE RESOLVED. C NOTES THE SERVICE DEPARTMENT TECH WAS NOT UP TO THE TECH ABILITIES TO FIX THE VEH. C WANTS TO KNOW IF THIS HAS REACHED THE LEMON LAW. C NOTES THE DLR CAN NOT FIX THE PROBLEM, AND C KNEW TO CALL CRR-ML IF ANY PROBLEMS OCCUR. C THINKS THERE IS A SHORT IN THE WIRING HARNESS. CRR-SS SENT C TO CRR-ML VMX AND SENT CRR-ML AN EMAIL. @10/01-ZSS482N-COMMENT

***CRR-MC RECEIVED INBOUND CALL WITH MORE CONCERNS FROM C'S FATHER. CALLER

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STATES THAT VEH CANNOT BE DRIVEN AT NIGHT DUE TO CONTINUING HEADLIGHT PROBLEM. C WOULD LIKE TO KNOW IF VEH CAN BE DECLARED A LEMON AND CAN BE BOUGHT BACK. C STATES C HAS LEFT MULTIPLE MESSAGES FOR CRR-ML. CRR-MC APOLOGIZED AND ADVISED THAT CRR-ML ON OTHER PHONE RIGHT NOW, BUT WOULD LEAVE A MSG. C STATES THAT PROBLEM IS CONTINUING AND C THINKS THERE IS A SHORT IN THE WIRING SYSTEM. C STATES DLR UNABLE TO FIX VEH C WANTS TO KNOW WHAT TO DO. CRR-MC SENT EMAIL TO ADVISE CRR-ML. @10/03-ZMC167N-COMMENT

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

PLEASE CALL MICHELLE AT NNA 310-771-3807.

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

C CALLED BACK-BRADY SLENTZ ASKING TO SPEAK WITH WILLIAM BOSLEY. C STATES THAT THIS VEH IS DEFECTIVE AND C IS REQUESTING THAT THIS VEH BE REPURCHASED-C STATES THAT C THINKS THERE IS A SHORTAGE IN THE WIRING HARNESS-C STATES THAT C WOULD LIKE TO KNOW IF NISSAN IS GOING TO BE ABLE TO FIX THIS VEH FOR THIS C. C STATES THAT HE IS CONFIDENT THAT SOMETHING IS WRONG WITH THIS VEH. CRR ES CHECKED TO SEE IF CRR ML WAS AVAILABLE. CRR ML WAS WITH ANOTHER C. CRR ES TO SEND CRR ML AN EMAIL REGARDING THIS C'S CALL. EMAIL SENT. @10/03-ZES816N-COMMENT CRR ML CALLED C TO REVIEW FILE* 1:39PM PST. C NOT AVAILABEL. CRR ML LEFT MESSAGE WITH UNID FEMALE*. @10/03-ZML140N

C CALLED CRR ML DIRECT#. C STATES HE FOUND OUT THE MECHANIC THAT WORKED AT THE DLR. C STATES DRIVING THE VEH AT NIGHT IS SCARY WHEN ALL OF THE LIGHTS GO OUT.***CRR ML ADVISED THE C TO SCHEDULE AN APPOINTMENT WITH THE DLR FOR DIAGNOSIS. CRR ML ADVISED C THAT CRR ML WILL REVEIW WITH DLR AND TECHLINE* C WAS ADVISED TO CALL CRR ML WITH APPOINTMENT DATE/TIME. C THANKED. @10/03-ZML140N **CALLER IS BRADY AND STATES THAT C WILL MAKE AN APPOINTMENT FOR 10/14/02. C WILL CALL BACK. @10/08-ZEM411N

CRR ML NOTED THIS IN CALENDAR.

@10/08-ZML140N

****CRR-BQ RECEIVED A CALL FROM THE C AND THE C WAS REQUESTING CRR-ML WHO WAS ON ANOTHER CALL. CRR-BQ ADVISED THE C. AND THE C WAS REQUESTING A CALLBACK TO DISCUSS THE \$50 DEDUCTIBLE. AS THE C WAS CHARGED THE \$50 WITHOUT THE VEH BEING REPAIRES. C ALSO WANTED CRR-ML TO CONTACT THE NEW DLR: 2284 AND MAKE SURE THAT THEY WERE GOING TO GET TECHLINE INVOLVED IN THE SITAUTION. CRR-BA ADVISED THAT CRR-ML WOULD BE ADVISED. C THANKED. CALLER WAS BRADY. E-MAIL SENT TO ADVSIE. @10/10-ZBQ092N

CRR ML CALLED C TO ADVISE THAT ONCE THE VEH IS TAKEN BACK TO DLR 10/14/02 CRR ML WILL FOLLOW UP AND CONTACT TECHLINE/DLR. CRR ML HAS MARKED CALENDAR TO REMIND CRR OF APPOINTMENT DATE. CALLED C 2:05PM PST. @10/10-ZML140N

CRR-SL RECEIVED INBOUND CALL FROM C. CRR-SL REVIEWED FILE AND REVIEWED WITH CRR-ML. CALLER IS FATHER-BRADY SLENTZ STATED THAT HE DOESNT FEEL THAT HE SHOULD PAY FOR DIAG FEES AGAIN IF 1ST DLR CANNOT REPAIR. CRR-SL ADVISED TO C THAT CRR-ML WILL REVIEW ONCE VEH IS AT THE DLR. @10/10-ZSL045N

C CALLED STATING THE DLR HAS REPAIRED THE VEH*. FILE CONT'D 3827319 ...

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #: 0

REOPEN: CALLBACK #: 0

ACTION CODE: RT3A

DATE: 00/00/00

DATE: 10/3/2002

CONTACT(S): SUTR

ROOT CAUSE: SRCP

USERID:

USERID:

DATE: 4/15/2004
TIME: 08:10:04 AM

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NEW INFO #: 0 DATE: 00/00/00
OTHER #: 0 DATE: 00/00/00
COMMENTS ONLY: # 3 DATE: 10/3/2002
RESP DLR: 2284 EFFECTIVE: 8/28/2002
IIR-DATE: 00/00/00 TRANS DATE:
3RD PRY: PART#:
BYBACK ST: OPENED BY:
HISTORY: UPDATE BY: ZML140N
SVC CALL#: UPDATE DATE:
CLOSE: Y (Y/N) CLOSE DATE: 10/15/02
RESP CAA: OLM: SMIT AGNES
PHONE: OWNER FIRST:

USERID:
USERID:
USERID: ZE8816N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: CLINCO MICHAEL
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:04 AM

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

DATE: 4/15/2004
TIME: 08:10:04 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
12	NBDI00803795	2870	6/30/2000	6/30/2005	75,000.00		

Vsc Policy id

NBDI00803795 6/30/2005 2870

NBDI00803795		
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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LOWELL
ST/ZIP: MA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 35988
IN SVC DATE: 9/21/2000
RTL DLR: 02005 PETER'S AUTO SALES, INC.
SVC DLR: 02005 PETER'S AUTO SALES, INC.
RESP DLR:
REGION: 26 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: 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:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 12 OPEN DATE: 08/28/02 XFER/RSPNSBLTY: 34 12 5
CONTACT (S): SWCV FOLLOWUP DATE: 08/27/02 DATANET (Y/N): 0
SEVERITY: 8 CLOSE DATE: 09/10/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

EMAIL:NONE

NO PREVIOUS FILES

@08/26-ZAG202N

C STATES THAT C IS IN MAIN AT DARLING NISSAN AND THAT VEH IS WITHIN WARRANTY BUT THAT C IS ON VACATION AND THAT DLR CANNOT REPAIR TODAY AND THAT C MUST GO HOME. C WOULD LIKE TO HAVE VEH REPAIRED WHEN C GOES HOME.

CRR VERIFIED C INFO ADDRESS PHONE DLR MILEAGE

FILE OPENED-ZAG202N 08/26/2002

CRR VERIFIED NO OPEN RECALLS

CRR VERIFIED MILEAGE WITH DARLING NISSAN EMPLOYEE-DANIELLE WHO STATES THAT VEH IS BELOW 36000 MILES.

CRR STATES TO C THAT C CAN MAKE APPOINTMENT WITH NISSAN DLR WHEN C IS AT HOME AND THAT CRR CAN REVIEW FOR GOODWILL ASSISTANCE. C UNDERSTOOD.

FILE CLOSED PENDING C CONTACT.

C ALSO STATES THAT THERE HAS BEEN AN INTERMITTENT PROBLEM WHERE VEH WIPERS GO ON FOR "ONE PASS" WHEN VEH IS PUT IN GEAR. CRR STATES THAT THIS CAN ALSO BE REVIEWED.

@08/26-ZAG202N

CRR RECEIVED VMX FROM C STATING THAT C HAD AN APPOINTMENT WITH SELLING DLR ON MONDAY SEPTEMBER 9TH. CRR TO FOLLOW UP WITH PETE'S AUTO BEFORE THAT DATE

@08/28-ZAG202N

CRR LEFT VMX WITH SELLING DLR SM AFTER SPEAKING TO SA-GARY. CRR REQUESTED THAT DLR CALL X3840 WITH DIAGNOSIS OF VEH ON MONDAY BEFORE DOING ANY REPAIRS.

@09/08-ZAG202N

C CALLED FROM DLR AND STATES THAT ISSUES ARE FRONT LEFT HEADLIGHT. THE HIGH BEAM AND REGULAR LIGHT DO NOT WORK. C ATTEMPTED TO REPLACE THE LIGHT AND THIS IS NOT THE PROBLEM.

C STATES THAT ON THE DASH, THAT IF C TURNS ON HEADLIGHTS(NOT HIGH BEAMS) THAT THE HIGH BEAM INDICATOR COMES ON IN VEH. C ALSO STATES THAT C WAS INTO NISSAN AND THAT WINDSHIELD WIPERS WERE GOING ON BY THEMSELVES. THE WIPERS STILL INTERMITTENTLY GOING ON WHEN C TURNS A CORNER. OR WHEN C PUTS THE VEH INTO GEAR. OR WHEN THE DOORS ARE SLAMMED SHUT. OR WHEN THE BLINKERS ARE PUT ON. OR JUST LAST WEEK. THAT THE WIPERS CAME ON FOR NO REASON.

@09/09-ZAG202N

C IS AT DLR AND SPOKE TO SA-GARY

C'S CELL

@09/09-ZAG202N

CRR SPOKE TO SA-GARY AND RELAYED ABOVE INFO. CRR CALLED C AND STATES THAT DLR SA WILL CONTACT CRR-AG ASAP WITH DIAGNOSIS.

@09/09-ZAG202N

CRR RECEIVED A CALL FROM DLR SA-GARY WHO STATES THAT THE TWO HEADLIGHT SOCKETS ARE NOT GOOD. AND NEED TO BE REPLACED. AND THAT A WIPER SWITCH ALSO NEEDS TO BE REPLACED.

DLR STATES THAT ONLY ONE LIGHT SOCKET WILL BE REPLACED TODAY. AND THE WIPER SWITCH. AND THAT THE OTHER SOCKET WILL BE ORDERED TODAY. C WILL BE GIVEN BACK VEH TODAY AND DLR WILL ORDER PART AND CALL C WHEN PART COMES IN.

@09/09-ZAG202N

CRR CALLED C AND RELAYED ABOVE INFO.

CRR SPOKE TO DLR SM-GP WHO STATES THAT PART WERE NOT NEEDED TO BE ORDERED. AND SO THE VEH HAS BEEN REPAIRED. AND ALL IS WELL

@09/10-ZAG202N

@09/10-ZAG202N

VEH IS REPAIRED. CRR CALLED C

VCAN COMPLETED.

CRR SENT THANK YOU NOTE.

@09/10-ZAG202N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SWCV	5CBR
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: 02005	EFFECTIVE: 8/28/2002	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: ZAG202N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/10/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: BEVINGTON DON	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:04 AM

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DATE: 4/15/2004
TIME: 08:10:04 AM
MODEL YEAR: 2000.0
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
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DATE: 4/15/2004
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NAME [REDACTED]
STREET [REDACTED]
CITY: COPIAGUE
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 38571
IN SVC DATE: 8/28/2000
RTL DLR: 3091 ATLANTIC NISSAN SUPERSTOR
SVC DLR: 3646 AMITY NISSAN SUPERSTORE
RESP DLR:
REGION: 28 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02
CONTACT (S): SMUL
SEVERITY: 9

OPEN DATE: 08/29/02
FOLLOWUP DATE: 08/06/02
CLOSE DATE: 08/03/02

XFER/RSPNSBLTY: 26 02 S
DATANET (Y/N): 1
DATANET DATE: 9/2/2002

CHECK PAYABLE TO [REDACTED]
ADDRESS [REDACTED]
CITY: COPIAGUE NY
VIN: 4N2XN11T7YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 28GDWIL ACCOUNT: 1-830100-28150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 39.9

CHK REQUEST DATE: 08/29/02
CHECK APPROVED: 08/30/02
CHECK ISSUE DATE: 09/01/02

REQUESTED BY: ZAJ329N
APPROVED BY: ROYST KAR ZKR021N
CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID:
Page 2

CA3878021

C. A. R. COMMENTS

NO PREVIOUS FILES. NO CAMPAIGNS. VERIFIED NAME. VIN. DLR. MILEAGE. ADDRESS. TELEPHONE NUMBERS.

C WIFE [REDACTED] CALLED TO ADVISED VEH TAKEN TO THE NISSAN DLR TODAY. C PLACED HUSBAND ON LINE THAT STATES THERE IS NO FRONT DRIVER'S HEAD LIGHT, NO BRAKES, AND INTERIOR LIGHTS AND POWER WINDOW STICKING. C HUSBAND STATES DLR REPLACED THE WINDOW SWITCH WITH \$50.00 DEDUCTIBLE. EXTERIOR LIGHTS \$45.60. CONNECTOR FILE OPENED-ZAJ329N 08/29/2002

ASSEMBLY \$19.95 FOR 2 \$39.95, 1 HALOGEN LAMP \$39.95. @08/29-ZAJ329N

CRR PLACED C ON HOLD VERIFIED THROUGH FLAT RATE MANUAL EXTERIOR LIGHT & HALOGEN HEADLAMP NOT COVERED. CRR VERIFIED PART #B4343-0UFB0 IS A CONNECTOR BUT NOT THE CONNECTOR ASSEMBLY. CRR ADVISED C DUE TO DISCREPENCY AS ONE TIME GDWL GESTURE C CAN FAX COPY OF REPAIR ORDER AND NNA WILL REIMBURSE FOR CONNECTOR. CRR PROVIDED C FILE NUMBER. DIRECT NUMBER. FAX NUMBER. C UNDERSTOOD TWO CONNECTOR ASSEMBLY'S \$39.95. @08/29-ZAJ329N

CRR RECEIVED C THREE PAGE FAX. 1) COVER SHEET 2) TWO PAGE REPAIR ORDER NUMBER 355321, DATED 8/29/02 MILEAGE 38,571. CRR SUBMITTING REQUEST FOR REIMBURSEMENT \$39.90 AS GDWL GESTURE. CRR FORWARDING DOCUMENTS TO OM FOR REVIEW AND APPROVAL. @08/29-ZAJ329N

CRR RECEIVED DOCUMENTS. CHECK APPROVED. FILE CLOSED. @09/03-ZAJ329N

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

REVIEW AND UPDATE DEALER COMMENTS OR CONTACT NNA REPRESENTATIVE ANITA 310-771-3797.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2B	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: 3648	EFFECTIVE: 8/29/2002	CHANGED BY:	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: YES	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES	CHECK ISSUED: YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZAJ329N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/03/02	MICROFILM:	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY	DOM: ZIMMERMAN LARRY
PHONE:	OWNER FIRST:	LANGUAGE:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID: CA3878021
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CA3878021

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:04 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
53	RCDF00759640	3091	9/28/2000	9/28/2007	100,000.00		

Use Policy Id

RCDF00759640 9/28/2007 3091

RCDF00759640

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID: CA3887607
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HELLERTOWN
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 37267
IN SVC DATE: 7/31/2000
RTL DLR: 1880 FLEMINGTON NISSAN
SVC DLR: 1880 FLEMINGTON NISSAN
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: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 09/09/02 XFER/RSPNSBLTY: 26 01 \$
CONTACT (S): SGWL FOLLOWUP DATE: 10/14/02 DATANET (Y/N): 1
SEVERITY: 0 CLOSE DATE: 10/08/02 DATANET DATE: 9/10/2002

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: HELLERTOWN PA [REDACTED]
VIN: 4N2XN11T5YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 1-630100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 195.88

CHK REQUEST DATE: 10/07/02 REQUESTED BY: ZAJ329N
CHECK APPROVED: 10/07/02 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 10/08/02 CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID:
Page 2

CA3887607

C. A. R. COMMENTS

NO PREVIOUS FILE

09/09-ZPE333N

C CALLED STATES WAS ADVISED BY DEALER TO CONTACT NNA FOR REIMBURSEMENT OF REPAIR THAT WERE NOT COVERED UNDER WARRANTY, AS VEH IS OUTSIDE OF THE 36/38 PARAMETER. C STATES HAD TO HAVE A WINDOW POWER SWITCH REPLACED AND A CONNECTOR ASSY FOR HEADLAMP. CRR VERIFIED VIN NUMBER, NAME, ADDRESS, PHONE NUMBER AND UPDATED MILEAGE. CRR PROVIDED C WITH FILE# AND FAX# TO FILE OPENED-ZPE333N 09/09/2002

SEND DOCUMENTS.

09/08-ZPE333N

**RSS TJ FORWARD FILE TO CRR AJ FOR FURTHER HANDLING AND CONTACT.

09/18-ZTJ117N

CRR CALLED C LEFT MESSAGE TO RETURN CALL. CRR CALLED C TO VERIFY IF DOCUMENTS HAVE BEEN FAXED IF NOT CAN FAX TO CRR-AJ ATTENTION AT EXT 4254. 09/24-ZAJ329N

CRR RECEIVED VOICEMAIL MESSAGE FROM C WIFE [REDACTED] CAN RETURN THE CALL

CRR CALLED C DAY NUMBER SPOKE WITH C THAT STATES THEY LIVE 60 MILES AWAY FROM THE DLR AND DIDN'T REALIZE UNTIL LATER VEH WAS STILL UNDER WARRANTY. C SAYS WAS ADVISED TO CONTACT NNA. CRR REQUESTED C FAX COPY OF REPAIR ORDER WITH PROOF OF PAYMENT. C SAYS FAXED THE INFORMATION TO CRR-PE. CRR APOLOGIZED & EXPLAINED IT'S NOT AVAILBLE. CRR PROVIDED C FILE NUMBER, DIRECT NUMBER, FAX NUMBER TO SEND DOCUMENTS. C REQUESTS CRR-AJ CALL HIS HOME AND LEFT INFORMATION ON ANSWERING SERVICE. 09/25-ZAJ329N

CRR RECEIVED VOICEMAIL MESSAGE FROM C TO RETURN CALL. CRR NOTES 1/4 QUARTER FAX PAGE RECEIVED WILL CALL C TO ADVISE. 10/02-ZAJ329N

CRR CALLED C ADVISED ONLY RECEIVED 1/4 PAGE OF FAX. C SAYS WILL FAX ONCE AGAIN. CRR PROVIDED C FAX NUMBER. 10/02-ZAJ329N

FILE CLOSED PENDING DOCUMENTS.

10/04-ZAJ329N

CRR RECEIVED C 7 PAGE FAX. 1) WRITTEN STATEMENT OF INCIDENT 2) TWO PAGE REPAIR ORDER DATED 8/7/02. MILEAGE 37,764 -PWER SWITCH ASSY \$88.32. 3) FOUR REPAIR ORDERS DATED 8/27/02. MILEAGE 37,257 - HEADLIGHT ASSY- PARTS \$47.62. LABOR \$79.94. TOTAL \$195.88. CRR SUBMITTING REQUEST TO OM FOR APPROVAL

10/07-ZAJ329N-COMMENT

CRR CALLED C LEFT MESSAGE ADVISING FAX RECEIVED. 10/07-ZAJ329N

CHECK APPROVED, FILE CLOSED

10/08-ZAJ329N

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT PATRICIA EDMONDS AT 310-771-3819

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 1800

IIR-DATE: 00 / 00 / 00

3RD PRY:

BYBACK ST:

HISTORY:

ACTION CODE: RT2A

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 10/7/2002

DATE: 10/7/2002

EFFECTIVE: 8/8/2002

TRANS DATE:

PART#:

OPENED BY:

UPDATE BY: ZAJ329N

CONTACT(S): SGWL

ROOT CAUSE: SNLT

USERID:

USERID:

USERID:

USERID: ZAJ329N

USERID: ZAJ329N

CHANGED BY:

CHECK REQUESTED: YES

CHECK ISSUED: YES

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID:
Page 3

CA3887607

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

UPDATE DATE:
CLOSE DATE: 10/08/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID: CA3887607
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CA3887607

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

DATE: 4/15/2004
TIME: 08:10:04 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED] VIN: 4N2XN11T5YD [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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Use Policy Id

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DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID: CA3888119
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PORTUGAL
ST/ZIP: AE [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 31000
IN SVC DATE: 9/8/1999
RTL DLR: 1880 POHANKA NISSAN-CAD-OLDS
SVC DLR: 1880 POHANKA NISSAN-CAD-OLDS
RESP DLR:
REGION: 36 DIST: 8L/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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NISSAN DEALERS
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/09/02
FOLLOWUP DATE: 08/10/02
CLOSE DATE: 08/09/02

XFER/RSPNSBLTY: 28 01 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID:
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CA3888119

C. A. R. COMMENTS

NO PREVIOUS RELATED FILES. @09/09-ZSL578N
CRR-SL VERIFIED C/VEH/ADDRESS/MILEAGE/DAY AND EVENING NUMBERS. CRR CHECKED FOR
RECALLS. FOUND NONE. @09/09-ZSL578N
C IS ASKING IF THERE ARE ANY RECALLS ON HEADLIGHTS ON VEH. CRR FOUND NONE.
C FOUND A BUSTED HEADLIGHT BULB AND C STATES THAT C WILL NEED NEW WIRES FOR
THE HEADLIGHTS. CRR TOLD C THAT THERE ARE NO RECALLS, ONCE AGAIN. C UNDERSTOOD
FILE OPENED-ZSL578N 09/09/2002
CRR GAVE FILE# AND EXTENSION. C IS IN PORTUGAL NOW ON MILITARY ASSIGNMENT.
CRR ALSO NOTED THAT C'S WARRANTY EXPIRED BY THREE DAYS. CRR CLOSING FILE.
@09/09-ZSL578N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: FT8F	CONTACT(S): SREC	ROOT CAUSE: SCPP
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: 1980	EFFECTIVE: 09/2002	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: ZSL578N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/09/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID: CA3888119
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----- CONSUMER AFFAIRS -----
CA3888119 SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:04 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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Use Policy Id

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DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID: CA3890114
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T5YD [REDACTED]
CITY: BROOKLYN YR/MDL: 2000.0 QST MILEAGE: 0
ST/ZIP: NY [REDACTED] IN SVC DATE: 6/28/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 2976 STAR NISSAN, INC.
EVE PH: [REDACTED] PAID: / SVC DLR: 3143 AUTOTECH NISSAN
DLR PH: [REDACTED] SUSP: / RESP DLR:
DENY: 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: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 8/28/2002 WHERE: 3143 AUTOTECH NISSAN
VEHICLE PURCHASED: NEW PREOWNEI X MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: AUTOTECH NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 09/11/02 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): SUTR FOLLOWUP DATE: 09/12/02 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 09/19/02 DATANET DATE: 9/12/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:04 AM

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

CAR ID:
Page 2

CA3890114

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES PURCHASED VEH USED FROM C UNCLE. C STATES IS HAVING REAL PROBLEM WITH HEADLIGHTS. THEY GO ON AND OFF AND C HAS TAKEN VEH TO AUTOTECH NISSAN 3 TIMES FOR THIS PROBLEM AND NOW IT IS HAPPENING AGAIN. C STATES HAS BEEN STOPPED BY POLICE 7 TIMES DUE TO NO HEADLIGHT. C STATES C CAN GET OUT OF VEH AND TOUCH THE WIRING TO HEADLIGHTS AND THE LIGHTS WILL GO ON. DLR HAS REPLACED SEVERAL COMPONENTS BUT NOTHING IS HELPING. C STATES FILE OPENED-ZCS861N 09/11/2002

HAS CALLED SM-BRIAN AT DLR AND WAS TOLD TO BRING VEH BACK TO DLR BUT C STATES NEEDS A VEH THIS TIME AND NOT ABLE TO GET TO WORK AND DLR WILL NEED TO KEEP VEH MORE THAN ONE DAY. C REQUESTING ASSISTANCE WITH REPAIR AND RENTAL DLR DOES OT HAVE LOANER VEH.

CRR VERIFIED C NAME, ADDRESS, HOME, DLR VIN AND MILEAGE. CRR CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. CRR ADVISED C NNA WILL ASSSIT WITH RENTAL THIS ONE TIME DUE TO FACT THAT ISSUE IS SAFETY. CRR ADVISED C NNA WILL REIMBURSE C UP TO \$35 A DAY FOR RENTAL FOR 4 DAYS MAXIMUM AT THIS TIME. C HAS AN APPOINTMENT AT AUTOTECH FOR 9/12 SO CRR ALLOWING FOR C TO KEEP VEH UNTIL MONDAY, 9/18 INCASE DLR KEEPS VEH OVER WEEK END. CRR NOT ABLE TO CALL DLR IN NY TODAY DUE TO 9/11 BUT CRR FORWARDING FILE TO DLR AS FYI. CRR GAVE C FILE NUMBER AND CRR DIRECT LINE.CRR REMOVED PREVIOUS DAY NUMBER [REDACTED] AND UPDATED WITH NEW NUMBER. @09/11-ZCS861N

::SM-BRIAN CALLED FROM DLR TO DO VCAN THEN PUT SUSAN ON PHONE. VCAN IS NOW COMPLETED, SUSAN HAD ROBLEM FINDING LOCATION TO PUT PFP/CAMPAIGN.CRR ADVISED THE CLAIM WILL SUSPEND NEXT DAY THEN SHOULD PROCESS. @09/19-ZCS861N

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

CUSTOMER TAKING VEH BACK TO DEALERSHIP AS HEADLIGHTS STILL GOING OFF & ON.
CA CONTACT CHERYL 310-771-3758. THANKS

OWNER HAS APPT FOR 09-13.CAR WAS CHECKED AND TECH LINE WAS CALLED REF#536876.W AS TOLD TO REFER TO TECH BULLETIN AND REPLACE CONNECTOR AND BULB FOR L/S ONLY. WAS ADVISED IF R/S IS WORKING NOT TO REPLACE ANYTHING.OWNER WAS GIVEN A RENTSL CAR AND CAR IS READY FOR PICK UP.PHONE # SUPPLIED BY OWNER IS PHONE # FOR ARE DEALER AND OTHER #S GIVEN ARE NOT IN SERVICE.1# FOR HOME MAY BE CORRECT AND A MESSAGE WAS LEFT THERE.MS00-14 @09/14-3143

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: DP1J	CONTACT(S): SUTR	5CVS
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SDMV	
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: 3143	EFFECTIVE: 9/11/2002	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: ZCS861N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/19/02	MICROFILM:	

DATE: 4/15/2004
TIME: 08:10:04 AM


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

CAR ID:
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CA3890114

RESP CAA:
PHONE:

OLM: ROYSTER KAREN
OWNER FIRST:

DOM: RHODES CURTIS R
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:05 AM

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

CAR ID: CA3890114
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CA3890114

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

DATE: 4/15/2004
TIME: 08:10:05 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
20	NCDD00809855	2976	6/28/2000	6/28/2006	75,000.00		

Vsc. Policy Id

NCDD00809855 6/28/2006 2976

NCDD00809855 [REDACTED]

DATE: 4/15/2004
TIME: 08:10:05 AM

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

CAR ID: CA3900713
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 37100
IN SVC DATE: 7/24/2000
RTL DLR: 3635 NISSAN WORLD/SPRINGFIELD,
SVC DLR: 08059 SOMERSET NISSAN
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 PREOWNE! MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1100 (PT) MONTHS: MILES:

ORIG CODE: -04
CONTACT (S): SWCV
SEVERITY: 3

OPEN DATE: 08/20/02
FOLLOWUP DATE: 10/17/02
CLOSE DATE: 10/11/02

XFER/RSPNSBLTY: 26 04 8
DATANET (Y/N): 1
DATANET DATE: 9/28/2002

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: SOMERET NJ [REDACTED]
VIN: 4N2XN11T0YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 28GDWIL ACCOUNT: 1-830100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 94.43

CHK REQUEST DATE: 10/09/02
CHECK APPROVED: 10/10/02
CHECK ISSUE DATE: 10/15/02

REQUESTED BY: ZJC904N
APPROVED BY: ROYST KAR ZKR021N
CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:05 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND.

@09/20-ZJC904N

CRR-JC UPDATED ADDRESS/PHONE#/VIN#/MILEAGE/NO OPEN RECALLS. C STATED C HAS BEEN HAVING AN ONGOING PROBLEM WITH HIS VCR. C STATED THAT C HAD WHOLE UNIT REPLACED ALREADY, BUT THERE IS STILL PROBLEMS WITH THE VCR. C STATED THAT WHEN HE PLAYS THE VCR AND IT IS REALLY COLD OUTSIDE, IT DISABLES THE BLOWER OF THE A/C AND WHEN THE TV IS OFF THE BLOWER COMES BACK ON. C STATED THAT C DROPPED FILE OPENED-ZJC904N 09/20/2002

OFF VEH LAST NIGHT. CRR-JC TO FOLLOW UP WITH DLR.

@09/20-ZJC904N

CRR-JC CALLED DLR. SA STATED THAT C DROPPED OFF VEH BUT DIDN'T GET A CHANCE TO LOOK AT VEH YET. SA STATED THE C COMPLAINED OF VERTICLE LINES RUNNING THRU SCREEN AND THE WIRING PROBLEM. SA STATED THAT THIS VIDEO UNIT IS MOST LIKELY NOT COVERED UNDER ESC. CRR-JC VERIFIED C HAS GOLD PREFERRED. SA STATED THAT IF IT IS A PRODUCT PROBLEM THEY SHOULD BE ABLE TO COVER IT. CRR-JC UNDERSTOOD. CRR-JC TO FOLLOW UP WITH DLR ON MONDAY.

@09/20-ZJC904N

CRR-JC LEFT MESSAGE FOR C.

@09/20-ZJC904N

CRR DP TOOK INBOUND. C STATES THE LEFT DRIVERS HEADLAMP WENT OUT. C STATES THE DLR STATES THE WIRE HARNESS FOR THE HEADLAMP IS NOT COVERED UNDER THE ESC. C STATES C WANTS CRR JC TO PHONE DLR AND FIND OUT IF THE WIRE HARNESS FOR THE DRIVER SIDE HEADLIGHT IS COVEED UNDER THE ESC. C STATES C WOULD LIKE A CALLBACK ASAP. CRR WILL SEND AN EMAIL TO CRR JC.

@09/20-ZDP975N

::C CALLED STATES CALLING TO FIND OUT IF HARNESS IS COVERED. CRR CALLED DLR SPOKE WITH SM. PART #B4343-OUFBO HEAD Y CONNECTOR FOR QUEST AND IS NOT COVERED UNDER SEC+. CRR WENT BACK TO PHONE AND C WAS GONE. WIFE CALLED IN ON ANOTHER LINE. CRR ADVISED MRS MAIRAJ PART NOT COVERED BUT MORE THAN 1500 PARTS ARE COVERED AND CAN BE OF GREAT VALUE IF MAJOR REPAIR NEEDS TO BE DONE C UNDERSTOOD. CRR ADVISED C TO PAY FOR THE REPAIR AND CALL BACK 9/23 TO SPEAK TO CRR-JC TO REVIEW FOR POSSIBLE ASSISTANCE FROM NNA. CRR GAVE UPDATE TO CRR-JC.

@09/20-ZCS861N

CRR-JC TO SEND OUT BROCHURE AND COMPONENTS COVERAGE GUIDE ON WHAT IS COVERED UNDER GOLD PREFERRED PLAN.

@09/20-ZJC904N

**CRR-JC CALLED C AND LEFT MESSAGE ON DAYPHONE (7:18AM PDT) TO FOLLOW UP WITH C.

@10/01-ZJC904N

CRR-JC LEFT MSG FOR C ON DAYPHONE (12:00PM PDT) TO FOLLOW UP WITH C.

@10/04-ZJC904N

CRR-JC RECEIVED INBOUND CALL FROM C'S WIFE. C'S WIFE STATED THAT SHE WAS GOING TO CALL BACK ON MONDAY BUT MISPLACED CRR-JC PHONE#. C'S WIFE STATED THAT SHE WAS HAPPY THAT CRR-JC CALLED BACK. C'S WIFE STATED THAT SHE WAS INFORMED BY CRR-CS TO CALL BACK ONCE THE REPAIRS WERE DONE TO SEE WHAT NNA CAN DO IN TERMS OF ASSISTANTING C WITH REPAIRS. C'S WIFE STATED THAT SHE DID RECEIVE BROCHURE AND COMPONENTS COVERAGE GUIDE FOR FUTURE REFERENCE. CRR-JC OFFERED FAX# AND C'S WIFE STATED THAT SHE WILL TRY TO FAX THAT OVER TODAY BUT C'S WIFE STATED THAT C MIGHT HAVE TO FAX IT AT WORK ON MONDAY. CRR-JC UNDERSTOOD. CRR-JC TO WAIT FOR FAXES.

@10/04-ZJC904N

CRR-JC RECEIVED FAXES. CRR-JC TO REVIEW FILE FOR POSSIBLE ASSISTANCE.

@10/07-ZJC904N

@10/08-ZJC904N

CRR-JC TO REIMBURSE C FOR THE CONNECTOR ASSEMBLY AND THE HALOGEN HEAD LAMP DEALING WITH WIRE HARNESS ISSUE SINCE C WAS CONFUSED AS TO WHAT IS COVERED UNDER ESC. CRR-JC SENT BROCHURE OUT ALONG WITH COMPONENT COVERAGE GUIDE TO AVOID CONFUSION LATER ON. CRR-JC TO REQUEST CHECK FOR \$84.43

@10/08-ZJC904N

CRR-JC RECEIVED CHECK APPROVAL AND CHECK APPROVAL DATE OF 10/10.

@10/11-ZJC904N

CRR-JC TO CLOSE FILE AND PUT IN CLOSED FILE DRAWER.

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

ATTN: SALES MANAGER FYI

SPECIAL REMARKS:

DATE: 4/15/2004
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DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y		ACTION CODE: RT2A	CONTACT(S): SWCV	52NS
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SCPP	
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: 08053		EFFECTIVE: 9/20/2002	CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED:	YES
3RD PRY:		PART#:	CHECK ISSUED:	YES
BYBACK ST:		OPENED BY:		
HISTORY:		UPDATE BY: ZJC904N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 10/11/02	MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN	DOM:	
PHONE:		OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:05 AM

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

DATE: 4/15/2004
TIME: 08:10:05 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T0YD [REDACTED]
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
50	RCDE00660291	3635	7/24/2000	7/24/2008	100,000.00	3/22/2003	

Use Policy Id

RCDE00660291 7/24/2008 3635

RCDE00660291 [REDACTED] [REDACTED]

DATE: 4/15/2004
TIME: 08:10:05 AM

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REQUESTED BY: NHTSA

CAR ID: CA3824378
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ASHLAND
ST/ZIP: KY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 35000
IN SVC DATE: 8/21/1999
RTL DLR: 3307 SIM FRYSON NISSAN
SVC DLR: 3307 SIM FRYSON NISSAN
RESP DLR:
REGION: 36 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: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 10/11/02 XFER/RSPNSBLTY: 34 01 S
CONTACT (S): 8CRI FOLLOWUP DATE: 10/21/02 DATANET (Y/N): 0
SEVERITY: 8 CLOSE DATE: 10/22/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:05 AM

NISSAN MOTOR CORPORATION IN U.S.A
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C. A. R. COMMENTS

NO PREVIOUS FILES OPENED.

VERIFIED C/VEH/DLR/ADDRESS/MILEAGE/DAY AND EVENING PHONE

C CALLED REGARDING ISSUE WITH C'S HEADLIGHTS. C ADVISED VEH JUST WENT OUT OF WARRANTY AND ADVISED THERE WAS A POPPING NOISE AND THE HEADLIGHTS WENT OUT AS WELL. C ADVISED WANTED TO KNOW IF THERE WAS SOMETHING THAT CAN BE DONE FOR C'S VEH. C ADVISED THE HEADLIGHTS GOING OUT WERE PROBABLY DUE TO THE WIRING HARNESS FILE OPENED-ZHA053N 10/11/2002

S FOR LIGHTS. C ADVISED WANTED TO KNOW IF SOMETHING CAN BE DONE REGARDING BOTH ISSUES.

CRR-HA ADVISED WILL RESEARCH AND CALL C ON TUESDAY. C UNDERSTOOD AND THANKED.

@10/11-ZHA053N

CRR-HA CALLED SIM FRYSON NISSAN AND SPOKE TO SVC-ANGIE. ANGIE ADVISED C IS A VERY GOOD SERVICING C AND ADVISED C MAY BE HAVING TROUBLE WITH WIRING HARNESS. CRR-HA ADVISED WOULD LIKE TO HELP C SINCE C'S VEH IS SO CLOSE TO WARRANTY. ANGIE ADVISED WOULD NEED TO HAVE SVC MGR-BRUCE DECIDE ON THAT SITUATION. SVC MGR-BRUCE ADVISED WILL NEED TO GET PRICE AND GET BACK TO CRR-HA. CRR-HA UNDERSTOOD AND DISCONNECTED.

@10/15-ZHA053N

CRR-HA CALLED C AND ADVISED WILL BE COVERING COST OF REPAIR. C UNDERSTOOD AND THANKED.

@10/15-ZHA053N

CRR-HA CALLED SIM FRYSON NISSAN AND SPOKE TO SVC MGR-BRUCE. BRUCE ADVISED HAS NOT DIAGNOSED PROBLEM WITH VEH BUT ADVISED MOST LIKELY THE REPAIR IS THE WIRING HARNESS AND ADVISED CUSTOMER PAY WOULD BE ABOUT \$800. CRR-HA ADVISED SINCE C WAS SO CLOSE TO WARRANTY EXPIRATION. WOULD LIKE TO COVER REPAIR AT WARRANTY RATE. BRUCE ADVISED C IS A GOOD SERVICING CUSTOMER AND ADVISED CAN PAY FOR 25% OF REPAIR. CRR-HA UNDERSTOOD AND THANKED.

@10/16-ZHA053N

BRUCE ADVISED WILL CALL C TO BRING VEH IN FOR DIAGNOSIS AND ADVISED WILL CALL BACK FOR VCAN. CRR-HA UNDERSTOOD.

@10/16-ZHA053N

** CRRSH RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK TO CRRHA. CRRSH TRANSFERRED CALL TO CRR VOICEMAIL. CRR WILL ALSO SEND AN E-MAIL TO NOTIFY.

@10/18-ZSH648N-COMMENT

CRR-HA CALLED C AND COULDN'T LEAVE A MESSAGE.

@10/22-ZHA053N

C CALLED CRR-HA AND CRR-HA ADVISED IS COVERING REPAIR OF WIRING HARNESS AND ADVISED C SHOULD MAKE APPOINTMENT WITH SIM FRYSON NISSAN TO GET REPAIR DONE. C UNDERSTOOD AND THANKED.

@10/22-ZHA053N

CRR-HA CLOSING FILE PENDING VCAN.

@10/22-ZHA053N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S): SCRI

SATISFIED: N

ACTION CODE: RT2B

ROOT CAUSE: SCSD

CALLBACK: (Y/N) #:

0 DATE: 00/00/00

USERID:

REOPEN: CALLBACK #:

0 DATE: 00/00/00

USERID:

NEW INFO #:

1 DATE: 10/18/2002

USERID: ZHA053N

OTHER #:

0 DATE: 00/00/00

USERID:

COMMENTS ONLY: #:

1 DATE: 10/18/2002

USERID: ZSH648N

RESP DLR: 3307

EFFECTIVE: 10/11/2002

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: ZHA053N

SVC CALL#:

UPDATE DATE:

DATE: 4/15/2004
TIME: 08:10:05 AM

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CLOSE: Y (Y/N)
RESP CAA:
PHONE:

CLOSE DATE: 10/22/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:05 AM

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

DATE: 4/15/2004
TIME: 08:10:05 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 #1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 48000
IN SVC DATE: 10/16/1999
RTL DLR: 3580 TRI-CITIES NISSAN, INC.
SVC DLR: 3580 TRI-CITIES NISSAN, INC.
RESP DLR:
REGION: 38 DIST: SU/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: 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: 3
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

-ORIG CODE: 01
CONTACT (S): SGWL
SEVERITY: 9

OPEN DATE: 10/14/02
FOLLOWUP DATE: 10/15/02
CLOSE DATE: 10/25/02

XFER/RSPNSBLTY: 34 01 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:05 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES.

@10/14-ZSH096N

CRR VERIFIED NAME, ADDRESS, PHONE, DLR, PURCHASED NEW, WHERE MAINT, OPEN RECALL AND MILEAGE. 2ND NISSAN. CRR INFORMED C OF OPEN RECALL. @10/14-ZSH096N C STATES C IS HAVING PROBLEMS WITH DLR. C STATES THAT C WAS IN FOR REPAIRS BEFORE C WAS OUT OF WARRANTY. C STATES C IS HAVING PROBLEMS WITH HEADLIGHTS AND THE LCD DISPLAY ON THE RADIO. C STATES DLR TOLD C A NEW RADIO WOULD BE FILE OPENED-ZSH096N 10/14/2002

AT LEAST \$800. C STATES C HAS BEEN SPEAKING WITH SVC MGR-DENNIS AT DLR. C STATES THE LAST VISIT TO DLR WAS WITHIN THE LAST 5-6 MONTHS. C WAS STILL UNDER WARRANTY SO HEADLIGHT REPAIR WAS COVERED. C STATES THAT RADIO PROBLEM HAS JUST STARTED. C STATES THAT DLR TOLD C THAT MANY PEOPLE ARE HAVING PROBS WITH THE LCD DISPLAY ON THE RADIO. C INQUIRED WHY THE RADIO IS NOT A RECALL ON QUESTS IF SO MANY EXPERIENCE THE SAME PROBLEMS. CRR WILL CONTACT DLR AND RETURN CALL TO C BY END OF DAY ON 10/16. CRR EXPLAINED THAT NNA WILL NOT BE ABLE TO ASSIST SINCE C IS OUT OF WARRANTY BUT CRR WOULD BE HAPPY TO CONTACT DLR FOR MORE INFO ON THE HEADLIGHTS SINCE THEY WERE PREVIOUSLY REPAIRED AT DLR. C THANKED.

@10/14-ZSH096N

**CRR-SH CONTACTED DLR. SVC-DENNIS STATES THAT C WAS IN FOR HEADLIGHT REPAIR ON 9/12/01 AT 39,000 MILES. SVC-DENNIS STATED THAT A CONNECTOR WAS REPLACED. CRR THANKED SVC-DENNIS FOR INFO. CRR WILL CONTACT C. @10/17-ZSH096N

**CRR-SH CONTACTED C. CRR INFORMED THAT THAT DLR IS UNABLE TO ASSIST SINCE C IS OUT OF WARRANTY. CRR INFORMED C THAT C IS WELCOME TO CONTACT OTHER NISSAN DLRS FOR THE COST OF THE RADIO. CRR STATED THAT C MAY BE ABLE TO FIND A RADIO CHEAPER THAN \$800. CRR APOLOGIZED AND STATED THAT NISSAN WILL NOT BE ABLE TO ASSIST WITH THE RADIO. C STATES C IS VERY DISAPPOINTED THAT NISSAN IS NOT GOING TO ASSIST WITH THE HEADLIGHTS BECAUSE THEY WERE JUST REPAIRED JUST OVER A YEAR AGO. C STATES C CANNOT HELP THAT C PUTS ALOT OF MILES ON VEH. C STATES C'S WIFE WORKS FAR AWAY FROM HOME. C STATES IT IS VERY DANGEROUS TO BE DRIVING AND C HAS TO GET OUT OF THE VEH TO SHAKE THE HEADLIGHTS TO GET THEM TO TURN ON. C STATES THIS IS C'S 3RD NISSAN AND C WILL NEVER BUY ANOTHER NISSAN. C STATES C HAD CALLED DLR REGARDING THE HEADLIGHT PROBLEM BEFORE C WAS OUT OF WARRANTY AND PROBLEM WAS NOT FIXED. CRR INFORMED C THAT CRR WILL CONTINUE TO RESEARCH AND CONTACT C ON 10/18 AFTER SPEAKING WITH SERVICE MGR. C THANKED AND WAITING ON CALLBACK.

@10/17-ZSH096N

**CRR-SH SPOKE WITH SVC-DENNIS. SVC-DENNIS STATED THIS WILL BE A CUSTOMER PAY ISSUE AND DLR WILL NOT ASSIST. CRR STATED THAT IT IS ABSURD TO LOSE A 3-TIME NISSAN C BECAUSE OF SOMETHING AS SMALL AS HEADLIGHTS. CRR INQUIRED ABOUT PRICING ON REPAIRING THE HEADLIGHTS. SVC-DENNIS STATED THAT IT WOULD COST MORE THAN \$150-\$200. CRR THANKED AND WILL CONTACT C ON 10/18.

@10/17-ZSH096N

@10/22-ZSH096N

CRR-CONTACTED SVC-DENNIS. SVC-DENNIS WILL RETURN CRR CALL. @10/22-ZSH096N CRR-SH CONTACTED SVC-ROB. CRR EXPLAINED THAT CRR IS WILLING TO ASSIT C WITH THE HEADLIGHTS. CRR EXPLAINED C IS A 3-TIME NISSAN C AND IT IS NOT WORTH IT TO LOSE A C OVER HEADLIGHTS. SVC-ROB HAD NO PROBLEM AND AGREED WITH CRR. CRR PROVIDED SVC-ROB WITH NAME, FILE AND TELEPHONE NUMBER FOR VCAN. SVC-ROB STATED THAT REPAIR SHOULD NOT COST MORE THAN \$200. CRR THANKED. @10/25-ZSH096N

@10/25-ZSH096N

CRR-SH CONTACTED C. CRR EXPLAINED THAT BECAUSE C IS A GOOD CUSTOMER AND OUT OF C SATISFACTION, CRR WOULD LIKE TO ASSIST WITH THE REPAIR OF THE HEADLIGHTS. CRR EXPLAINED THAT SVC-ROB IS AWARE THAT C WILL CALL TO SET UP APPOINTMENT. C WAS VERY THRILLED. C THANKED. C STATES THAT C'S WIFE HAS BEEN DRIVING ANOTHER VEH BECAUSE SHE LEAVES EARLY IN THE MORNING IN THE DARK AND HAVING TO SHAKE THE HEADLIGHTS IS A BIG INCONVENIENCE. CRR UNDERSTOOD. CRR THANKED C FOR BEING SO LOYAL TO NISSAN VEH'S. C ASKED ABOUT ASSISTANCE WITH THE RADIO. CRR APOLOGIZED THAT CRR WILL NOT BE ABLE TO ASSIST WITH THE RADIO BECAUSE C IS WELL OUTSIDE OF WARRANTY. C UNDERSTOOD. CRR ENCOURAGED C TO SHOP AROUND FOR THE BEST DEAL ON A NEW RADIO. C AGREED. C IS CALLING SVC-ROB AT DLR FOR APPOINTMENT TO REPAIR THE HEADLIGHTS. @10/25-ZSH096N

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*****FILE CLOSED. PENDING VCAN FOR HEADLIGHT REPAIR*****
@10/25-ZSH096N
SVC MGR-ROB CALLED FOR VCAN APPROVAL. VCAN AUTH NUMBER N1030020739430.
@10/30-ZSH096N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SGWL	ROOT CAUSE: SCCP
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: 10/30/2002	USERID: ZSH096N	
RESP DLR: 3580	EFFECTIVE: 10/14/2002	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: ZSH096N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/25/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:05 AM

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

DATE: 4/15/2004
TIME: 08:10:05 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
TIME: 08:10:05 AM

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REQUESTED BY: NHTSA

CAR ID: CA3927319
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CARUTHERSVILLE
ST/ZIP: MO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 8/30/2000
RTL DLR: 2870 CARLOCK NISSAN, INC.
SVC DLR: 2284 RICK HILL 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: 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: CARLOCK.RICK HILL
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 09
CONTACT (S): SUTR
SEVERITY: 8

OPEN DATE: 10/15/02
FOLLOWUP DATE: 10/16/02
CLOSE DATE: 10/15/02

XFER/RSPNSBLTY: 32 09 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:05 AM

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C. A. R. COMMENTS

PREVIOUS RELATED FILE***3872910 C HAD PROBLEMS WITH THE HEADLIGHTS GOING OUT**
FILE CONTINUED ...C STATES RICK HILL NISSAN REPAIRED THE VEH AND DID NOT
CHARGE THE C.C STATES SHOP FOREMAN SHOWED THE C THE CONNECTORS AND CONFIRMED
THEY WERE THE ORIGINAL CONNECTORS ON THE VEH AND CARLOCK NEVER DID THE WORK ON
THE VEH.C STATES HE HATES THAT HE PAID \$60 DEDUCTIBLE AND THE PROBLEM WAS
NEVER FIXED.C STATES SO FAR THE VEH IS OPERATINF FINE.C STATES HE WOULD LIKE T
FILE OPENED-ZML140N 10/15/2002
TO THANK CRR ML FOR HELP.*CRR ML THANKED C FOR UPDATE AND CALL*CRR ML CLOSED
© 10/15-ZML140N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1F	CONTACT(S):	SUTR	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		ROOT CAUSE: SRPP	
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: 2284	EFFECTIVE: 10/15/2002		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: ZML140N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 10/15/02		MICROFILM:	
RESP CAA:	OLM: SMIT AGNES		DOM: CLINCO MICHAEL	
PHONE:	OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:05 AM

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

DATE: 4/15/2004
TIME: 08:10:05 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
12	NBDI00803795	2870	6/30/2000	6/30/2005	75,000.00		

See Policy Id

NBDI00803795 6/30/2005 2870

NBDI00803795		
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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: NEWARK
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 34000
IN SVC DATE: 7/21/2000
RTL DLR: 1898 DCH FREEHOLD NISSAN
SVC DLR: 1898 DCH FREEHOLD NISSAN
RESP DLR:
REGION: 26 .DIST: SL/SV/PT: 05 05

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: 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: DLRSH
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 05 OPEN DATE: 10/15/02 XFER/RESPNSBLTY: 28 05 3
CONTACT (S): SMUL FOLLOWUP DATE: 10/17/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 10/31/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES

Ⓢ 10/15-ZGC524N

***CRR-GC REC'D INBOUND CALL FROM C. C STATED THAT C HAS HAD MULTIPLE PROBLEMS WITH VEH. C STATED THAT VEH HAS BEEN TO DLR ON NUMEROUS OCCASSIONS. C STATED THAT C IS CONCERNED WITH VEH PROBLEMS SINCE BASIC WARRANTY IS CLOSE TO EXPIRATION. C STATED THAT C HAS GOLD PREFERRED ESC AND FEELS THAT NNA SHOULD KNOW THE ISSUES BEFORE THE ISSUES GET WORSE.

FILE OPENED-ZGC524N 10/15/2002

***C STATED THE FOLLOWING ISSUES: 1)HEADLAMP SOCKETS: C STATED THAT THE HEAD-LIGHT SOCKETS HAVE BEEN REPLACE 4X, 2X ON EACH SIDE. C STATED THAT THE SOCKETS WERE BLOWING EVERY SO OFTEN OVER THE PAST 2 YEARS. C STATED THAT DLR HAS REPLACED THE SOCKETS UNDER WARRANTY. BUT C STATES THAT C IS CONCERNED ABOUT THE SAFETY ISSUES OF DRIVING WHEN THE HEADLIGHTS FAIL.

***2)C STATED THAT WHEN THE VEH SITS FOR A WHILE UPON START UP THERE IS A TICKING NOISE THAT IS COMING FROM THE DRIVERS SIDE DOOR. C STATED THAT DLR ATTEMPTED TO DUPLICATE BUT COULD NOT DO SO.

Ⓢ 10/15-ZGC524N

***3) C STATED THAT THE WAS A POPPING NOISE THAT WAS COMING FROM THE REAR OF THE CAR. C STATED THAT VEH WAS TAKEN TO DLRSHIP AND DLR FOUND THAT IT WAS THE VIDEO SPEAKER. C STATED THAT DLR REPLACED THE SPEAKER BUT THERE WAS STILL A POPPING NOISE. C STATED THAT C TOOK VEH BACK TO DLR. C STATED THAT DLR CONTACT 'ED SPEAKER MANUFACTURER AND MANU IS SENDING A UNIT DIRECTLY TO THE DLRSHIP. C STATED THAT DLR IS REPLACING UNIT ON 10/17.

Ⓢ 10/15-ZGC524N

***4)C STATED THAT THE LAST TIME THE C PICKED UP THE VEH FROM THE DLRSHIP, THE RADIO/CLOCK ILLUMINATION WAS INTERMITANTLY WORKING. C STATED THAT THE LED LIGHTS SLOWLY STARTED WORKING.

Ⓢ 10/15-ZGC524N

***5)C STATED THAT VEH MAKES CLICKING NOISE WHEN VEH IS MOVING SLOWLY IN AND OUT OF PARKING SPACES. C STATES THAT THE NOISE OCCURS WHEN THE WHEEL IS SLIGHTLY TURNED. C STATED THAT DLRSHIP IS STILL ADDRESSING THE CONCERN BUT HAVE NOT BEEN ABLE TO FIX THE ISSUE.

Ⓢ 10/15-ZGC524N

***CRR ADVISED C THAT CRR WOULD CONTACT THE DLRSHIP TO GET UPDATE ON INFO. CRR ADVISED C THAT CRR WOULD CONTACT NNA ENGINEERS TO FIND OUT IF ISSUES HAD PREVIOUSLY ARISED. CRR ADVISED C THAT CRR WOULD CALL C BACK WHEN CRR HAS ANY NEW INFO. C UNDERSTOOD AND THANKED CRR. CRR PROV'D FILE # AND DIRECT#. CRR VERIFIED C'S NAME, ADDRESS, PHONE, MILAGE, DLRSHIP.

Ⓢ 10/15-ZGC524N

***CRR-GC CALLED DLR AND SPOKE WITH SA-PAUL. SA STATED THAT SA WOULD CALL BACK TO ADDRESS C'S CONCERNS. CRR WAITING SA CALLBACK.

Ⓢ 10/17-ZGC524N

***CRR CALLED TECHLINE.

Ⓢ 10/18-ZGC524N

***CRR-GC CALLED SA-PAUL AND LEFT VM. 06:58PST.

Ⓢ 10/18-ZGC524N

CRR-GC CALLED C. C STATED THAT C DID NOT TAKE VEH INTO DLR. C STATED THE REASON IS THAT SOMEBODY BROKE THE WINDOW OF THE VEH. C STATED THAT C TALKED TO SM-VINCENT (VINNY) TO CANCEL. C STATED THAT VEH WINDOW WAS BROKEN ON 10/18. C STATED THAT C WILL TAKE VEH INTO DLR NEXT WEEK. C UNDERSTOOD AND THANKED CRR FOR FOLLOW-UP. ***PENDING C CALLBACK

Ⓢ 10/18-ZGC524N

***CRR CALLED C AT 07:53PST. CRR LEFT VM FOR C. CRR STATED THAT CRR WAS CALL'G TO CHECK STATUS OF VEH AND IF VEH HAD BEEN TAKEN TO DLR. CRR LEFT FILE# AND DIRECT#.

Ⓢ 10/23-ZGC524N

***CRR-GC REC'D VM FROM C. C STATED THAT C SPOKE TO DLRSHIP AND IS TAKING VEH IN FOR REPAIR ON 10/29. CRR TO FOLLOW UP AFTER 10/29.

Ⓢ 10/23-ZGC524N

***CRR-GC CALLED C AT 06:38PST. CRR STATED FOR C TO CALL TO UPDATE VEH STATUS.

Ⓢ 10/30-ZGC524N

***CRR-JC RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH CRR-GC. CRR-JC TRIED CRR-GC EXT BUT NOT AVAILABLE. CRR-JC OFFERED ASSISTANCE BUT C STATED THAT HE WAS RETURNING CALL. CRR-JC UNDERSTOOD. C REQUESTED CRR-GC CALL BACK ON DAYPHONE AND IF NOT AVAILABLE HE WILL TRY BACK LATER. CRR-JC TO EMAIL CRR-GC WITH UPDATES.

Ⓢ 10/30-ZJC904N

***CRR-GC CALLED C. C STATED THAT DLR INSTALLED NEW VIDEO. STILL MAKING SPKR POPPING NOISES. C STATED THAT TECH SAID WHEN VEH IS STARTED, THE VIDEO SPKRS MAKE NOISE DURING START UP. C STATED THAT SLIDING DOOR SPKRS ARE MAKING THE NOISE RATHER THAN THE REAR SPKRS. C STATED THAT DLR ORDERED A NEW RADIO TO SOLVE THE DIMMING ISSUE WITH THE CENTER CONSOLE. C STATED THAT VEH WILL BE

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BROUGHT BACK TO DLR ON 11/07 FOR THE CENTER CONSOLE REPAIR. @10/31-ZGC524N
CRR ADVISED C THAT C NOTIFIED NNA ENGINEERS OF HEADLIGHT ISSUE AND IF THERE IS
ANY OTHER ISSUE FOR C TO CONTACT NNA CA. C UNDERSTOOD AND THANKED CRR.
FILE CLOSED @10/31-ZGC524N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT1A	CONTACT(S): SMUL	ROOT CAUSE: SDMV
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: 1800	EFFECTIVE: 10/15/2002	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: ZGC524N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/31/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:05 AM

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

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DATE: 4/15/2004
TIME: 08:10:05 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
54	RCDI00588029	1898	7/21/2000	7/21/2005	75,000.00		

Vsc Policy Id

RCDI00588029 7/21/2005 1898

RCDI00588029

DATE: 4/15/2004
TIME: 08:10:06 AM

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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T1YD [REDACTED]
CITY: DIBOLL YR/MDL: 2000.0 QST MILEAGE: 58000
ST/ZIP: TX [REDACTED] IN SVC DATE: 7/12/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3175 TOM PEACOCK NISSAN,
EVE PH: [REDACTED] PAID: SVC DLR: 1776 MERCER NISSAN-MAZDA, INC
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02 OPEN DATE: 10/21/02 XFER/RSPNSBLTY: 28 02 S
CONTACT (S): SMUL FOLLOWUP DATE: 11/07/02 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11/07/02 DATANET DATE: 10/22/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:06 AM

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C. A. R. COMMENTS

PREVIOUS FILES:3408815, 3509782. PREVIOUS RELATED FILE: 3672189. NO OPEN
RECALLS. VERIFIED C'S NAME, ADDRESS AND PHONE. GAVE C NAME, FILE # AND DIRECT
LINE. @10/21-ZPS930N

C CALLED IN STATING THAT C'S HEADLIGHTS KEEP GOING OUT AND WILL NOT STAY ON. C
STATED THAT C HAS HAD THE HEADLIGHT CONNECTORS GO OUT ON C TWICE SINCE OWNING
THE VEH-ONCE AROUND 12/01 AND AGAIN ON 2/02. C STATED THAT THE DLR SHOWED C'S
FILE OPENED-ZPS930N 10/21/2002

HUSBAND HOW TO WIGGLE THE CONNECTOR TO GET LIGHT TO TURN ON. BUT C IS WANTING
TO GET THE PROBLEM TO BE TAKEN CARE OF PROPERLY. C STATES C THINKS THE PROBLEM
IS ELECTRICAL. @10/21-ZPS930N

C STATED THAT SINCE THE 2/02 REPAIR, THE LIGHTS HAVE BEEN TURNING OFF. C
STATED THAT THE 2/02 REPAIR NEVER FIXED THE VEH. AND STATED THAT C'S HUSBAND
HAD JUST BEEN POPPING THE HOOD TO WIGGLE THE WIRE TO GET THE LIGHTS TO TURN
ON. C ASKED IF C WOULD HAVE TO PAY FOR REPAIR. @10/21-ZPS930N

CRR-PS ADVISED C THAT BECAUSE PREVIOUS REPAIR WAS DURING THE WARRANTY PERIOD
THAT NNA-CA WOULD LIKE TO OFFER PARTIAL ASSISTANCE SINCE PROBLEM HAS BEEN
DUPLICATING. CRR-PS ADVISED THAT CRR-PS WILL NOT GET MORE SPECIFIC SINCE CRRPS
STILL HAS TO RESEARCH ISSUE WITH DLR. @10/21-ZPS930N

CRR-PS ADVISED C TO CALL DLR TO SET UP APPOINTMENT. AND THAT CRR-PS WILL
FORWARD C'S COMMENTS TO DLR AND WILL FOLLOW UP WITH DLR. THEN WITH C BY THE
END OF THE WEEK. C THANKED. @10/21-ZPS930N

C STATED THAT THERE WAS SOME CORROSION IN THE WIRING ON C'S VEH. AND THINKS
THAT MAY HAVE SOMETHING TO DO WITH THE PROBLEM. CRR-PS NOTES THAT CORROSION
WAS MENTIONED IN LAST FILE BY C'S HUSBAND. @10/21-ZPS930N

DATA NETTING FILE. @10/21-ZPS930N

CRR-PS CALLED DLR AND DLR STATED C HAD NOT SCHEDULED AN APPOINTMENT TO BRING
VEH IN TO DLR FOR REPAIR. @10/23-ZPS930N

CRR-PS CALLED DAY PHONE AND C NOT THERE. BUT C'S HUSBAND STATED THAT C HAD NOT
TAKEN VEH TO DLR YET. CRR-PS LEFT MESSAGE WITH HUSBAND. LEAVING NAME, DIRECT
LINE AND FILE # AND ASKING C TO CALL CRR-PS THE DAY THAT C BRINGS VEH IN TO
THE DLR. C'S HUSBAND STATED HUSBAND WILL DO THAT. @10/23-ZPS930N

CRR-PS LEFT VMX ON DAY/EVE PHONE ASKING IF C HAD TAKEN VEH TO DLR OR IF C HAS
SCHEDULED APPOINTMENT TO TAKE VEH TO DLR. CRR-PS LEFT NAME AND DIRECT LINE.
@10/28-ZPS930N

CRR-PS CALLED AND LEFT VMX ON DAY/EVE PHONE ASKING IF C TOOK VEH TO NISSAN DLR.
CRR-PS LEFT NAME, AND DIRECT LINE. CLOSING FILE PENDING CONTACT FROM C STATING
C HAS TAKEN VEH TO DLR FOR REPAIR. CRR-PS NOT ABLE TO ASSIST IF C DOESN'T TAKE
VEH IN FOR A REPAIR. @11/07-ZPS930N

CLOSING FILE. @11/07-ZPS930N

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW FILE AS CUSTOMER HAS HAD SAME REPAIR TWICE WITHIN THE PAST
YEAR. C WILL CALL THIS WEEK TO SET APPOINTMENT. CALL 910 771-8419 TO DISCUSS C

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N

CALLBACK: (Y/N) #: 0

REOPEN: CALLBACK #: 0

ACTION CODE: RT4B

DATE: 00/00/00

DATE: 00/00/00

CONTACT(S): SMUL

5CDC

ROOT CAUSE: SOMV

USERID:

USERID:

DATE: 4/15/2004
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NEW INFO #: DATE: 00/00/00
OTHER #: DATE: 00/00/00
COMMENTS ONLY: #: 0 DATE: 00/00/00
RESP DLR: 1776
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: 10/21/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZPS830N
UPDATE DATE:
CLOSE DATE: 11/07/02
OLM: SMIT AGNES
OWNER FIRST:

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

MICROFILM:
DOM: COIRO PHILIP
LANGUAGE:

DATE: 4/15/2004
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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:06 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
84							

See Policy 14

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 48000
IN SVC DATE: 5/29/2000
RTL DLR: 3091 ATLANTIC NISSAN SUPERSTOR
SVC DLR: 2214 NISSAN 112 SALES CORP
RESP DLR:
REGION: 28 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 10
VEHICLE MAINTAINED BY: DEALER
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 02 OPEN DATE: 10/24/02 XFER/RSPNSBLTY: 26 02 S
CONTACT (S): SGWL FOLLOWUP DATE: 11/07/02 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 11/07/02 DATANET DATE: 11/8/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
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CA9936811

C. A. R. COMMENTS

ONE PREVIOUS FILE: 3915421. NO OPEN RECALLS. VERIFIED C'S NAME, ADDRESS AND PHONE. GAVE C FILE #, EXTENSION, AND NAME. @10/24-ZPS930N

C CALLED IN STATING THAT IN JANUARY 2002, C HAD WIRING HARNESS REPLACED BECAUSE C'S LIGHTS KEPT GOING OUT. C STATED THAT AROUND APPROXIMATELY IN APRIL OR MAY, C STARTED TO HAVE CONDENSATION BUILD UP IN C'S HEADLIGHTS. C STATES THAT C BELIEVES THE HARNESS WORK IN 1/02 CAUSED THE HEADLIGHT SEAL TO FILE OPENED-ZPS930N 10/24/2002

LOSE INTEGRITY, THUS CAUSING CONDENSATION BUILD UP. C STATES THAT C'S LIGHTS HAVE A POOL OF WATER IN ADDITION TO CONDENSATION. C STATED C THINKS THAT PROBLEM MANIFESTED IN SPRINGTIME SINCE WINTERS IN C'S AREA ARE DRY. C REQUESTING DLR TO FIX CONDENSATION PROBLEM, AS C STATES DLR IS AT FAULT DUE TO WIRING HARNESS REPAIR WHICH DAMAGED HEADLIGHT SEAL. @10/24-ZPS930N

CRR-PS ADVISED C SEVERAL TIMES THAT CONDENSATION IS A NORMAL OCCURRANCE, BUT COULD NOT LOCATE AT THE MOMENT THE BULLETIN PUT OUT REGARDING CONDENSATION. C REFUSED TO ACCEPT THAT CONDENSATION WAS A NORMAL CONDITION. C STATED THAT C JUST GOT OF THE PHONE WITH DLR AND DLR WAS SUPPOSED TO CALL C BACK TO TELL C IF DLR WAS GOING TO PAY FOR THE REPAIR OF THE HEADLIGHTS. C STATED NEIGHBOR WHO BOUGHT SAME VEH ONE MONTH AFTER C DOESN'T HAVE SAME PROBLEM. @10/24-ZPS930N
CRR-PS ADVISED C THAT CRR-PS WILL RESEARCH AND GET BACK TO C WITHIN 2-3 BUSINESS DAYS. C THANKED. @10/24-ZPS930N

CRR-PS TO RESEARCH CONDENSATION ISSUE. CALL DLR TO VERIFY VEH PURCHASE HISTORY AND TO RESEARCH WITH TECHLINE ON PROPER REPAIR TO REDUCE CONDENSATION.

@10/24-ZPS930N

CRR-PS RECEIVED VMX FROM C STATING THAT DLR AND C SPOKE AND DLR WILL NOT PAY FOR REPAIR OF C'S HEADLIGHTS. @10/25-ZPS930N

CRR-PS CALLED DLR AND WAS PLACED ON HOLD FOR SERVICE FOR 6 MINUTES. TERMINATED CALL. @10/28-ZPS930N

CRR-PS CALLED TECH LINE. TECH LINE STATED THAT CONDITION IS NORMAL, AND THAT ALL HEADLIGHTS HAVE A VENT IN THEM. TECH LINE STATED THAT IF C'S TAKE VEH THROUGH HIGH PRESSURE WASHERS, SOMETIMES WATER IN THE AREA WILL GET IN TO LIGHT THROUGH THE HEADLAMP VENT. TECH LINE ADVISED THAT RUNNING HEADLAMP OVER TIME WILL ERADICATE CONDENSATION IN HEADLAMP. TECH LINE ADVISED THAT CONDITION IS NORMAL. @10/28-ZPS930N

CRR-PS CALLED DLR AND MAN IN SERVICE ADVISED CRR-PS TO CALL BACK AND ASK FOR ED, AS ED WAS MANAGING C. @10/28-ZPS930N

CRR-PS CALLED DLR AND SPOKE WITH ED IN SERVICE. ED WENT OVER SERVICE HISTORY AND FROM RECORDS C CHANGES OIL FAIRLY REGULARLY AND ROTATES TIRES REGULARLY. THERE HAS BEEN NO 30,000 MILE SERVICE. ED STATED THERE HAS BEEN A LOT OF WARRANTY WORK. ED STATED C HAS OWNED FOUR VEH THAT ED SEES IN ED'S SYSTEM, INCLUDING C'S QUEST. @10/28-ZPS930N

CRR-PS CALLED C AND ADVISED C THAT NSSN WOULD LIKE TO PAY 75% OF REPAIR AND ADVISED C THAT C WOULD HAVE TO PAY 25% OF REPAIR. C STATED C WANTS TO KNOW WHY NSSN WILL NOT COVER ENTIRE REPAIR AND CRR-PS ADVISED C THAT CONDENSATION IS A NORMAL CONDITION AND THAT TECH LINE ADVISED THAT HARNESS REPAIR WOULD NOT AFFECT HEADLAMP SEAL. C DISAGREED, BUT STATED THAT C WAS HAPPY WITH NSSN COVERING 75% OF REPAIR. CRR-PS ADVISED C TO TAKE VEH TO DLR AND SCHEDULE AN APPOINTMENT TO HAVE VEH REPAIRED. C STATED C WILL TAKE VEH TO NSSN 112 DLR FOR REPAIR. @10/28-ZPS930N

CRR-PS ADVISED C THAT CRR-PS WILL CALL ED IN SERVICE AND ADVISE THAT NSSN WILL COVER 75% OF REPAIR FOR C. @10/28-ZPS930N

CRR-PS RECEIVED VMX FROM C STATING THAT EVEN WITH 75% COVERAGE FOR REPAIR, REPAIR WILL BE TOO EXPENSIVE AND C WANTS NSSN TO OFFER SOMETHING DIFFERENT. @10/30-ZPS930N

CRR-PS CALLED DLR AND SPOKE WITH ED IN SERVICE. ED STATED THAT TOTAL FOR LABOR WOULD BE \$75.25 AT WARRANTY RATE, AND BOTH LIGHTS AT WARRANTY RATE WOULD COST \$506. FOR A TOTAL REPAIR, LESS TAXES, OF APPROXIMATELY \$581.25. 25% OF \$581.25 IS \$145.31. @10/30-ZPS930N

CRR-PS CALLED C AND ADVISED THAT 25% OF REPAIR WILL COST APPROXIMATELY \$145. C STATED THAT WAS LESS THAN DLR TOLD C, BUT C FELT THAT THIS WAS STILL

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A LITTLE HIGH. CRR-PS ADVISED C THAT THIS WAS OFFER NISSAN WILL STICK BY. C STATED C STILL THINKS CONDENSATION NOT NORMAL CONDITION. CRR-PS ADVISED THAT CONDITION IS NORMAL BUT THAT IN INTEREST OF C SATISFACTION, NISSAN WILL PAY FOR PORTION OF REPAIR. C ASKED WHAT IF CONDITION OCCURS AGAIN. CRR-PS ADVISED C THAT IT WOULD THEN BE PROVEN THAT CONDITION IS NORMAL. C AGREED. C STATED C HAS SEEN 25 QUESTS ON THE ROAD IN THE SAME MODEL YEAR THAT DO NOT HAVE PROBLEM. CRR-PS ADVISED C THAT CONDITION IS NORMAL. CRR-PS ADVISED C TO TAKE FOLLOW-UP IS DUE ON OR BEFORE DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

GIVE 310 771-8419 WHEN READY TO PERFORM THE VCAN FOR C.

VEH TO DLR. AND THAT NNA-CA AND DLR WILL TAKE CARE OF PAYMENT OF REPAIR.

@10/30-ZPS930N

CRR-PS CALLED C TO SEE IF VEH TAKEN TO DLR FOR REPAIR. C STATED THAT C HAS NOT HEARD BACK FROM DLR FOR TWO WEEKS AS DLR IS WAITING FOR THE PART. C STATED THAT IT RAINED YESTERDAY AND C'S HEADLIGHTS FILLED UP WITH WATER.

CRR-PS CALLED DLR. DLR STATED THAT ONE HEADLIGHT WAS IN STOCK. THE OTHER HEADLIGHT WAS ORDERED YESTERDAY. CRR-PS ASKED WHY HEADLIGHT ORDERED YESTERDAY. AND DLR STATED THAT C CALLED IN YESTERDAY AND STATED THAT C WOULD BE WILLING TO PAY THE \$145 FOR C'S PORTION OF REPAIR. LADY IN PARTS STATED THAT PART SHOULD ARRIVE IN 2-3 DAYS.

@11/07-ZPS930N

CLOSING FILE PENDING V-CAN FROM DLR.

@11/07-ZPS930N

@11/07-ZPS930N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT1C	CONTACT(S):	SGWL	5CLK
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SCCE	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: 2214	EFFECTIVE: 10/24/2002	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: ZPS930N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 11/07/02	MICROFILM:		
RESP CAA:	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY		
PHONE:	OWNER FIRST:	LANGUAGE:		

DATE: 4/15/2004
TIME: 08:10:06 AM

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

DATE: 4/15/2004
TIME: 08:10:06 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
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CAR ID: CA3940202
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MARIETTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TDYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 60000
IN SVC DATE: 10/15/1999
RTL DLR: 17008 TRONCALLI NISSAN, INC.
SVC DLR: 3213 TEAM NISSAN OF MARIETTA
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: 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: 01 OPEN DATE: 10/28/02 XFER/RSPNSBLTY: 48 01 9
CONTACT (S): SREC FOLLOWUP DATE: 10/29/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10/28/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:08 AM

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C. A. R. COMMENTS

NO PREVIOUS RELATED FILES @10/28-ZJD498N
CRRJD RECEIVED CALL FROM C AND UPDATED C'S NAME, ADDRESS, PHONE, VIN, DLR &
RECALL INFORMATION. C STATES THAT C'S VEH IS CURRENTLY IN THE DLR RIGHT NOW
AND C IS HAVING A PROBLEM WITH C'S HEADLIGHT HARNESS. C STATES THAT THE
HEADLIGHTS ARE FADING IN AND OUT AND DLR STATED THAT DLR HAS SEEN ANOTHER C
IN THE DLR WITH THE SAME PROBLEM. C WAS INQUIRING IF THERE WAS A CAMPAIGN OUT
FILE OPENED-ZJD498N 10/28/2002

ON THE HEADLIGHT HARNESS FOR C'S VEH. CRRJD CHECKED C'S RECALL INFORMATION AND
INFORMED C THAT THERE IS NOT THIS PARTICULAR RECALL FOR C'S VEH. CRRJD STATED
THAT CRR WILL DOCUMENT THAT C IS HAVING THIS PROBLEM AND THAT IF A RECALL DOES
APPEAR ON THIS PART IN THE FUTURE, C WILL BE NOTIFIED. @10/28-ZJD498N

C THANKED. @10/28-ZJD498N
*****FILE CLOSED***** @10/28-ZJD498N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT8F	CONTACT(S): SREC	ROOT CAUSE: SCLT	PB032
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: 3213	EFFECTIVE: 10/28/2002		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: ZJD498N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 10/28/02		MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN		DOM:	
PHONE:	OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:06 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:06 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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CAR ID: CA3941212
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MONONGAHELA
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 28000
IN SVC DATE: 8/10/2000
RTL DLR: 3678 BOWSER NISSAN
SVC DLR: 3678 BOWSER NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 03 03
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: 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
CONTACT (S): SCRI
SEVERITY: 9

OPEN DATE: 10/28/02
FOLLOWUP DATE: 11/07/02
CLOSE DATE: 11/06/02

XFER/RSPNSBLTY: - 34 01 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:08 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3941212

C. A. R. COMMENTS

NO PREVIOUS FILES OPENED.

VERIFIED C/VEH/DLR/ADDRESS/MILEAGE/DAY AND EVENING PHONE

C CALLED REGARDING ISSUE WITH C'S HEADLIGHTS. C ADVISED CLIPS ON HEADLIGHT NEED TO BE REPLACED. C ADVISED WENT TO PARTS DEPT AND WAS ADVISED THAT THE CLIP COULDN'T BE SOLD SEPARATELY AND WOULD HAVE TO BE SOLD AS PART OF SET THAT COSTS \$300.

FILE OPENED-ZHA053N 10/29/2002

CRR-HA ASKED IF C WENT TO SVC DEPT. C ADVISED DIDN'T GO TO SVC DEPT. CRR-HA ADVISED C TO TAKE VEH TO SVC DEPT TO SEE IF PART WOULD BE COVERED UNDER WARRANTY AND IF THERE IS ANY TROUBLE, THEN CALL CRR-HA BACK. C UNDERSTOOD AND THANKED.

Ⓢ10/29-ZHA053N

CRR-TN RECEIVED INBOUND CALL FROM C. C STATED C SPOKE WITH DLR AND DLR STATED PART IS NOT COVERED UNDER WARRANTY. C STATED DLR STATED C WOULD NEED TO CALL NNA TO GET THINGS STRAIGHTEN OUT. C REQUESTED TO SPEAK WITH CRR.

CRR-TN TRANSFERRED C TO CRRHA'S VMX AND EMAIL SENT. Ⓢ11/05-ZTN289N-COMMENT
CRR TOOK AN INBOUND CALL FROM C ASKING FOR CRR-HA. CRR-HA WAS NOT AVAILABLE. C TOLD CRR THAT C WOULD LIKE FOR CRR-HA TO CALL DLR OR C TO RESOLVE THIS ISSUE .CRR EMAILED CRR-HA

Ⓢ11/05-ZSL578N-COMMENT

C CALLED CRR-HA AND AND CRR-HA ADVISED SINCE C HAD BROKEN PART WOULDN'T BE ABLE TO HELP WITH SITUATION. C ADVISED WANTS TO JUST GET THE PART AND ADVISED VEH HAS BEEN AT DLR FOR THREE DAYS AND ADVISED WANTS TO GET SITUATION TAKEN CARE OF. CRR-HA ADVISED CAN CALL DLR TO SEE IF ANYTHING CAN BE DONE BUT ADVISED SINCE PART THAT C NEEDS IS JUST PART OF WHOLE UNIT THAT NEEDS TO BE PURCHASED, MAY NOT BE ABLE TO HELP. C ADVISED WOULD LIKE CRR-HA TO CALL DLR TODAY AND CALL C BACK. CRR-HA ADVISED WILL CALL DLR AND CALL C BACK LATER TODAY. C UNDERSTOOD AND THANKED.

Ⓢ11/06-ZHA053N

CRR-HA CALLED DLR AND SPOKE TO SVC-VICKI. VICKI ADVISED THERE WOULD HAVE BEEN A COST FOR LABOR AT ABOUT \$53. CRR-HA ASKED HOW MUCH COST OF HEADLIGHT WOULD BE. VICKI ADVISED PARTS-JESSIE WOULD KNOW ANSWER TO THAT. PARTS-JESSIE ADVISED HEADLIGHT COSTS \$300. CRR-HA UNDERSTOOD AND THANKED.

Ⓢ11/06-ZHA053N

CRR-HA CALLED C AND LEFT MESSAGE.

Ⓢ11/06-ZHA053N

CRR-HA CALLED C AND ADVISED PART CANNOT BE SOLD SEPARATELY AND ADVISED AS C SVC GESTURE CAN OFFER \$150 FOR HALF OF COST OF PART. C ADVISED DOESN'T ACCEPT AS PART THAT C WANTS IS ONLY \$5 AND ADVISED EVERY OTHER VEH MANUFACTURE R SELLS THE PART SEPARATELY. CRR-HA ADVISED THERE ISN'T ANYTHING THAT NISSAN CAN DO AS PART COMES AS PART OF UNIT. C UNDERSTOOD AND THANKED FOR HELP.

Ⓢ11/06-ZHA053N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RTBF	CONTACT(S): SCRI	ROOT CAUSE: SCSD
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:	1	DATE: 11/6/2002	USERID: ZHA053N
OTHER #:	0	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	2	DATE: 11/5/2002	USERID: ZSL578N
RESP DLR: 3678	EFFECTIVE: 10/29/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		

DATE: 4/16/2004
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HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

UPDATE BY: ZHA053N
UPDATE DATE:
CLOSE DATE: 11/08/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:08 AM

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

DATE: 4/15/2004
TIME: 08:10:08 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
TIME: 08:10:06 AM

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

CAR ID: CA3851230
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MIAMI
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 41000
IN SVC DATE: 7/5/2000
RTL DLR: 2767 ESSERMAN NISSAN, LTD.
SVC DLR: 2767 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 11/08/02 XFER/RSPNSBLTY: 28 01 3
CONTACT (S): SMUL FOLLOWUP DATE: 11/15/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 11/14/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

NO PREVIOUS FILES. NO OPEN RECALLS/CAMPAIGNS. @11/08-ZGD493N
VERIFIED C NAME. ADDRESS. DAY/EVENING PHONE, VIN, MILEAGE, AND DLR.
:CRR-GD RECEIVED CALL FROM C STATING ABOUT 20,000 MILES AGO LEFT HEADLAMP WENT
OUT AND ISSUE WAS RELATED TO HARNESS. C STATES C SUGGESTED DLR REPLACE RIGHT
HEADLAMP AS C FELT C WOULD HAVE A PROBLEM WITH THIS SIDE LATER IN FUTURE. C
STATES NOW THAT VEH IS OUTSIDE OF WARRANTY, RIGHT HEADLAMP IS OUT AND C IS
FILE OPENED-ZGD493N 11/08/2002
REQUESTING ASSISTANCE TOWARD REPAIR. CRR-GD ADVISED NNA COULD REVIEW FOR
ASSISTANCE AND REQUESTED C HAVE VEH INSPECTED FIRST BY A NISSAN DLR. CRR-GD
PROVIDED FILE NUMBER AS REFERENCE AND REQUESTED FOLLOW UP WITH CRR ONCE VEH
HAS HAD AN OPPORTUNITY TO BE INSPECTED. C UNDERSTOOD. CRR-GD ADVISED NNA WOULD
TAKE INTO CONSIDERATION LOW MILEAGE AND PREVIOUS ISSUES. C UNDERSTOOD.
@11/08-ZGD493N
*CRR-GD CLOSING FILE PENDING C FOLLOW UP. @11/14-ZGD493N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N
CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0
NEW INFO #: 0
OTHER #: 0
COMMENTS ONLY: #: 0
RESP DLR: 2787
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: 00/00/00
EFFECTIVE: 11/8/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZGD493N
UPDATE DATE:
CLOSE DATE: 11/14/02
OLM: ROYSTER KAREN
OWNER FIRST:

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

DATE: 4/15/2004
TIME: 08:10:06 AM

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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CONSUMER AFFAIRS

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:06 AM
MODEL YEAR: 2000.0
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
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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: CA3952272
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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: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 22000
IN SVC DATE: 12/9/1999
RTL DLR: 07126 KING'S NISSAN INC
SVC DLR: 07126 KING'S 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 03
CONTACT (S): 60TH
SEVERITY: 9

OPEN DATE: 11/11/02
FOLLOWUP DATE: 11/12/02
CLOSE DATE: 11/11/02

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:06 AM

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

CAR ID:
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CA3852272

C. A. R. COMMENTS

NO PREVIOUS FILES, NO CAMPAIGNS, VERIFIED, NAME, VIN, DLR, MILEAGE, ADDRESS, TELEPHONE NUMBERS.

C CALLED TO ADVISE VEH TAKEN TO THE NISSAN DLR ON 10/2/02. C STATES VEH TAKEN TO DLR DUE TO RIGHT HEADLIGHT BEING OUT. C STATES THE DLR INSPECTED & FOUND THE FRONT LAMP CONNECTOR PLUG HAD TO BE REPLACED. C STATES THE PART NUMBER B43430UFB0, CRR CHECKED SYSTEM THE PART NUMBER IS INVALID. C INQUIRING FILE OPENED-ZAJ329N 11/11/2002

ABOUT PART. CRR ADVISED C TO SPEAK WITH THE SERVICE MANAGER AT THE DLR REGARDING THE PART. C STATES THERE IS A CURRENT ISSUE WITH THE LEFT HEADLAMP. CRR ADVISED C TO SPEAK WITH THE DLR REGARDING SECOND LAMP AS NNA CONSUMER AFFAIRS ITS TRAINED TO ANSWER TECHNICAL QUESTIONS. C UNDERSTOOD. FILE CLOSED.
@11/11-ZAJ329N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): SOTH	ROOT CAUSE: SNLT
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: 07126	EFFECTIVE: 11/11/2002	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: ZAJ329N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/11/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: RHODES CURTIS R	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3952272

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

DATE: 4/15/2004
TIME: 08:10:07 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
21	NCDD02326135	07126	12/9/1999	12/9/2005	75,000.00		

Use Policy Id

NCDD02326135 12/9/2005 07126

NCDD02326135

DATE: 4/15/2004
TIME: 08:10:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
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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: 4N2XN11T2XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 21300
IN SVC DATE: 11/26/1999
RTL DLR: 2974 WESTBURY NISSAN SUPERSTOF
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: 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 PREOWNER X MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: DLR 3403
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/14/02
FOLLOWUP DATE: 11/19/02
CLOSE DATE: 11/19/02

XFER/RSPNSBLTY: 36 01 5
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3968598

C. A. R. COMMENTS

NO PREVIOUS FILES. C IS CALLING TO UPDATE OWNER INFO AND FIND OUT ABOUT
REMAINING WARRANTY COVERAGE. @11/14-ZND224N

***CRR UPDATED C'S NAME, ADDRESS, PHONE, VIN, MILEAGE, 2 OPEN RECALLS:

B0074 QUESTCOMBOSWITCHINTB00-014 ;

B0083 QUESTRACKBOLTSNTB00-081

@11/14-ZND224N

***CRR ADVISED C THAT C'S INFO HAS BEEN UPDATED AND THERE ARE 2 OPEN RECALLS.

FILE OPENED-ZND224N 11/14/2002

CRR ADVISED C THAT THE BASIC WARRANTY EXPIRES ON 11/28/02 OR 36K MILES, AND
THE POWERTRAIN EXPIRES ON 11/28/04 OR 100K MILES. CRR ADVISED C TO HAVE THE
RECALLS TAKEN CARE OF AT THE NSN DLR AND TO HAVE THE DLR INSPECT ANY OTHER
ISSUES THAT MAY BE UNDER WARRANTY BEFORE THE WARRANTY EXPIRES ON 11/28/02. CRR
GAVE C FILE# AND PHONE# FOR FUTURE REFERENCE. CRR CLOSING FILE. @11/14-ZND224N

:->C CALLED FOR CRR ND. CRR TRANSFERRED CALL... @11/18-ZJC305N-COMMENT

***C STATES THE LIGHT SOCKET FOR THE RIGHT HEADLIGHT NEEDS TO BE REPLACED AND
IS NOT UNDER THE BASIC WARRANTY BUT THE DLR STATES ONLY HAS A 12MOS/12K MILE
WARRANTY. C STATES THE DLR IS CHARGING C \$15 FOR THE SOCKET AND \$120 FOR
LABOR BUT C DOES NOT WANT TO PAY FOR THAT AND FEELS IT SHOULD BE COVERED UNDER
WARRANTY. CRR ADVISED C THAT IF THE PART WAS PREVIOUSLY REPLACED, THEN IT
WILL HAVE A 12MOS/12K MILE WARRANTY. CRR ADVISED C THAT CRR WILL CONTACT THE
DLR TO DETERMINE WARRANTY COVERAGE ON THE SOCKET. C STATES C CAN ALSO BE
REACHED AT 718-238-4770. @11/18-ZND224N

***CRR CALLED DLR AND SPOKE WITH SA-SAL. SA-SAL STATES THE RECALL WORK WAS
PERFORMED AND THE RIGHT HEADLIGHT SOCKET WAS REPLACED UNDER WARRANTY.

@11/19-ZND224N

***CRR CALLED C AND LEFT A DETAILED VMX ADVISING OF THE ABOVE NOTES FROM

SA-SAL. CRR CLOSING FILE.

@11/19-ZND224N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT8E	CONTACT(S): SWCV	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	1 DATE: 11/18/2002	USERID: ZND224N	USERID: ZJC305N
OTHER #:	0 DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	1 DATE: 11/18/2002	USERID: ZJC305N	CHANGED BY:
RESP DLR: 3403	EFFECTIVE: 11/14/2002	CHECK REQUESTED: NO	CHECK ISSUED: NO
IIR-DATE: 00/00/00	TRANS DATE:		
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZND224N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/19/02	MICROFILM:	DOM: RHODES CURTIS R
RESP CAA:	OLM: ROYSTER KAREN	LANGUAGE:	
PHONE:	OWNER FIRST:		

DATE: 4/15/2004
TIME: 08:10:07 AM

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REQUESTED BY: NHTSA

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CA3956599

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

DATE: 4/16/2004
TIME: 08:10:07 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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Vex Policy Id

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DATE: 4/15/2004
TIME: 08:10:07 AM

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REQUESTED BY: NHTSA

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CRESENT
ST/ZIP: IA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN: [REDACTED]
PAID: [REDACTED]
SUSP: [REDACTED]
DENY: [REDACTED]

SC:
VIN: 4N2XN11TXD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 59198
IN SVC DATE: 12/1/1999
RTL DLR: 614 LAKE MANAWA NISSAN, INC.
SVC DLR: 614 LAKE MANAWA NISSAN, INC.
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 10 10

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 PREOWNER X MILES 34000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: LAKE MANAWA NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/19/02
FOLLOWUP DATE: 11/20/02
CLOSE DATE: 11/20/02

XFER/RSPNSBLTY: 24 01 S
DATANET (Y/N): 1
DATANET DATE: 11/20/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3980916

C. A. R. COMMENTS

NO PREVIOUS FILES

C CALLED IN WANTING TO FILE A COMPLAINT ABOUT THE SERVICE THAT THE C RECEIVED AT THE DLR. C STATED THAT THE C PURCHASED THE VEH USED FROM THE DLR. AND WHEN DRIVING THE VEH HOME. THE C NOTED THAT THE FRONT HEADLIGHT WAS GOING ON AND OFF. C BROUGHT THE VEH IN FOR REPAIR. THE LIGHT STARTED GOING OFF AGAIN AND THE C BOUGHT IT BACK TO FIND THAT THE DLR HAD DUCT TAPED THE BULT INTO THE FILE OPENED-ZBQ092N 11/19/2002

SOCKED AS NO HARNESS WAS AVAILABLE. C STATES THAT THE C WAS TOLD THAT THE DLR WOULD ORDER THE PART FOR THE C AND THEC WOULD BE CONTACTED WHEN THE PART ARRIVED. C HAS NEVER BEEN CONTACTED.

C ALSO STATED THAT THE C BROUGHT THE VEH BY THE DLR FOR AN OIL CHANGE, AND THE DLR ADVSIED THE C THAT THE C WAS GOING TO NEED NEW BRAKES FOR THE VEH. C BROUGHT THE VEH BY C'S FATHER, WHO IS A MECHANIC, WHO ADVISED THAT THE BRAKES WERE FINE. C BROUGHT THE BRAKES BY THE SM, AND THE SM INSPECED THEM STATING THAT THEY LOOKED NEW. SM LOOKED THE SA UP IN THE SYSTEM AND ADVSIED THE C THAT AND ADVSIED THE C THAT THE SA NO LONGER WORKED AT THE DLR.

C ALSO WANTED TO COMPLAIN ABOUT THE DLR AND THE C HAD THE C'S BATTERY REPLACED IN 7/02. C WENT IN FOR AN OIL CHANGE IN 8/02, AND WAS ADVISED THAT THE C'S BATTERY NEEDED TO BE REPLCED.

C WAS EXTREMELY UPSET ABOUT THE SERVICE THAT THE C RECEIVED FROM THE DLR. AND STATED THAT THE C HAS YET TO HAVE THE LIGHT SOCKED PUT INTO THE C'S VEH.

CRR-BQ VERIFIED C'S NAME, ADDRESS, BOTH PHONES, VIN, DLR AND MIELAGE
CRR-BQ OFFERED TO CALL THE DLR AND INQUIRE ABOUT THE PART. CRR-BQ ADVISED THE C THAT THE C'S COMPLAINT WAS FILED WITH NNA.

CRR-BQ PROVIDED NAME, DIRECT LINE, AND FILE NUMBER.

@11/18-ZBQ092N

@11/18-ZBQ092N

CRR-BQ RECEIVED A CALL FROM THE SM. SM WANTED TO ADD THEIR SIDE OF THE STORY. SM STATED THAT THE DUCT TAPE WAS NOT PUT ON BY THE DLR, AND IT WAS PROBABLY ON THE VEH FROM THE PREVIOUS OWNER. SM ALSO WANTED TO ADVISED THAT THE C SPENDS NO MONEY WITH THE DLR, AND THAT THE DLR WILL NOT ASSIT WITH ANY GOODWILL. SM STATED THAT THE C'S PART IS IN, AND THE DLR IS GOING TO CALL THE C AND ADVISE.

CRR-BQ THANKED.

@11/20-ZBQ092N

CRR-BQ CALED THE C AND ADVSIED THE C THAT THE C'S PART WAS IN AT THE DLR. C STATED THAT THE C HAD SET AN APPOINTMENT UP FOR MONDAY.

CRR-BQ CLOSING FILE.

@11/20-ZBQ092N

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTN SALES MANAGER: PLEASE REVIEW CRR-BRIAN QUINN (310) 771-3787.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y			CONTACT(S):	SSAD
CALLBACK: (Y/N) #:	0	DATE: 00/00/00		ROOT CAUSE: SCPP
REOPEN: CALLBACK #:	0	DATE: 00/00/00		USERID:
NEW INFO #:	1	DATE: 11/19/2002		USERID: ZBQ092N
OTHER #:	0	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00		USERID:
RESP DLR: 614		EFFECTIVE: 11/19/2002		CHANGED BY:
IIR-DATE: 00/00/00		TRANS DATE:		CHECK REQUESTED: NO

DATE: 4/15/2004
TIME: 08:10:07 AM

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3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

PART#:
OPENED BY:
UPDATE BY: ZBQ092N
UPDATE DATE:
CLOSE DATE: 11/20/02
OLM: SMIT AGNES
OWNER FIRST:

CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:07 AM

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

DATE: 4/15/2004
TIME: 08:10:07 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 Id [REDACTED]

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DATE: 4/15/2004
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CA3982310

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CHICOPEE
ST/ZIP: MA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 39800
IN SVC DATE: 11/1/1999
RTL DLR: 3647 JERRY ROME NISSAN
SVC DLR: 3647 JERRY ROME NISSAN
RESP DLR:
REGION: 26 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: 1
VEHICLE MAINTAINED BY: JERRY ROME NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/21/02
FOLLOWUP DATE: 02/28/03
CLOSE DATE: 02/24/03

XFER/RSPNSBLTY: 26 01 L
DATANET (Y/N):
DATANET DATE: 0

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AA AUDIO/VIDEO/NAVI

100500 CD CHANGER
ZB BROKEN/CRACKED

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

NO PREVIOUS FILES. C ADDRESS/MILEAGE/PHONE/RECALLS VERIFIED. C STATES THAT THE DISPLAY LIGHT FOR THE RADIO NEEDS TO BE REPLACED. C STATES THAT HE IS JUST OUT SIDE OF WARRANTY. C IS REQUESTING ASSISTANCE ON REPAIR. C STATES THAT HE DOES HIS SERVICE AND MAINTENANCE WITH NISSAN AND THIS IS HIS FIRST VEH. CRR ADVISED C THAT NO GURANTEES COULD BE MADE BUT HE WOULD BE CONTACTED IN 24 HOURS AFTER RESEARCH.
@11/21-ZPR268N

FILE OPENED-ZPR268N 11/21/2002

CRR SPOKE WITH SM TONY WHO STATED THAT C HAS ONLY BEEN IN FOR WARRANTY WORK ALL SCHEDULED MAINTENANCES WERE DECLINED. C HAS DONE A FEW OIL CHANGES WITH DLR. CRR SPOKE WITH JOHN IN PARTS AND WAS ADVISED TO REPAIR RADIO WOULD BE \$150 PLUS LABOR.
@11/21-ZPR268N

C'S VEH IS RIGHT OUTSIDE OF WARRANTY. C DOES ALL OIL CHANGES. CRR WILL OFFER TO PAY FOR PART. CRR LEFT MESSAGE FOR C TO RETURN CALL.
@11/22-ZPR268N

CRR LEFT MESSAGE FOR C TO RETURN CALL.
@11/25-ZPR268N

CRR SPOKE WITH C WHO AGREED FOR CRR TO PAY FOR PART AND HE WOULD PAY FOR LABOR CRR SPOKE WITH SM TONY AND ADVISED OF ABOVE INFORMATION AND C WOULD BE CALLING FOR AN APPOINTMENT. CRR SPOKE WITH SM TONY WHO STATED THAT SA PAUL WOULD BE ORDERING THE PART AND WOULD CALL BACK FOR A VCAN ONCE WORK WAS COMPLETED. C THANKED CRR. FILE CLOSED.
@11/26-ZPR268N

DLR PAUL CALLED BACK FOR CRR-PR. PAUL STATED C IS IN DLR NOW FOR THE REPAIR AND HE WOULD LIKE TO DISCUSS A NEW ISSUE WITH CRR. UNDERSTOOD CRR-PR IS NOT AVAILABLE AND REQUESTED A CALL BACK AT ASAP. EMAIL SENT
@12/16-ZLL319N-COMMENT

CRR SPOKE WITH SA WHO STATED THAT C NEEDS ANOTHER REPAIR THAT WILL COST HIM ABOUT \$60 AND THAT INCLUDES PARTS AND LABOR. CRR ADVISED SA THAT CRR IS PAYING FOR C'S RADIO. C WILL NEED TO PAY FOR THIS REPAIR.
@12/16-ZPR268N-COMMENT

** CRR BM RECEIVED A CALL FROM C STATING THE VEH WAS REPAIRED. C STATES EVERYTHING THAT HAS HAPPENED IT WAS TO THE LEFT SIDE. C STATES THE DLR NOW NEEDS TO REPLACE THE HEADLAMP HARNESS CONNECTOR. C STATES HAS SPOKEN TO
@12/17-ZBM307N-COMMENT

CRR PR WHO IS ASSISTING WITH THE RADIO. C STATES PAUL-SA AT THE DLR HAS ADVISED C THAT THEY HAVE SEEN MULTIPLE ISSUES WITH THIS PART FAILING AND CAUSING PROBLEMS WITH THE HEADLIGHTS. C STATES C WOULD LIKE TO SPEAK WITH A SUPERVISOR FOR ADDITIONAL ASSISTANCE. CRR COULD NOT STAY ON THE LINE AND HAD TO ATTEND PLAY THIS MORNING. REQUESTS CALL BACK IN THE AM. EMAIL SENT TO RSS AS AND CRR PR.
@12/17-ZBM307N-COMMENT

*** FILE CLOSED ON 11/26/02 AND REOPENED 12/17/02. *****

@12/17-ZBM307N-COMMENT

C CALLED REQUESTING TO SPEAK TO CRR-PR BECAUSE C HAS NOT RECEIVED CONTACT WITHIN 24 HOURS. CRR-PR ADVISED CRR-TB THAT PR HAS ALREADY MADE THE DECISION NOT TO ASSIST WITH REPAIR. CRR-TB ADVISED C OF THIS. C STATES STILL WANTS A SUPERVISOR CALL BACK. FILE PRINTED FOR RSS-AS
@12/19-VTB430N

*RSS CALLED C AND LEFT MESSAGE ADVISING OF THE RETURN CALL.
@12/19-ZAS440N

***CRR-PS RECEIVED CALL FROM C ASKING FOR RSS-AS/NOT SIGNED IN. CRR-PS ADVISED C THAT RSS-AS CALLED C YESTERDAY AND LEFT VMX. C STATED C RECEIVED MESSAGE. CRR-PS TRANSFERRED C TO RSS-AS VMX UPON PERMISSION FROM C. EMAILED TO ADVISE.
@12/20-ZPS930N

*RSS CALLED C BACK AND LEFT MESSAGE WITH GENTLEMAN WHO DID NOT SPEAK ENGLISH WELL. RSS LEFT DIRECT LINE.
@01/17-ZAS440N

CRR DISCUSSED WITH RSS-AS AND WAS ADVISED TO CLOSE FILE. C NEVER RETURNED CALL FILE CLOSED.
@02/17-ZPR268N

*FILE REOPENED. PREVIOUSLY CLOSED ON 2/17/03. C CALLED AND LEFT A MESSAGE ADVISING C IS STILL HAVING AN ISSUE, THAT THE ENTIRE LEFT SIDE OF THE VEH'S LIGHTS HAVE BEEN CHANGED NOW AND NOW IT NEEDS TO BE CHANGED AGAIN. C STATES THE REPAIR IS \$50 AND WANTS NNA TO PAY.

*RSS CALLED C BACK AT REQUESTED NUMBER AND LEFT MESSAGE. RSS TO REVIEW WITH CRR/PR.
@02/18-ZAS440N

*RSS REQUESTED CRR/PR CONTACT C FOR FURTHER ASSISTANCE.
@02/24-ZAS440N

DATE: 4/15/2004
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CRR SPOKE WITH SM TONY WHO STATED THAT CRR COULD CALL BACK AND ASK FOR SA PAUL REGARDING PARTS AND LABOR FOR HEADLAMP. CRR WILL CALL BACK. @02/24-ZPR268N
CRR SPOKE WITH SA PAUL AND ADVISED OF ABOVE INFORMATION. SA PAUL WILL CALL CRR BACK FOR VCAN. CRR LEFT MESSAGE WITH C'S FATHER REGARDING ABOVE INFORMATION. FILE CLOSED. @02/24-ZPR268N
*C CALLED BACK. RSS ADVISED C THAT NNA WILL TAKE CARE OF REPAIRS AND NNA SPOKE WITH SERVICE ADVISOR PAUL AND C SHOULD ASK FOR PAUL. C UNDERSTOOD. FILE REMAINS CLOSED. @02/24-ZAS440N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: RT1B		ROOT CAUSE: SRPP	
CALLBACK: (Y/N) #:	0	DATE: 00/00/00		USERID:	
REOPEN: CALLBACK #:	0	DATE: 00/00/00		USERID:	
NEW INFO #:	2	DATE: 2/18/2003		USERID: ZAS440N	
OTHER #:	0	DATE: 00/00/00		USERID:	
COMMENTS ONLY: #:	4	DATE: 2/24/2003		USERID: ZAS440N	
RESP DLR: 3847		EFFECTIVE: 11/21/2002		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: ZPR268N			
SVC CALL:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 02/24/03		MICROFILM:	
RESP GAA:		OLM: ROYSTER KAREN		DOM: CARSON GARY	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:07 AM

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

DATE: 4/15/2004
TIME: 08:10:07 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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Visa Policy Id

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DATE: 4/15/2004
TIME: 08:10:07 AM

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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

CAR ID: CA3970851
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LOWELL
ST/ZIP: MA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 8/21/2000
RTL DLR: 02005 PETER'S AUTO SALES, INC.
SVC DLR: 02005 PETER'S AUTO SALES, INC.
RESP DLR:
REGION: 26 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: 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: 02005
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 12/03/02
FOLLOWUP DATE: 12/04/02
CLOSE DATE: 12/04/02

XFER/RSPNSBLTY: - 28 01 3
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:07 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3970851

C. A. R. COMMENTS

PREVIOUS RELATED FILES 3873561 AND 3899858.

C CALLED BACK TO STATE NOW THE RIGHT HAND SIDE HEADLIGHT SOCKET NEEDS TO BE REPLACED. C STATES PER PREVIOUS FILE, BOTH SOCKETS SHOULD HAVE BEEN REPLACED BUT FOR SOME REASON, ONLY ONE WAS REPLACED. C IS ASKING IF ORIGINAL GOODWILL OFFER STILL STANDS.

CRR ACTION

FILE OPENED-ZSD772N 12/03/2002

CRRSD VERIFIED NAME, ADDRESS, VIN, MILEAGE AND PH. CRRSD VERIFIED PREVIOUS FILE # 3873561. CRR-AG HAD AGREED TO REPLACE BOTH HEADLIGHT SWITCHES BUT DLR LATER STATED ONLY ONE NEEDED TO BE REPLACED. CRR SD ADVISED C THAT CRR WILL GOODWILL REPLACEMENT OF OTHER HEADLIGHT SWITCH AS ORIGINALLY OFFERED TO C. ADVISED C TO HAVE SA CONTACT CRR WHEN SHE TAKES VEH IN TO DLR. GAVE C FILE #, PH AND EXT. ***PENDING DLR CALL*** @ 12/03-ZSD772N

DLR BOB REQUESTING A CALL BACK AS C IS THERE NOW. @ 12/04-ZPR268N

DLR SM-BOB CALLED TO VERIFY CRR WILL GOODWILL HEADLIGHT SWITCH REPLACEMENT. CRRSD ADVISED CRR WILL GOODWILL REPAIR. SM- WILL CALL CRR BACK FOR VCAN. ***CLOSED PENDING VCAN. @ 12/04-ZSD772N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SGWL
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SDSV
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: 02005	EFFECTIVE: 12/3/2002	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: ZSD772N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 12/04/02	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM: BEVINGTON DON
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:07 AM

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

DATE: 4/15/2004
TIME: 08:10:07 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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Vsc Policy Id

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DATE: 4/15/2004
TIME: 08:10:07 AM

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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: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 36020
IN SVC DATE: 8/6/2000
RTL DLR: 2785 STEVENS CREEK NISSAN
SVC DLR: 9474 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02
CONTACT (S): SGWL
SEVERITY: 9

OPEN DATE: 12/03/02
FOLLOWUP DATE: 12/04/02
CLOSE DATE: 12/03/02

XFER/RSPNSBLTY: 48 02 \$
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:08 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES

DUE TO VIN AVAILABILITY UNABLE TO CHECK FOR RECALLS/SERVICE CAMPAIGNS.
C STATES HEAD LIGHTS SOMETIMES COME ON AND AT TIMES WILL NOT. THE PROB BEGAN
WITH THE LEFT HEAD LIGHT AND MOVE TO THE RIGHT HEAD LIGHT. AT THIS TIME THE
RIGHT HEAD LIGHT ONLY COMES ON. C TOOK THE VEH TO AN INDPT WHO FOUND NO PROBS.
C WANTS TO KNOW ARE HEAD LIGHTS DEFECTIVE. @12/03-ZPW981R

FILE OPENED-ZPW981R 12/03/2002

PLZ SEE SPECIAL REMARKS & DO NOT PROVIDE INFO TO C. @12/03-ZPW981R
CRR REFERRED C TO AN AUTH NSN DLR FOR TECH ASSIST. C WILL CALL CRR IF
ADDITIONAL ASSIST IS NEEDED. @12/03-ZPW981R

CRR RETURNED C'S CALL. C STATES DLR INSPECTED THE VEH AND FOUND CONNECTORS
ON BOTH SIDES ARE NEEDED. C REQ GDWL ASSIST. @12/03-ZPW981R

CRR REVIEWED WITH ANDREW-SA. C WILL NEED TO BRING THE VEH TO THE DLR TO
HAVE THE VEH DIAG. SA STATES THE VEH WAS LAST SEEN IN MARCH 02. DLR STATES
CANNOT REVIEW FOR GDWL UNTIL THE VEH HAS BEEN INSPECTED. C WILL NEED SCHEDULE
A TIME TO BRING VEH IN. @12/03-ZPW981R

NOTE: DLR IS UNABLE TO LOCATE VEH UNDER ABOVE NAME. DLR FOUND PREVIOUS REPAIR
HISTORY UNDER DEBBIE CHA. @12/03-ZPW981R

ANDREW WILL BE ON VAC BEGINNING 12/4 AND WILL RETURN THE WEEK OF 12/16/02
@12/03-ZPW981R

CRR CALLED C AND LEFT ABOVE INFO WITH THE ANSWERING MACHINE. THIS FILE IS
CLOSED PENDING C F/U WITH DLR. @12/03-ZPW981R

>>>EMAIL RECEIVED FROM CMOUA@MICROWIDE.COM. EMAIL ID#126126. DATED 12-2-02
REGARDING SAME CONCERN. ISSUE ADDRESSED. EMAIL CLOSED @12/05-ZAE924N-COMMENT

CRR REVIEWED WITH C. C STATES TOOK VEH TO DLR. DLR INSPECTED THE VEH AND
FOUND LOOSE CONNECTOR. DLR STATED BOTH CONNECTORS NEEDED REPLACING.
@12/06-ZPW981R-COMMENT

*** C CALLED FOR CRR-PW. C STATES THAT C HAS NOT HEARD FROM CRR-PW AS
PROMISED. C STATES THAT C TOOK THE VEH TO THE DLR ABOUT 1 1/2 WEEKS AGO.
AND THE DLR TOLD C THAT THE CONCERN IS THE CONNECTORS. C STATES THAT C IS
NEEDING THIS CONCERN TAKEN CARE OF ASAP. CRR ADVISED C THAT NNA WILL DO OUR
BEST TO EXPIDITE THIS. BUT THAT NNA DOES HAVE MANY CUST THAT NNA ASSISTS ON
A DAILY BASIS. C UNDERSTOOD. C IS REQUESTING CALL BACK. EMAIL SENT.
@12/12-ZVM448N-COMMENT

CRR LEFT VMX FOR SIMON-SA REQ A RETURN CALL FOR GDWL REVIEW.... CRR LEFT A
VMX FOR C AT THE DAY PHONE #. ADVISED C WILL CALL AGAIN AFTER REVIEW WITH DLR.
@12/13-ZPW981R-COMMENT

CRR REVIEWED WITH TT-TECHLINE. NSN ISSUED NTB01-028 HARNESS CONNECTOR....
WHICH DESCRIBES ABOVE @12/03-ZPW981R

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): SGWL	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: #:	4	DATE: 12/13/2002	USERID: ZPW981R
RESP DLR: 3474	EFFECTIVE: 12/3/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO

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

PART#:
OPENED BY:
UPDATE BY: ZPW981R
UPDATE DATE:
CLOSE DATE: 12/03/02
OLM: SMIT AGNES
OWNER FIRST:

CHECK ISSUED: NO

MICROFILM:
DOM: HUDSON, ROD
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:08 AM

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

DATE: 4/15/2004
TIME: 08:10:08 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 Id [REDACTED]

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DATE: 4/16/2004
TIME: 08:10:08 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: BISCAYNE PARK
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 78000
IN SVC DATE: 11/3/1999
RTL DLR: 2767 ESSERMAN NISSAN, LTD.
SVC DLR: 2767 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 PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 03
CONTACT (S): SGWL
SEVERITY: 0

OPEN DATE: 12/04/02
FOLLOWUP DATE: 12/05/02
CLOSE DATE: 12/04/02

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

PREVIOUS RELATED FILE#3849229 @12/04-ZEO115N
CALLER IS GERARDO FROM SERVICE AT DLR 2767 STATING THAT C HAS CALLED DLR
STATING THAT THE HEADLIGHT HAS BURNT AGAIN AND C WANTS TO GET REPAIRS DONE
UNDER WARRANTY. C CLAIMS THAT CRR BW OFFERED TO COVER REPAIRS.
**CRR EO VERIFIED C NAME, ADDRESS AND PHONE. CRR EO VERIFIED DLR AND MILEAGE.
CRR EO CHECKED FOR RECALLS AND ADVISED THAT IN PREVIOUS FILE IT INDICATED
FILE OPENED-ZEO115N 12/04/2002
THAT DLR FOUND A LOOSE CONNECTION IN HEADLIGHT 1/2001 AND AFTER THAT
C WAS DOING REPAIRS TO BULBS BECAUSE THEY LOOKED BURNT.
CRR BW HAD INSTRUCTED C TO GET VEH DIAGNOSED AND HAD NOT HEARD BACK FROM C.
**CRR EO ADVISED THAT BASED ON MILEAGE ON VEH AND TIME HAS ELAPSED AND
C HAS DONE HIS OWN REPAIRS ON LIGHTS. NNA WOULDNT BE IN POSITION TO ASSIST
WITH COST. GERARDO UNDERSTOOD.
CRR EO GAVE C FILE#. FIL CLOSED @12/04-ZEO115N
+++CRR RECEIVED EMAIL FROM C. ID 93024. 12/4/02. REQUESTING THAT THE MATTER BE
@12/06-ZLR098N-COMMENT
REVIEWED AGAIN FOR ASSISTANCE. CRR NOTES THAT CRR-EO HAS DETERMINED THAT. DUE
TO THE MILEAGE AND ELAPSED TIME, NNA WOULD NOT BE IN A POSITION TO ASSIST WITH
THE REPAIRS. CRR SENDING RESPONSE ADVISING OF THIS AND CLOSING EMAIL AT THIS
TIME. @12/06-ZLR098N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT3B	CONTACT(S): SGWL	ROOT CAUSE: SCSD
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: 12/6/2002		USERID: ZLR098N
RESP DLR: 2767	EFFECTIVE: 12/4/2002	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: ZEO115N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/04/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:08 AM

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

DATE: 4/15/2004
TIME: 08:10:08 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

Use Policy to

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