

PE04-020

NISSAN

05/03/04

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

PART 3 OF 6

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

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

CAR ID: CA9973877
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: OHATCHEE
ST/ZIP: AL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 50000
IN SVC DATE: 6/10/2000
RTL DLR: 2752 SUPERIOR NISSAN
SVC DLR: 2256 REGAL AUTO PLAZA
RESP DLR:
REGION: 34 DIST: 8U/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: INDEPENDENT FACILITY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 12/05/02
FOLLOWUP DATE: 12/09/02
CLOSE DATE: 12/12/02

XFER/RSPNSBLTY: 24 01 8
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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C. A. R. COMMENTS

NO PREVIOUS FILESCRR-AT VERIFIED C'S NAME, ADDRESS, PHONE NUMBER AND VEH MILEAGE. ONE OPEN RECALL-B0063 QUEST RACK BOLTS. C CALLED REGARDING HEADLIGHT REPAIR. C STATES THAT C HAS BEEN HAVING ISSUE WITH HEADLAMPS FOR A YEAR. C STATES THAT C REPLACED HEADLAMPS BULBS TWICE. C STATES THAT C TOOK VEH TO REGAL AUTO PLAZA AND WAS ADVISED THAT THE WIRING HARNESS NEEDS TO BE REPLACED. C STATES THAT C WAS INFORMED THAT HARNESS COST IS 215.00
FILE OPENED-ZAT159N 12/05/2002

FOR REPAIR. CRR-AT ADVISED C THAT CRR-AT WILL HAVE TO CONTACT REGAL AUTO PLAZA. C THANKED @12/05-ZAT159N

***CRR-AT CONTACTED REGAL AUTO PLAZA-ALAN. ALAN NOT AVAILABLE; CRR-AT LEFT MESSAGE FOR CALL BACK. @12/05-ZAT159N

***CRR-AT CONTACTED TECHLINE REGARDING HEADLAMP CONCERN. TT ADVISED THAT HEADLAMPS AND HARNESS HAVE BEEN HAVING ISSUES AND TT ALSO ADVISED THAT THERE IS A BULLETIN ISSUED FOR THE CONCERN. TT SUGGESTED THAT CRR-AT ASSIST WITH THE REPAIR. @12/05-ZAT159N

***CRR-AT ADVISED C THAT REGAL AUTO PLAZA-ALAN IS NOT AVAILABLE AND CRR-AT ADVISED C THAT CRR-AT LEFT MESSG FOR CALL BACK REGARDING ASSISTANCE. C UNDERSTOOD. CRR-AT ADVISED C THAT CRR-AT WILL FOLLOW UP WITH C AS SOON AS CRR-AT SPOKE WITH REGAL AUTO PLAZA-ALAN. CRR-AT GAVE C CRR NAME, FILE #, AND EXT. C THANKED. @12/05-ZAT159N

***CRR-AT RECIEVED VMX FROM REGAL AUTO PLAZA. CRR-AT CONTACTED REGAL AUTO PLAZA-LANA REGARDING VEH REPAIR. ALAN ADVISED THAT REPAIR IS BEING DONE UNDER BULLETIN ADVISEMENT. ALAN ALSO STATED THAT IS NOT A SERVICING NISSAN C. CRR-AT ASKED HOW MUCH PARTS WOULD BE. ALAN STATED THAT ALAN WILL GET PRICING INFORMATION AND FOLLOW UP WITH CRR-AT. CRR-AT THANKED. @12/05-ZAT159N

***CRR-AT CONTACTED C AT DAYTIME NUMBER. C NOT AVAILABLE; CRR-AT WILL CALL C AT EVEING NUMBER. C NOT AVAILABLE; CRR-AT LEFT MSG REGARDING POSSIBLE ASSISTANCE. @12/06-ZAT159N

***CRR-AT RECIEVED VMX FROM C REQUESTING CALL BACK 12/09. CRR-AT CONTACTED C REGARDING REPAIR. CRR-AT ADVISED C THAT CRR-AT WILL ASSIST WITH REPAIR STRICTLY PARTS. C THANKED. CRR-AT ADVISED C THAT CRR WILL CONTACT DLR TO ADVISED THAT CRR WILL ASSIST WITH PARTS. CRR-AT ADVISED C TO CONTACT DLR AND MAKE APPOINTMENT FOR VEH REPAIR. @12/10-ZAT159N

***CRR-AT CONTACTED REGAL AUTO PLAZA REGARDING CRR ASSISTANCE. CRR-AT ADVISED ALAN THAT CRR-AT WILL ASSIST WITH PARTS. ALAN UNDERSTOOD; ALAN REQUESTED FILE #, CRR NAME AND EXT. CRR-AT PROVIDED. CRR-AT THANKED. @12/12-ZAT159N

FILE CLOSED PENDING VCAN @12/12-ZAT159N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 2256

IIR-DATE: 00/00/00

3RD PRY:

BYBACK ST:

ACTION CODE: NT11

DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

EFFECTIVE: 12/5/2002

TRANS DATE:

PART#:

OPENED BY:

CONTACT(S): SGWL

ROOT CAUSE: SDOP

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED:

CHECK ISSUED:

NO

NO

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

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

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

UPDATE BY: ZAT159N
UPDATE DATE:
CLOSE DATE: 12/12/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

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

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

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

CA3973377

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
6	NBDC60602441	2752	6/10/2000	6/10/2005	100,000.00		

Vis. Policy Id

NBDC60602441 6/10/2005 2752

NBDC60602441		
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DATE: 4/16/2004
TIME: 08:10:08 AM

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

CAR ID: CA3978804
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 52000
IN SVC DATE: 7/31/2000
RTL DLR: 2393 PINE BELT AUTOMOTIVE, INC
SVC DLR: 2393 PINE BELT AUTOMOTIVE, INC
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 05 05

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

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

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

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 06:10:08 AM

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

CAR ID:
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CA3978804

C. A. R. COMMENTS

NO PREVIOUS FILES.

CRR-MK VERIFIED C'S NAME, ADDRESS, PHONE NUMBER AND VIN.

ONE OPEN RECALL:B0080 QUEST 00 SEAT BELT. C IS AWARE.

**C STATED THAT C IS HAVING A PROBLEM WITH C'S HEADLIGHTS BURNING OUT. C STATED THAT C TOOK VEH TO C'S MECHANIC AND WAS ADVISED THAT THE SOCKETS NEED TO BE REPLACED AND IS A COMMON PROBLEM WITH THIS TYPE OF VEH AND WAS ADVISED FILE OPENED-ZMK939N 12/11/2002

TO CALL NNA. C STATED THAT C CALLED A NISSAN DLR AND WAS ADVISED THAT THIS REPAIR WOULD NOT BE COVERED UNDER WARRANTY. C WANTED TO KNOW IF NISSAN IS GOING TO PAY FOR THE REPAIR SINCE C WAS TOLD IT IS A COMMON PROBLEM.

**CRR-MK ADVISED C THAT THERE IS ONE OPEN RECALL ON THE VEH-B0080 AND NO RECALLS ON THE HEADLIGHT PARTS. CRR-MK ADVISED C THAT VEH IS OUTSIDE WARRANTY BY APPROX 16,000 MILES AND REPAIRS WOULD NOT BE COVERED UNDER WARRANTY. CRR-MK ADVISED C IF C IS REQUESTING ANY ADDITIONAL ASSISTANCE OUTSIDE OF WARRANTY C WOULD NEED TO TAKE VEH TO NISSAN DLR. HAVE VEH INSPECTED AND NNA COULD REVIEW C'S FILE FURTHER AT THAT POINT. C STATED THAT C WILL GET REPAIRS DONE AT C'S MECH AND WANTS TO KNOW IF THE REPAIR FAILS IN A COUPLE MONTHS IF NNA WILL PAY FOR REPAIRS. CRR-MK ADVISED C THAT IF C HAS WORK PERFORMED AT NISSAN DLR THE REPAIRS/PARTS ARE WARRANTIED FOR 12MO/12K MILES. C WANTED TO KNOW HOW MUCH THE DLR WOULD CHARGE. CRR-MK ADVISED C THAT C SHOULD CALL DLR FOR PRICES.C UNDERSTOOD.

**CRR-MK CLOSING FILE.

@ 12/11-ZMK939N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT3B	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: 2393	EFFECTIVE: 12/11/2002	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: ZMK939N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/11/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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

CAR ID: CA3978804
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CONSUMER AFFAIRS

CA3978804

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 #1

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

CAR ID: CA3979081
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T8YD [REDACTED]
CITY: GLEN ALLEN YR/MDL: 2000.0 QST MILEAGE: 47000
ST/ZIP: VA [REDACTED] IN SVC DATE: 6/19/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3080 WEST BROAD NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3760 VICTORY NISSAN/RICHMOND
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 36 DIST: SL/SV/PT: 11 11

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

ORIG CODE: 11 OPEN DATE: 12/11/02 XFER/RSPNSBLTY: 34 11 S
CONTACT (S): SWCV FOLLOWUP DATE: 12/12/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 12/27/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA3979081

C. A. R. COMMENTS

EMAIL: NOT AVAILABLE
NO PREVIOUS FILES

12/11-ZDG693N

C CALLING BECAUSE IN JANUARY 2002 THE PASSENGER SIDE LIGHT BULB WENT BAD. C STATES A MONTH AFTER C BROUGHT VEH BACK TO DLR FOR THE SAME PROBLEM AGAIN. DLR REPLACED THE SOCKET. A MONTH LATER THE LIGHT BULB WENT OUT AGAIN. C STATES ABOUT 2 MONTHS AGO THE DIGITAL DISPLAY LIGHT ON RADIO WENT OUT. A FILE OPENED-ZDG693N 12/11/2002

WEEK AGO THE DRIVER'S SIDE LIGHT BULB WENT OUT. C TOOK VEH TO DLR TODAY. DLR ADVISED C THAT VEH NEEDS A NEW SOCKETS. DLR ADVISED C THAT VEH WAS OUT OF BASIC 3/36. **C HAS HAD 3 NISSAN. C HAD A PULSAR. NEW: A PATHFINDER. NEW (TRADED IN FOR CURRENT VEH). NO SECURITY PLUS POLICY. VEH SERVICE AT VICTORY NISSAN. NOT IN THE MARKET FOR A NEW VEH.** C IS REQUESTING ASSISTANCE. DLR IS CHARGING C \$140.00 FOR REPAIR ON. 12/11-ZDG693N

NO OPEN RECALLS. CRR DG VERIFIED C'S NAME, ADDRESS, PHONE NUMBERS, SERVICING DLR AND CURRENT MILEAGE. 12/11-ZDG693N

CRR DG PLACED C ON HOLD AND CALLED VICTORY NISSAN. CRR DG SPOKE WITH JOHN-SW 12/11-ZDG693N

JOHN STATES C IS NOT A GOOD SERVICING C. C HAS NOT DONE 30K SERVICE. C HAS DONE SOME SPORADIC OIL CHANGES. NO MAJOR SERVICE DONE AT DLR. 12/11-ZDG693N
CRR DG SPOKE WITH TRAVIS. VEH NEEDS A SOCKET. REPAIR IS \$110.00 PARTS AND LABOR. 12/11-ZDG693N

CRR DG ADVISED TRAVIS THAT CRR DG WILL PAY FOR COMPLETE REPAIR ON THE HEADLIGHT SOCKET ASSY AS A ONE TIME GOODWILL OFFER. CRR DG ADVISED C THAT CRR DG WILL RELAY NOTES TO C. 12/11-ZDG693N

CRR DG GOT BACK TO C AND ADVISED C THAT NNA WILL PAY FOR HEADLIGHT SOCKET ASSY AS A ONE TIME GOODWILL OFFER. C THANKED AND UNDERSTOOD. 12/11-ZDG693N

**CRRSH-RECEIVED CALL FROM DLR REQUESTING TO SPEAK TO CRRDG. 12/27-ZSH646N

CRR DG RECEIVED CALL FROM REUNITA-WARRANTY ADMINISTRATOR. 12/27-ZDG693N

REPAIR HAS BEEN PERFORMED ON VEH AS OF 12/11/02. 12/27-ZDG693N

CRR DG PROVIDED VCAN # N1227020762822. CRR DG TO CLOSE FILE, FILE CLOSED.

12/27-ZDG693N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	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: 3760	EFFECTIVE: 12/11/2002	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: ZDG693N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/27/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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

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CA9979061

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

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

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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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Use Policy Id

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

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

CAR ID: CA3982857
Page 1

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

VCAN: ,
PAID: ,
SUSP: ,
DENY: ,

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.0 GST MILEAGE: 40000
IN SVC DATE: 8/20/1999
RTL DLR: 08064 ACME NISSAN
SVC DLR: 08064 ACME NISSAN
RESP DLR:
REGION: 28 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: 01 OPEN DATE: 12/16/02 XFER/RSPNSBLTY: 34 01 S
CONTACT (S): SWCV FOLLOWUP DATE: 12/17/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12/23/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:09 AM

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

CAR ID:
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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND. ©12/16-ZJC904N
CRR-JC VERIFIED ADDRESS/PHONE#/VIN#/MILEAGE/NO OPEN RECALLS.
C STATED THAT HE IS HAVING AN ISSUE WITH HIS HEADLIGHT SOCKET AND WANTED TO
KNOW IF THIS IS COVERED UNDER WARRANTY. CRR-JC ASKED C IF HE HAD IT LOOKED AT
BY DLR. C STATED THAT HE HASN'T HAD THE ISSUE LOOKED AT BY DLR. CRR-JC INFORM
C THAT DLR WOULD BE ABLE TO TELL C IF SOMETHING IS COVERED UNDER WARRANTY BUT
FILE OPENED-ZJC904N 12/16/2002
CRR-JC COULD LOOK INTO ISSUE. CRR-JC INFORMED C THAT C IS OUTSIDE BASIC
WARRANTY COVERAGE WHICH EXPIRED 8/20/02 OR 36K MILES. CRR-JC INFORMED C THAT C
STILL HAS POWERTRAIN WHICH EXPIRES 8/20/04 OR 60K. C UNDERSTOOD. C STATED THAT
HE HAS TRIED TO GET THE SOCKET PART BUT HASN'T HAD ANY LUCK. CRR-JC INFORMED
C TO CONTACT PARTS DEPT AT DLR AND OFFERED TO TRANSFER CALL. C STATED THAT HE
COULD CALL THE DLR LATER. CRR-JC UNDERSTOOD. ©12/16-ZJC904N
CRR-JC TO CLOSE FILE. ©12/16-ZJC904N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8E	CONTACT(S): SWCV	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	0 DATE: 00/00/00		USERID:
OTHER #:	0 DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 08064	EFFECTIVE: 12/16/2002		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: ZJC904N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/23/02		MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN		DOM: DEVEREAUX JOHN
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:09 AM

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

CAR ID: CA3982857
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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:09 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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Wsc Policy Id

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DATE: 4/15/2004
TIME: 08:10:09 AM

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

CAR ID:
Page 1

CA9962868

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SCITUATE
ST/ZIP: MA [REDACTED]
DAY PH [REDACTED]
EVE PH [REDACTED]
DLR PH [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 47000
IN SVC DATE: 12/10/2000
RTL DLR: 3410 QUIRK NISSAN, INC.
SVC DLR: 3743 COASTAL NISSAN
RESP DLR:
REGION: 26 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 X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 12/16/02
FOLLOWUP DATE: 12/17/02
CLOSE DATE: 01/08/03

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:09 AM

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CA3082868

C. A. R. COMMENTS

PREVIOUS FILES: 3501924, 3653039, 3783831. @12/16-ZTN293N
CRR VERIFIED C'S NAME, PHONE, VIN, MILEAGE AND RESPONSIBLE DLR. @12/16-ZTN293N
C STATED SUP AA HELPED C OUT TREMENDOUSLY THE LAST TIME C CALLED. C STATED
C CALLED SUP AA AND WAS ADVISED TO CALL CA'S NUMBER WITH NEW PROBLEM.
C STATED ABOUT A MONTH AGO PASSENGER LIGHT WENT OUT. C STATED C REPLACED
PASSENGER SIDE HEADLIGHT. C STATED 2 DAYS LATER PASSENGER SIDE LIGHT WENT OUT
FILE OPENED-ZTN293N 12/16/2002
AGAIN. C STATED DLR STATED THERE IS A SHORT IN ELECTRICAL SYSTEM. C STATED
PROBLEM IS FIXED AT C'S COST OF 265.00 C STATED NOW HIGH BEAM SWITCH WILL NOT
GO OFF. C STATED DRIVER'S SIDE LIGHT ALSO WENT OUT. C STATED VEH IS NOT IN TO
DLR YET. C STATED DLR ASKED C TWICE IF VEH WAS IN AN ACCIDENT. C STATED C
PURCHASED VEH NEW AND NEVER BEEN IN AN ACCIDENT. @12/16-ZTN293N
C STATED C HAS WHY DLR STATED THE FIRST TIME THAT REPAIR WOULD BE COVERED
UNDER WARRANTY AND NOW IT IS NOT. CRR ADVISED C DLR USUALLY HAS TO VERIFY
WITH WARRANTY DEPARTMENT TO SEE IF A PART IS COVERED. C UNDERSTOOD.
CRR ADVISED C CRR HAS TO FURTHER REVIEW FILE WITH DLR. C UNDERSTOOD.
C STATED C HAS ESC. CRR VERIFIED NO ESC WITH NNA. C STATED C HAS ESC BUT, JUST
RECENTLY DISCOVERED THAT IT IS NOT NNA'S POLICY. CRR ADVISED C TO CONTACT
ESC TO SEE IF ITEM IS COVERED UNDER ESC. C UNDERSTOOD. @12/16-ZTN293N
CRR ADVISED C VEH IS OUT OF WARRANTY BY MILEAGE THEREFORE NNA IS NOT IN A
POSITION TO OFFER ANY ASSISTANCE. HOWEVER CRR WOULD LIKE TO REVIEW FILE WITH
DLR TO SEE IF THERE IS ANYTHING COULD BE DONE FOR C. C UNDERSTOOD.
CRR PROVIDED NAME AND PHONE WAS DISCONNECTED. @12/16-ZTN293N
CRR CALLED C AT DAY NUMBER TO COMPLETE CALL- C WAS AT LUNCH @12/16-ZTN293N
CRR CALLED C- C STEPPED AWAY FROM DESK- DOES NOT HAVE VOICEMAIL @12/16-ZTN293N
**CRR-UD RECEIVED INBOUND CALL. C IS REQUESTING CRR DIRECT EXT. CRR-UD PROVIDE
AND INFORMED C THAT CRR WILL CONTACT DLR AND C THIS AFTERNOON. @12/17-ZUD747N
*** 12-17: CRR TN NOTED: @12/17-ZTN293N
3501924- NNA OFFERED TO PAY HALF OF REPAIR: C USED PROFANITY TOWARD A CRR
3653039- NNA REIMBURSED 199.98 FOR TIRES AND VCAN OF 39.13 @12/17-ZTN293N
3783831- UNABLE TO DUPLICATE PROBLEM- NO GOODWILL OFFERED. @12/17-ZTN293N
CRR CALLED SA-STEVE. SA STATED HISTORY: @12/17-ZTN293N
4-13-02 OIL CHANGE, CLEANED BRAKE ADJUSTER: 8-17-02: STERRING PROBLEM, REPAIR
UNDER WARRANTY EVEN THOUGH VEH WAS AT OVER 37000. 11-09-02: RIGHT HEADLAMP WAS
REPLACED: C PAID 39 AND WARRANTY CLAIM WAS 57.00. 11-16-02: BAD BATTERY. RIGHT
HEADLAMP WIRING HARNESS WAS BROKEN: C PAID 227.31. @12/17-ZTN293N
SA STATED: NO SERVICING HISTORY BECAUSE C JUST RECENTLY CAME TO DLR.
SA STATED WITHOUT LOOKING AT VEH: THERE IS NO WAY TO DETERMINE WHAT CAUSES
HEADLIGHT TO GO OUT. SA STATED C COULD COME IN ANYTIME THIS WEEK.
CRR SPOKE WITH QUIRK NISSAN- SM-STEVE STATED VEH WAS IN ACCIDENT 1-26-2001.
REAR BUMPER WAS FIXED. SM STATED ACCIDENT IS NOT RELATED TO HEADLAMP GOING
OUT. @12/17-ZTN293N
CRR CALLED C- C STATED C WOULD LIKE TO CALL CRR BACK. @12/17-ZTN293N
CRR ADVISED C TO CALL CRR AT 1:30 PT. C STATED C WILL DO. @12/17-ZTN293N
C CALLED CRR. CRR ADVISED C TO HAVE VEH TAKEN TO DLR FOR INSPECTION. C STATED
C ALREADY MADE AN APPOINTMENT WITH DLR FOR SATURDAY. CRR ADVISED C WITHOUT
VEH BEING AT DLR. CRR ISN'T IN THE POSITION TO REVIEW FOR ASSISTANCE. C
UNDERSTOOD. C STATED C WILL CALL CRR ON MONDAY TO LET CRR KNOWS STATUS OF VEH
*** 12-27 CRR CALLED C AT DAY NUMBER- C IS NOT IN THE OFFICE TODAY.
CRR CALLED C AT EVE NUMBER- CRR LEFT MESSAGE FOR C TO CALL CRR. @12/27-ZTN293N
*** 1-2 CRR CALLED C AT EVE NUMBER: CRR ADVISED C TO CALL CRR. CRR ADVISED C
OF CRR'S DAY OFF. @01/02-ZTN293N
FILE CLOSED DUE TO LACK OF C'S RESPONSE. @01/08-ZTN293N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DEALER ACTION:

SATISFIED: N	ACTION CODE: RT4B	CONTACT(S): SGWL	ROOT CAUSE: SCNR
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: 3743	EFFECTIVE: 12/16/2002	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: ZTN283N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/08/03	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: WILLIAMS RODNEY	
PHONE:	OWNER FIRBT:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:09 AM

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

DATE: 4/15/2004
TIME: 08:10:09 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: 08:10:09 AM

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

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CA3995663

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

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 28528
IN SVC DATE: 12/31/1999
RTL DLR: 3076 LIBERTY IMPORT CENTER
SVC DLR: 3076 LIBERTY IMPORT CENTER
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 X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: NORTH SHORE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02 OPEN DATE: 01/02/03 XFER/RSPNSBLTY: 48 - 02 S
CONTACT (S): SWCV FOLLOWUP DATE: 01/13/03 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 01/10/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 09:10:09 AM

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CA3895883

C. A. R. COMMENTS

NO PRIOR FILES @01/02-ZJL831N
JOE (SERVICE ADVISOR) FROM NORTSHORE NISSAN (1784) CALLING FOR GOODWILL C'S
VEH IS 3 DAYS OUTSIDE OF THE BASIC WARRENTY. PER SM C WOULD OF HAD AN APPT
ON DEC 31ST BUT THE DLR WAS CLOSED. C HAS AN INOPERABLE DISPLAY ON VEH RADIO.
PLUS A HEADLAMP THAT ALWAYS BURNS OUT. VEH NEEDS NEW RADIO AND A NEW
HEADLAMP CONNECTOR AND BULB. CRR-JL ASKED SM FOR THE PART AND WARRENTY LABOUR
FILE OPENED-ZJL831N 01/02/2003
RATES ON NEEDED PARTS. RADIO (NEEDS TO BE ORDERED FROM MANUFACTURE \$410.00
WITH \$36.00 LABOUR. HAEDLAMP CONNECTOR \$14.49 AND BULB \$13.22. TOTAL LABOUR
FOR NISSAN PARTS IS \$83.00. CRR-JL ASKED SM TO CONTACT CRR-JL ONCE THE
REPAIRS WERE COMPLETE @01/02-ZJL831N
CRR-JL TOLD SM THAT ONCE THE REPAIRS WERE FINISED NISSAN WOULD COVER THE COSTS
AS GOODWILL FOR C. @01/02-ZJL831N
CRR-JL CALLED SM AT DLR. SPOKE TO JOE. SM STATED THEY ARE WAITING FOR A RADIO
TO ARRIVE. ONCE THAT ARRIVES SM WILL PROCESS THE PAPER WORK AND CALL CRR-JL
@01/10-ZJL831N
BACK. SM CONFIRMED FILE # AND MY EXT. @01/10-ZJL831N
CLOSING CASE WAITING FOR PART TO ARRIVE AND WORK TO BE FINISHED. @01/10-ZJL831N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: DT1B	CONTACT(S): SWCV	5KIP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SDPP
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:	0	DATE: 00/00/00	USERID:
OTHER #:	1	DATE: 1/10/2003	USERID: ZJL831N
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:
RESP DLR: 3078	EFFECTIVE: 1/2/2003	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: ZJL831N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/10/03	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: HAFERTEPE. MIKE	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/16/2004
TIME: 08:10:09 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: WILLIAMSVILLE
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: 20000
IN SVC DATE: 6/22/2000
RTL DLR: 07152 LOCKPORT NISSAN, INC
SVC DLR: 3273 AUTOPLACE NISSAN
RESP DLR:
REGION: 26 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: 1/2/2003 WHERE: DLR-3273
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (8) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 07
CONTACT (S): SWCV
SEVERITY: 9

OPEN DATE: 01/08/03
FOLLOWUP DATE: 01/07/03
CLOSE DATE: 01/21/03

XFER/RSPNSBLTY: 25 07 S
DATANET (Y/N): 1
DATANET DATE: 1/7/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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CA3998100

C. A. R. COMMENTS

NO PREVIOUS FILES.

CRR-CM VERIFIED NAME, PHONE#, ADDRESS# AND MILEAGE.

NO OPEN RECALLS.

C STATED THAT HEADLIGHTS WENT OUT AND DLR REPLACED THE BULBS. C STATES THAT AFTER LEAVING THE DLR THE RIGHT HEADLIGHT WENT OUT AGAIN. C STATES THAT C WENT TO DLR WHERE THE DLR REPLACED THE SOCKET AND C WAS CHARGE APPROX. FILE OPENED-ZCM540N 01/06/2003

\$50 FOR THE REPLACEMENT. C WANTS TO KNOW WHY AS THE VEH IS STILL WITHIN BASIC WARRANTY. CRR-CM ADVISED C TO FAX REPAIR ORDER, PROOF OF PAYMENT AND A COPY OF THE VEH REGISTRATION FOR PROOF OF OWNERSHIP. CRR-CM PROVIDED FAX#. CRR-CM ADVISED C THAT CRR-CM WILL CONTACT DLR TO DETERMINE WHY THE PART AS NOT COVERED. @01/06-ZCM540N

**CRR-CM STILL RESEARCHING THIS ISSUE. CRR-CM WILL FOLLOW UP ON 01/13/03.

@01/08-ZCM540N

**CRR-CM CONTACTED DLR AND LEFT MESSAGE FOR SERVICE-TIFFANY PATTERSON.

**CRR-CM NOTES THAT NO DOCS HAVE BEEN RCVD FROM C. CRR-CM CONTACTED C WHO REQUESTED MAILING ADDRESS. CRR-CM PROVIDED. DOCS TO BE MAILED. @01/15-ZCM540N

**CRR-CM CONTACTED SERVICE-TIFFANY WHO STATED THAT C WAS CONTACTED AND C WOULD BE REFUNDED THE MONEY BY THE DLR AS IT WAS REPAIR THAT SHOULD HAVE BEEN COVERED UNDER WARRANTY. @01/20-ZCM540N

**CRR-CM CONTACTED C AND ADVISED C THAT C WAS TO CONTACT THE DLR ABOUT GETTING THE MONEY. CRR-CM CONTACTED C AND LEFT MESSAGE WITH C'S HUSBAND. FILE CLOSED. ISSUE RESOLVED. @01/21-ZCM540N

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTN: SERVICE MANAGER PLEASE REVIEW AND CONTACT CRISTIN WITH ANY COMMENTS. PHONE# 310-771-8418. THANK YOU!

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT3C	CONTACT(S): SWCV	ROOT CAUSE: SSCP
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: 3273	EFFECTIVE: 1/8/2003	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: ZCM540N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/21/03	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: GROOMS BOB	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:09 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: COVINA
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 8/31/2000
RTL DLR: 3025 PERFORMANCE NISSAN
SVC DLR: 3025 PERFORMANCE NISSAN
RESP DLR:
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: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 01/08/03
FOLLOWUP DATE: 01/08/03
CLOSE DATE: 01/15/03

XFER/RSPNSBLTY: 44 03 S
DATANET (Y/N): 1
DATANET DATE: 1/9/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NO PREVIOUS FILES

*****IN FILED FILE*****

CALLER IS BOB MURPHY-SM @ 3025 PERFORMANCE NISSAN @01/08-ZAM758N
SM STATES DLR MADE REPAIR IN 11/02 AT MILEAGE 25351 UNDER WARRANTY. DLR
REPLACED HEAD LIGHT CONNECTORS. C WANTED NEW HARNESS AT THAT TIME. DLR
STATES TECH SWAPPED WIRE (LOW BEAMS TO HIGH. VICE VERSA). SM STATES C
FILE OPENED-ZAM758N 01/08/2003

CALLED SM LAST NIGHT DEMANDING A NEW HARNESS. SM STATES HE EXPLAINED TO
C MAKING ADJUSTMENT (SPICE WIRES AND REVERSE) AND HARNESS DOES NOT NEED TO
BE REPLACED. SM STATES C WONT ACCEPT INFO FROM DLR-SM. SM STATES C WILL
NEED TO HEAR FROM NNA. @01/08-ZAM758N

CRR GAVE SM FILE#. CRR ADVISED SM THAT HE CAN GIVE FILE# TO C AND CRR WILL
CALL TECHLINE TOMORROW FIRST THING AND CONFIRM WIRES CAN BE SPICED AGAIN.
SM STATES WILL BE 1/2 INCH OR LESS. FILE FORWARDED TO DLR. @01/08-ZAM758N
-- SM-BOB CALLED CRR. SM STATES HE WILL GIVE C FILE# TO CALL NNA.

@01/08-ZAM758N

CRR WILL CALL TECHLINE 1/15 TO CONFIRM INFO AND CLOSE FILE PENDING C CALL
BACK WITH COMMENTS. @01/14-ZAM758N

PER TECHLINE: WIRES CAN BE RE-SPICED. @01/15-ZAM758N

FILE CLOSED. IF C CALLS. NNA WILL ADVISE C WIRES CAN BE RE-SPICED AND
HARNESS DOES NOT NEED TO BE REPLACED. @01/15-ZAM758N

FOLLOW-UP IS DUE ON OR BEFORE

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

FYI. ALANA 310-771-3833

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: DT8G	CONTACT(S): SCRI	ROOT CAUSE: SDPP
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: 3025	EFFECTIVE: 1/8/2003	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: ZAM758N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/15/03	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: BRICKETT, JERRY	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:09 AM

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

DATE: 4/15/2004
TIME: 08:10:09 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: 08:10:09 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: OREM
ST/ZIP: UT [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 46000
IN SVC DATE: 12/23/1999
RTL DLR: 3481 TIM DAHLE NISSAN OF SANDY
SVC DLR: 3606 KEN GARFF NISSAN OF OREM
RESP DLR:
REGION: 48 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: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 01/09/03 XFER/RSPNSBLTY: 44 01 L
CONTACT (S): LPAY FOLLOWUP DATE: 01/27/03 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 01/29/03 DATANET DATE:

CHECK PAYABLE TO: JASON THELER
ADDRESS 1858 N MAIN ST
CITY: OREM UT 840572102
VIN: 4N2XN11T8XD843877 MODEL LINE/YEAR: QST 1999.0

G/L VALUE CODE: 48GDWIL ACCOUNT: 1-830100-48150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 100.58

CHK REQUEST DATE: 01/15/03 REQUESTED BY: ZAS259N
CHECK APPROVED: 01/20/03 APPROVED BY: SMIT AGN ZAS132N
CHECK ISSUE DATE: 01/21/03 CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:09 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES.

C STATES THAT HEADLIGHT RECENTLY WENT OUT ON VEH AND C'S FATHER IN LAW BROUGHT VEH TO DLR AND DLR REPAIRED. C STATES THAT DLR REPLACED THE HEAD LIGHT ASSEMBLY (PNC 434300UFB0. 490-89007). C STATES THAT FATHER IN LAW WAS NOT AWARE THAT C HAD AN ESC THAT WOULD HAVE COVERED REPAIR. C STATES THAT C CONTACTED

FILE OPENED-ZAS259N 01/09/2003

DLR AND DLR REFERRED C TO NNA.

C IS REQUESTING REIMBURSEMENT.

@01/09-ZAS259N

VERIFIED NA. ADDRESS. DAY AND EVENING NUMBER. MILEAGE AND MAINTENANCE SITE.

RECALL INFORMATION: NO OPEN RECALLS.

@01/09-ZAS259N

*ADVISED C THAT CRR WILL VERIFY WITH DLR COVERAGE AND IF QUALIFIES WILL REIMBURSE. ADVISED C TO FAX RO, RECEIPT, AND VEH REG.

C UNDERSTOOD.

**PROVIDED NA. EXT AND FILE#.

@01/09-ZAS259N

RO FAX RECEIVED.\

@01/13-ZAS259N

CALLED DLR AND SPOKE WITH SM-JAMES WHO ADVISED THAT CONNECTORS HAD COME APART AND HARNESS WAS REPLACED. ASKED IF THE C CAUSED. SM ADVISED THAT THERE WAS NO EVIDENCE OF TAMPERING.

***CALLED ASSURANCE PRODUCTS AND AP-MIKE ADVISED THAT HEADLIGHT HARNESS IS COVERED UNDER ESC.

NNA TO REIMBURSE FOR REPAIR - 100.68.

@01/15-ZAS259N

CHECK REQUESTED. SUBMITTING FOR REIMBURSEMENT.

@01/15-ZAS259N

@01/15-ZAS259N

***CHECK APPROVED.

@01/22-ZAS259N

CLOSING FILE THIS DATE.

@01/29-ZAS259N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2A	CONTACT(S): LPAY	ROOT CAUSE: SSPP
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: 3696	EFFECTIVE: 1/9/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: YES
3RD PRTY:	PART#:		CHECK ISSUED: YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZAS259N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/29/03		MICROFILM:
RESP CAA:	OLM: SMIT AGNES		DOM: MARRON, JOHN
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:09 AM

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

DATE: 4/15/2004
TIME: 08:10:09 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME [REDACTED] VIN: 4N2XN11T8XD [REDACTED]
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
39	RBDC00614685	3481	12/23/1999	12/23/2004	100,000.00		

View Policy Id

RBDC00614685 12/23/2004 3481

RBDC00614685

DATE: 4/15/2004
TIME: 08:10:09 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: HENDERSON
ST/ZIP: NV [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 43000
IN SVC DATE: 12/29/1999
RTL DLR: 3429 UNITED NISSAN
SVC DLR: 3429 UNITED NISSAN
RESP DLR:
REGION: 44 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 PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 01/10/03
FOLLOWUP DATE: 02/19/03
CLOSE DATE: 02/26/03

XFER/RESPNSBLTY: - 32 01 L
DATANET (Y/N): 1
DATANET DATE: 2/27/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
YX POOR OR IMPROPER OPERATION

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

2 PREVIOUS FILES #3622549, 3815812. @01/10-ZJL831N
C STATED VEH AT DLR. @01/10-ZJL831N
C STATED THEY ARE HAVING ISSUE WITH HEADLIGHTS. C STATED THEY GO OUT
SOMETIMES AND NEED TO BE "TAPPED". C STATED THEY HAVE TO OPEN THE HOOD AND
TAP THE HEAD LIGHTS SOMETIMES TO GET THEM TO TURN ON. C STATED THIS IS
HAPPENING TO BOTH OF THEM. C STATED THE DLR HAS TOLD C TO REPLACE THE HEAD
FILE OPENED-ZJL831N 01/10/2003
HARNES IS NOT COVERED UNDER C'S SEC + GOLD WARRENTY. @01/10-ZJL831N
CRR-JL TOLD C CRR-JL WOULD CONTACT THE DLR AND FIND OUT EXACTLY WHAT IS GOING
ON AND CALL THEM BACK. C UNDERSTOOD @01/10-ZJL831N
CRR-JL CALLED DLR. CRR-JL WAS TOLD SEAN (SM) WAS ON ANOTHER CALL AND WOULD
CALL ME BACK. LEFT MY NAME. PH#. @01/10-ZJL831N
C IS CALLING FOR CRR-JL. C STATES THAT C LEFT A MESSAGE FOR CRR, AND HASN'T
HEARD BACK. C STATES THAT C HAS BEEN COMPLAINING ABOUT THE LIGHTS IN THE
FRONT. C STATES THAT THE DLR TOLD C THAT THE HARNES NEEDS TO BE REPALCED, AND
WANTED TO CHARGE C \$200. C STATES THAT C HAS BEEN TAKING THIS CONCERN TO
THE DLR PRIOR TO THE BASIC WARRANTY. C STATES THAT C ALSO DOESN'T UNDERSTAND
WHY THIS REPAIR ISN'T COVERED UNDER THE SEC PLUS THAT C PURCHASED. C STATES
THAT C DOESN'T KNOW WHY THE DLR WANES TO CHARGE FOR THIS REPAIR.
CRR NOTES THAT FILE IS NOW IN CRR-EM RESPONSIBILITY. CRR ATTEMPTED TO CONTACT
CRR, WHO IS NOT AVAILABLE. CRR ADVISED C OF THIS, AND C IS REQUESTING CALL
BACK TODAY IF POSSIBLE. CRR ADVISED THAT CRR-EM WILL BE NOTIFIED. C THANKED
AND ENDED CALL. ** EMAIL SENT ** @01/16-ZVM448N
CRR-EM RECEIVED INBOUND CALL FROM C, WHO STATES THAT C HAS BEEN WAITING TO
HEAR BACK FROM CRR-JL FOR A WEEK. @01/16-ZEM041N
CRR-EM ADVISED C THAT CRR-JL IS NO LONGER WITH NNA AND THAT CRR-EM HAS TAKEN
OVER C'S FILE. @01/16-ZEM041N
C WENT THROUGH DETAILS OF ISSUE WITH CRR-EM AND BROUGHT CRR-EM UP TO DATE WITH
WHAT C WANTS AND WHERE DLR STANDS. @01/16-ZEM041N
CRR-EM WILL CONTACT SM-JEFF ROGERS AT UNITED NISSAN TO GET MORE DETAIL
REGARDING WHAT COMPONENT IS NEEDED TO REPAIR HEADLIGHT ISSUE AND WHY IT IS NOT
COVERED UNDER C'S SEC. + PLUS. @01/16-ZEM041N
CRR-EM GAVE C CRR NAME, DIRECT # AND C/A FILE #. C THANKED AND ENDED CALL.
@01/16-ZEM041N
UNITED NISSAN # IS (702) 457-8061. @01/16-ZEM041N
CRR-EM SPOKE WITH SM-JEFF ROGERS AT UNITED NISSAN, WHO STATED THAT HE RAN PNC
THROUGH WARRANTY TWICE TO MAKE SURE PART WOULDN'T BE COVERED UNDER C'S SEC. +
PLUS GOLD PLAN, AND FOUND THAT IT ISN'T. @01/16-ZEM041N
JEFF STATES THAT C HAS NEVER PAID FOR ANY SERVICES AT UNITED, LET ALONE EVER
SERVICED REGULARLY AT UNITED. JEFF STATES THAT, OF C'S OWN ADMISSION, C DOES
SERVICING AT FIRESTONE. @01/16-ZEM041N
JEFF STATES THAT HE WOULD NOT TURN AWAY WORK SIMPLY BECAUSE IT IS A WARRANT-
ABLE REPAIR. BUT THAT C IS NOT COVERED AND REFUSES TO PAY FOR ANY SERVICES.
@01/16-ZEM041N
CRR-EM CONTACTED C TO ADVISE THAT DLR FOUND ITEM TO BE NON-WARRANTABLE.
@01/16-ZEM041N
CRR-EM ALSO ADVISED C THAT NISSAN CANNOT OFFER FINANCIAL ASSISTANCE WITH A
REPAIR FOR A NON-WARRANTABLE ITEM. CRR-EM ADVISED C THAT THE ISSUE COULD BE
DUE TO TAMPERING, ENVIRONMENTAL FACTORS OR OTHER. @01/16-ZEM041N
C STATES THAT C WANTS TO TALK WITH A SUPERVISOR AND THAT C IS GOING TO PUSH
THIS ISSUE AS FAR AS C NEEDS TO. C THEN STATED THAT NISSAN COULD HAVE SAVED A
LOT OF MONEY BY JUST PAYING FOR THE \$220+ REPAIR, BUT NOW C IS GOING TO DEMAND
MUCH MORE AS COMPENSATION. @01/16-ZEM041N
CRR-EM GAVE SSR-CR NAME TO C AND ADVISED C THAT SSR WILL CONTACT C WITHIN
24 HOURS FOR FOLLOW-UP. @01/16-ZEM041N
CRR-EM SPOKE WITH SSR-CR, WHO ADVISED CRR-EM TO VCAN THE REPAIR AT WARRANTY
COST IF DLR IS WILLING TO DO SO. @01/16-ZEM041N
CRR-EM SPOKE TO SM-JEFF AND JEFF AGREED TO DO REPAIR AT WARRANTY COST. JEFF
STATES THAT C CAN BRING VEH. IN THE MORNING, 1/17/03, AND HAVE THE WORK DONE

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BY THE END OF THE DAY.

01/16-ZEM041N

CRR-EM CONTACTED C TO ADVISE OF UPDATE, AND C WAS VERY, VERY HAPPY WITH NNA'S DECISION TO COVER COST OF REPAIR. C STATES C WILL CONSIDER TRADING VEH. IN FOR NEW NISSAN.

01/16-ZEM041N

C STATES C WILL MAKE THE APPT.

01/16-ZEM041N

CRR-EM WILL SET UP VCAN UPON COMPLETION OF REPAIR.

01/16-ZEM041N

CRR-EM LEFT VM FOR SM-JEFF, REQUESTING CALL-BACK FOR VCAN SET-UP.

FOLLOW-UP IS DUE ON OR BEFORE

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

THIS FILE IS FOR YOUR SVC MGR-PAT BURKE'S REVIEW. PLEASE CONTACT CRR-JENNIFER AT 310-771-3759 TO OBTAIN VCAN AUTHORIZATION FOR THIS GOODWILL REPAIR. CRR-EM SPOKE WITH SM-JEFF ROGERS, WHO STATES JEFF IS NO LONGER IN SERVICE. AS JEFF HAS BEEN PROMOTED. JEFF STATES PAT BURKE WILL BE THE SERVICE ADVISOR WHO WILL FOLLOW UP WITH CRR-EM IN ORDER TO COMPLETE THE VCAN ON C'S REPAIR.

02/17-ZEM041N

CRR-EM AWAITS CALL-BACK FROM PAT IN SERVICE.

02/17-ZEM041N

*FILE TRANSFERRED TO CRR/JL FOR FURTHER HANDLING.

02/18-ZAS440N

***CRR REVIEWED THE CASE AND FOLLOWED UP WITH SVC MGR-PAT BURKE TO VERIFY THE REPAIR AND TO PROVIDE VCAN AUTHORIZATION# BUT CAROL IN SVC DEPT STATED THAT HE IS IN MEETING. CRR LEFT CRR'S FULL NAME, DIRECT#, CA FILE#, C'S FULL NAME, AND LAST 8 OF VIN#. THEN ADVISED CAROL THAT CRR IS ONLY FOLLOWING UP TO PROVIDE VCAN PREAUTHORIZATION# IF THE GOODWILL REPAIR (REPLACING HEADLIGHT HARNESS) HAS BEEN COMPLETE. SO TO HAVE PAT-SVC MGR CONTACT CRR. CAROL UNDERSTOOD.

02/26-ZJL017N

***CRR RECEIVED A CALL FROM PAT-SVC MGR WHO STATED THAT DLR JUST ATE THE COST OF REPAIR SINCE THE PART WAS ONLY ABOUT \$13. PAT-SM STATED THAT IF DLR WERE TO CLAIM THIS REPAIR VIA VCAN AUTHORIZATION, NNA WOULD GENERATE A SERVICE SURVEY. SO THAT'S WHY DLR JUST COVERED THE REPAIR. CRR UNDERSTOOD. (CRR NOTED THAT THIS DLR DOES NOT HAVE SELF AUTHORIZATION FOR ANY GOODWILL DOLLAR AMOUNT.)

02/26-ZJL017N

02/26-ZJL017N-COMMENT

CRR-EM SPOKE WITH C'S WIFE, WHO STATES C IS GOING TO TAKE VEH. IN FOR WORK ON THURSDAY, 1/23/03.

01/20-ZEM041N

CRR-EM CONTACTED SM-JEFF AT UNITED NISSAN, WHO STATES CRR-EM CAN SET UP VCAN ON MONDAY, 1/27/03. UPON RETURNING FROM VACATION. CRR-EM THANKED AND ENDED CALL.

01/20-ZEM041N

CRR-EM ATTEMPTED TO CONTACT SM-JEFF ON 1/28/03. BUT JEFF WAS UNAVAILABLE. CRR-EM AGAIN TRIED TO SET UP VCAN ON 1/29/03. BUT HAD TO LEAVE A MSG. FOR SM TO CALL BACK AND SET UP VCAN.

01/29-ZEM041N

CRR-EM AWAITS JEFF'S CALL-BACK.

01/29-ZEM041N

CRR-EM TRIED TO CONTACT SM-JEFF TODAY, 2/4/03. BUT GAIL IN SERVICE ADVISED CRR THAT JEFF WILL BE OUT UNTIL MONDAY, 2/10/03.

02/04-ZEM041N

CRR-EM WILL TRY AGAIN ON THE 10TH.

02/04-ZEM041N

CRR-EM LEFT A VM FOR JEFF AT UNITED NISSAN, REQUESTING A CALL-BACK TO SET UP VCAN.

02/11-ZEM041N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

ACTION CODE: RT1B

DATE: 00/00/00

DATE: 00/00/00

CONTACT(S):

ROOT CAUSE: SCCP

USERID:

USERID:

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

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NEW INFO #: DATE: 00/00/00
OTHER #: DATE: 00/00/00
COMMENTS ONLY: #: 1 DATE: 2/28/2003
RESP DLR: 3429 EFFECTIVE: 1/10/2003
IIR-DATE: 00/00/00 TRANS DATE:
3RD PRY: PART#:
BYBACK ST: OPENED BY:
HISTORY: UPDATE BY: ZJL017N
SVC CALL#: UPDATE DATE:
CLOSE: Y (Y/N) CLOSE DATE: 02/28/03
RESP CAA: OLM: SMIT AGNES
PHONE: OWNER FIRST:

USERID:
USERID:
USERID: ZJL017N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: JAMES. PATRICK
LANGUAGE:

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

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CONSUMER AFFAIRS

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:10 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
24	NCDI00575748	3429	12/29/1999	12/29/2004	75,000.00		

Use Policy ID

NCDI00575748 12/29/2004 3429

NCDI00575748

DATE: 4/15/2004
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
CITY: HERMOSA BEACH YR/MDL: 2000.0 QST MILEAGE: 38000
ST/ZIP: CA [REDACTED] IN SVC DATE: 12/31/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 3387 CERRITOS NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3387 CERRITOS NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 44 DIST: SL/SV/PT: 04 04

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

ORIG CODE: - 04 OPEN DATE: 01/17/03 XFER/RSPNSBLTY: 34 04 L
CONTACT (S): LCOV FOLLOWUP DATE: 01/20/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01/17/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

SIX PREVIOUS FILES (CRR-PS DID NOT HAVE TIME TO REVIEW PREVIOUS FILES).
VERIFIED C'S NAME, ADDRESS AND PHONE. @01/17-ZPS930N

C CALLED IN STATING THAT OVER A YEAR AGO C WAS ADVISED BY DLR TO HAVE C'S
HARNES REPALED. C STATED C DECLINED REPAIR AS C STATED C DOES NOT LIKE
DLR OR PEOPLE REPAIRING VEH AS C LIKES TO KEEP ALL ORIGINAL EQUIPMENT ON VEH
AND AS C BELIEVES REPAIRS TO VEH WILL ONLY CREATE MORE PROBLEMS WITH VEH.
FILE OPENED-ZPS930N 01/17/2003

@01/17-ZPS930N

C STATED THAT C'S LIGHT BULBS IN FRONT HEADLAMP KEEP BURNING OUT. C ASKING IF
HARNES REPAIR COVERED UNDER C'S SEC+ PLAN. C ALSO ASKING WHAT LIFE EXPECTANCY
IS FOR HEADLAMP BULBS. @01/17-ZPS930N

CRR ADVISED C THAT NOBODY CAN TELL C LIFE EXPECTANCY OF LIGHT BULB. CRR-PS
ADVISED C THAT BULBS SHOULD LAST LONGER THAN ONE YEAR AND THAT IF DLR IS
RECOMMENDING REPAIR TO HARNES THEN C SHOULD HAVE HARNES REPALED AS HARNES
PROBLEM LIKELY CAUSING BULBS TO BURN OUT FAST. @01/17-ZPS930N

CRR-PS ADVISED C THAT CRR NOT SURE IF HARNES COVERED UNDER C'S SEC+ AS C
WOULD NEED TO GO TO DLR FOR DIAGNOSIS AND INSPECTION. C STATED C MAY DO THAT.

@01/17-ZPS930N

CLOSING FILE.

@01/17-ZPS930N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT8D	CONTACT(S): LCOV	ROOT CAUSE: LSPP
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: 3387	EFFECTIVE: 1/17/2003		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: ZPS930N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/17/03		MICROFILM:
RESP CAA:	OLM: SMIT AGNES		DOM: LAYNE, VERNON
PHONE:	OWNER FIRST:		LANGUAGE:

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

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CONSUMER AFFAIRS

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SERVICE CONTRACTS SUMMARY

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

NAME: [REDACTED] VIN:
IN 8CV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
8	NBDE00847523	3387	12/31/1999	12/31/2006	100,000.00		

Vehicle Policy Id

NBDE00847523 12/31/2006 3387

NBDE00847523

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

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

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 50000
IN SVC DATE: 8/20/2000
RTL DLR: 3489 MAROONE NISSAN/PEMBROKE
SVC DLR: 2873 SUPERIOR NISSAN, INC.
RESP DLR:
REGION: 38 DIST: SL/SV/PT: 15 15
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: 7
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 03 OPEN DATE: 01/30/03 XFER/RSPNSBLTY: 32 03 8
CONTACT (S): SGWL FOLLOWUP DATE: 01/31/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02/03/03 DATANET DATE: 1/31/2003

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

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

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CAR ID:
Page 2

CA4024073

C. A. R. COMMENTS

NO PREVIOUS FILES FOUND
VERIFIED C. VEH AND DLR INFO @01/30-ZSL045N
C STATED THAT C HAD THE HEADLIGHTS REPAIRED 4 TIMES TOTAL AND 2 TIMES WERE AT THE NISSAN DLR IN MIAMI. C STATED THE BULB DOESNT SEEM TO FIT WELL IN THE LIGHT HOUSING AND GETS LOOSE OVER TIME. @01/30-ZSL045N
NO OPEN RECALLS @01/30-ZSL045N
FILE OPENED-ZSL045N 01/30/2003
C STATED MAROONE NISSAN ATTEMPTED TO REPAIR VEH THE 1ST TIME AND THE 2ND TIME ANOTHER NISSAN DLR REPAIRED THE VEH. @01/30-ZSL045N
CRR-SL ADVISED TO C THAT VEH IS BEYOND BASIC WARRANTY AND CRR-SL ASKED WHAT IS C ASKING NISSAN TO DO HERE. C STATED C IS A LOYAL NISSAN C. OWNING ABOUT 7-8 VEHs AND WANTED TO GET VEH REPAIRED BECAUSE THE LIGHT PROBLEM STARTED WITHIN WARRANTY AND IS STILL AN INTERMITTENT PROBLEM.
CRR-SL ADVISED TO C THAT THE BEST THING TO DO IS TO SCHEDULE AN APPOINTMENT WITH DLR. ADVISED TO C CLOSEST DLR IS SUPERIOR NISSAN. CRR-SL ASKED C TO PROVIDE CRR-SL WITH DATE/TIME OF APPOINTMENT AND CRR-SL CAN REVIEW VEH PROBLEM WITH THE NISSAN DLR. C UNDERSTOOD. PROVIDED C FILE NUMBER AND EXT.
C THANKED. @01/30-ZSL045N
CRR-SL RECEIVED CALL FROM DLR ASST SM-MIKE S., ASST SM-MS ADVISED THAT VEH WAS INSPECTED AND IT NEEDS 2 NEW BULBS, CLIPS AND CONNECTORS, COSTING ABOUT \$82 CUSTOMER PAY FOR PARTS AND ABOUT \$110 FOR LABOR. CRR-SL ADVISED TO SM-MS THAT C STATES THAT THE LIGHTS HAVE BEEN REPAIRED 4 TIMES AND 2 TIMES AT A DLR AND TWICE AT AN INDEPENDENT. BASED ON THAT AND WHAT C CLAIMS TO HAVE OWNED ABOUT 7 NISSANS AND VEH BEING OOW. CRR-SL WILL ASSIST WITH PARTS AND C CAN COVER LABOR. CRR-SL ASKED ASST SM-MS TO REVIEW WITH SERVICE MGR. ASST SM-MS ADVISED THAT HE WILL DO THAT AND THE SM SHOULD BE FINE WITH THAT.
@01/31-ZSL045N
CRR-SL CONTACTED C. CRR-SL ASKED IF EVERYTHING IS OK. C THANKED FOR THE ASSISTANCE. FILE CLOSED PENDING VCAN. @02/03-ZSL045N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
DEALER - PLEASE REVIEW CUSTOMER CONCERN WITH VEHICLE. CONTACT STEVE AT 310-771-3886 FOR ANY QUESTIONS, THANKS!

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT1C	CONTACT(S): SGWL	ROOT CAUSE: SCMV
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: 2673	EFFECTIVE: 1/30/2003	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: ZSL045N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/03/03	MICROFILM:	



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

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RESP CAA:
PHONE:

OLM: ROYSTER KAREN
OWNER FIRST:

DOM:
LANGUAGE:

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

NISSAN MOTOR CORPORATION IN U.S.A
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CA4024073

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

CA4024073

SERVICE CONTRACTS SUMMARY

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

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

See Policy Id

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DATE: 4/15/2004
TIME: 06:10:10 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA4024776
Page 1

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

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 38600
IN SVC DATE: 12/31/1999
RTL DLR: 3387 CERRITOS NISSAN
SVC DLR: 080A POWER NISSAN TORRANCE
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 04 04
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: 2
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 04 OPEN DATE: 01/30/03 XFER/RSPNSBLTY: 48 04 8
CONTACT (S): SMUL FOLLOWUP DATE: 02/03/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01/31/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA4024776

C. A. R. COMMENTS

PREVIOUS RELATED FILES 3796307

@01/30-ZJD498N

CRRJD RECEIVED CALL FROM C AND VERIFIED C'S NAME, ADDRESS, PHONE, DLR, VIN & RECALL INFORMATION.

@01/30-ZJD498N

C STATES C IS CALLING IN ORDER TO DOCUMENT CONCERN'S WITH C'S VEH THAT C WOULD LIKE NNA TO HAVE ON RECORD IN THE EVENT THAT THESE ITEMS SHOULD BECOME A LARGER ISSUE IN THE FUTURE. ITEMS TO C'S CONCERN ARE:

FILE OPENED-ZJD498N 01/30/2003

1) PER FILE 3796307, C HAS GAS GAGE WHICH DOES NOT READ THE LEVEL OF GAS CORRECTLY AND INDICATES THAT GAS IS EMPTY AT 1/4 TANK. THIS HAS ENABLED C TO KNOW OF THE CORRECT AMOUNT OF GAS IN THE TANK. C STATES THAT C HAS BROUGHT VEH TO DLR AND WAS ADVISED THAT THE AMOUNT OF WORK THAT IS NECESSARY TO REPAIR THE SENSOR IS SO DETAILED THAT THE REPAIR MAY ACTUALLY CAUSE GREATER PROBLEMS TO THE VEH SINCE THE VEH WOULD VIRTUALLY NEED TO BE COMPLETELY TAKEN APART. C HAS OPTED TO NOT REPAIR THE GAS SENSOR AS THE RISK IS TOO GREAT FOR THE REPAIR.

@01/30-ZJD498N

2) C HAS HAD THE HEADLIGHT GO OUT ON FOUR SEPARATE OCCASSIONS ON C'S VEH AND HAS NEEDED TO HAVE THE WIRING HARNESSES REPLACED IN ORDER TO CORRECT THE PROBLEM. C STATES THAT C'S HARNESS IS BEING REPLACED CURRENTLY AT DLR AND THAT THE REPAIRS HAVE THUS FAR BEEN CORRECTED UNDER WARRANTY.

C STATES THAT C WOULD LIKE REPAIRS DOCUMENTED SO THAT IN THE EVENT THAT THESE REPAIRS SHOULD BE AGGREGATED IN THE FUTURE NNA WILL HAVE DOCUMENTED REPAIR ATTEMPTS AND REPAIR C'S VEH UNDER WARRANTY. CRR ADVISED THAT DOCUMENTATION WILL ALLOW A GOOD REFERENCE IF A PROBLEM IS TO OCCUR IN THE FUTURE WHEN IT COMES TIME TO DETERMINE IF NNA WILL ASSIST IN REPAIR BUT NNA CAN NOT GUARANTEE FULL ASSISTANCE IN REPAIR NOW AS NNA IS NOT ABLE TO KNOW WHAT THE CONDITION OF THE REPAIR IS GOING TO BE IN THE FUTURE. C UNDERSTOOD.

@01/30-ZJD498N

>>C ASKED TO BE PLACED ON HOLD WHILE CRR DOCUMENTED ALL OF C'S CONCERNS. CRR PLACED C ON HOLD AND DOCUMENTED BUT WHEN CRR WAS FINISHED, C HAD DISCONNECTED. FILE CLOSED

@01/30-ZJD498N

***CRR-FH RECEIVED INBOUND CALL FROM. C CRR RANG CRR-JD NOT AVAIL...C REQUESTD THAT CRR READ WHAT CRR-JD HAS TYPED. CRR READ "MOST" OF WHAT WAS TYPED AND C STATED THAT WAS ACCEPTABLE. C THANKED. FILE REMAINS CLOSED. EMAIL SENT TO CRR-JD TO ADVISE.

@01/30-ZFH599N-COMMENT

***C CALLED INBOUND TO REQUEST NNA TO REVIEW IF C CAN OBTAIN ASSISTANCE ON THE HEADLIGHT CONCERN. C SAID VEH WAS REPAIRED FOR THIS ISSUE 3 TIMES IN THE PAST WITHOUT SUCCESS. C SAID VEH IS CURRENTLY AT DLR FOR THE 4TH TIME AND FINALLY REPAIRED. C ASKED SHOULDN'T THIS BE COVERED UNDER WTY SINCE DLR UNABLE TO SUCCESSFULLY REPAIR THE PREVIOUS TIMES WHEN UNDER WTY? C SAID VEH HAS NOW 39K MI AND C IS HOLDING VEH AND CHARGING C FOR THE REPAIRS. C REQUESTING ASSISTANCE. OFFERED TO CONTACT CRR-JD SO FILE CAN BE REVIEWED. CRR-JD WILL RETURN C CALL IN A FEW MINUTES SINCE C AT DLR. C CELL#310-848-8300 AND VEH IS AT TORRANCE NISSAN. EMAIL SENT TO CRR-JD.

@01/31-ZMT486N-COMMENT

>>CRRJD CONTACTED DLR AND SPOKE WITH SM-BRIAN WHO ADVISED THAT REPAIR IS 55.42 IN PARTS AND 102 IN LABOR WITH TOTAL OF 157.92. SM STATES THAT SM IS OK WITH GOODWILL AS SM UNDERSTANDS THAT QUEST HEADLIGHT HARENESS HAS TENDENCY TO GO OUT.

@01/31-ZJD498N-COMMENT

>>CRRJD SPOKE WITH SA-BRET WHO ADVISED THAT TOTAL IS ACTUALLY 130.43. CRR PREFORMED VCAN N0131030761222. BRET NOTES THAT C DOES HAVE MUTIPLE ISSUES WITH VEH BUT C PROCRASTINATES IN BRINGING THE VEH IN SO THAT BY THE TIME THE REPAIRS TAKE PLACE. MORE DAMAGE HAS BEEN DONE.

@01/31-ZJD498N-COMMENT

>>CRR CONTACTED AND ADVISED THAT REPAIR IS DONE ON A GOODWILL GESTURE. CRR ADVSIED THAT C NEEDS TO BRING VEY IN IN TIMELY MANNER IN THE FUTURE B/C THAT MAY CAUSE OTHER PARTS OF THE VEH TO FAIL. C UNDERSTOOD.

@01/31-ZJD498N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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CA4024776

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT1B	CONTACT(S): SMUL	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID: ZJD498N
NEW INFO #:	1 DATE: 1/31/2003	USERID:	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID: ZJD498N
COMMENTS ONLY: #:	5 DATE: 1/31/2003	CHANGED BY:	
RESP DLR: 090A	EFFECTIVE: 1/30/2003	CHECK REQUESTED:	NO
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED:	NO
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZJD498N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/31/03	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: LAYNE. VERNON	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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CUSTOMER ASSISTANCE REQUEST
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CA4024778

CA4024778

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

DATE: 4/15/2004
TIME: 08:10:10 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
8	NBDE00647523	3387	12/31/1999	12/31/2005	100,000.00		

Use Policy at [REDACTED]

NBDE00647523 12/31/2005 3387

NBDE00647523 [REDACTED] [REDACTED]

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

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CAR ID: CA4028903
Page 1

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

VCAN:
PAID: /
SUSP:
DENY: /

SC:
VIN: 4N2XN11T8YC [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 41079
IN SVC DATE: 5/19/2000
RTL DLR: 3606 MAROONE NISSAN OF KENDALL
SVC DLR: 2831 WESTON NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 2/4/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 02/04/03
FOLLOWUP DATE: 02/08/03
CLOSE DATE: 02/11/03

XFER/RSPNSBLTY: 36 03 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NISSAN MOTOR CORPORATION IN U.S.A
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CA4029903

C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
C.A.R. CA3778415 WAS CLOSED WHEN THIS C.A.R. WAS CREATED
CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 2361
THE CAR WAS FINALLY REPAIRED AFTER BEING SENT AWAY THE FIRST TIME. I GOT THE
IMPRESSION THEY EXPECTED MY WIFE OR MYSELF TO EXACTLY DIAGNOSE THE PROBLEM
WITH THE COOLANT LEAK. MY WIFE ALSO HAD SOME ITEMS STOLEN FROM HER CAR.
FILE FORWARD TO CRR-SJ @02/05-ZPE333N
CRR CALLED C AND LEFT VMX. @02/08-ZSJ779N
CRR CALLED C AND LEFT VMX AT HOME. @02/07-ZSJ779N
CRR CALLED C AND LEFT VMX AT HOME. @02/10-ZSJ779N
C STATES CORAL NISSAN DOES NOT DIAGNOSIS VEH CORRECTLY. C STATES C WILL NEVER
GO TO CORAL NISSAN AGAIN. C STATES CORAL NISSAN DID NOT FIX HEADLIGHT
CORRECTLY. HEADLIGHT STILL HAS A SHORT. @02/11-ZSJ779N
LAST TIME C HAD VEH INSPECTED C HAD SOMETHINGS STOLEN FROM VEH WHILE AT
DLRSHIP. C STATES HEADLIGHT WAS REPLACED 1/10/02. @02/11-ZSJ779N
CRR CALLED DLR AND SPOKE WITH SA HERB. SA STATES SM IS UNAVAILABLE. SA WILL
ASSIST CRR WITH C'S REPAIRS. SA STATES THE VEH'S HEADLAMP CONNECTION WENT BAD
DLR REWIRED HEADLAMP. SA STATES WIRING WAS NOT DUE TO WEAR & TEAR.
SA STATES DOES NOT DO MUCH SERVICE ONLY WARRANTY WORK. @02/11-ZSJ779N
SA STATES THE HEADLAMP WAS OOW BY 5K MILES. @02/11-ZSJ779N
CRR CALLED DLR AND SPOKE WITH SA FRANK. SA STATES WILL TAKE CARE OF C'S VEH.
SA GAVE CRR DIRECT LINE FOR C TO CALL SA 954 888-6895 TO SET UP A APPOINTMENT.
CRR INFORMED SA THAT NNA WILL BE PAYING FOR REPAIRS. CRR INFORMED SA TO CALL
CRR WHEN REPAIRS ARE COMPLETE FOR VCAN #.
CRR ADVISED C TO CONTACT DLRSHIP FOR REPAIRS. CRR PROVIDED C WITH SA #, CRR'S
NAME, EXT AND FILE NUMBER. CRR INFORMED C THAT WILL OFFER A ONE TIME GOODWILL
JESTER FOR VEH REPAIRS. C THANKED CRR. FILE CLOSED PENDING VCAN. @02/11-ZSJ779N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1C	CONTACT(S): STCA	5CBR
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	0 DATE: 00/00/00	USERID:	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 2831	EFFECTIVE: 2/4/2003	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: ZSJ779N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/11/03	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

NISSAN MOTOR CORPORATION IN U.S.A
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CA4029903

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

DATE: 4/15/2004
TIME: 08:10:10 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 [REDACTED]

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

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID:
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CA4041261

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 1/13/2000
RTL DLR: 2799 ROSENTHAL NISSAN-GAITHERS
SVC DLR: 2799 ROSENTHAL NISSAN-GAITHERS
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 05 05

LETTER RECEIVED 2/14/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 02/14/03
FOLLOWUP DATE: 02/17/03
CLOSE DATE: 02/17/03

XFER/RSPNSBLTY: 36 05 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA4041251

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: 2799
THE LEFT HEADLIGHT HARNESS WAS DEFECTIVE. ALSO. THE REMOTE DOOR OPENER WAS
INOPERABLE.
CRR REVIEWED FILE CONTENTS AND DETERMINED THAT FILE DOES NOT REQUIRE FURTHER
ACTION. IF C CONTACTS NNA. PLEASE ADDRESS ANY CONCERNS. @02/17-ZAE924N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: RT8G		ROOT CAUSE: LNPP	
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: 2789		EFFECTIVE: 2/14/2003		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: ZAE924N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 02/17/03		MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN		DOM:	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:11 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4041261

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

DATE: 4/15/2004
TIME: 08:10:11 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: 08:10:11 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA4058922
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: UNION CITY
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 7/30/2000
RTL DLR: 2037 NISSAN OF SAN LEANDRO
SVC DLR: 3195 HAYWARD NISSAN
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 3/3/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 04 OPEN DATE: 03/03/03 XFER/RSPNSBLTY: 44 04 S
CONTACT (S): FOLLOWUP DATE: 03/05/03 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 03/27/03 DATANET DATE: 3/4/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	100000	CASSETTE PLAYER
AA	AUDIO/VIDEO/NAVI	ZB	BROKEN/CRACKED
OA	VEHICLE CONCERNS	112000	BODY WIRING HARNESS
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	118000	TAIL LAMP
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID:
Page 2

CA4058922

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
THEY INSTALLED A NEW RADIO AND REPLACED A BURNT OUT BULB ON THE AIR CONTROL
PANEL. A FEW WEEKS BEFORE JANUARY 21 THEY INSTALLED A BURNT OUT HEADLIGHT
LAMP, DUE TO FAULTY WIRING.
>>CRR-FH TRANSFERRING FILE TO CRR-AH FOR HANDLING. @03/05-ZFH599N
CRRRT RECEIVED INBOUND CALL FROM SM-CINDY STATING THAT DLR SPOKE WITH C AND C
STATES THAT EVERYTHING IS WONDERFUL AND C GAVE DLR VERY HIGH SCORE OF
EXCELLENT SERVICE. SM REQUESTS FOR A CALL BACK FOR FILE CLOSURE. CRRRT STATED
THAT CRR WOULD SEND EMAIL TO CRR-AH TO ADVISE. @03/06-ZRT844N
:: CRR CALLED DLR. 738AM. SM-CINDY ISNT IN YET. CRR LEFT MESSAGE THAT CRR
NEEDS TO KNOW IF C IS MR. OR MRS.. AS CRR WILL SEND C A LETTER TO THANK FOR
COMMENTS. CRR LEFT DIRECT LINE. @03/26-ZAM758N
-- SM DID NOT CALL CRR BACK. @03/27-ZAM758N
CRR CALLED DLR. 814AM. CRR ADVISED SA-GORDON THAT SM-CINDY DIDNT CALL CRR
BACK. SA STATES DLR WILL CALL CRR BACK. @03/27-ZAM758N
:: SA-GORDAN STATES C IS A MR. @03/27-ZAM758N
CRR MAILED LETTER AND CLOSED FILE. COPY IN CLOSED FILE @03/27-ZAM758N
FOLLOW-UP IS DUE ON OR BEFORE 03/04/03
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.
CALLED CUSTOMER -- VERY HAPPY WITH SERVICE NO OTHER CONCERNS AT THIS TIME.
@03/13-3185

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1A	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: 3195	EFFECTIVE: 3/3/2003	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: ZAM758N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 03/27/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: INMAN, GARY
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID: CA4058922
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CA4058922

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:11 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
1	MFNB00189891	2037	7/30/2000	7/30/2003	45,000.00		

Visc Policy Id

MFNB00189891 7/30/2003 2037

MFNB00189891

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID: CA4081763
Page 1

SC: [REDACTED]
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 48000
IN SVC DATE: 1/10/2000
RTL DLR: 3181 HALDEMAN NISSAN, INC.
SVC DLR: 3181 HALDEMAN NISSAN, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 05 05

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

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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02 OPEN DATE: 03/08/03 XFER/RSPNSBLTY: 24 02 S
CONTACT (S): FOLLOWUP DATE: 03/07/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03/08/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YI OOW GOODWILL ASSISTANCE REQUEST

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID:
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CA4061769

C. A. R. COMMENTS

>> CALLER IS [REDACTED], NO PREVIOUS RELATED FILES.
UPDATED OWNER CHANGE OF ADDRESS/TELEPHONE NUMBER, CURRENT MILEAGE.
CUSTOMER IS NOT A SERVICING CUSTOMER TO ANY NISSAN DLR.
>> C STATES THAT THE HEAD LIGHT BULBS WERE REPLACED TWICE IN ONE MONTH. UPON
INSPECTION (BY THE INDEPENDENT MECHANICS AT THE TIRE SHOP, WHERE C HAS TIRE
SERVICE), IT WAS DETERMINED THE HARNESS IS THE CAUSE OF HEADLIGHT FAILURE.
FILE OPENED-ZMC888N 03/06/2003
C STATES THAT SHE SEARCHED THE INTERNET AND FOUND OTHER OWNERS HAVING SIMILAR
PROBLEMS AND DOES NOT FEEL THAT THIS IS HER RESPONSIBILITY.
>> CRR INFORMED C THAT VEHICLE IS OOW, AND THERE ARE NO RECALLS. CRR WILL
DOCUMENT FILE FOR FUTURE REFERENCE IF NECESSARY, BUT AT THIS TIME, NNA IS
UNABLE TO EXTEND COVERAGE OOW.
>> C STATES THAT SHE'S CALLED THE DEALERSHIPS IN HER AREA, BUT WAS TOLD THAT
DLR WILL NEED TO PERFORM THEIR OWN DIAGNOSIS. C STATES THAT SHE DOES NOT
WANT TO BE TAKEN ON THIS REPAIR. @03/06-ZMC888N
>> CRR EXPLAINED, IN THE TECHNICIAN'S PROFESSIONAL INTEGRITY, DLR IS NOT TO
PERFORM A REPAIR BASED FROM SOMEONE ELSE'S DIAGNOSIS, AND WILL LIKELY REQUEST
C TO AUTHORIZE A DIAGNOSIS CHARGE AND SERVICE.
> C UNDERSTOOD.
FILE CLOSED. @03/06-ZMC888N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNPP
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: 3181	EFFECTIVE: 3/6/2003	CHANGED BY:
IR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: ZMC888N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 03/06/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID:
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CA4061763

CA4061763

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

DATE: 4/15/2004
TIME: 08:10:11 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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View Policy Id

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DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID: CA4065029
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAN JOSE
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 41000
IN SVC DATE: 12/17/1999
RTL DLR: 3474 CAPITOL NISSAN
SVC DLR: 3474 CAPITOL NISSAN
RESP DLR:
REGION: 48 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: (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 OPEN DATE: 03/10/03 XFER/RSPNSBLTY: 44 01 S
CONTACT (S): FOLLOWUP DATE: 03/11/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03/10/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID:
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CA4085029

C. A. R. COMMENTS

PREVIOUS NON RELATED FILES FOUND. @03/10-ZJO363N
VERIFIED NAME ADDRESS DAY & EVE# VIN DLR AND MILEAGE
C STATES C IS HAVING ELECTRICAL PROBLEMS WITH THE REAR AND FRONT HEADLAMPS.
C STATES CAPITAL NISSAN ADVISED C THE SOCKETS HAVE TO BE REPLACED.
C STATES C WAS UPSET THAT C HAS AN ESC AND THE REPAIR DOESN'T COVER. C STATES
C DIDN'T HAVE CAPITAL NISSAN REPLACE THE SOCKETS AFTER JUST DOING A 40K.
FILE OPENED-ZJO363N 03/10/2003
C STATES ALSO AT TIMES THE LIGHTS ON THE RADIO FLICKER.
CRRJO SUGGESTED C TAKE VEH TO A ANOTHER DLR FOR SECOND OPINION. CRRJO ADVISED
C TO BRING UP ESC ON THE VEH.
CRRJO PROVIDED FILE#.
C THANKED. FILE CLOSED. @03/10-ZJO363N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RTBF	ROOT CAUSE: SCLT
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: 3474	EFFECTIVE: 3/10/2003	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: ZJO363N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 03/10/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: HUDSON, ROD
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID: CA4085029
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CA4085029

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

DATE: 4/15/2004
TIME: 08:10:11 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
55	RCDI00658212	3474	12/17/1999	12/17/2004	75,000.00		

Vsc Policy Id

RCDI00658212 12/17/2004 3474

RCDI00658212 [REDACTED]

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID:
Page 1

CA4067458

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

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 1/8/2001
RTL DLR: 2673 SUPERIOR NISSAN, INC.
SVC DLR: 2673 SUPERIOR NISSAN, INC.
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 15 . 15

VCAN:
PAID:
SUSP:
DENY:

LETTER RECEIVED 3/11/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 15
CONTACT (S):
SEVERITY: 9

OPEN DATE: 03/11/03
FOLLOWUP DATE: 03/12/03
CLOSE DATE: 03/12/03

XFER/RSPNSBLTY: 36 15 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
WA PREMATURE WEAR/FAILURE

DATE: 4/15/2004
TIME: 08:10:11 AM

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

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CA4067456

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: 2673
BOTH HEADLIGHTS WENT OUT AT THE SAME TIME. THIS WAS CAUSED BY FAULTY
HEADLIGHT CONNECTORS.
CRR REVIEWED FILE CONTENTS AND DETERMINED THAT FILE DOES NOT REQUIRE FURTHER
ACTION. IF C CONTACTS NNA, PLEASE ADDRESS ANY CONCERNS. @03/12-ZAE924N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT8G		ROOT CAUSE: LNPP	
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: 2673		EFFECTIVE: 3/11/2003		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: ZAE924N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 03/12/03		MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN		DOM:	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID:
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CA4067458

CA4067458

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

DATE: 4/15/2004
TIME: 08:10:11 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
48	RCDD00664851	2673	1/8/2001	1/8/2007	75,000.00		

Use Policy Id

RCDD00664851 1/8/2007 2673

RCDD00664851 [REDACTED]

DATE: 4/15/2004
TIME: 08:10:11 AM

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

CAR ID:
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CA4082018

NAME: [REDACTED]
STREET: [REDACTED]
CITY: HILLCREST
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: 8/18/2000
RTL DLR: 3342 HEMPSTEAD NISSAN
SVC DLR: 07106 GREGORIS MTRS 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: (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: 03/26/03 XFER/RSPNSBLTY: 36 01 S
CONTACT (S): FOLLOWUP DATE: 04/04/03 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04/07/03 DATANET DATE:

CONCERN AND CATEGORY .

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:11 AM

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

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CA4082018

C. A. R. COMMENTS

NO PREVIOUS FILES
NO RECALLS

03/26-ZKH080N

VERIFIED OWNER INFORMATION

03/26-ZKH080N

03/26-ZKH080N

C CALLED AND STATED THAT IN JUNE OF 2002, C WENT IN FOR AN OIL CHANGE AND TO HAVE VEH HEADLAMPS ADJUSTED. C ENDED UP GETTING CHARGED APPROX \$160. C DID NOT SAVE PAPERWORK BECAUSE C DID NOT REALIZE HOW EXPENSIVE THIS WAS FILE OPENED-ZKH080N 03/26/2003

UNTIL NOW.

03/26-ZKH080N

2 DAYS AGO, C SAID C WENT BACK TO THE SERVICING DEALER FOR AN OIL CHANGE AND TO HAVE VEH BRAKES TIGHTENED. C GOT BILL FOR APPROX \$770. C DOES NOT KNOW WHY C WAS CHARGED SO MUCH AND WANTS AN EXPLANATION. CRR KH WILL CALL DLR FOR MORE INFO ON THE REPAIRS.

03/26-ZKH080N

C DID NOT KNOW THE NAME OR ADDRESS OF DLR. C SAID IT IS IN NY AND STARTS WITH "GREG". C SAID DLR PHONE IS 516-872-9755. CRR KH WILL FIND DLR AND UPDATE SERVICING DLR INFO IN THE SYSTEM.

03/26-ZKH080N

CRR KH RECEIVED MESSAGE FROM C'S HUSBAND REQUESTING UPDATE. CRR KH SPOKE TO SM BOB. SM BOB SAID C CAME IN FOR MAJOR SERVICE AND OTHER MAINTENANCE ASPECTS WERE BROUGHT UP TO C. SM-BOB STATED THAT C DOES NOT REGULARLY SERVICE OUTSIDE OCCASIONAL OIL CHANGE, SO 30K SERVICE WAS RECOMMENDED TO C AT ~24K MILES AFTER DIAGNOSIS REVEALED IT WAS NECESSARY. SM BOB SAID SERVICE WAS PERFORMED FOR ~\$200 INCLUDING CHANGING PLUGS, OIL CHANGE, PCV VALVE, ETC. TRANS NEEDED MAINTENANCE FOR ~\$90 AND FUEL INJECTORS AND THROTTLE MAINTENANCE ~\$70. C ALSO NEEDED FRONT BRAKES PADS REPLACED AND THE ROTORS REFINISHED FOR REMAINDER OF REPAIR. HEADLIGHT WAS ALSO REPLACED UNDER WARRANTY. SM-BOB STATES ALL SERVICE WAS NECESSARY BECAUSE C HAD NEGLECTED TO FOLLOW THE RECOMMENDED MAINTENANCE SCHEDULE, AND WAS OVERDUE TIME WISE FOR SERVICE. C ALSO AUTHORIZED ALL REPAIRS. SM-BOB MENTIONED THAT C IS NOW COVERED MAINTENANCE WISE FOR THE NEXT APPROX. 2 YEARS.

03/26-ZKH080N

04/01-ZKH080N

CRR KH CALLED C. DAY PHONE UNAVAILABLE. CRR KH LEFT MESSAGE WITH PERSON AT

04/01-ZKH080N

EVENING NUMBER. CRR KH LEFT CALL BACK # AND FILE #.

04/01-ZKH080N

CRR KH RECEIVED MESSAGE FROM C (HUSBAND) REQUESTING TO CALL AFTER 3PM EASTERN TIME.

04/01-ZKH080N

CRR KH CALLED AND SPOKE TO C. C SAID C WAS JUST WAKING UP AND ASKED CRR TO CALL BACK IN A LITTLE WHILE.

04/04-ZKH080N

CRR KH CALLED BACK, NO ANSWER, LEFT C A VM.

04/04-ZKH080N

CRR KH CALLED C AND LEFT MESSAGE WITH COWORKER, AND VM ON EVENING PHONE.

04/07-ZKH080N

CLOSING FILE PENDING C CALL BACK.

04/07-ZKH080N

CRR KH SENT POSTCARD WITH REQUEST FOR CALL BACK

04/07-ZKH080N-COMMENT

CRR KH RECEIVED CALL FROM C. CRR KH EXPLAINED BREAKDOWN OF THE SERVICES PERFORMED AND THAT THE VEHICLE WAS OVERDUE FOR THESE TYPES OF SERVICES. CRR KH EXPLAINED THAT IT WAS EXPENSIVE UPFRONT, BUT THOSE MAJOR SERVICES WILL NOT NEED TO BE REDONE FOR A WHILE AND C IS BETTER OFF FOR HAVING DLR MAINTAIN THE VEH PROPERLY FOR C. C UNDERSTOOD, C THANKED FOR RESEARCHING. C ALSO SAID THAT THE HEADLIGHTS WENT OUT THE OTHER DAY, CRR KH EXPLAINED THAT IT IS PROBABLY A WIRE DISCONNECTION OF SOME SORT, AS THE BULBS WOULD PROBABLY NOT BLOW OUT AT THE SAME TIME. C WAS REFERRED TO DLR TO HAVE HEADLAMP PROBLEM EXAMINED. C THANKED.

04/08-ZKH080N-COMMENT

C CALLED BACK SAYING THAT C WENT TO INDEPENDENT TO HAVE HEADLIGHTS REPAIRED AND THE INDY TOLD C THAT THE SOCKETS FOR THE HEADLAMPS ARE NOT THE ORIGINALS AND THE WIRES WERE JUST SEALED WITH ELECTRICAL TAPE. THAT IS WHY THE HEADLIGHTS WENT OUT. C WANTS THE ORIGINAL SOCKETS BACK IN THE VEH. INDEPENDENT HAS REPAIRED PROBLEM, BUT THE "BAD" SOCKETS IN QUESTION ARE STILL IN THE VEH. C HAD HEADLIGHT REPAIR DONE AT GREGORIS NISSAN BACK IN THE SUMMER OF 2002 AND THEY MUST HAVE INSTALLED AFTERMARKET SOCKETS. CRR KH INFORMED C THAT C SHOULD HAVE GONE BACK TO DLR TO ADDRESS ISSUE INSTEAD OF INDY. CRR KH DIRECTED C TO DLR TO GET ISSUE ADDRESSED. C SAID SHE CAN GO TO DLR LATER IN

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04/14-ZKH080N-COMMENT
THE MONTH AND WILL CALL CRR BACK.

04/14-ZKH080N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 07105

IR-DATE: 00/00/00

3RD PRY:

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA:

PHONE:

ACTION CODE: RT4B

0 DATE: 00/00/00

0 DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

3 DATE: 4/14/2003

EFFECTIVE: 3/26/2003

TRANS DATE:

PART#:

OPENED BY:

UPDATE BY: ZKH080N

UPDATE DATE:

CLOSE DATE: 04/07/03

OLM: ROYSTER KAREN

OWNER FIRST:

ROOT CAUSE: SCCP

USERID:

USERID:

USERID:

USERID:

USERID: ZKH080N

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM:

DOM: RHODES CURTIS R

LANGUAGE:

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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
7	NBDD00706978	3342	6/16/2000	6/16/2006	75,000.00		

Use Policy id

NBDD00706978 6/16/2006 3342

NBDD00706978		
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAN LEANDRO
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 51000
IN SVC DATE: 12/27/1999
RTL DLR: 246 VALLEJO NISSAN, INC.
SVC DLR: 3195 HAYWARD NISSAN
RESP DLR:
REGION: 48 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: (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: 01 OPEN DATE: 04/02/03 XFER/RSPNSBLTY: 44 01 8
CONTACT (S): FOLLOWUP DATE: 04/03/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04/24/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

PREV FILES FOUND, 3750130

3785811
3935822
3971080
4024485

04/02-ZFH599N

CRR RECEIVED INBOUND CALL. C STATES THAT C BELIEVES ELECTRICAL SYSTEM IS FILE OPENED-ZFH599N 04/02/2003

FAULTY. C STATES THAT C IS WORKING WITH BBB. C STATES THAT C GIVES ELECTRICAL SHOCKS WHEN C GOES IN AND OUT. C'S TV BLEW OUT ON VEH. C STATES THAT C HAS PAID FOR SOME REPAIRS AND WANTS TO KNOW IF C PAID FOR ANYTHING THAT SHOULD HAVE BEEN COVERED UNDER GOLD NOT SILVER. SAN LEANDRO NISSAN DID MAKE REPAIRS. 2001 & 2002. C STATES THAT THIS DLR IS "OUT OF CONTROL" AND UNACCEPTABLE. C STATES THAT DLR IS "RIPPING PEOPLE OFF". CRR UNDERSTOOD. 04/02-ZFH599N
C STATES C IS GOING TO FAX LETTER EXPLAINING PROBS WITH DLR AND WILL MAIL COPIES OF R/OS THAT C FEELS THAT C SHOULD NOT HAVE PAID. CRR UNDERSTOOD.

04/02-ZFH599N

CRR CALLED DLR FOR R/O HISTORY. SVC-BRENEN. IN 2002. CV BOOT LEAKING. WARRANTY PAID. 45K SVC DONE (MAINT). LEFT FRONT SQUEEK. REPLACED BRAKES. (MAINT) LIGHT BULB BURNED OUT (MAINT). DOOR MAKES BUZZING SOUND (REPLACED ACTUATOR. WARRANTY PAID). REAR HATCH OPENS. ADJUSTED LATCH (ADJUSTMENT NOT COVERED BY WARRANTY GOLD OR SILVER). DRIVE BELT (MAINT) FUEL INJECTION SVC(MAINT). 8/1/01 30K SVC. 1/20/01 RECALL COMPLETED. 04/09-ZFH599N

C HAS PAID FOR ANY REPAIRS BESIDES MAINT. (C MAY BE THINKING OF LATCH?)

04/09-ZFH599N

C'S LETTER STATES STORIES OF WHAT C HEARD WHILE AT DLR. BUT NOTHING IN REGARDS TO C'S OWN ISSUES. C STATES THAT C HAS ELECTRICAL PROBLEMS WITH VEH. DLR UNABLE TO DUPLICATE. AND C EXPRESSING CONCERN IN REGARDS TO QUEST BEING MFG BY FORD. 04/10-ZFH599N

CRR CALLED C. DAY # NOT CORRECT. CRR CALLED EVE #.

04/10-ZFH599N

CRR CALLED EVE #. WORK # 510-446-3756. CRR CALLED. 9:32.

04/10-ZFH599N

CRR REVIEWED WITH C. C AGREED WITH R/OS BUT HAD ANOTHER QUESTION IN REGARDS. WITH ELECTRICAL CONCERNS. 04/10-ZFH599N

C STATES THAT BRAKE LIGHT DID NOT TURN ON. DLR ADVISED THAT BRAKE PADS WERE LOW AND PRESSURE CHANGES AND LIGHT TURNS ON. C WILL FAX OTHER DOCS. CRR UNDERSTOOD. 04/10-ZFH599N

CRR REVIEWED 99 QUEST IN ASSIST FOR ANY BULLETINS REGARDING ELECTRICAL PROBLEMS. NOTHING LISTED PER C'S CONCERN. 04/10-ZFH599N

CRR-FH RECEIVED INBOUND CALL FROM C. C STATES THAT WHEN C DID 45K SVC. AND BELTS AND HOSES INSPECTED INCLUDED IN 45K SVC. C STATES THAT DLR REPLACED BELTS. CRR ADVISED THAT REPLACEMENT IS DIFFERENT THAT INSPECTION. CRR ADVISED THAT IS NORMAL. C UNDERSTOOD. C STATES THAT MILEAGE HAS GONE WORSE. C STATES THAT 50 DEDUCTICLE WAS DOUBBLE CHARGED. CRR WILL LOOK REVIEW WITH DLR. HAYWARD NISSAN. HEADLAMP CONNECTOR WAS REPAIRED. C PAY. C THINKS IT MAY HAVE BEEN COVERED UNDER THE GOLD. CRR WILL CHECK. CRR WILL CALL HAYWARD NISSAN AND SPEAK TO SM ABOUT APPT FOR C TO INSPECT ELECTRICAL CONCERN 04/11-ZFH599N

CRR NOTES IN FILE #.3971080. C HAS BEEN REIMBURSED 50% OF HEADLIGHT OUT OF C SATISFACTION. 04/21-ZFH599N

CRR WILL ADVISE THAT NO FUTHER REIMBURSEMENT WILL BE MADE.

C HAS LEFT TWO MSGS FOR CRR TO CALLBACK. C STATES C RECEIVED CALL FROM HAYWARD NISSAN FOR APPT. WHEN C CALLS DLR NO "NICOLE" THERE.

CRR WILL ADVISE THAT CRR HAS NOT SPOKEN TO DLR YET AND THAT CA WILL NOT OFFER ANY FUTHER REIMBURSEMENT. 04/21-ZFH599N

CRR CALLED C AT EVE # AS REQUESTED. C SPOKE TO SM-CINDY TO DISCUSS. C STATES C DOES NOT WANT TO PAY FOR DIAGNOSTIC FEE. CRR UNDERSTOOD. C STATES IN LETTER FAXED TO CRR C DOES AGREE THAT C WAS REIMBURSED FOR HALF. CRR CHECKED COMPONEN GUIDE AND DOES NOT INDICATE THAT IS COVERED BY EITHER. C UNDERSTOOD. CRR ADVISED THAT CRR WILL SPEAK TO SM-CINDY FOR ADVISEMENT. SM-CINDY HAYWARD NISSAN SM STATES THAT SM WILL BE HAPPY TO LOOK AT VEH AT NO CHARGE. DLR WILL CALL C

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BACK FOR APPT. CRR THANKED DLR FOR ASSISTANCE. DLR DID ADVISE THAT IS NOT COV
DLR WILL CALLBACK WITH ANY UPDATES FOR C. FILE CLOSED. ©04/21-ZFH599N
©04/24-ZFH599N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT6A	ROOT CAUSE: SCCE
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: 3195	EFFECTIVE: 4/2/2003	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: ZFH599N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 04/24/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: INMAN, GARY
PHONE:	OWNER FIRST:	LANGUAGE:

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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
4	NBDC05134973	248	12/27/1999	12/27/2004	100,000.00	12/27/1999	
15	NCDC95134973	248	12/27/1999	12/27/2004	100,000.00		

View Policy Id

NBDC05134973 12/27/2004 248

NBDC05134973		
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NCDC95134973 12/27/2004 246

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: WAPPINGERS FALLS
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 GST MILEAGE: 37190
IN SVC DATE: 8/15/2000
RTL DLR: 3035 RAMSEY NISSAN, INC.
SVC DLR: 1840 JOHNSON NISSAN, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 4
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 04/03/03 XFER/RSPNSBLTY: 34 01 3
CONTACT (S): FOLLOWUP DATE: 04/04/03 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04/04/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	Y1	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND. @04/03-ZJB381N
CRR-JB VERIFIED NAME, ADDRESS, MILEAGE, PHONE NUMBER, NO OPEN RECALLS.
C STATED THAT C HAS NOTICED THAT THERE IS MOISTURE TRAPPED IN THE HEADLIGHT.
C STATED THAT C NOTICED THIS PROBLEM A COUPLE OF MONTHS AGO BUT HAD NOT HAD A
CHANCE TO BRING VEH TO DLR UNTIL THIS TIME. C STATED THAT WHEN C WENT TO DLR
THE SM TOLD C THAT C'S VEH IS OUTSIDE OF WARRANTY AND C WOULD HAVE TO PAY AND
FILE OPENED-ZJB381N 04/03/2003

THERE WAS NOTHING THAT DLR COULD DO. C STATED THAT C WAS TOLD TO CALL CA TO
REQUEST ASSISTANCE. CRR-JB ASKED C IF C HAD VEH DIAGNOSED YET BUT C STATED
THAT DLR HAD NOT LOOKED AT VEH YET. CRR TOLD C THAT CRR WOULD BE HAPPY TO
REVIEW FOR ASSISTANCE BUT FIRST THE VEH WOULD NEED TO BE DIAGNOSED. CRR ASKED
C TO CALL CRR AFTER VEH HAD BEEN TO DLR. C STATED THAT C HAD BOTH OF THE
SOCKETS FOR C'S HEADLIGHTS REPLACED. C STATED THAT PARTS MANAGER TOLD C THAT
THE LEAK IN HEADLIGHT WAS NOT DUE TO THIS PROBLEM BUT C FELT THAT IT COULD BE.
CRR-JB TOLD C THAT REGARDLESS CRR WOULD STILL NEED TO CONTACT DLR AFTER VEH
HAD BEEN DIAGNOSED WHICH C WOULD BE RESPONSIBLE TO PAY FOR. CRR ASKED C TO
CALL CRR AFTER C HAD BEEN TO DLR AND C AGREED TO DO SO. CRR-JB PROVIDED C WITH
CRR'S NAME, EXT. FILE #. @04/03-ZJB381N

@04/03-ZJB381N
*CRR-JB RECEIVED CALL FROM DAVE-SM AT JOHNSON NISSAN. CRR-JB CALLED DAVE BACK
AND DAVE STATED THAT C HAD BEEN TO DLR AND THE CONDENSATION WAS ACTUALLY ON
THE DIRECTIONAL LIGHT. DAVE STATED THAT C HAD BEEN TO DLR ABOUT 4 TIMES 2 OF
WHICH C PAID FOR- ONE TIME FOR VCR REPLACEMENT THAT WAS C PAY- \$250 AND ALSO
FOR AN OIL CHANGE. CRR-JB ASKED WHAT THE COST OF THE REPAIR WAS AND DAVE
STATED THAT DAVE HAD TO LOOK INTO THAT. CRR-JB ASKED DAVE TO CALL CRR WHEN
DAVE HAD THAT INFORMATION. DAVE AGREED TO DO SO. CRR TOLD DAVE THAT CRR WOULD
LIKE TO HELP C IN SOME WAY BUT NOT 100%. CRR ASKED DAVE WHEN CRR WOULD HEAR
FROM DAVE AND DAVE STATED LATER ON TODAY OR MONDAY. @04/04-ZJB381N

*CRR-JB CALLED C AND INFORMED C THAT CRR HAD SPOKEN TO DAVE AND CRR-JB WAS NOW
WAITING TO HEAR HOW MUCH THE REPAIR WOULD COST. CRR-JB TOLD C THAT CRR WOULD
CALL C AFTER SPEAKING TO DAVE. C THANKED.

*CRR-JB RECEIVED CALL FROM DAVE STATING THAT THE COST OF THE REPAIR WAS \$286.
*CRR-JB CALLED C AND INFORMED C THAT THE COST WAS \$286 FOR PARTS AND LABOR AND
THAT THIS WAS REDUCED FROM WHAT C WOULD BE PAYING AND THEN ON TOP OF THAT CRR
WANTED TO SPLIT THE COST WITH C 50/50. C ACCEPTED. CRR ASKED C TO CALL DLR TO
SET UP APPT. C AGREED. C ASKED IF THERE WAS A TIME LIMIT. CRR TOLD C THAT THE
OFFERS FROM NNA ARE USUALLY GOOD FOR 6 MONTHS BUT CRR SUGGESTED THAT C CALL
DLR SOON AS IT IS FOR THE HEADLIGHT. C THANKED. @04/04-ZJB381N

*CRR-JB CALLED DAVE AND INFORMED DAVE THAT C HAD ACCEPTED 50/50 OFFER. CRR
ASKED DAVE TO CALL CRR AFTER REPAIR WAS COMPLETED FOR VCAN. DAVE AGREED.

@04/04-ZJB381N

FILE CLOSED.

@04/04-ZJB381N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

ACTION CODE: RT1C

0 DATE: 00/00/00

0 DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

CONTACT(S):

ROOT CAUSE: SDCP

USERID:

USERID:

USERID:

USERID:

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COMMENTS ONLY:
RESP DLR: 1840
IIR-DATE: 00 / 00 / 00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

#: 0 DATE: 00 / 00 / 00
EFFECTIVE: 4/3/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZJB381N
UPDATE DATE:
CLOSE DATE: 04/04/03
OLM: ROYSTER KAREN
OWNER FIRST:

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

MICROFILM:
DOM: YAKIM DAVID N
LANGUAGE:

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

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST.	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
9	NBDE00684033	3035	8/15/2000	8/15/2006	100,000.00		

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NBDE00684033 8/15/2006 3035

NBDE00684033

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LOVELAND
ST/ZIP: OH [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 41000
IN SVC DATE: 8/17/2000
RTL DLR: 22040 BUSAM MOTOR SALES, INC.
SVC DLR: 22040 BUSAM MOTOR SALES, INC.
RESP DLR:
REGION: 24 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: (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: 4
VEHICLE MAINTAINED BY: 22040
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 10 OPEN DATE: 04/03/03 XFER/RSPNSBLTY: 32 10 3
CONTACT (S): FOLLOWUP DATE: 04/11/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04/09/03 DATANET DATE: 4/4/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 103500 STEREO/CD/RADIO
AA AUDIO/VIDEO/NAVI VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

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G. A. R. COMMENTS

*NO PREV FILES. RSS TAKING INBOUND CALLS FOR TRAININ PURPOSES. ALL INFO IN DATABASE CONFIRMED. CUST STATES DIGITAL DISPLAY ON RADIO DOES NOT LIGHT UP. CUST STATES DLR INSPECTED VEH AND ADV THAT VEH IS OOW AND NO ASSISTANCE CAN BE PROVIDED. CUST REQ IF NNA CAN ASSIST BASED UPON CUST LOYALTY. RSS ADV CUST THAT CRR-UJ WILL RESEARCH WITH DLR AND CALL CUST BACK W/ 2-3 BUS. DAYS. CUST UNDERSTOOD AND THANKED. FILE DATANETTED. CRR TO CALL DLR. @04/03-ZUJ136N
FILE OPENED-ZUJ136N 04/03/2003

CRR-UJ CALLED SM- DAVE AND RECEIVED VMX. CRR PROVIDED CRR AND C NAME, FILE, AND PHONE NUMBERS. @04/09-ZUJ136N

CRR-UJ RECEIVED CALL FROM SM. SM STATES THAT THE REPAIR THE RADIO WOULD BE \$24.80. AND THE PART WILL BE AN EXCHANGE FOR THE MANUFACTURER. SM ALSO STATED THAT C HAS A HEADLIGHT ISSUE. SM STATES THAT THERE IS A SHORT IN THE SUB HARNESS CONNECTOR THAT THE HEADLIGHT BULB PLUS INTO. SM STATES THAT THERE IS A SRV BULLETIN ON ISSUE. SM STATES THAT C IS GOOD C WITH MULTIPLE NISSAN VEH AND FEELS THAT THE \$48.34 REPAIR WOULD REALLY PLEASE THE C. CRR HAS AGREED TO PROVIDE ASSISTANCE FOR HEADLIGHT SUBHARNESS REPAIR IN EFFORTS TO WOW THE C. CRR REQUESTED THAT SM CREATE TWO W.O.(S) FOR REPAIRS. @04/09-ZUJ136N
CLOSING FILE PENDING VCAN REQUEST FROM DLR. @04/09-ZUJ136N

FOLLOW-UP IS DUE ON OR BEFORE

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

DAVE SIEG. PLS CONTACT ME TO DISCUSS POSSIBLE GW ASSISTANCE FOR THIS GOOD CUSTOMER OF OURS. THANKS. URICA JACKSON: (310) 771-8439.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: RT1B		ROOT CAUSE: SDPP	
CALLBACK: (Y/N) #:	0	DATE: 00/00/00		USERID:	
REOPEN: CALLBACK #:	0	DATE: 00/00/00		USERID:	
NEW INFO #:		DATE: 00/00/00		USERID:	
OTHER #:		DATE: 00/00/00		USERID:	
COMMENTS ONLY: #:	0	DATE: 00/00/00		USERID:	
RESP DLR: 22040		EFFECTIVE: 4/3/2003		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: ZUJ136N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 04/09/03		MICROFILM:	
RESP CAA:		CLM: SMIT AGNES		DOM: PARSONS HARRY	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:12 AM

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

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

DATE: 4/15/2004
TIME: 08:10:12 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: 08:10:12 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA4093121
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: STRATFORD
ST/ZIP: CT [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 34294
IN SVC DATE: 1/29/2000
RTL DLR: 3285 PAUL MILLER NISSAN, LLC
SVC DLR: 3285 PAUL MILLER NISSAN, LLC
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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 4/4/2003 WHERE: PAUL MILLER (DLR SM VREELAND)
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: PAUL MILLER NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 04/07/03 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): FOLLOWUP DATE: 05/05/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04/29/03 DATANET DATE: 4/8/2003

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

G/L VALUE CODE: 26GDWIL ACCOUNT: 1-630100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 88.98

CHK REQUEST DATE: 04/23/03 REQUESTED BY: ZLL319N
CHECK APPROVED: 04/28/03 APPROVED BY: SMIT AGN ZAS132N
CHECK ISSUE DATE: 04/29/03 CHECK NUMBER:

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA AC	VEHICLE CONCERNS BODY ELECTRICAL
113500 YE	HEADLAMP MULTIPLE REPAIR ATTEMPTS
OA AC	VEHICLE CONCERNS BODY ELECTRICAL
113500 YI	HEADLAMP OOW GOODWILL ASSISTANCE REQUEST

DATE: 4/15/2004
TIME: 06:10:12 AM

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C. A. R. COMMENTS

VERIFIED C ADDRESS, PHONE AND MILEAGE

04/07-ZLL319N

ONE RECALL AND NO PREVIOUS FILE

C STATED VEH HEADLIGHT HAD PROBLEM BEFORE AND LAST FRIDAY. HE TOOK VEH TO DLR FOR HELP AGAIN. C STATED VEH IS OUT OF BASIC WARRANTY TIME FRAME AND DLR CHARGED HIM \$\$\$ FOR THE HEADLIGHT. C REQUESTED NNA'S ASSISTANCE BECAUSE HE LEASED ANOTHER 98 QUEST AND 98 ALTIMA BEFORE.

04/07-ZLL319N

FILE OPENED-ZLL319N 04/07/2003

CRR GAVE FILE# AND EXTENSION TO C AS REFERENCE. C UNDERSTOOD CRR WILL CONTACT DLR FOR MORE INFO AND CRR WILL CALL BACK AROUND FEW BUSINESS DAYS. C STATED DLR COMPLETED THE RECALL FOR HIM ON FRIDAY AND C WONDERS WHY NNA DID NOT LET HIM KNOW. CRR EXPLAINED TO C THAT ACCORDING TO SYSTEM, NNA SENT A RECALL LETTER TO C ON 2001 SO CRR BELIEVES IT WAS LOST DURING MAIL; C UNDERSTOOD CRR UPDATED FILE WITH HIS ADDRESS SO IN THE FUTURE, NNA WILL USE HIS ADDRESS OR PHONE TO CONTACT C IF VEH HAS A NEW RECALL. C UNDERSTOOD AND CRR THANKED C

04/07-ZLL319N

CRR TALKED TO DLR SERVICE JOHNNY. JOHNNY STATED C HAS 5 OIL CHANGE RECORDS AND DLR REPLACED THE HEADLIGHT CONNECTOR FOR C ON 4/4/03; VEH'S BASIC WARRANTY IS EXPIRED ON 1/03. JOHNNY STATED DLR HAS NO OTHER NNA VEH RECORDS IN SYSTEM

04/15-ZLL319N

CRR LEFT MESSAGE, FILE# AND DIRECT LINE TO C AT 11:00AM

04/15-ZLL319N

CRR LEFT MESSAGE, FILE# AND DIRECT LINE TO C AT 10:45AM

04/16-ZLL319N

FILE CLOSED PENDING FOR C RESPONSE. POST CARD SENT

04/16-ZLL319N

CRR RETURNED C'S MESSAGE AT 2:25PM. CRR TALKED TO MRS. LUCIANO (C). C STATED KEN WOULD LIKE TO SPEAK WITH CRR ABOUT THE HEADLIGHT AND SHE LEASED ANOTHER 98 QUEST; C STATED SHE HAS A 98 ALTIMA 1N4DL01DXLC [REDACTED] NOW. C STATED KEN WANTS TO LEASE ANOTHER NNA VEH BUT BECAUSE OF THE HEADLIGHT ISSUE, THEY WILL THINK ABOUT IT AGAIN. CRR GAVE FILE# AND DIRECT LINE TO C. C UNDERSTOOD NNA WILL CLOSE TOMORROW AND CRR IS AVAILABLE MONDAY TO FRIDAY 9 AM TO 6 PM EST

04/17-ZLL319N-COMMENT

C CALLED BACK CRR AND CRR EXPLAINED TO C THAT CRR WILL REIMBURSE THE HEADLIGHT COST TO C EVEN VEH IS OUT OF WARRANTY BECAUSE C IS A REPEATED OWNER OF NNA VEH. C THANKED CRR AND STATED HE WILL FAX THE VEH REGISTRATION, DLR INVOICE AND PROOF OF PAYMENT TO CRR TOMORROW. CRR THANKED C AND GAVE THE DIRECT FAX LINE TO C

04/21-ZLL319N-COMMENT

REOPENED FILE AS CRR GOT C'S DLR INVOICE CRR FORWARDED IT TO CHECK APPROVAL INBOX FOR THE REFUND \$68.95

04/23-ZLL319N

CHECK APPROVED. FILE CLOSED

04/29-ZLL319N

CRR FORWARDED THE DOCS TO CLOSED FILE AND CRR LEFT MESSAGE, FILE# AND DIRECT LINE TO C AT 8:28AM ABOUT THE CHECK STATUS; CRR INFORMED C THAT THE REFUND WILL ARRIVE AROUND COUPLE WEEKS SINCE CRR IS IN WEST COAST

04/29-ZLL319N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

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

PLS CONTACT LUCIA AT 310-771-9736 THANKS

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

ACTION CODE: RT2A

0 DATE: 00/00/00

CONTACT(S):

ROOT CAUSE: SCPP

USERID:

DATE: 4/15/2004
TIME: 08:10:13 AM

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REOPEN: CALLBACK #: 0
NEW INFO #: 0
OTHER #: 0
COMMENTS ONLY: #: 3
RESP DLR: 3265
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 4/23/2003
DATE: 00/00/00
DATE: 00/00/00
DATE: 4/29/2003
EFFECTIVE: 4/7/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZLL319N
UPDATE DATE:
CLOSE DATE: 04/29/03
OLM: ROYSTER KAREN
OWNER FIRST:

USERID:
USERID:
USERID:
USERID: ZLL319N
CHANGED BY:
CHECK REQUESTED: YES
CHECK ISSUED: YES

MICROFILM:
DOM: YAKIM DAVID N
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:13 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:13 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME [REDACTED]

VIN: 4N2XN11T4YD808111
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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Ver. Policy 01

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DATE: 4/15/2004
TIME: 08:10:13 AM

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LANTANA
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 44000
IN SVC DATE: 5/20/2000
RTL DLR: 3676 NORTH TEXAS NISSAN
SVC DLR: 3437 BANKSTON NISSAN LEWISVILL
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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
CONTACT (S):
SEVERITY: 3

OPEN DATE: 04/14/03
FOLLOWUP DATE: 06/04/03
CLOSE DATE: 05/29/03

XFER/RSPNSBLTY: 32 01 5
DATANET (Y/N): 1
DATANET DATE: 4/15/2003

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

CITY: LANTANA TX [REDACTED]
VIN: 4N2XN11T6YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 32GDWIL ACCOUNT: 1-630100-32150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 123.4

CHK REQUEST DATE: 05/23/03
CHECK APPROVED: 05/28/03
CHECK ISSUE DATE: 05/29/03

REQUESTED BY: ZEM411N
APPROVED BY: SMIT AGN ZAS132N
CHECK NUMBER:

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA AF VEHICLE CONCERNS ENGINE ELECTRICAL	134000 WT GEN. ENGINE ELECTRIC COMPONENT(S) UNABLE DIAGNOSE/DUPLICATE
OA AF VEHICLE CONCERNS ENGINE ELECTRICAL	134000 YI GEN. ENGINE ELECTRIC COMPONENT(S) OOW GOODWILL ASSISTANCE REQUEST

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

PREVIOUS FILES 3758222 C LAST AT DLR 8/8/02***

C CALLED AND STATES THAT C TOOK THE VEHICLE TO THE DLR FOR ELECTRICAL ISSUE AND NON WERE DUPLICATED. C STATES THAT SPEEDOMETER WORKS INTERMITTENTLY. C STATES THAT THE BLINKER SPEEDS CHANGES. C STATES THAT THE DISPLAY WORKS INTERMITTENT. C STATES THAT NOW THE RIGHT FRONT HEAD LIGHT WORKS ON AND OFF INTERMITTENTLY. C STATES THAT C HAS NEVER BEEN IN AN ACCIDENT AND NEVER FILE OPENED-ZEM411N 04/14/2003

MODIFIED ANYTHING. C STATES THAT C IS WILL RETURN TO THE DLR TODAY. C STATES THAT SPOKE WITH VIC. C STATES THAT C FEELS CONCERN THAT IT HAS BEEN ADDRESSED WITH THE DLR.

CRR EM VERIFIED C NAME, ADDRESS, BOTH TELEPHONE NUMBER, DLR INFORMATION, MILEAGE, SERVICE CAMPAIGNS AND RECALL INFORMATION. C WAS ADVISED THAT C IS RESPONSIBLE FOR DIAGNOSIS AND NNA WILL REVIEW WITH THE DLR FOR ASSISTANCE IF THE SAME CONCERNS ARE DUPLICATED. C UNDERSTOOD AND WAS PROVIDED WITH FILE AND NNA NUMBER. @04/14-ZEM411N

CRR EM CALLED DLR AND SPOKE WITH SM-BOBBY, FILE WAS REVIEWED AND DLR WILL CALL BAKC WITH UPDATE AFTER DIAGNOSIS. DLR WAS ADVISED THAT NNA WILL REVIEW FOR ASSISTANCE WITH PREVIOUS CONCERNS THAT WERE NEVER DUPLICATED AND THAT CAN BE DUPLICATED NOW. DLR UNDERSTOOD. @04/15-ZEM411N

CRR EM CALLED DLR AND MESSAGE LEFT FOR SM- BOBBY FOR A CALL BACK.

@04/16-ZEM411N

CRR EM NOTES THAT C CALLED AND STATES THAT C WAS ADVISED THAT DLR IS WAITING ON NNA. C STATES THAT IS GOING OUT OF TOWN AND WILL RETURN ON 4/21/03.

C CAN BE REACHED AT [REDACTED]

CRR EM CALLED DLR SM- BOBBY, FILE WAS REVIEWED AND CRR EM WAS ADVISED THAT C NEEDS A RADIO AND SPEEDOMETER. DLR STATES THAT DLR HAD ORDERED THE RADIO ON TWO OCCASSIONS AND C NEVER RETURNED AND IT WAS NOT INSTALLED.

DLR STATES THAT TOTAL REPAIR UNDER WARRANTY IS \$1,500. RADIO \$1,294.28.

SPEEDOMETER IS \$74.42 AND CALIBRATION \$ 25.00. AND LABOR IS \$100.00.

AND DLR STATES THAT HEAD LIGHT ALSO NEEDS A HARNESS (NEVER ADDRESSED BEFORE) DLR STATES THAT C HAS BEEN AT THE DLR FOUR TIMES ALL WARRANTY.

CRR EM REVIEWED AND STATES THAT LACK OF C RESPONSE. NNA WILL ASSIST C WITH THE SPEEDOMETER, DLR WILL CALL C AT CELL [REDACTED] TO OFFER. @04/17-ZEM411N

CRR-SL RECEIVED INBOUND CALL FROM C. C WAS REQUESTING UPDATE WITH FILE.

CRR-SL REVIEWED FILE AND ADVISED TO C THAT NISSAN POSITION ON CONCERN IS TO REPAIR THE SPEEDOMETER, ANY OTHER REPAIRS WILL BE C RESPONSIBILITY.

C ASKED HOW DID NISSAN COME TO THIS DECISION. CRR-SL REVIEWED WITH CRR-EM AND ADVISED TO C THAT WITH BEING OUTSIDE OF WARRANTY, NISSAN WOULD STILL LIKE TO ASSIST AND NISSAN FEELS SPEEDOMETER IS A MUCH MORE IMPORTANT COMPONENT IN THE VEH AND NISSAN WILL ASSIST WITH REPAIR TO THAT COMPONENT. C UNDERSTOOD.

C STATED C WAS TOLD BY A SERVICE ADVISOR -STEVE MATSKI WHOM USE TO WORK AT THE DLR THAT AS LONG AS C'S CONCERNS WERE DOCUMENTED WITHIN WARRANTY, ANYTHING THAT HAPPENS AFTER WILL BE COVERED. CRR-SL ADVISED TO C THAT CRR-SL WILL

ADVISE CRR-EM OF THIS. CRR-SL ASKED C IF DLR PROVIDED REPAIR ORDER WHEN PROBLEM COULD NO BE DUPLICATED WHEN VEH WAS WITHIN WARRANTY, C STATED C HAD THE REPAIR ORDER AND C SHOWED THE DLR. CRR-SL ADVISED TO C THAT CRR-SL WILL ADVISE CRR-EM OF THE CONCERN. C THANKED. EMAIL SENT. @04/21-ZSL045N

CRR EM CALLED C AT DAY/EVE NUMBER. MESSAGE LEFT. FILE AND NNA NUMBER PROVIDED. C WAS ADVISED THAT IF A CONCERN IS DOCUMENTED WITHIN WARRANTY, NNA WILL TAKE IT INTO CONSIDERATION. DOES NOT NECESSARILY MEAN THAT IT WILL BE COVERED UNDER WARRANTY. MESSAGE LEFT. @04/22-ZEM411N

***CRR-JA TOOK INBOUND CALL. C ASKED FOR CRR-EM. CRR-JA ADVISED C THAT CRR-JA WOULD LEAVE MSG FOR CRR-EM FOR CALLBACK. C PROVIDED CELL PHONE NO AS ALTERNATE @04/22-ZJA726N

C CALLED AND FILE WAS REVIEWED AND C STATES THAT C WAS ADVISED THAT NNA WILL ASSIST WITH THE SPEEDOMETER. C STATES THAT DLR ADVISED THAT THERE WAS A PROBLEM WITH RADIO AND IT SHOULD BE RECALLED AND COVERED UNDER THE WARRANTY. C WAS ADVISED THAT NNA IS NOT IN THE POSITION TO ASSIST C. C WAS ADVISED THAT NISSAN HAS FORFILLED THE WARRANTY OBLIGATIONS AND HAS FULLY REVIEWED C FILE.

DATE: 4/15/2004
TIME: 08:10:13 AM

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NNA IS IN THE POSITION TO ASSIST C WITH SPEEDOMETER IN THE INTEREST OF C SATISFACTION. NOT THE RADIO. C REQUEST TO SPEAK WITH SOMEONE ELSE. C WAS ADVISED THAT A SUPERVISOR WILL CALL BACK WITHIN 24-48 HOURS. FILE SUBMITTED CRR EM CALLED DLR AND SPOKE WITH SM- BOBBY. FILE REVIEWED AND STATES THAT NO ONE AT THE DLR ADVISE THE C THAT THERE WAS A PROBLEM WITH THE RADIOS AND NNA SHOULD COVER. DLR DOES NOT FEEL THAT RADIO SHOULD BE COVERED. C HAD OPPORTUNITY TO HAD THIS REPLACED AND C NEVER RETURNED. DLR THANKED. @04/22-ZEM411N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

PLEASE REVIEW AND CONTACT ELIZABETH AT 310-771-3846. THANK YOU.
C CALLED AND INQUIRED IF SUPERVISOR CALL BACK WAS SUBMITTED AND WHEN C WILL BE CONTACTED. C WAS ADVISED THAT C WILL BE CONTACT WITHIN 24-48 HOURS OF DATE IT WAS SUBMITTED WHICH WAS 4/22/03. C UNDERSTOOD. @04/23-ZEM411N

**RSS TJ RECEIVED REQUEST FOR SUPERVISOR CALL BACK 4-22-03. RSS TJ RETURN THE CALL ON 4-24-03. @04/24-ZTJ117N

RSS TJ DISCUSS FILE WITH C AND WAS ADVISED THAT VEHICLE WAS AT THE DEALER FOR 10 DAYS. C STATES THAT HE PICKED UP VEHICLE TODAY BECAUSE HE NEEDED VEHICLE AND THEY DID NOT PROVIDE HIM WITH A LOANER VEHICLE. C STATES THAT HE RECEIVED INFORMATION FROM ANOTHER NISSAN DEALER THAT RADIO CAN BE REPAIRED AT AND OUT SOURCE FOR \$150.00. C STATES THAT VEHICLE WAS TAKEN TO DEALER FOR THIS PROBLEM WHILE VEHICLE WAS UNDER WARRANTY AND HE WAS TOLD THAT REPAIRS WOULD BE COVERED FOR THIS PROBLEM IF PROBLEM OCCUR WHILE WHEN WARRANTY EXPIRED. *RSS TJ ADVISED C THAT FILE WILL BE REVIEWED FURTHER AND HE WOULD RECEIVE A RETURN CALL TODAY. C UNDERSTOOD. RSS TJ FORWARD FILE TO CRR EM FOR FURTHER HANDLING AND CONTACT. @04/24-ZTJ117N
CRR EM CALLED DLR AND SPOKE WITH SA-STEVE. CRR EM INQUIRED ON RADIO THAT NOTED IN WARRANTY SCREEN AS PAID REPAIR. CRR EM WAS ADVISED THAT A VCP BUTTON WAS ORDERED AND DLR NOTES THAT C NEVER RETURNED TO INSTALL VCP
CRR EM NOTES IN CPIA WARRANTY PAID AUDIO BOX AND NOT THE DLR.

EXP DESCRIPTION	T.RAMT	T.AAMT	MSG	SPLIT
650 AUDIO VENDOR REMAN. EXPENSE		347.00		347.00

A MSG DESCRIPTION A MSG DESCRIPTION @04/24-ZEM411N

FILE REVIEWED WITH RSS TJ AND WAS ADVISED THAT SINCE C HAD A CONCERN WHILE C WAS WITHIN WARRANTY. NNA SHOULD REIMBURSE C TO HAVE IT REPAIRED FOR \$150.00. CRR EM CALLED C AT DAY NUMBER AND ADVISED OF UPDATED. NNA WILL COVER THE SPEEDOMETER AND WILL REIMBURSE FOR RADIO REPAIR AFTER RECEIPT FAX. (FAX # PROVIDED) C HAPPY AND WAS ADVISED THAT NNA WOULD LIKE TO KEEP C A HAPPY AND TOTALLY SATISFIED NISSAN C. FILE CLOSED. @04/24-ZEM411N

***CRR-JA TOOK INBOUND CALL FROM C. CRR ADVISED C TO FAX IN DOCS: RECEIPT AND PROOF OF OWNERSHIP. C WOULD LIKE A CALL WHEN DOCS ARE REC'V. EMAIL SENT.

@05/23-ZJA726N-COMMENT

***CRR EM NOTES FAX RECEIVED AND CHECK REQUEST SUBMITTED FOR A TOTAL OF \$123.40 @05/23-ZEM411N

CRR EM NOTES CHECK APPROVED. CRR EM CALLED C AT EVE NUMBER AND MESSAGE LEFT. ADVISED OF UPDATE. FILE CLOSED. @05/29-ZEM411N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

ACTION CODE: NT2A

DATE: 00/00/00

DATE: 5/23/2003

CONTACT(S):

ROOT CAUSE: SCPP

USERID:

USERID:

DATE: 4/15/2004
TIME: 08:10:13 AM

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NEW INFO #:	0	DATE:	00/00/00	USERID:	
OTHER #:	0	DATE:	00/00/00	USERID:	
COMMENTS ONLY #:	1	DATE:	5/23/2003	USERID:	ZJA728N
RESP DLR:	3437	EFFECTIVE:	4/14/2003	CHANGED BY:	
IR-DATE:	00/00/00	TRANS DATE:		CHECK REQUESTED:	YES
3RD PRY:		PART#:		CHECK ISSUED:	YES
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY:	ZEM411N		
SVC CALL#:		UPDATE DATE:			
CLOSE: Y	(Y/N)	CLOSE DATE:	05/28/03	MICROFILM:	
RESP CAA:		OLM:	SMIT AGNES	DOM:	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:13 AM

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

DATE: 4/15/2004
TIME: 08:10:13 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED] VIN: 4N2XN11T6YD [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
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NAME [REDACTED]
STREET [REDACTED]
CITY: WATKINSVILLE
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 70000
IN SVC DATE: 6/8/2000
RTL DLR: 17026 HEYWARD ALLEN MTR CO INC
SVC DLR: 17028 HEYWARD ALLEN MTR CO INC
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: (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: 7
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 04/25/03 XFER/RSPNSBLTY: 48 01 5
CONTACT (S): FOLLOWUP DATE: 08/05/03 DATANET (Y/N): 0
SEVERITY: 8 CLOSE DATE: 08/09/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YE MULTIPLE REPAIR ATTEMPTS

DATE: 4/15/2004
TIME: 08:10:13 AM

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C. A. R. COMMENTS

CHECKED FOR PREVIOUS FILES. NONE FOUND. VERIFIED CURRENT ADDRESS, DAY AND EVENING PHONE. VERIFIED SERVICING DLR AND CURRENT MILEAGE ON VEH. CHECKED FOR RECALLS ON VEH, 1 COMPLETED. @04/25-ZJS014N

C CALLING IN TO COMPLAIN ABOUT THE HEADLIGHT CONNECTOR GOING OUT FOR THE 8TH TIME. C STATES C TOOK VEH TO THE DLR. THE LEFT CONNECTOR IS GOING OUT AGAIN FOR THE SECOND TIME IN 2 MONTHS. C STATES THE RIGHT CONNECTOR HAS BEEN FILE OPENED-ZJS014N 04/25/2003

REPLACED 5 TIMES ALREADY. THE DLR INFORMED THE C THAT NNA KNOWS ABOUT THE PROBLEM AND C STATES C FEELS THIS IS A DEFECT AND ALTHOUGH THIS IS NOT AN EXPENSIVE PROBLEM. C WANTS TO KNOW IF THERE IS ANY TECHNICAL INFO IN REGARDS TO THIS PROBLEM. C STATES C HAS HAD TO REPLACE THE BULB TWO MONTHS AGO. CRRJS GAVE C FILE #, CRRJS NAME AND EXTENSION FOR REFERENCE. C INFORMED CRRJS WILL RESEARCH INFO AND GET BACK WITH C BY NEXT WEDNESDAY. @04/25-ZJS014N @04/25-ZJS014N

LM FOR SA OR SM TO CALL BACK WITH THIS C VEH CONCERNS. @05/01-ZJS014N
RECEIVED A CALL BACK FROM SA BARRY REGARDING THIS C FILE. C HAS HAD THE CONNECTOR REPLACED 2 TIMES ON THE LEFT AND 3 TIMES ON THE RIGHT. C IS OUT OF WARRANTY. VEH IS AT 89,325 MILES WHEN VEH CAME IN AGAIN FOR THE CONNECTOR LIGHT TO BE REPLACED. @05/01-ZJS014N

CRRJS LEFT MESSAGE FOR C AS A FOLLOWUP CALL TO SEE HOW C VEH IS DOING. @05/13-ZJS014N

CRR RECEIVED A VOICEMAIL FROM C REGARDING THIS FOLLOWUP CALL. C CAN BE REACHED AT 708-789-9360. @05/13-ZJS014N

CRR WILL CONTACT C AGAIN ON 5/21/03. @05/20-ZJS014N @05/20-ZJS014N

***CRR-SH FORWARDING FILE TO CRR-MM FOR FURTHER HANDLING. @06/04-ZSH883N

CRR-MM ATTEMPTED TO REACH C AND GOT A RECORDING THAT THE PHONE # WAS NOT GOOD CRR-MM SENT C A POSTCARD TO CONTACT CRR-MM IF THERE WAS ANY FURTHER ISSUES WITH C'S VEH @06/09-ZMM441N

FILE CLOSED PENDING C CONTACT IN THE NEXT 30 DAYS* @06/09-ZMM441N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1G	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: 17026	EFFECTIVE: 4/25/2003	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: ZMM441N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 06/09/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:13 AM


NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CAR ID:
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CA4111804

DATE: 4/15/2004
TIME: 08:10:13 AM

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

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CA4111804

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

CA4111804

DATE: 4/15/2004
TIME: 08:10:13 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
42	RCDC00353457	17026	6/6/2000	6/6/2005	100,000.00		

Van Policy ID

RCDC00353457 6/6/2005 17026

RCDC00353457

DATE: 4/15/2004
TIME: 08:10:13 AM

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

CAR ID: CA4127140
Page 1

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

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 70000
IN SVC DATE: 10/25/1999
VCAN: RTL DLR: 3278 NEWBURGH NISSAN, INC.
PAID: SVC DLR: 3278 NEWBURGH NISSAN, INC.
SUSP: RESP DLR:
DENY: REGION: 26 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: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 5/8/2003 WHERE: NEWBURGH NISSAN (JENNIFER)
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: NEWBURGH NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 09 OPEN DATE: 05/08/03 XFER/RSPNSBLTY: 26 09 S
CONTACT (S): FOLLOWUP DATE: 05/09/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05/28/03 DATANET DATE: 5/9/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	254500	TIRE (TIRE/VALVE/TUBE)
BO	TIRE/WHEEL	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	254500	TIRE (TIRE/VALVE/TUBE)
BO	TIRE/WHEEL	YI	OOW GOODWILL ASSISTANCE REQUEST

DATE: 4/15/2004
TIME: 08:10:13 AM

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

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CA4127140

C. A. R. COMMENTS

VERIFIED C ADDRESS, PHONE AND MILEAGE
NO RECALL AND NO PREVIOUS FILE

@05/08-ZLL319N

C STATED LAST DECEMBER, HE TOOK VEH TO DLR DUE TO NOISE PROBLEM AND NOW VEH HAS THE SAME INCIDENT. C STATED HE JUST PICKED UP VEH FROM DLR THIS MORNING AND DLR CHARGED HIM \$86 INSPECTION FEE. C STATED DLR DID NOT FIX ANYTHING OF VEH AND GAVE HIM A LIST THAT WHAT SERVICES VEH NEEDS.

@05/06-ZLL319N

FILE OPENED-ZLL319N 05/08/2003

CRR GAVE FILE# AND EXTENSION TO C AS REFERENCE. CRR EXPLAINED TO C THAT CRR WILL CONTACT DLR FOR MORE INFO AND CRR WILL CALL BACK AROUND COUPLE BUSINESS DAYS. C UNDERSTOOD AND CRR THANKED C

@05/08-ZLL319N

C STATED HE WANTS DLR TO REFUND THE \$86 BACK TO HIM & VEH NEEDS NEW TIRE ROD

@05/08-ZLL319N

CRR TALKED TO DLR SM JIM. JIM STATED C IS NOT A SERVICING C IN DLR: ON 12/02 DLR FIXED THE BOLT JOINTS FOR OF VEH AND C TOOK VEH TO AFTER MARKET PLACE FOR SERVICE. JIM STATED C TOOK VEH BACK TO DLR AGAIN FOR REMOLDING AND BALANCING TIRES: C WAS ADVISED VEH HAS BAD SOCKET OF HEADLIGHT IN 02

JIM STATED YESTERDAY, C TOOK VEH BACK TO DLR AND DLR FOUND VEH DRIVE BELT IS CRACKED AND ADVISED C TRANSMISSION SERVICE, AIR FILTER SERVICE. JIM STATED VEH NEEDS TIRE RODS NOW NOT BOLT JOINTS THEY FIXED LAST YEAR AROUND 80000 MILES AND C REFUSED ALL THE SERVICES

@05/09-ZLL319N

CRR LEFT MESSAGE. FILE# AND DIRECT LINE TO C AT 3:03PM

@05/22-ZLL319N

CRR RETURNED C'S MESSAGE AT 7:09AM C'S WORK# [REDACTED]. CRR LEFT MESSAGE FILE# AND DIRECT LINE TO C EVENING AS CRR WAS INFORMED C IS OUT OF OFFICE MORNING

@05/28-ZLL319N

CRR RETURNED C'S MESSAGE AT 2:25PM. CRR EXPLAINED TO C THAT ACCORDING TO DLR SM JIM'S INFO, VEH TIRE RODS HAVE PROBLEM THIS TIME NOT THE BOLT JOINTS THEY FIXED LAST YEAR AROUND 80000 MILES SERVICE. C IS NOT SATISFIED AND STATED HE WILL NOT PURCHASE ANOTHER NNA VEH. CRR EXPLAINED TO C THAT C IS WELCOME TO BRING VEH TO ANOTHER NNA DLR FOR A SECOND OPINION AND DLR ARE INDEPENDENTLY OWNED SO C COULD GET A FAIR OPINION FROM OTHER NNA DLR. C STATED HE KNEW HOW DLR WORKS BECAUSE THEY JUST WANT HIS MONEY. CRR EXPLAINED TO C THAT HE IS WELCOME TO CONTACT DLR SM AGAIN TO CLEAR UP THE INCIDENT. C STATED HE UNDERSTOOD CRR DID THE BEST TO ASSIST HIM AND C THANKED CRR. CRR THANKED C ALSO AND C SAID GOODBYE.

@05/28-ZLL319N

FILE CLOSED. THANK YOU POST CARD SENT

@05/28-ZLL319N

FOLLOW-UP IS DUE ON OR BEFORE

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

THANKS PLS CONTACT [REDACTED]

CUSTOMER BROUGHT VEH IN FOR A NOISE IN THE FRONT END WHICH ARE THE TIE-RODS THEY ARE LOOSE AND HAVE PLAY. CUSTOMER WAS IN ON 12/18/02 TO HAVE THE FRONT BALL JOINTS REPALCED DUE TO TIRE WEAR 9804 MILES AGO. BOTH ITEMS AND CONCERNS ARE NOT RELATED TO EACH OTHER. CUSTOMER HAS MAINTENANCE DONE ELSEWHERE. CUSTOMER WAS AWARE OF THE DIAGNOSTIC/CHECK OUT FEE UPFRONT AND PAID THE BILL. CUSTOMER DECLINED TO HAVE ANY WORK DONE HERE. WILL TAKE IT SOMEWHERE CHEAPER TO REPAIR.

@06/12-3278

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

ACTION CODE: RT3C

CONTACT(S):

ROOT CAUSE: SCPP

DATE: 4/15/2004
TIME: 08:10:13 AM

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

CAR ID:
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CA4127140

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: 3278		EFFECTIVE: 5/8/2003	CHANGED BY:
HR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:		PART#:	CHECK ISSUED: NO
BYBACK ST:		OPENED BY:	
HISTORY:		UPDATE BY: ZLL319N	
SVC CALL#:		UPDATE DATE:	
CLOSE: Y (Y/N)		CLOSE DATE: 05/28/03	MICROFILM:
RESP CAA:		OLM: ROYSTER KAREN	DOM:
PHONE:		OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:13 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA4127140

CA4127140

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

DATE: 4/15/2004
TIME: 08:10:13 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 08:10:13 AM

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

CAR ID: CA4128247
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: RIDGEMONT
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 35000
IN SVC DATE: 11/30/1999
RTL DLR: 3207 ACTION NISSAN, INC.
SVC DLR: 3760 VICTORY NISSAN/RICHMOND
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 11 11

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: (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 # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 05/09/03 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): FOLLOWUP DATE: 05/12/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05/19/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

QA	VEHICLE CONCERNS	103500	STEREO/CD/RADIO
AA	AUDIO/VIDEO/NAVI	YX	POOR OR IMPROPER OPERATION
QA	VEHICLE CONCERNS	197000	POWER WINDOW (MOTOR/SWITCH/RELAY)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:10:13 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4128247

C. A. R. COMMENTS

NO PREVIOUS FILES

CRR-SP CREATED FILE WITH NAME, ADDRESS, PHONE, CURRENT MILEAGE, SVC DLR. C CALLED STATING THAT C PURCHASED VEH AND WAS TOLD THAT VEH WOULD BE 416995, BUT THEN C WAS LATER GIVEN CONTRACT WITH PRICE OF \$20995. CRR-SP ADVISED THAT UNFORTUNATELY, IF C SIGNED CONTRACT WITH PRICE OF \$20995, THERE IS NOTHING THAT CAN BE DONE TO ALTER PRICE NOW. C STATES C WAS ALSO FILE OPENED-ZSP698N 05/09/2003

SOLD A GAP AGREEMENT, CRR-SP ADVISED THAT IT MAY BE POSSIBLE TO CANCEL HTAT POLICY, BUT C MUST CONSULT GAP OR DLR TO FIND OUT HOW. C STATES C HAS PROBLEM WITH RADIO AND DRIVER'S SIDE POWER WINDOW. C STATES C WAS IN DLR LAST WEEKEND AND WAS ADVISED THAT PARTS WOULD NOT BE COVERED AND C THINKS THESE PARTS SHOULD BE COVERED UNDER GAP OR WARRANTY. CRR-SP ADVISED CRR-SP WILL INVESTIGATE WITH DLR AND CALL C ON MONDAY. NAME.XT.FILE# PROVIDED

05/09-ZSP698N

***CRR-SP CALLED DLR AND WAS ADVISED DLR IS CLOSED. 05/12-ZSP698N

CRR-SP CALLED C AND LINE WAS BUSY 05/12-ZSP698N

***CRR-SP CALLED DLR SVC AND WAS ADVISED HEADLIGHT WAS ORDERED (HALLOGEN AND CONNECTOR). SA STATES SM IS HANDLING FILE AS SA-TRAVIS IS ON VACATION 05/13-ZSP698N

***CRR-SP CALLED C AND ADVISED ON CURRENT INFORMATION AND ADVISED THAT CRR-SP WILL CALL C TOMORROW AFTER SPEAKING WITH SM 05/13-ZSP698N

***CRR-SP CALLED DLR SM-JEFF AND LEFT MSG WITH RECEPTIONIST ASKING FOR CALL BACK. DIRECT# PROVIDED 05/14-ZSP698N

***CRR-SP RECEIVED CALL FROM SM-JEFF AND WAS ADVISED THAT HEADLAMP WAS REPAIRED AND RADIO ISSUE WAS NOT ADDRESS AS IT WAS NOT COVERED UNDER WARRANTY. JEFF STATES THERE IS OPEN P.O. BUT IT DOES NOT GIVE ANY INFORMATION ON VEH OR WHAT REMAINS TO BE DONE. 05/14-ZSP698N

***CRR-SP CALLED C AND GOT NO ANSWER 05/14-ZSP698N

***CRR-SP CALLED C AND LEFT MSG WITH MARTA ASKING ABOUT VEH. MARTA STATES VEH DRIVER'S WINDOW DOES NOT OPEN AND CLOSE, AND RADIO. CRR-SP ADVISED TO HAVE C CALL CRR-SP, BUT IF NOT, CRR-SP WILL CALL C TOMORROW 05/15-ZSP698N

***CRR-SP CALLED C AND GOT NO ANSWER 05/16-ZSP698N

***CRR-SP CALLED C AND GOT NO ANSWER 05/19-ZSP698N

CRR-SP CLOSING FILE PENDING FURTHER CONTACT FROM C 05/19-ZSP698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT4B	ROOT CAUSE: 8CNR
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: 3780	EFFECTIVE: 5/9/2003	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: ZSP698N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 05/19/03	MICROFILM:

DATE: 4/15/2004
TIME: 08:10:13 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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RESP CAA:
PHONE:

OLM: ROYSTER KAREN
OWNER FIRST:

DOM:
LANGUAGE: S

DATE: 4/15/2004
TIME: 08:10:14 AM

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

CAR ID:
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CA4128247

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

CA4128247

DATE: 4/15/2004
TIME: 08:10:14 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
3	MTNH00334689	3760	4/19/2003	4/19/2006	80,045.00		
63	RMNL07343173	3760	4/19/2003	11/30/2006	100,000.00		

See Policy Id

MTNH00334689 4/19/2006 3760

MTNH00334689

DATE: 4/15/2004
TIME: 08:10:14 AM

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

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Visa Policy Id

RMNU07343173 11/30/2005

3760

RMNU07343173		
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DATE: 4/15/2004
TIME: 08:10:14 AM

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

CAR ID:
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CA4135844

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 12/31/1999
RTL DLR: 3387 CERRITOS NISSAN
SVC DLR: 090A POWER NISSAN TORRANCE
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 1/1/2003 WHERE: POWER NISSAN
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
CONTACT (S):
SEVERITY: 9

OPEN DATE: 05/15/03
FOLLOWUP DATE: 05/30/03
CLOSE DATE: 05/30/03

XFER/RSPNSBLTY: 44 01 3
DATANET (Y/N): 1
DATANET DATE: 5/18/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YE	MULTIPLE REPAIR ATTEMPTS

DATE: 4/15/2004
TIME: 08:10:14 AM

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

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CA4135844

C. A. R. COMMENTS

PREVIOUS FILES 3022007, 3142754, 3268112, 3528438, 3688575, 3796307
4011618 AND 4024776

C CURRENTLY DRIVING AND PULLING INTO POWER NISSAN IN TORRANCE. C SAID THIS IS THE 5TH TIME THAT THE FRONT HEADLIGHTS HAS GONE OUT. C SAID THE 4TH TIME WAS JUST 4 MOS AGO. C SAID IT HAS NOT BEEN WORKING FOR 2 WEEKS NOW AND HAS GOTTEN FIXED IT TICKETS BEC. C STILL DROVE VEH AT NIGHT. C WANT TO KNOW IF THERE IS FILE OPENED-ZMT488N 05/15/2003

A RECALL ON THE HEADLAMPS, CRR APOLOGIZED TO C TO HEAR OF THE CONCERN. CRR CHECKED, NO OPEN RECALLS ON FILE. CRR ADVISED C. CRR ADVISED CRR CAN REQUEST DLR TO CALL INTO TECHLINE ABOUT THIS ISSUE (CURRENT TIME: 2:30PM). CRR WILL CALL DLR RIGHT NOW FOR C. C SAID CURRENT CONCERNS ARE:

(1) HEADLAMP - REPEATED ISSUE

(2) GAS GUAGE - DLR UNABLE TO DETERMINE WHAT IS WRONG, BUT TOLD CRR C DOESN'T WANT TO BOTHER DLR RIGHT NOW WITH THIS, WOULD NOT HAVE IT CHECKED. CRR DID HOWEVER RECOMMENDED TO C TO HAVE IT CHECKED AS WELL. @05/15-ZMT486N

CRR INFORMED C THAT ANY NISSAN REPLACEMENT PARTS CARRY A 12 MOS/12K MILE WTY. C RELIEVED TO HEAR THIS. CRR WILL CALL SERVICE ADVISOR-BRETT LANG SINCE C IS JUST NOW PULLING INTO DLR. C REQUESTS TECHLINE RECOMMENDATION BE COMMUNICATED TO C. CRR WILL CHECK INTO FILE ONCE DLR OPENS IT AND WILL BE HAPPY TO CALL C WITHIN A FEW DAYS. C THANKED. C DAY# IS C'S CELL PHONE. C SAID C JUST DON'T WANT TO RISK IRRITATING THE DLR. C ENDED CALL @05/15-ZMT486N
CRR CALLED DLR. SPOKE TO SA-BRETT LANG. BRETT ADVISED THE FIRST TIME WAS A BULB ISSUE ABOUT A YEAR AGO, AND DLR JUST CLEANED OFF THE CONNECTORS. THE 2ND TIME THE BULB HAD GONE OUT AND THAT NEEDED TO BE REPLACED. THEN THE NEXT TIME WAS A HARNESS PROBLEM, DONE UNDER WTY, AND DLR DID COMPLETE TSB PROCEDURE ON FILE. BRETT ADVISED BRETT CANNOT GUARANTEE NEED TO CALL TECHLINE RIGHT NOW BEC. HE HASN'T INSPECTED THE VEH AT THIS TIME. BRETT ADVISED DLR WON'T BE DOING ANYTHING ABOUT THE GAS GUAGE PERIOD, BECAUSE THIS HAS BEEN DISCUSSED W/ C MANY TIMES WITH SM BRIAN. BRETT WILL CALL CRR THIS AFTERNOON AFTER DIAGNOSING VEH. CRR THANKED. (2:40PM) @05/15-ZMT486N

***CRR NOTES PER SA-BRETT. THE CONNECTOR WAS LOOSE. DLR CLEANED IT UP AND VEH IS GOOD TO GO. (VMX LEFT) @05/15-ZMT486N

***CRR CALLED DAY#. GOT C'S VMX. CRR LEFT MSG REQUESTING CALLBACK AS CRR WOULD LIKE TO KNOW IF VEH IS REPAIRED TO C'S SATISFACTION (8:14AM) @05/20-ZMT486N

***C LEFT VMX REQUESTING CALL BACK AT [REDACTED] CRR CALLED THIS NUMBER. GOT VMX FOR 'ANNETTE'. CRR LEFT MSG ASKING IF C IS SATISFIED WITH THE REPAIRS. (5:24PM) @05/21-ZMT486N

***CRR CALLED EVE#. LEFT 3RD MSG. CRR SENT POSTCARD. @05/30-ZMT486N

***IF C CALLS, PLS VERIFY IF SATISFIED WITH REPAIRS. @05/30-ZMT486N

***FILE CLOSED DUE TO UNABLE TO REACH C AND NO RESPONSE FROM C THIS DATE. @05/30-ZMT486N

***CRR NOTES C LEFT A VMX STATING BRETT TOOK CARE OF THE HEADLIGHTS CONCERN AND CURRENTLY THERE IS NO MORE ISSUE AT THIS TIME. FILE REMAINS CLOSED.

@06/02-ZMT486N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTN BRETT LANG: HERE'S COPY OF THE CA FILE ([REDACTED]) THANKS!!!

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

DATE: 4/15/2004
TIME: 08:10:14 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA4135844

CONTACT(S):

SATISFIED: N
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 090A
IRR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT4B
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
1 DATE: 8/2/2003
EFFECTIVE: 5/15/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZMT488N
UPDATE DATE:
CLOSE DATE: 05/30/03
OLM: SMIT AGNES
OWNER FIRST:

ROOT CAUSE: SNPP
USERID:
USERID:
USERID:
USERID:
USERID: ZMT488N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: LAYNE, VERNON
LANGUAGE:

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

CA4135844

DATE: 4/15/2004
TIME: 08:10:14 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
8	NBDE00847523	3387	12/31/1998	12/31/2005	100,000.00		

View Policy Id

NBDE00847523 12/31/2005 3387

NBDE00847523

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

SC: [REDACTED]
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 30000
IN SVC DATE: 8/31/2000
RTL DLR: 3025 PERFORMANCE NISSAN
SVC DLR: 3602 POWER NISSAN EL MONTE
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: (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:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 05/15/03 XFER/RSPNSBLTY: 32 01 8
CONTACT (S): FOLLOWUP DATE: 06/17/03 DATANET (Y/N): 2
SEVERITY: 9 CLOSE DATE: 07/30/03 DATANET DATE: 6/13/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

PREVIOUS FILES 4001885 ----- RELATED -----

CALLER IS [REDACTED] (HUSBAND) AND OWNER ON FILE IS SHEILA BEHNKE. @05/15-ZMT488N
C SAID C BEEN HAVING PROBLEMS WITH DLR NOT COOPERATING IN PROPERLY ADDRESSING
THE VEH CONCERNS. C SAID AT 23K MILES (SOMETIME IN JANUARY OR FEB), C NOTICED
THE PASS. SIDE HEADLIGHTS FLICKERING. C SAID C WENT UNDER THE HOOD, WIGGLED
THE LIGHT, AND IT WOULD GO OFF. C VERIFIED IT WAS NOT A BULB PROBLEM AND
FILE OPENED-ZMT488N 06/15/2003

SURE IT WAS A HARNESS ISSUE. WHEN C CALLED DLR. SA IMMEDIATELY TOLD C THAT DLR
KNEW ABOUT THIS AND NO PROBLEM. THERE IS A TSB AND WILL REPLACE THE CONNECTOR.
DLR REQUESTED C TO BRING IN VEH. C SAID C ASKED DLR TO REPLACE BOTH HARNESS.
THINKING IF THERE IS A TSB, THEN C KNOWS THE OTHER WILL GO OUT TOO. C SAID
WHAT DLR DID INSTEAD WAS CUT 6 INCHES INTO IT AND SPLICED IT. C DIDN'T WANT
THIS TO BEGIN WITH. C SAID C USED TO DO ELECTRICAL WORK AND DOESN'T FEEL
COMFORTABLE IN SPLICING WIRE ESP. FOR VEH UNDER WTY AND HAS A TSB. C SAID DLR
REFUSED AT FIRST. C SAID DLR THEN AGREED TO OPEN UP A CASE WITH NNA TO GET
THIS COVERED. AND TOLD C IT MAY TAKE 2 WEEKS. DLR WENT AHEAD AND SPLICED THE
WIRE. C SAID AFTER 3 WEEKS OF NOT HEARING FROM DLR. C CALLED AND WAS TOLD DLR
IS STILL WAITING. C SAID IN THE MEANTIME. C NOTICED THAT DLR REWIRED IT
BACKWARDS BEC. THE REGULAR BEAM AND HIGH BEAMS ARE SWITCHED AND C FOUND THIS
OUT AFTER SEVERAL OTHER DRIVERS KEEP FLICKING THEIR HIGHBEAMS ON THEM ON THE
ROAD. C SAID SINCE THEN C BEEN DRIVING USING THE "HIGH BEAM" SWITCH TO GET
THE REGULAR BEAM TO OPERATE. C SAID IT'S BEEN NOW MONTHS AND STILL HASN'T
HEARD BACK FROM DLR. C SAID NOW THE HEADLIGHT HAS GONE OUT AND INDEPENDENT
SAID THE BULB HAD BURNT OUT BEC. THE CONTACTS ARE CORRODED. C FOUND OUT THE
CLAMP THAT GOES BEHIND THE SPLICE IS MISSING. C WANT ISSUE RESOLVED AND
ULTIMATELY WANT THE HARNESS REPLACED. C SAID C REQUESTED COPY OF TSB AND
WAS NOT PROVIDED BY DLR EITHER. CRR WILL REVIEW AND GET BACK TO C NEXT WEEK.
C FELT RELIEVED THAT MATTER WILL BE LOOKED INTO. CRR VERIFIED C NAME, ADDRESS,
TEL#, VIN, DLR, MILEAGE, PURCHASED NEW, 1ST NISSAN (HAS PREVIOUSLY OWNED ONLY
TOYOTAS). VERIFIED NO OPEN RECALLS. CRR PROVIDED THE FILE#, CRR NAME, AND
EXTENSION. WILL CONTACT C NEXT WEEK. C THANKED. @05/15-ZMT488N

***SVC BOB MURPHY CALLED CRR. BOB SAID CA REP FROM PREVIOUS FILE SUPPOSE TO BE
THE ONE TO GET BACK TO C, NOT THE DLR. BOB SAID DLR ALREADY ADVISED THAT
HARNESS WILL NOT BE REPLACED AND DLR DID ADMIT TO MISTAKE OF PUTTING THE
THING BACKWARDS. DLR FOLLOWED PROCEDURE PER TSB 01-028. CRR WILL DISCUSS
WITH CRR-AH AND CALL DLR BACK NEXT WEEK. CRR THANKED. @05/16-ZMT488N

***CRR DISCUSSING FILE WITH CRR-AH. @05/20-ZMT486N

***CRR CALLED SVC-BOB MURPHY. CLARIFIED MATTER BEEN DISCUSSED WITH CRR-AH.
CRR WOULD LIKE TO REVIEW WITH TECHLINE TO COVER ALL BASES. (4:43PM)

@05/23-ZMT486N

***CRR CALLED TECHLINE. CRR REVIEWED TSB 01-028. PER TECHLINE-AH, AS LONG AS
THE DLR FOLLOWED THE PROCEDURE EXACTLY AS STATED IN THE TSB, IT IS PERMISSIBLE
TO SPLICE (CUT WIRE TO CONNECT NEW SUBHARNESS TO OLD SUBHARNESS THAT IS DONE
TO MEND BROKEN OR CUT WIRE). IF NOT SEALED CORRECTLY, IT CAN CAUSE PROBLEM AND
DLR IS RESPONSIBLE FOR DOING IT CORRECTLY. CRR THANKED. @06/09-ZMT486N

***IF VEH IS HAVING PROBLEMS, VEH NEED TO BE TAKEN TO A NISSAN DLR FOR
DIAGNOSIS. VEH IS STILL UNDER BASIC WTY AT THIS TIME IF UNDER 36K.

@06/09-ZMT486N

***CRR ADVISED C ABOUT WHAT TECHLINE SAID AND ALSO APOLOGIZED FOR THE
MISUNDERSTANDING ABOUT A FEW MONTHS AGO. C SAID C IS VERY FRUSTRATED BECAUSE
DLR HAS NOT FIXED THE PROBLEM (WIRED BACKWARDS) AND C IS ENDING UP SPENDING
\$35 EACH TIME TO REPLACE THE BULB BECAUSE IT IS NOT SEALED PROPERLY (C SAID
DLR LEFT OFF SOME PARTS) AND THE CONNECTION HAS GONE BAD. C SAID IN INTEREST
OF CUSTOMER SVC. C FEELS NNA SHOULD ASSIST WITH REPLACEMENT HARNESS. C SAID
BECAUSE OF THE WHOLE ISSUE BEING DRAWN OUT NOW FOR 6 MOS. C FEELS C DESERVE
SOME GOODWILL ON THE HARNESS IF WTY DOESN'T PAY FOR IT. CRR ASSURED C THAT CRR
WILL DO BEST TO TURN THIS EXPERIENCE AROUND AND CRR JUST REQUESTED FOR C TO
MAKE AN APPOINTMENT WITH A NISSAN DLR AND CRR WILL FOLLOW UP AND CHECK WITH
TECHLINE AS WELL. C AGREED. C WILL EITHER MAKE APPT. WITH SAME DLR PERFORMANCE

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NISSAN OR POWER NISSAN EL MONTE.

06/09-ZMT486N

***FILE PENDING C MAKING APPT. WITH DLR.

06/09-ZMT486N

***C LEFT MSG FOR CRR STATING HE MADE APPOINTMENT WITH POWER NISSAN (DLR TEL# 626-350-8868, SM-FRANK SHOULDER), AND APPOINTMENT DATE IS JULY 14. CRR CALLED AND LEFT MSG ASKING IF C MEANT JULY 14 OR JUNE 14. CRR ADDED THAT IF JUNE 14, WHICH IS A SATURDAY, NEITHER CRR OR TECHLINE WILL BE AVAILABLE FOR DLR TO CALL FOR SUPPORT. CRR ASKED FOR CALLBACK AS SOON AS C CAN TO CLARIFY FOLLOW-UP IS DUE ON OR BEFORE DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

ATTENTION SVC MANAGER: PLS CALL CARYL AT 310-771-3808 TO REVIEW C'S CONCERNS. THANK YOU!

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTENTION POWER NISSAN: HERE'S COPY OF THE CA FILE. THANK YOU.

FOLLOW-UP IS DUE ON OR BEFORE

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

PLS CONTACT CARYL AT 310-771-3808 WHEN VEHICLE COMES IN FOR APPOINTMENT ON JULY 14, 2003.

THE APPOINTMENT.

06/11-ZMT486N

***CRR CALLED POWER NISSAN EL MONTE. SM FRANK NOT AVAILABLE. CRR REQUESTED FOR SA-JOSEPH TO VERIFY WHEN IS C'S APPOINTMENT. DLR SAID C'S APPOINTMENT IS FOR JULY 14 WITH SA LARRY. CONFIRMED WITH SA-LARRY THAT THIS IS THE APPT. W/C C PICKED. CRR WILL FOLLOW UP.

06/12-ZMT486N

***DLR 3025-PERFORMANCE NISSAN SM-BOB MURPHY LEFT VMX ASKING FOR STATUS ON THIS ISSUE AND WONDERING IF C BEEN ADVISED HARNESS WILL NOT BE REPLACED. DLR STILL GETTING DATANETTED FILE. CRR CALLED BOB. ADVISED DLR DECIDED TO WORK W/ ANOTHER DLR AND MADE APPOINTMENT NEXT MONTH. SM THANKED.

06/12-ZMT486N

06/12-ZMT486N

>>RSS-AA FORWARDING FILE TO CRR-JL FOR FURTHER HANDLING.

06/16-ZAA852N

***CRR-JL RECEIVED C'S CALL FROM CRR-SD WHO REITERATED C'S SITUATION THAT PERFORMANCE NISSAN HOOK UP THE WIRING SYSTEM WRONG AND C'S VEHICLE IS STILL EXPERIENCING HEADLIGHT TROUBLE. SO C SCHEDULED AN APPOINTMENT WITH POWER NISSAN IN EL MONTE ON 7/14/03. C WANTED TO KNOW IF CRR CAN CALL POWER NISSAN IN EL MONTE TO ORDER A WIRING HARNESS FOR HEADLIGHT. SO C CAN VISIT DLR AND HAVE THE REPAIR DONE IN SAME DAY. CRR ADVISED C THAT POWER NISSAN IN EL MONTE WILL NEED TO DUPLICATE THE PROBLEM. DIAGNOSE THE ISSUE. INTERACT WITH NNA TECHLINE IF NECESSARY. THEN SERVICE THE VEHICLE. AND TEST THE VEHICLE TO ENSURE THAT THERE IS NO OTHER EXISTING PROBLEM. CRR ADVISED C THAT IT IS NNA'S PROCEDURE THAT DLR MUST DIAGNOSE THE VEHICLE FIRST IN ORDER FOR DLR TO ORDER THE PART OR FOR REPAIR IF THEY DON'T HAVE ANY PART IN STOCK. C WAS DISSATISFIED BUT UNDERSTOOD THE PROCEDURE. CRR ADVISED C THAT CRR SET THE REMINDER THROUGH MICROSOFT OUTLOOK CALENDAR TO FOLLOW UP WITH POWER NISSAN IN EL MONTE. C UNDERSTOOD.

06/24-ZJL017N

***CRR FOLLOWED UP WITH FRANK-SVC MGR AT DLR#3602 AND VERIFIED THAT DLR#3602 WILL NEED TO REWIRE THE HEADLAMP SOCKETS, REPLACE ONE HEADLAMP, AND ONE SOCKET WHICH WAS DONE BY PERFORMANCE NISSAN.(DLR#3025) CRR AUTHORIZED ABOVE REPAIR UNDER GOODWILL AND ASKED FRANK-SM TO CALL BACK FOR VCAN. 07/14-ZJL017N
****FRANK-SVC MGR FROM DLR#3602 POWER NISSAN IN EL MONTE CALLED ADVISING CRR THAT C BROUGHT THE VEHICLE ON 7/14/03 AND DLR#3602 REWIRED SOCKETS, REPLACED ONE HEADLAMP, AND ONE SOCKET COVER UNDER FACTORY GOODWILL BECAUSE C DIDN'T WANT TO GO BACK TO PERFORMANCE NISSAN (DLR#3025) WHO ORIGINALLY DID THIS JOB. FRANK-SM STATED THAT HE FOLLOWED UP WITH THE CUSTOMER AND VERIFIED THAT C DOESN'T HAVE ANY CONCERN WITH C'S VEHICLE. CRR UNDERSTOOD AND ASSISTED DLR WITH VCAN AUTHORIZATION.

07/30-ZJL017N

DEALER WAITING TO HEAR BACK FROM CA. FILE STATES WE HAVE CORRECTED HIGH BEAM SITUATION AND THIS IS NOT CORRECT ISSUE STILL EXISTS. CUSTOMER HAS NOT RETURNED FOR CORRECTION. SIX INCHES WAS NOT CUT OFF HARNESS. REPAIR CALLS FOR CUTTING OFF RIGHT BEHIND CONNECTOR. NEW CONNECTOR HAS AT LEAST SIX INCHES OF NEW WIRE

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WHICH IS SPLICED IN. ORIGINAL CA WAS SUPPOSED TO CALL CUSTOMER BACK TO INFORM HIM HARNESS WOULD NOT BE REPLACED. THIS WAS ALEAST SIX TO EIGHT WEEKS AGO
THANKS
BOB MURPHY @05/23-3025

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT1B	ROOT CAUSE: SCMV
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: 3602	EFFECTIVE: 5/15/2003	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	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 07/30/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: BRICKETT, JERRY
PHONE:	OWNER FIRST:	LANGUAGE:

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

DATE: 4/15/2004
TIME: 08:10:14 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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NAME [REDACTED]
STREET [REDACTED]
CITY: ATLANTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 43000
IN SVC DATE: 1/16/2000
RTL DLR: 19088 MAROONE NISSAN OF MIAMI
SVC DLR: 18088 MAROONE NISSAN OF MIAMI
RESP DLR:
REGION: 34 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: (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 40590 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: PEACHTREE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT(S):
SEVERITY: 9

OPEN DATE: 05/20/03
FOLLOWUP DATE: 05/21/03
CLOSE DATE: 05/23/03

XFER/RSPNSBLTY: 11 00 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS RELATED FILES... @05/20-ZGG188N
CRR-GG UPDATED C'S NAME, ADDRESS AND PHONE NUMBER... @05/20-ZGG188N
NO OPEN RECALLS ON VEH... @05/20-ZGG188N
C SAYS PASSENGER'S SIDE HEADLIGHT CONNECTER NEEDS TO BE REPLACED...C SAYS
LIGHT WAS NOT WORKING AND TOOK VEH TO DLR... @05/20-ZGG188N
DLR TELLS C ISSUE IS NOT COVERED UNDER ESC... @05/20-ZGG188N
FILE OPENED-ZGG188N 05/20/2003
CRR-GG SPOKE WITH SM-MIKE.... @05/20-ZGG188N
@05/20-ZGG188N
SM-MIKE SAYS HEADLIGHT GOT HOT AND LOST CONTACT...SM-MIKE SAYS CONNECTOR WAS
DEFECTIVE...BUT SM-MIKE SAYS PART NOT COVERED UNDER PRE-OWNED ESC. SO C WILL
BE RESPONSIBLE FOR IT...SM-MIKE ALSO SAYS OPEN RECALL HAS BEEN TAKEN CARE OF..
@05/20-ZGG188N
CRR-GG INFORMED C VIA VMX THAT PART IS NOT COVERED...C WILL CALL BACK IF C
HAS FURTHER QUESTIONS... @05/20-ZGG188N
@05/21-ZGG188N
C SAYS STEEL BELTING ON TIRE CAME APART TODAY WHILE DRIVING ON VACATION...
@05/21-ZGG188N
CRR-GG ADVISED C ANY WARRANTY QUESTIONS REGARDING THE TIRES WILL BE
ANSWERED BY TIRE MANUFACTURER... @05/21-ZGG188N
C FRUSTRATED BECAUSE C ON VACATION AND PAID FOR REPAIR... @05/21-ZGG188N
CRR-GG APOLOGIZED AND WILL GIVE C \$30 SERVICE CREDIT AT PEACHTREE NISSAN
FOR HER FRUSTRATION...CRR-GG SENT C THANK YOU NOTE ALSO... @05/21-ZGG188N
CRR-GG WILL CALL C WHEN CREDIT IS PROCESSED... @05/21-ZGG188N
@05/22-ZGG188N
CRR-GG SENT \$30 SERVICE CREDIT TO C AND COPY OF SERVICE CREDIT TO DLR...
@05/23-ZGG188N
CRR-GG ALSO KEPT COPY OF SERVICE CREDIT ON FILE AT NNA... @05/23-ZGG188N
CLOSING FILE... @05/23-ZGG188N
@05/23-ZGG188N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT8D	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: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 19069	EFFECTIVE: 5/20/2003	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: ZGG188N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 05/23/03	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

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

DATE: 4/15/2004
TIME: 08:10:14 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
34	NLDW07423529	17037	3/8/2003	3/8/2007	88,580.00		

See Policy Id

NLDW07423529 3/8/2007 17037

NLDW07423529		
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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MANCHESTER
ST/ZIP: NH [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 57496
IN SVC DATE: 7/17/2000
RTL DLR: 2940 TEAM NISSAN, INC.
SVC DLR: 2940 TEAM NISSAN, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 12 12

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: (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: 2940
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT (S):
SEVERITY: 9

OPEN DATE: 05/23/03
FOLLOWUP DATE: 05/26/03
CLOSE DATE: 05/23/03

XFER/RSPNSBLTY: 11 00 5
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
TIME: 08:10:14 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES. @05/23-ZLB796N
CRR VERIFIED C NAME, ADDRESS, NUMBERS, AND MILEAGE. @05/23-ZLB796N
C STATES C RECENTLY HAD RIGHTSIDE HEADLAMP CONNECTOR REPLACED. C WOULD LIKE
CRR TO VERIFY IF THIS PART SHOULD HAVE BEEN COVERED. CRR VERIFIED THIS PART
IS NOT LISTED AS COVERED. CRR INFORMED C. C INQUIRED WHY? CRR INFORMED C
NISSAN RESEARCHES ISSUES WITH C VEHs AND COMPILES A LIST OF PARTS AND ISSUES
FILE OPENED-ZLB796N 05/23/2003
TO ADD TO THE ESC COVERED ITEMS. C UNDERSTOOD. C THANKED CRR FOR ASSISTANCE.
C ENDED CALL. @05/23-ZLB796N
FILE CLOSED @05/23-ZLB796N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8D	ROOT CAUSE: SOPP
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: 2940	EFFECTIVE: 5/23/2003	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: ZLB796N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 05/23/03	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:14 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4143949

CA4143949

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

DATE: 4/15/2004
TIME: 08:10:14 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
43	RCDC01121752	2940	7/17/2000	7/17/2005	100,000.00		

Vsc Policy Id

RCDC01121752 7/17/2005 2940

RCDC01121752 [REDACTED]

DATE: 4/16/2004
TIME: 08:10:14 AM

NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T3YD [REDACTED]
CITY: NORTH DARTMOUTH YR/MDL: 2000.0 QST MILEAGE: 42308
ST/ZIP: MA [REDACTED] IN SVC DATE: 6/30/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3172 SHOWCASE NISSAN, INC.
EVE PH: [REDACTED] PAID: SVC DLR: 3172 SHOWCASE NISSAN, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 11 11

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: DEALER
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 06/03/03 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): FOLLOWUP DATE: 06/04/03 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 07/02/03 DATANET DATE: 6/4/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

QA	VEHICLE CONCERNS	109000	PANEL (HOOD/TRUNK/ROOF)
AB	BODY	ZB	BROKEN/CRACKED
QA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:10:14 AM

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CA4153870

C. A. R. COMMENTS

NO PREVIOUS FILE NO RECALLS @06/03-ZPE333N
C CALLED STATES VEH WAS AT DEALER FOR CRACKING OF PAINT ON HOOD OF VEH. C STATES CLAIM WAS APPROVED BUT DEALER NEVER CONTACT C TO HAVE VEH REPAIRED.
@06/03-ZPE333N
C STATES VEH HAS BEEN AT DEALER NUMEROUS TIMES FOR THE HEADLIGHT GOING OUT. C STATES DEALER HAS REPAIRED. BUT LIGHT IS OUT AGAIN. C STATES WAS ADVISED BY FILE OPENED-ZPE333N 06/03/2003
THE DEALER THAT VEH IS OUTSIDE OF WARRANTY AND WAS ADVISED TO CONTACT NISSAN. CRR ADVISED C FILE WILL BE REVIEW WITH DEALER. C UNDERSTOOD.
CRR VERIFIED VIN NUMBER, NAME, ADDRESS, PHONE NUMBER AND UPDATED MILEAGE. CRR PROVIDED C WITH FILE# AND EXT. @06/03-ZPE333N
*CRR-AG RECEIVED INBOUND FROM C STATING C HASNT HEARD BACK FROM CRR-PE. CRR-AG ADVISED CRR IS OUT OF THE OFFICE TODAY BUT CRR WILL REQUEST CRR CALL C BACK. CRR VERIFIED # AND SENT EMAIL TO ADVISE. @06/16-ZAG603N
6/17/03-SR-SL RECEIVED AN INBOUND CALL FROM C ASKING FOR CRR-PE. SR-SL NOTES THAT CRR-PE IS NOT IN OFFICE. SR-SL APOLOGIZED TO C FOR THE DELAY IN HAVING HER FILE HANDLED. TOLD C THAT SR WILL LET CRR-PE KNOW OF C'S SITUATION AND HAVE CRR-PE F/U ON C'S ISSUE ASAP. C UNDERSTOOD. SR-SL SENT AN EMAIL TO CRR-PE AT 7:03AM PST. @06/17-ZSL578N
CRR CALLED SM-LAUREN AND WAS ADVISED THAT CLAIM WAS APPROVED. DEALER DOESNT HAVE A BODY SHOP. LAUREN STATES SHE IS NEW TO THE DEALER. DOESNT KNOW IF C WAS CONTACT. LAUREN WILL CALL WARRANTY AND REVIEW THE CLAIM. LAUREN STATES THE PROBLEM WITH THE LIGHT HAS TO DO WITH THE LIGHT HARNESS. C REFUSED REPAIR AS VEH WAS OUT OF WARRANTY. @06/20-ZPE333N
CRR CALLED C AND LEFT MESSAGE FOR RETURN CALL. @06/20-ZPE333N
**CRRCP RECEIVED CALL FROM C REQUESTING TO SPEAK WITH CRR-PE. NOT AVAILABLE. C REQUEST CALL BACK AT HOME [REDACTED] EMAIL SENT. @06/20-ZCP612N
CRR-SS RECEIVED CALL FROM C REQUESTING TO SPEAK WITH CRR-PE. CRR-SS ADVISED THAT CRR-PE IS UNAVAILABLE. @06/27-ZSS802N
CRR-SS SENT EMAIL. @06/27-ZSS802N
CRR CALLED C AND SPOKE WITH C SON AND ADVISED THAT CRR WILL CALL BACK AT 2:30 EST. @07/01-ZPE333N
C CALLED REQUESTING TO SPEAK TO CRR-PE AS C HAS NOT RECEIVED CONTACT. CRR-TB ADVISED CRR-PE SPOKE WITH C SON YESTERDAY. C STATES SON DID NOT GIVE C THE MESSAGE. EMAIL TO CRR-PE REQUESTING CONTACT FOR C. @07/02-VTB430N
CRR CALLED C AND ADVISED THAT PAINT CLAIM WAS APPROVED AND TO CONTACT LAUREN AT DEALER. @07/02-ZPE333N
CRR CALLED SM-LAUREN AND WAS ADVISED THEY ARE SHORT HANDED AND WILL HAVE TO CALL BACK. @07/02-ZPE333N
CRR CALLED C AND ADVISED CRR WILL HAVE TO WAIT FOR A RETURN CALL FROM SM-LAUREN. @07/02-ZPE333N
CRR CALLED SM-LAUREN AND STATES NOT INCLINED TO PARTICIPATE IN THE REPLACEMENT OF THE LIGHT HARNESS. C DOES NO SERVICES AT DEALER. WARRANTY WORK ONLY. CRR THANKED SM-LAUREN FOR INFORMATION. CRR CALLED C AND ADVISED NNA IS NOT IN A POSITION TO ASSIST WITH THE REPLACEMENT OF THE LIGHT HARNESS. C UNDERSTOOD. FILE CLOSED @07/02-ZPE333N
*** 8-1-03 CRRTN RECEIVED INBOUND CALL FROM C. @08/01-ZTN293N-COMMENT
C STATED THAT C WENT TO DLRSHIP FOR PAINT WARRANTY REPAIR. C STATED THAT DLR WOULD NOT GIVE C A RENTAL. C STATED THAT C NEEDS A RENTAL. C STATED THAT DLR TOLD C TO CALL NNA TO FIND OUT IF C COULD HAVE A RENTAL. @08/01-ZTN293N-COMMENT
CRRTN CALLED CRRPE: NOT AVAILABLE. @08/01-ZTN293N-COMMENT
CRR ADVISED C THAT RENTAL IS NOT INCLUDED UNDER WARRANTY REPAIR, THEREFORE CRRPE WOULD NEED AN OPPORTUNITY TO REVIEW RENTAL REQUEST. C STATED THAT IT IS A DEFECT THEREFORE C SHOULD GET RENTAL. CRR ADVISED C THAT PAINT IS BEING REPAIRED UNDER WARRANTY. C UNDERSTOOD. @08/01-ZTN293N-COMMENT
CRR OFFERED TO TRANSFER C TO CRRPE'S VMX. C DECLINED. C STATED THAT C WOULD CALL BACK IN 1 HR. @08/01-ZTN293N-COMMENT
EMAIL SENT. @08/01-ZTN293N-COMMENT
FOLLOW-UP IS DUE ON OR BEFORE

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

NISSAN MOTOR CORPORATION IN U.S.A
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DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
PLEASE CONTACT PATRICIA EDMONDS AT 310-771-3818

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: RT3B		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: #:	1	DATE: 8/1/2003		USERID: ZTN293N	
RESP DLR: 3172		EFFECTIVE: 8/3/2003		CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:		CHECK REQUESTED: NO	
3RD PRY:		PART#:		CHECK ISSUED: NO	
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY: ZPE333N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 07/02/03		MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN		DOM: JESSUP MITCH	
PHONE:		OWNER FIRST:		LANGUAGE:	

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

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

DATE: 4/15/2004
TIME: 08:10:15 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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NISSAN MOTOR CORPORATION IN U.S.A
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CA4169701

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN:
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 00/00/00
RTL DLR:
SVC DLR:
RESP DLR:
REGION:
DIST: SL/SV/PT:

LETTER RECEIVED 8/13/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 11 OPEN DATE: 06/17/03 XFER/RSPNSBLTY: 28 11 S
CONTACT (S): FOLLOWUP DATE: 06/18/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07/24/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	116000	TAIL LAMP
AC	BODY ELECTRICAL	WA	PREMATURE WEAR/FAILURE

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

NO PREVIOUS FILES.

LETTER RECEIVED VIA REGULAR MAIL DATED 6/8/03. LETTER RECEIVED 8/13/03
ADDRESSED TO WHO IT MAY CONCERN.

THERE IS AN ELECTRICAL PROBLEM C HAS HAD FOR THE PAST YEARS.

*HEADLAMP CONNECTOR: C HAS REPLACED THE PASSENGER SIDE TWICE AND THE
DRIVER SIDE ONCE.

FILE OPENED-ZEO115N 06/17/2003

*TAIL LAMP CONNECTOR: REPAIRED THE TAIL LAMP CONNECTOR ON PASSENGER SIDE.

C'S WIFE WAS PULLED OVER FOR FAULTY TAIL LIGHT

C WILL PROBABLY HAVE TO REPLACE HARNESS SOON.

*BLOWER MOTOR RESISTOR BLOCK BURNT OUT AND NEEDS REPLACEMENT

*STEREO LIGHTING WOULD BLACK OUT INTERMITTENTLY THEN ALL THE TIME.

*VIDEO CONSOL UNIT FAILED AND REPALCED UNDER WARANTY ENTIRE CONSOL.

06/17-ZEO115N

*C HAS OTHER MINOR COMPLAINTS.THIS IS THE MAJOR COMPLAINT THOUGH.

06/17-ZEO115N

C DOES NOT EXPECT A RESPONSE

07/24-ZEO115N

NO PHONE# PROVIDED.

COMPLAINT DOCUMENTED. FILE CLOSED AND SENT TO CLOSED FILE DRAWER07/24-ZEO115N

07/24-ZEO115N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT8G	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: #:	0 DATE: 00/00/00	USERID:
RESP DLR:	EFFECTIVE: 6/17/2003	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: ZEO115N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 07/24/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM: JESSUP MITCH
PHONE:	OWNER FIRST:	LANGUAGE:

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

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

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

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

SC:
VIN: 4N2XN11T5XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 85000
IN SVC DATE: 9/23/1998
RTL DLR: 3810 STEWART NISSAN
SVC DLR: 3810 STEWART NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 13 13

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: (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 68000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 13 OPEN DATE: 06/23/03 XFER/RSPNSBLTY: 28 13 8
CONTACT (S): FOLLOWUP DATE: 06/24/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 06/24/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
WA PREMATURE WEAR/FAILURE

113500 HEADLAMP
YE MULTIPLE REPAIR ATTEMPTS

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

NO PREV FILES

CRR RECEIVED CALL FROM C INQUIRING IF THERE WAS ANY TYPE OF RECALL ON THE FRONT HEADLIGHT WIRING HARNESS. C STATED HE REPLACED THE HARNESS IN MARCH AND NOW IT NEEDS TO BE REPLACED AGAIN.

06/23-PSB840N

CRR VERIFIED OWNER ADDRESS/PHONE NUMBERS. CRR VERIFIED NO RECALLS OPEN ON VEHICLE. CRR ADVISED C OF FILE REF # AND THAT SHOULD THE HARNESS NEED TO FILE OPENED-PSB840N 06/23/2003

BE REPLACED AGAIN. IT DOES CARRY A 12 MO/12K MILE WARRANTY. CRR ADVISED C THAT HE MIGHT ALSO REQUEST THAT DEALER PERFORM A VOLTAGE DROP TEST AND CHECK THE ALTERNATOR AND/OR VOLTAGE REGULATOR AS WELL. C STATED HE BOUGHT THE PART FROM A NISSAN DEALER BUT HIS MECHANIC INSTALLED IT. CRR ADVISED C THAT IN THAT CASE NISSAN WOULD WARRANTY THE PART BUT WOULD NOT WARRANTY THE INDEPENDENT LABOR AND C WOULD BE RESPONSIBLE FOR THAT. C UNDERSTOOD/THANKED. 06/23-PSB840N
FILE CLOSED. 06/23-PSB840N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT3B	ROOT CAUSE: SCLT
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: 3610	EFFECTIVE: 6/23/2003	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: PSB840N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 06/24/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

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

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

DATE: 4/15/2004
TIME: 08:10:15 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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Vol. Policy Id [REDACTED]

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DATE: 4/15/2004
TIME: 08:10:16 AM

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

CAR ID:
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CA4179036

NAME: [REDACTED]
STREET: [REDACTED]
CITY: COUNCIL BLUFFS
ST/ZIP: IA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 38076
IN SVC DATE: 10/5/2000
RTL DLR: 2821 STAN OLSEN NISSAN
SVC DLR: 2821 STAN OLSEN NISSAN
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: (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: LAKE MINWAN NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 06/28/03
FOLLOWUP DATE: 07/01/03
CLOSE DATE: 07/02/03

XFER/RSPNSBLTY: 48 01 9
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YI OOW GOODWILL ASSISTANCE REQUEST

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

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

CAR ID:
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CA4179038

C. A. R. COMMENTS

NO PREVIOUS FILES.

C STATES IS CALLING REGARDING HEADLIGHT REPAIR. C STATES THAT PASSENGER SIDE HEADLIGHT WAS REPLACED ALMOST IMMEDIATELY AFTER C PURCHASED THE VEH. C STATES THAT C HAS REPLACED HEADLIGHT HARNESS AGAIN LATER AND TODAY JUST FINISHED PAYING FOR THE PASSENGER SIDE HARNESS TO BE REPLACED ONCE AGAIN.

FILE OPENED-ZAS259N 06/26/2003

C STATES THAT DLR HAS JUST ADVISED THAT THE DRIVER'S SIDE HEADLIGHT HARNESS HAS TO BE REPLACED. @06/26-ZAS259N

C IS REQUESTING GOODWILL ASSISTANCE WITH COST OF REPLACING DRIVER'S SIDE HARNESS. @06/26-ZAS259N

VERIFIED C'S NA. ADDRESS. DAY AND EVENING PHONE NUMBER. MILEAGE AND MAINTENANCE SITE.

**ADVISED C THAT CRR WILL REVIEW WITH DLR FOR ASSISTANCE. SPOKE WITH ASM CINDY WHO ADVISED C IS A VERY GOOD CUSTOMER. CINDY ADVISED THAT @06/26-ZAS259N

C HAS DONE 15K MILE AND 30K MILE SERVICE AND SEVERAL OIL CHANGES.

CINDY CONFIRMED THAT PASSENGER SIDE HARNESS HAD BEEN REPLACED. ASKED IF AS259N ASM THOUGHT ASSISTANCE SHOULD BE OFFERE. ASM ADVISED THAT ASM DID BELIEVE ASSISTANCE SHOULD BE OFFERED. ASM ADVISED THAT COST OF PART WOULD BE \$6 AND LABOR \$37.00 @06/26-ZAS259N

::) DECISION - 100% OF REPAIR OUT OF C SATISFACTION. @06/26-ZAS259N
FILE PENDING VCAN. @06/26-ZAS259N

**RETURNED CALL FROM DLR REQUESTING VCAN. @06/30-ZAS259N

**CALLED DLR (1517 PST) TO PROVIDE VCAN AND REACHED BUSY SIGNAL. @07/02-ZAS259N
CLOSING FILE PENDING VCAN @07/02-ZAS259N

**CALLED DLR SERVICE TO PROVIDE VCAN. @07/03-ZAS259N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: 9DSD
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	1 DATE: 6/30/2003	USERID: ZAS259N
OTHER #:	0 DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	1 DATE: 7/3/2003	USERID: ZAS259N
RESP DLR: 2821	EFFECTIVE: 6/28/2003	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: ZAS259N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 07/02/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

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

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

CAR ID:
Page 3

CA4179036

CA4179036

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

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

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

[REDACTED]

[REDACTED]

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

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

CAR ID: CA4180372
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 1/22/2000
RTL DLR: 2951 BROWN'S ARLINGTON NISSAN
SVC DLR: 3710 HALL NISSAN-NEWPORT NEWS
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 11 11

LETTER RECEIVED 8/26/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 11 OPEN DATE: 06/26/03 XFER/RSPNSBLTY: 36 11 6
CONTACT (S): FOLLOWUP DATE: 08/11/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 09/10/03 DATANET DATE: 8/27/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	WA	PREMATURE WEAR/FAILURE

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

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

CAR ID:
Page 2

CA4180372

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
THEY REPAIRED A DEFECTIVE HEADLIGHT. CRR-KH REVIEWED FILE AND CLOSED CASE.
FILE CLOSED @09/10-ZSH458N

FOLLOW-UP IS DUE ON OR BEFORE 08/27/03

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.

CUSTOMER IS SPEAKING OF A HEADLIGHT CONNECTOR THAT HAD TO BE REPLACE AND PAID
BY HIM ON PREVIOUS VIST CUST WAS SENT SURVEY FOR BLOWER RESISTOR COVERED BY SE
CURITY PLUS CONTRACT JEFF EVANS S.M. CALLED CUST AND FOLLOWED UP ON ALL REPAIR
S @07/08-3710

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: DP1G	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: 3710	EFFECTIVE: 8/28/2003	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: ZSH458N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 09/10/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

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

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

CAR ID:
Page 3

CA4180372

CA4180372

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:15 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
40	RCDA00488179	2951	1/22/2000	1/22/2004	80,000.00		

Vpn Policy Id

RCDA00488179 1/22/2004 2951

RCDA00488179

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

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

CAR ID: CA4180374
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 11/4/2000
RTL DLR: 3630 SANTA BARBARA NISSAN, LLC
SVC DLR: 3630 SANTA BARBARA NISSAN, LLC
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 8/28/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 06/26/03
FOLLOWUP DATE: 08/30/03
CLOSE DATE: 06/27/03

XFER/RSPNSBLTY: 44 01 9
DATANET (Y/N): 1
DATANET DATE: 6/27/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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

CAR ID:
Page 2

CA4180374

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
THEY REPLACED A FAULTY HEADLIGHT HARNESS.
**CRR-JC RECEIVED INBOUND CALL FROM SM-RON ASKING ABOUT THE FILE AND CRR-JC
READ NOTES AND ADVISED THAT CRR-JC WILL CALL C TO MAKE SURE EVERYTHING IS OKAY
SM-RON THANKED. @06/27-ZJC904N
CRR-JC CALLED C AND LEFT MSG @06/27-ZJC904N
CRR-JC CALLED C AND LEFT DETAILED MSG THANKING C FOR FILLING OUT SURVEY AND
TO CALL BACK IF C NEEDED ANYTHING ELSE (2:15PM PDT). @06/27-ZJC904N
CRR-JC TO CLOSE FILE. @06/27-ZJC904N
FOLLOW-UP IS DUE ON OR BEFORE 06/27/03
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:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: RT1A		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: 3630		EFFECTIVE: 6/26/2003		CHANGED BY:	
HR-DATE: 00/00/00		TRANS DATE:		CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY: ZJC904N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 06/27/03		MICROFILM:	
RESP CAA:		OLM: SMIT AGNES		DOM: MORRELL, ANN MA	
PHONE:		OWNER FIRST:		LANGUAGE:	

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

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

CAR ID: CA4180374
Page 3

CA4180374

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

DATE: 4/15/2004
TIME: 08:10:15 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
23	NCDF48358485	3630	11/4/2000	11/4/2007	100,000.00		

Vis Policy Id

NCDF48358485 11/4/2007 3630

NCDF48358485		
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DATE: 4/15/2004
TIME: 08:10:15 AM

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

CAR ID: GA4184285
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 47000
IN SVC DATE: 6/30/2000
RTL DLR: 2479 SOUTHERN STATES NISSAN
SVC DLR: 2479 SOUTHERN STATES NISSAN
RESP DLR:
REGION: 36 DIST: 6L/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: (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: 5
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT (S):
SEVERITY: 9

OPEN DATE: 07/01/03
FOLLOWUP DATE: 07/02/03
CLOSE DATE: 07/01/03

XFER/RSPNSBLTY: 11 00 L
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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

CAR ID:
Page 2

CA4184285

C. A. R. COMMENTS

NO PREVIOUS FILES FOUND
NO OPEN RECALLS

CRR-CP VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE AND VIN.

>>CRR-CP RECEIVED INBOUND CALL FROM C WHO STATES THAT C HAS HIS VEH AT REGAL NISSAN #1841 FOR REPAIRS ON THE HEADLIGHT/S HARNESS. C STATES THAT THE LIGHTS DO NOT WORK AT ALL AND WILL NEED TO BE REPAIRED. C HAS HAD THIS PROBLEM FILE OPENED-ZCP505N 07/01/2003

REPAIRED BEFORE UNDER 3/38K. C STATES THAT YESTERDAY ONE OF THE SM TOLD C THAT IT WOULD BE COVERED UNDER THE ESC. THEN WHEN C TOOK THE VEH TO THE DLR THIS MORNING C RECEIVED A PHONE CALL STATING THAT THE ISSUE WOULD NOT BE COVERED. C STATES THAT IT SHOULD BE COVERED UNDER ESC. C STATES THAT C IS GOING OUT OF TOWN TOMMOROW MORNING AND WILL NEED THE VEH. CRR ADVISED C THAT CRR WILL RESEARCH THIS ISSUE AND CONTACT THE DLR FOR FURTHER INFORMATION. CRR ADVISED C THAT THE PART# WILL BE COLLECTED AND WARRANTIES WILL BE CONTACTED TO VERIFY THE COVERAGE. C UNDERSTOOD. C WANTED TO KNOW IF THIS ISSUE WILL BE RESOLVED TODAY SINCE C IS GOING OUT OF TOWN. CRR ADVISED THAT THER IS NO PROMISES BUT CRR WILL DO THE BEST CRR CAN IN ORDER TO ASSIST C QUICKLY. C UNDERSTOOD. CRR ADVISED C THAT CRR WILL CONTACT C WITHIN 48HRS OR POSSIBLY TODAY. C UNDERSTOOD. C THANKED AND DISCONNECTED CALL. @07/01-ZCP505N

>>CRR-CP REVIEWED THE COMPONENT COVERAGE GUIDE AND FOUND THAT PART#24010 (MAIN HARNESS) IS COVERED UNDER THE ESC. CRR WILL CONTACT THE DLR SHORTLY TO VERIFY THE PART# C STATED WAS TO BE REPAIRED UNDER ESC. @07/01-ZCP505N

>>CRR-CP CONTACTED REGAL NISSAN AND SPOKE TO SA-BRIAN WHO STATES THAT IT IS THE HEADLAMP SOCKETS THAT NEED TO BE REPLACED WHICH ARE NOT COVERED UNDER THE ESC. BUT SA STATES THAT THE CLAIM WILL BE RUN UNDER THE (MAIN HARNESS) PNC IN ORDER FOR THE REPAIRS TO BE COVERED. CRR UNDERSTOOD. CRR ADVISED SA-BRIAN THAT C WILL BE CONTACTED AND UPDATED. CALL DISCONNECTED.

>>CRR-CP CONTACTED C AND INFORMED THAT THE REPAIRS ARE GOING TO BE COVERED UNDER THE ESC AND THE ONLY CHARGE C SHOULD HAVE IS THE \$50 DEDUCTIBLE UNDER THE PLAN. C UNDERSTOOD, AND THANKED GLADILY. CALL DISOCNECTED CALLFILE CLOSED @07/01-ZCP505N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 2479

IIR-DATE: 00/00/00

3RD PRY:

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA:

PHONE:

ACTION CODE: RT8D

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

EFFECTIVE: 7/1/2003

TRANS DATE:

PART#:

OPENED BY:

UPDATE BY: ZCP506N

UPDATE DATE:

CLOSE DATE: 07/01/03

OLM:

OWNER FIRST:

ROOT CAUSE: LCPP

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM:

DOM: J COPENHAVER

LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:16 AM


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

CAR ID:
Page 3

CA4184265

DATE: 4/15/2004
TIME: 08:10:16 AM

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

CAR ID:
Page 4

CA4184265

CA4184265

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:16 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
26	NCDI00633544	2479	6/30/2000	6/30/2005	75,000.00		

View Policy d

NCDI00633544 8/30/2005 2479

NCDI00633544

DATE: 4/16/2004
TIME: 08:10:18 AM

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

CAR ID: CA4203066
Page 1

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: 38000
IN SVC DATE: 8/10/2000
VCAN: RTL DLR: 3678 BOWSER NISSAN
PAID: SVC DLR: 3678 BOWSER NISSAN
SUSP: RESP DLR:
DENY: REGION: 36 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: (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 OPEN DATE: 07/17/03 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): FOLLOWUP DATE: 07/18/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07/17/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:18 AM

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

CAR ID:
Page 2

CA4203066

C. A. R. COMMENTS

NO PREVIOUS FILES.
GRR-CM VERIFIED OWNER INFORMATION.
ONE OPEN RECALL: GRR-CM ADVISED C OF RECALL. @07/17-ZCM540N
C STATES THAT HEADLIGHTS WENT OUT AND C TRIED TO REPLACE THE BULB C'S SELF.
C STATES THAT C BROKE THE SEAL THAT WAS AROUND THE LIGHT. C STATES THAT C WENT
TO DLR AND DLR SAID IT COULD NOT BE COVERED UNDER WARRANTY. C STATES THAT
FILE OPENED-ZCM540N 07/17/2003
C THINKS ITS REALLY THE CONNECTOR TO THE LIGHT. C WANTED TO KNOW IF C HAD
ANY WARRANTY LEFT TO COVER THAT AND A STRUT. GRR-CM ADVISED C THAT WARRANTY
WAS OUT BY MILEAGE. C THANKED FOR INFORMATION. FILE CLOSED. @07/17-ZCM540N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8D	ROOT CAUSE: SCLT
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: 3678	EFFECTIVE: 7/17/2003	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: ZCM540N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 07/17/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:16 AM

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

CAR ID:
Page 3

CA4203066

CA4203066

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

DATE: 4/15/2004
TIME: 08:10:16 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							

Vs: Policy fd

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DATE: 4/15/2004
TIME: 08:10:16 AM

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

CAR ID: CA4216213
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 25058
IN SVC DATE: 7/13/2000
RTL DLR: 3115 ARLINGTON NISSAN/BUFFALO
SVC DLR: 3115 ARLINGTON NISSAN/BUFFALO
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 7/28/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 07/28/03 XFER/RSPNSBLTY: 24 01 S
CONTACT (S): FOLLOWUP DATE: 07/29/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08/09/03 DATANET DATE: 7/29/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	151500	FUEL INJECTOR
AI	FUEL/INTAKE SYSTEM	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	151500	FUEL INJECTOR
AI	FUEL/INTAKE SYSTEM	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:10:18 AM

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

CAR ID:
Page 2

CA4216213

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
THEY REPLACED A FAULTY INJECTOR, HEADLIGHT CONNECTOR, AND BULB.
****CUSTOMER REQUIRES NO FURTHER FOLLOW UP. (IF ABOVE CUSTOMER CALLS, PLEASE
ASSIST APPROPRIATELY.) @08/09-ZJL017N
FOLLOW-UP IS DUE ON OR BEFORE 07/29/03
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: NL4F	CONTACT(S):	ROOT CAUSE: SCLT
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: 3115	EFFECTIVE: 7/28/2003	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		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/09/03	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: HAFERTEPE, MIKE	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:16 AM

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

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

DATE: 4/15/2004
TIME: 08:10:16 AM
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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Use Policy Id

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DATE: 4/16/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T3YD [REDACTED]
CITY: KINGSTON YR/MDL: 2000.0 QST MILEAGE: 50561
ST/ZIP: NY [REDACTED] IN SVC DATE: 7/12/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 1840 JOHNSON NISSAN, INC.
EVE PH: [REDACTED] PAID: SVC DLR: 1840 JOHNSON NISSAN, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: 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: (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: 07/28/03 XFER/RSPNSBLTY: 48 01 S
CONTACT (S): FOLLOWUP DATE: 08/08/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08/04/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YE MULTIPLE REPAIR ATTEMPTS

DATE: 4/15/2004
TIME: 08:10:18 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4217457

C. A. R. COMMENTS

NO PREVIOUS FILES FOUND
CRR VERIFIED OWNERS INFO
C STATES THAT C HAS HAD MULTIPLE PROBLEMS WITH HEADLAMP HARNESS. C HAS HAD TO REPLACE TWICE ALREADY. DLR JUST REPAIRED AGAIN, C WANTED TO KNOW IF NISSAN HAD A COMMON PROBLEM WITH VEH. CRR WAS FAMILAR WITH SIMILAR PROBLEM WIT ANOTHER QUEST BUT BULB KEPT GOING OUT NOT HARNESS. CRR ADVISED CRR WILL FILE OPENED-ZFH599N 07/29/2003
CHECK BULLETINS FOR PORBLEM. C THANKED. @07/29-ZFH599N
**OPEN RECALL-SEATBELT. CRR WILL ADVISE C. @07/29-ZFH599N
CRR LOCATED BULLETIN: NTB01-02B. ONLY DESCRIBES REPAIRS. @07/30-ZFH599N
CRR CALLED C. 4:24. LEFT MSG 4:24. @07/30-ZFH599N
@07/30-ZFH599N
CRR CALLED C. 12:53. LEFT MSG. 12:54. @08/01-ZFH599N
FILE CLOSED. @08/01-ZFH599N
**CRR-CM RCVD INBOUND CALL FROM C. C REQUESTING BULLETIN NUMBER. CRR-CM PROVIDED. FILE RECLOSED. @08/04-ZCM540N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT4B	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	0 DATE: 00/00/00	USERID:
OTHER #:	1 DATE: 8/4/2003	USERID: ZCM540N
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 1840	EFFECTIVE: 7/29/2003	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: ZCM540N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 08/04/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM: YAKIM DAVID N
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:16 AM

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

DATE: 4/15/2004
TIME: 08:10:16 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

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

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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Via Email: [REDACTED]

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DATE: 4/15/2004
TIME: 08:10:18 AM

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CAR ID: CA4243432
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T0XD [REDACTED]
CITY: SALEM YR/MDL: 1999.0 QST MILEAGE: 53019
ST/ZIP: OR [REDACTED] IN SVC DATE: 8/16/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 2805 SALEM NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3027 CHUCK COLVIN NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 48 DIST: SL/SV/PT: 08 08

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 7/2003
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 08/20/03 XFER/RSPNSBLTY: 48 01 S
CONTACT (S): FOLLOWUP DATE: 10/03/03 DATANET (Y/N): 0
SEVERITY: 8 CLOSE DATE: 10/08/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:16 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES.

EMAIL ID: 190801

EMAIL DATE: 07/18/03

EMAIL STATES:

@08/20-ZNC164N

@08/20-ZNC164N

@08/20-ZNC164N

@08/20-ZNC164N

FOLLOW UP / RE THE RUBBER AROUND WINDSHIELD , GUESS WHAT THIS IS CONSIDERED TRIM .. AND IS NOT COVERED BY WARRANTY . SURPRISE SURPRISE...AFTER DISCUSSING FILE OPENED-ZNC164N 08/20/2003

THIS WITH OLIE JOHANSEN THE OWNER OF SALEM NISSAN . HE HAD AGREED TO PAY FOR THE WORK , BUT I WILL HAVE TO FIND SOMEONE ELSE TO FIX IT THEY DONT DO THAT KIND OF WORK AT THEIR SHOP. MY QUESTION IS WHY WOULD A CAR THIS NEW . HAVE SO MANY DAMN PROBLEMS . THIS IS STRICTLY A FAMILY CAN , AS YOU CAN SEE BY MILEAGE I HAVE NOT DRIVEN THIS CAR INTO THE GROUND . I HAVE TAKEN VERY GOOD CARE OF MY VAN . BUT IT HASNT TAKEN VERY GOOD CARE OF ME. IS THIS VEHICLE A LEMON WOULD HATE TO THINK SO , BUT IT SURE IS SMELLING VERY BITTER. I SPOKE WITH THE OWNER OF SALEM NISSAN AND HE HAS AGREED TO PAY FOR THE REPAIR TO WINDSHIELD , MAINLY TO GET RID OF ME . BUT I DONT CARE I JUST WANT IT FIXED . NOW I#39;M STIL REALLY CONCERNED ABOUT THE HEADLIGHT FIXTURE . SOMETHING HAS TO BE DONE!!! I EXPECT AN ANSWER NO LATER THAN MONDAY 7/21/03 PHYLLIS CUNIAL @08/20-ZNC164N

***END OF C'S EMAIL

@08/20-ZNC164N

CRR-NC REPLIED WITH A MORE REQUEST NEEDED POSTCARD.

@08/20-ZNC164N

PENDING FILE. WAITING FOR C'S RESPONSE.

@08/20-ZNC164N

CLOSING FILE.

@08/20-ZNC164N

*** CRRJO RECEIVED INBOUND FROM C REGARDING EMAIL.

@08/29-ZJO363N

CALLER IS PHYLIS. C STATES C IS UPSET WITH DLR AND THE FRUSTRATION WITH THE VEH. C STATES THE DRIVERSIDE HEADLIGHT FIXTURE IN OPERATIVE. C STATES THIS HAS BEEN REPAIRED REPEATEDLY.

@08/29-ZJO363N

C STATES C DOESN'T WANT TO KEEP PAYING \$50 FOR THE LIGHT FIXTURE TO BE REPAIRED.

CRRJO STATES CRRJO WILL CONTACT DLR AND GET MORE INFORMATION AND SEE IF THERE IS ANYTHING MORE CRRJO CAN DO.

@08/29-ZJO363N

* CRRJO SPOKE WITH LARRY AT DLR. LARRY STATES VEH HAS BEEN A FEW TIMES FOR THE ISSUE.

04/10/01: REPLACED WIRING HARNESS (WHOLE SOCKET) 21633 MILES TSB RA816AA

05/13/02: REPLACED WIRING HARNESS (WHOLE SOCKET) 35575 MILES

07/07/03: DLR DIAGNOSISED RIGHT HEADLAMP SOCKET NEEDS TO BE REPLACED.

C HAS 1ST EXTENDED ESC WHICH WILL COVER THE REPAIR THOUGH THERE IS A \$50 DEDUCTABLE.

LARRY AGREES THE VEH SHOULD BE LOOKED AT HARDER BECAUSE OF THE REPEATED ISSUES CRRJO STATES CRRJO UNABLE TO ASSIST WITH \$50 DEDUCTABLE AS THAT HAS TO BE DISPUTED WITH 1ST EXTENDED.

CRRJO WILL CONSIDER ASSISTANCE IF SOMETHING MORE IS NEEDED AFTER A BETTER DIAGNOSIS IS DETERMINED ON WHY THE DRIVER SIDE HEADLIGHT KEEPS GOING OUT.

LARRY THANKED.

@09/04-ZJO363N

* CRRJO CALLED C TO ADVISE: CRRJO LEFT MESSAGE.

@09/04-ZJO363N

* CRRJO CALLED C TO FOLLOWUP: CRRJO LEFT MESSAGE.

@09/09-ZJO363N

CRRJO CLOSING FILE PENDING FURTHER CONTACT FROM C.

@09/09-ZJO363N

****CRR-JR RECEIVED INBOUND CALL FROM C. C REQUESTS TO GO TO ANOTHER DLR.

C IS WILLING TO GO TO ONE OUT OF C WAY. C DOES NOT WANT TO GO TO CURRENT

DLR C STATES THAT C IS KNOWN THERE FOR BI**ING. AND C STATES THAT C BELIEVES THAT DLR WILL BE BIAS.

@09/16-ZJR092N

C STATES THAT CLOSEST ONE WOULD BE IN MEDVILLE. C IS WILLING TO DRIVE DISTANCE FOR SOMEONE ELSE TO TAKE A LOOK AT. C STATES THAT SM AND C DO NOT AGREE. THEY DO NOT SEE EYE TO EYE. C STATES THAT C DOES NOT HAVE A GOOD REPORE AND C WANTS A THIRD PERSON TO LOOK A VEH. C STATEST THAT LUNCH BREAK IS 12:30-1:30. C REQUESTS CRR-JO TO GIVE C A CALL WHEN CRR-JO RETURNS TO OFFICE FOR FURTHER ASSISTANCE.

CRR-JR STATED TO C THAT CRR-JO KNOWS FILE IN MORE DETAIL SO WHEN CRR-JO

RETURNS CRR-JO WILL GET IN CONTACT WITH OTHER DLR AND LOOK INTO TAKING VEH TO ANOTHER DLR IF POSSIBLE.

@09/16-ZJR092N

DATE: 4/15/2004
TIME: 08:10:16 AM

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EMAIL SENT TO CRR-JO. @09/18-ZJR092N
* CRRJO CALLED C TO FOLLOWUP: CRRJO LEFT MESSAGE FOR PHYLLIS. @09/25-ZJO363N
* CRRJO CALLED C TO FOLLOWUP: CRRJO LEFT MESSAGE. @09/26-ZJO363N
* CRRJO RECEIVED MESSAGE FROM C: CRRJO CALLED C RIGHT BACK. @09/26-ZJO363N
C STATES C WOULD LIKE TO TAKE VEH TO CHUCK NISSAN FOR REVIEW.
CRRJO STATES DLR MAY CHARGE A DIAGNOSIS SINCE DLR HASN'T SEEN VEH YET.
C UNDERSTOOD. CRRJO STATES CRRJO WILL CALL DLR TO GIVE A HEADS UP ON C'S
COMING AND SITUATION.
CRRJO ADVISED C TO CALL DLR AND MAKE AN APPOINTMENT AND GIVE A BRIEF HISTORY
SO DLR IS AWARE OF SITUATION. C THANKED.
* CRRJO CALLED DLR- SPOKE WITH SM-TIM. CRRJO ADVISED OF SITUATION AND C HAS
AN AFTERMARKET ESC. TIM STATES THEY WILL TRY AND HELP C. CRRJO THANKED DLR
FOR HELP. @09/26-ZJO363N
FILE PENDING APPOINTMENT TO DLR. @09/26-ZJO363N
* CRRJO CALLED C TO FOLLOWUP- C STATES C IS GOING TO TRY AND GET VEH TO DLR
ON FRIDAY. CRRJO THANKED. @10/01-ZJO363N
* CRRJO CALLED DLR- NO SIGN OF C. @10/07-ZJO363N
* CRRJO CALLED C- CRRJO LEFT MESSAGE FOR C TO CALL CRRJO WHEN C HAS AN APPT
FOR THE DLR.
FILE CLOSED. @10/08-ZJO363N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	ROOT CAUSE: SOPP
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 #:	2 DATE: 9/18/2003	USERID: ZJR092N
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 3027	EFFECTIVE: 8/20/2003	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: ZJO363N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 10/08/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:16 AM

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

DATE: 4/15/2004
TIME: 08:10:16 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 11

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DATE: 4/15/2004
TIME: 08:10:16 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4251283

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SALEM
ST/ZIP: OR [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 0
IN SVC DATE: 8/18/1999
RTL DLR: 2805 SALEM NISSAN
SVC DLR: 2805 SALEM NISSAN
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 08 08

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 7//2003
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT (S):
SEVERITY: 9

OPEN DATE: 08/27/03
FOLLOWUP DATE: 08/28/03
CLOSE DATE: 08/27/03

XFER/RSPNSBLTY: 11 00 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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CA4251283

C. A. R. COMMENTS

PREVIOUS FILE FOUND. #4243432

CRR-MB REVIEWED C E-MAIL REFERENCE #180539

C STATES:

"THIS VAN IS TURNING OUT TO BE A PIECE OF CRAP. 3 TIMES THE RIGHT HEADLIGHT SOCKET HAS GONE OUT . 2 WERE REPLACED WITH SOME BITCHING TO DEALER AND NOW IT HAS GONE OUT AGAIN AND THEY ARE TELLING ME THAT IT WILL COST ME 50.00 TO GET FILE OPENED-ZMB988N 08/27/2003

IT FIXED.. I FEEL THIS IS NOT RIGHT , THIS IS THE 3RD TIME THIS PIECE OF CRAP HAS GONE OUT . WHY SHOULD I HAVE TO PAY FOR THIS WHEN IT IS TRULY A DEFAULT WITH THE VEHICLE. I HAVE SO MANY THINGS GO WRONG WITH THIS VAN .. NOW THE RUBBER AROUND THE WINDSHIELD IS COMING OFF WHAT THE HELL IS THIS? ALOT OF MY PROBLEMS ARE WITH THE SERVICE DEPT. OF JOHANSEN SALEM NISSAN , ESPECIALLY THE SERVICE MANAGER STEVE POWERS . HE IS A COMPLETE A-H-E! EVERYTIME I TAKE IT IN FOR ONE THING , THEY OF COURSE FIND SEVERAL OTHER THINGS ,THAT ARE NOT COVERED BY MY WARRANTY THAT NEED TO BE REPAIRED . AND SPEAKING OF THE

@08/27-ZMB988N

EXTENDED WARRANTY THATS A BUNCH OF CRAP TOO.... IT SHOULD BE AGAINST THE LAW TO LET DEALERSHIPS OFFER THEM TO PEOPLE , WHAT A WASTE OF MONEY! ANYWAYS . BACK TO THE HEADLIGHT. THE LIGHT IS GOOD IN FACT THE FIRST ONE I BOUGHT WAS GOOD AND THE SECOND ONE WAS GOOD . ITS THE SOCKET THAT IS BAD . NOW IT COULD BE THE PEOPLE THAT ARE REPLACING THIS SOCKET THAT IS BAD . BUT I DON'T CARE . I JUST WANT THE DAMN THING FIXED . NOT ONLY IS IT AGAINST THE LAW TO BE WITHOUT 2 HEADLIGHTS . ITS DANGEROUS FOR OTHER DRIVERS . AND ESPECIALLY MY FAMILY AND MYSELF. I CAN TELL YOU IF THIS IS NOT RESOLVED WITH OUT ANY OUT OF POCKET MONEY ON MY PART I WILL SEND A COPY OF THIS TO THE ATTORNEY GENERAL . THERE ARE OTHER ISSUES I HAVE HAD TO DEAL WITH , THE RADIO/CD PLAYER .RUINS MY CD. GAS PEDAL STICKS . GRINDING NOISE WHEN TURNING. SHOULD I GO ON . I HOPE TO HEAR FROM YOU VERY SOON REGARDING MY CONCERNS . WITH AN ACCEPTABLE SOLUTION TO MY PROBLEMS. PHYLLIS CUNIAL"

CRR-MB SENT C E-MAIL APOLOGIZING FOR INCONVENIENCES. REFERENCING FILE #.

@08/27-ZMB988N

INVITING C TO CALL BACK IF ISSUE HAS YET TO BE RESOLVED. @08/27-ZMB988N

<<CRR-MB FILE CLOSED

@08/27-ZMB988N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE8G	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: 2805	EFFECTIVE: 8/27/2003	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: ZMB988N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 08/27/03	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER

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


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PHONE:

OWNER FIRST:

LANGUAGE:

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

DATE: 4/15/2004
TIME: 08:10:18 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	MILEAGE	DATE
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NISSAN MOTOR CORPORATION IN U.S.A
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CA4258510

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TBYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 26707
IN SVC DATE: 9/25/2000
RTL DLR: 228 MILLER NISSAN, INC.
SVC DLR: 228 MILLER NISSAN, INC.
RESP DLR:
REGION: 44 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: (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):
SEVERITY: 3

OPEN DATE: 09/02/03
FOLLOWUP DATE: 09/03/03
CLOSE DATE: 09/15/03

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
YX POOR OR IMPROPER OPERATION

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA4258510

C. A. R. COMMENTS

NO PREVIOUS FILES.

@08/02-ZRM377N

NO OPEN RECALLS FOUND.

CRR-RM VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE #S, AND DLR INFO. REC'D INBOUND CALL FROM C STATING THAT C HAS BEEN HAVING ISSUE W/ HEADLIGHTS FOR THE PAST 3 YEARS THAT EVERY SO OFTEN (COUPLE OF WEEKS) EITHER THE LEFT OR THE RIGHT HEADLIGHTS GO OUT. C STATES THAT C WOULD LIKE CRR TO FIND OUT WHAT FILE OPENED-ZRM377N 09/02/2003

CAN BE DONE TO CORRECT PROBLEM INSTEAD OF JUST REPLACING HEADLIGHTS. C STATES THAT CONTACT DLR CONTACT AT DLR IS SA-DOUGH. @09/02-ZRM377N

***CRR-RM S/W SA-DOUGH WHO STATED THAT DLR REPLACED LEFT BULB ON 07/03/03, AND 12/08/02, RIGHT HEADLIGHT CONNECTOR REPLACED, 11/15/02, REPAIRED LEFT HEADLIGHT CONNECTOR, AND 05/13/02, REPLACED RIGHT HEADLIGHT BULB AND WIRING HARNESS. SA-DOUGH STATES THAT C IS AN OUTSTANDING C AND TO HAVE C COME IN FOR INSPECTION SO THAT DLR CAN CONTACT TECHLINE FOR ASSISTANCE. DOUGH STATED THAT C CAN BRING IN VEH ANYTIME TUES-FRIDAY. CRR THANKED DOUGH FOR ASSISTANCE AND ENDED CALL. @09/04-ZRM377N

***CRR-RM S/W C AND ADVISED C OF CRR'S CONVERSATION W/ SA-DOUGH, C UNDERSTOOD AND STATED THAT C WOULD CALL SA-DOUGH TO SCHEDULE APPOINTMENT. @09/04-ZRM377N

***CRR-RM REC'D VM FROM C INQUIRING IF C COULD GET ASSISTANCE W/ RENTAL AS C DOES NOT KNOW HOW LONG DLR WILL HAVE VEH. @09/05-ZRM377N

***CRR-RM S/W SA-DOUGH WHO STATED THAT DLR DID NOT HAVE TIME TO RUN GRT SO DLR WAS NOT AUTHORIZING RENTAL FOR C. @09/05-ZRM377N

***CRR-RM CALLED C AND ADVISED C THAT CRR WOULD NOT BE ABLE TO AUTHORIZE RENTAL UNTIL VEH IS INSPECTED BY DLR. C ASKED THAT CRR S/W C'S HUSBAND AS C NEEDED TO LEAVE. CRR S/W C'S HUSBAND AND REITERATED CRR'S COMMENTS TO WIFE. C'S HUSBAND BEGAN TO USE VULGARITIES AND STARTED TO YELL STATING THAT SITUATION WAS RIDICULOUS AND THAT DLR WAS INCOMPETENT. SINCE SHOULD HAVE RESOLVED ISSUE IN THE FIRST PLACE. CRR-RM APOLOGIZED FOR INCONVIENCE THAT ISSUE IS CAUSING IN C'S LIFE. C COULD CARE LESS DEMANDING THAT CRR GIVE C RENTAL FOR DAY. CRR REITERATED TO C'S HUSBAND THAT CRR COULD NOT DO SO UNTIL @09/05-ZRM377N

VEH WAS INSPECTED. C'S HUSBAND CONTINUED TO USE VULGARITIES. CRR-RM ASKED C TO PLEASE REFRAIN FROM USING THAT PARTICULAR LANGUAGE W/ CRR. C IGNORED CRR'S REQUEST AND CONTINUED TO USE VULGARITIES. C DEMANDED TO S/W CRR'S SUPERVISOR. CRR ADVISED C THAT SUPERVISOR CALLBACKS TAKE 48HRS. C BECAME EVEN MORE HOSTILE USING VULGARITIES AND STATING THAT NISSAN WAS A BUNCH OF IDIOTS AND THAT CRR SHOULD AUTHORIZE RENTAL. CRR-RM REITERATED ONCE AGAIN THAT CRR COULD NOT REVIEW FOR ASSITANCE UNTIL VEH WAS INSPECTED AND THAT THE TERMS OF THE NISSAN WARRANTY DO NOT COVER FOR RENTAL ASSISTANCE. C IGNORED CRR'S COMMENTS ENTIRELY AND CONTINUED TO USE VULGARITIES. C ASKED CRR ABOUT LEMON LAW WITHIN CALIFORNIA, CRR INFORMED C THAT CRR WAS NOT AWARE OF THE DETAILS AND REFERRED C TO THE SUPPLEMENT TO NISSAN WARRANTY FOR ADDITIONAL INFORMATION. CRR-RM OFFERED TO GIVE C PHONE NUMBER TO BBB AUTOLINE AND C DISCONNECTED CALL. @09/05-ZRM377N

***CRR-RM REC'D INBOUND CALL FROM C STATING THAT VEH HAD BEEN REPAIRED AND @09/11-ZRM377N

THAT THE RADIO DISPLAY NOW FADES IN AND OUT. C WOULD LIKE TO KNOW WHAT TO DO. CRR-RM PLACED C ON HOLD AND CALLED SA-DOUGH WHO STATED THAT WHEN THE DISPLAY BEGINS TO FADE IN AND OUT THAT IT IS AN INTERNAL ERROR AND THAT DLR NEEDS TO REPLACE RADIO. SA-DOUGH STATED THAT HE WOULD JUST NEED FOR C TO COME IN SO THAT SA COULD GET THE MODEL INFORMATION OFF THE RADIO TO ORDER A NEW ONE. CRR ASKED SA-DOUGH ABOUT HEADLIGHT CONCERN AND HE STATED THAT HE WAS INFORMED THAT THE PHILLIPS LIGHTS AND CONNECTORS HAD ISSUES WITH FAILURES, BUT THAT THE SYLVANIA COMPONENTS WERE FINE, SO DLR MADE SURE THAT C HAS SYLVANIA COMPONENTS ON BOTH SIDES, AND THAT SHOULD CORRECT THE PROBLEM WITH THE REPEATED HEADLIGHT FAILURES. CRR-RM DISCUSSED W/ SA-DOUGH THE COST OF 30K MILE MAINTENANCE AND SA-DOUGH STATED THAT THE COST WAS \$292.92. CRR-RM INFORMED SA-DOUGH THAT CRR WAS GOING TO OFFER C A \$300 SERVICE CREDIT AS AN APOLOGY FOR THE NUMEROUS TIMES THAT C HAS BEEN IN INCONVIENCED. SA-DOUGH AGREED THAT WOULD BE A GOOD

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IDEA, SINCE C HAS BEEN A GOOD SERVICING C. CRR-RM THANKED SA-DOUGH FOR INFO
@09/11-ZRM377N
AND ENDED CALL. CRR-RM THEN ADVISED C TO TAKE VEH TO DLR SO THAT SA-DOUGH
COULD GET NECESSARY INFORMATION TO REPLACE RADIO, C UNDERSTOOD AND AGREED. CRR
ADVISED C THAT CRR WOULD SUBMIT A REQUEST FOR A SERVICE CREDIT IN THE AMOUNT
OF \$300 SO THAT C COULD DO THE VEH'S 30K MILE MAINTENANCE. C UNDERSTOOD AND
THANKED CRR FOR ASSISTANCE. @09/11-ZRM377N
***CRR-RM TO SUBMIT FOR \$300 SERVICE CREDIT. @09/11-ZRM377N
***CRR-RM SUBMITTED REQUEST FOR SERVICE CREDIT LETTER @09/11-ZRM377N
***VS-KD REVIEWED FILE AND WILL PROCESS S/C PER CRR-RM REQUEST AND OFFER.
@09/12-ZKD315R
***CRR-RM NOTES SERVICE CREDIT LETTER PROCESSED. @09/15-ZRM377N
***CRR-RM FAXED COPY OF SERVICE CREDIT LETTER TO DLR. @09/15-ZRM377N
***CRR-RM MAILED SERVICE CREDIT LETTER TO C. @09/15-ZRM377N
FILE CLOSED. @09/15-ZRM377N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT2M	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: 228	EFFECTIVE: 9/2/2003	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: ZRM377N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 09/15/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: BENDICK, RON
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:17 AM

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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ARLINGTON
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 43000
IN SVC DATE: 6/28/2000
RTL DLR: 946 BANKSTON NISSAN IN IRVING
SVC DLR: 946 BANKSTON NISSAN IN IRVING
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: NISSAN 946/INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT (S):
SEVERITY: 9

OPEN DATE: 09/15/03
FOLLOWUP DATE: 09/16/03
CLOSE DATE: 09/15/03

XFER/RSPNSBLTY: 11 00 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES. @09/15-ZBH429N
CRR VERIFIED C NAME ADDRESS PHONE MILEAGE AND VIN. @09/15-ZBH429N
C CALLED STATING THAT THE HARNESS FOR THE HEADLIGHT HAS GONE OUT ON THE LEFT.
@09/15-ZBH429N
FRED WHITFIELD FROM BANKSTON NSN TOLD C THAT C WILL HAVE TO PAY FOR REPAIR ON
VEH. @09/15-ZBH429N
FILE OPENED-ZBH429N 09/16/2003
C DISAGREES WITH THIS B/C C HAD THIS REPAIR DONE A YEAR AGO. C FEELS THIS IS A
PART THAT SHOULD NOT BE GOING OUT AT ALL. @09/15-ZBH429N
CRR REVIEWED WARRANTY WORK AND SAW THAT THIS WOULD BE A COVERED PART UNDER C
ESC AND THAT C WILL BE RESPONSIBLE FOR \$50 DEDUCTIBLE. @09/15-ZBH429N
C THEN BECAME MORE UPSET ABOUT \$50 DEDUCTIBLE. AND FEELS NSN IS FULL OF IT AND
VOWED NEVER TO BUY ANOTHER NSN VEH. C THANKED CRR AND CALL ENDED.
@09/15-ZBH429N
FILE CLOSED. @09/15-ZBH429N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8D	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: 948	EFFECTIVE: 9/15/2003	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: ZBH429N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 09/15/03	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

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
19	NCDD00730495	946	6/28/2000	6/28/2006	75,000.00		

Vsc Policy Id

NCDD00730495 6/28/2006 946

NCDD00730495

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 60771
IN SVC DATE: 1/11/2000
RTL DLR: 09101 THOMPSON NISSAN INC
SVC DLR: 09072 WILLIAMS PONTIAC COMPANY
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 08 08

LETTER RECEIVED 9/15/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI X MILES 43000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00 OPEN DATE: 09/18/03 XFER/RSPNSBLTY: 11 .00 S
CONTACT (S): FOLLOWUP DATE: 10/03/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09/29/03 DATANET DATE:

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

CITY: PHOENIXVILLE 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: \$ 139.9

CHK REQUEST DATE: 09/25/03 REQUESTED BY: ZRM425N
CHECK APPROVED: 09/26/03 APPROVED BY: VALAD JOE VJV011N
CHECK ISSUE DATE: 09/30/03 CHECK NUMBER:

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS	113500 HEADLAMP
AC BODY ELECTRICAL	YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

CRR-RM IN REVIEW OF LETTER DATED 09/09/03, RCVD 09/15/03. LETTER STATES THE FOLLOWING:

MY FAMILY AND I HAVE OWNED MANY AUTOMOBILES INCLUDING 350Z AND HAVE NEVER HAD TO REPLACE A HEADLIGHT CONNECTOR. THIS MUST BE RARE. ESPECIALLY WITH BOTH HEADLIGHTS. MAYBE NISSAN WOULD CONSIDER A REFUND FOR THESE CHARGES. IT IS A SMALL AMOUNT TO NISSAN BUT IT WOULD CERTAINLY MAKE A HAPPY CUSTOMER
FILE OPENED-ZRM425N 09/18/2003

09/18-ZRM425N

CRR-RM NOTES THAT C INCLUDES 2 INVOICES FROM DLR. THEY ARE:

- 02/28/03 AT 50058 MILES CONNECTOR AND HALOGEN HEAD REPLACED. \$81.70
- 09/09/03 AT 90771 MILES CONNECTOR REPLACED \$58.20

CRR-RM NOTES THAT VEH WAS PURCHASED USED. CRR-RM CALLED DLR DWAYNE WHO STATED THAT DLR HAS ONLY SEEN C FOR THOSE 2 SERVICES. NO MAINTENANCE RECORDS THERE AND AS OF 05/15/02 VEH BELONG TO DLR AS THEY PERFORMED A CERT USED INSPECTION ON VEH THEN. CRR-RM UNDERSTOOD 09/18-ZRM425N

CRR-RM CALLED BACK C AND LEFT VMX FOR A CALL BACK. CRR-RM WANTS TO KNOW WHERE VEH GETS SERVICED AT. HOW MANY MILES WAS ON VEH WHEN PURCHASE AND IF C OR FAMILY OWN ANY OTHER NISSAN VEH IF SO WHAT THE VIN# ARE 09/18-ZRM425N

CRR-RM CALLED BACK C AT 10:45AM PST AND 'FEMALE' STATED FOR CRR-RM TO CALL BACK AND THAT C WILL BE HOME @5PM. CRR-RM NOTES THAT CRR-RM WILL THEN HAVE TO CALL C BACK AROUND 2:15PM PST AND WILL DO SO 09/19-ZRM425N

CRR-RM RCVD 2 VMX FROM C REQ A CALLBACK TO [REDACTED] CRR-RM UPDATEING THIS # AS THE DAY PHONE#. @ 6:43AM PST CRR-RM CALLED C AT # REQ TO INQ. C STATES THE FOLLOWING: C STATES WHEN VEH WAS PURCHASED USED IT HAD 43K ON IT AND THAT VEH GETS SERVICED AT DLR. C STATES THAT VEH GETS SERVICED AT RESPONSIBLE DLR. CRR-RM WILL REIMBYRSE C THIS ONCE FOR \$139.90.

CRR-RM ADV FAX# FOR C TO FAX OVER PROOF OF OWNERSHIP. CRR-RM ADV TO C THAT THIS IS A ONE TIME EXCEPTION

C THANKED

09/23-ZRM425N

CRR-RM CALLED BACK C AT EVE PHONE AT 7:37AM PST C STATED THAT SHE WILL FAX IT IN AN HOUR

09/25-ZRM425N

CRR-RM RCVD FAX 09/25/03 AND CHECK HAS NOW BEEN APPROVED.
CLOSING FILE FORWRAD POSTCARD

09/29-ZRM425N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RL2A	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: 09072	EFFECTIVE: 9/18/2003	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: ZRM425N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 09/29/03	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER

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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN: 4N2XN11T5YD [REDACTED]
IN SCV DATE:

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

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[REDACTED]

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DATE: 4/15/2004
TIME: 08:10:17 AM

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 62875
IN SVC DATE: 5/10/1999
RTL DLR: 2636 BRAD FARRAH PN-GMC-NISSAN
SVC DLR: 3374 UNITED NISSAN, INC.
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: (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 18000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: C HUSBAND
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 10/16/03 XFER/RSPNSBLTY: 34 01 8
CONTACT (S): FOLLOWUP DATE: 10/17/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11/21/03 DATANET DATE: 10/22/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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CA4301755

C. A. R. COMMENTS

PREVIOUS FILES 3783338, 3918488, 3941283..C STATES CALLED EARLIER AND WAS DISCONNECTED FROM SEAN AND DREW. CRR-TB ADVISE WILL NOT PLACE C ON HOLD BUT RATHER, DISCONNECT HEAD SET SO CRR-TB CAN LOCATE SEAN OR DREW. C STATES C UNDERSTOOD. WHEN CRR-TB CAME BACK, C HAD DISCONNECTED THE LINE. CRR-TB DID NOT HAVE THE OPPORTUNITY TO VERIFY C INFORMATION. @10/16-VTB430N

**CRR-MB RECEIVED INBOUND CALL FROM C. C STATES C HAS BEEN DISCONNECTED 4 FILE OPENED-VTB430N 10/16/2003

TIMES. CRR-MB APOLOGIZED FOR C'S INCONVENIENCES OFFERED TO UPDATE FILE FOR CRR-TB, AS C ASKED TO NOT BE PLACED ON HOLD AGAIN. C STATES C HAS HAD MULTIPLE PROBLEMS WITH C'S HEADLIGHTS, AS CONNECTOR ASSEMBLY HAS BEEN REPLACED 3 TIMES. C STATES C HAS BEEN FORCED TO DRIVE HOME AT NIGHT WITHOUT HEADLIGHTS DUE TO THIS ISSUE. C STATES C DOES NOT FEEL AS THOUGH C SHOULD HAVE TO PAY FOR REPAIRS. AS C HAS HAD SAME ISSUE SO MANY TIMES. C STATED MANY TIMES C WILL NEVER PURCHASE A NISSAN VEH AGAIN. CRR-MB INFORMED C CRR-MB WOULD CONTACT CRR-TB TO NOTIFY OF UPDATE, AND CRR-TB WOULD RESEARCH ISSUE IN NEXT 24-48 HRS @10/16-ZMB988N

AND WOULD PROVIDE C WITH AN UPDATE AS SOON AS ONE WAS AVAILABLE. C UNDERSTOOD. THANKED CRR-MB FOR ASSISTANCE. @10/16-ZMB988N

E-MAIL SENT IN NOTIFICATION OF UPDATE. @10/16-ZMB988N

CRR-TB ATTEMPTED TO CALL C, NO ANSWER OR VOICE MAIL. EMAIL TO MB ASKING IF CRR-MB VERIFIED C INFORMATION ON FILE. WHICH DLR IS C WORKING WITH?

@10/16-VTB430N

CRR-TB CALLED C AGAIN. LEFT A MESSAGE ON VOICE MAIL THAT IS NOW AVAILABLE.

** WHEN C CALLS:

PLEASE VERIFY C ADDRESS AND PHONE #S

WHICH DLR IS C WORKING WITH?

@10/21-VTB430N

***CRR-FG RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH CRR-TB. CRR-FG CONNECTING C TO CRR-TB. @10/21-ZFG649N

C STATES PURCHASED VEH USED FROM UNITED NISSAN AND C HAD THEM REPLACE HEAD LIGHT CONNECTORS TWICE. C STATES UNION NISSAN IS CLOSER. SO WHEN C CONTINUED TO HAPPENED @10/21-VTB430N

**C STATES THAT C WENT TO UNION CITY NISSAN TODAY AND SPOKE WITH SM CHAD WHO ADVISED THAT THE DLR BELIEVES THAT ENTIRE HEADLIGHT HARNESS SHOULD BE REPLACED. C STATES THAT SM ADVISED THAT SM THOUGHT THE SHORT IN THE HEADLIGHT HARNESS IS AN ONGOING PROBLEM BUT THE FACT THE DLR HAS REPLACED THE CONNECTOR ASSYMBLY 4-5 TIMES HAS NOT HELPED. C STATES THAT CHAD ADVISED THAT THE CONCERN HAD ONLY BEEN BAND AIDED WITH THE CONNECTOR ASSEMBLY. C STATES THAT THE DLR HAS ADVISED THE CONCERN IS NOT COVERED UNDER C'S ESC. C STATES THAT THE DLR HAS ADVISED THAT THE COST OF THE REPAIR IS \$1500.00. C STATES THAT C BELIEVES ASSISTANCE SHOULD BE OFFERED SINCE THE DLR HAS ADMITTED THAT THE CONCERN SHOULD HAVE BEEN CAUGHT DURING THE WARRANTY PERIOD. @11/03-ZAS259N
CRR-TB NOT AVAILABLE. EMAIL SENT. @11/03-ZAS259N

CRR-TB CALLED NISSAN OF UNION CITY AND SPOKE WITH SERVICE ADVISOR CHAD. PER CHAD, VEH HAS BEEN TO THEIR DLR TWICE, 10-3 FOR FUEL INDUCTION AND 11-1 FOR HEADLIGHT ISSUE AND FAILED DRIVERS SIDE WINDOW. CHAD STATES C HUSBAND AND UNITED NISSAN HAVE REPLACED CONNECTORS PRIOR. CHAD STATES UNITED MAY NOT BE AWARE THAT THE MAIN ENGINE HARNESS SHOULD HAVE BEEN DIAGNOSED. PER CHAD, NEITHER HARNESS NOR MASTER WINDOW SWITCH ARE COVERED UNDER SEC +. CRR-TB SPOKE WITH C TO ADVISE CRR-TB IS GOING TO CONTACT UNITED NISSAN TO SEE IF THEY FEEL ANY RESPONSIBILITY TOWARD REPAIR. C REQUESTS CONTACT AT DAY #. CRR-TB CALLED UNITED NISSAN AND PER ADVISOR JOHN, HISTORY SHOWS VEH WAS TO THE DLR ONCE (10-26-02) FOR HEADLIGHT SOCKET ASSY AND C DECLINED REPAIR. WITH JOHN'S OK, PLACED JOHN ON HOLD AND CALLED C. WITH C OK, CONFERENCED IN JOHN. C TOLD JOHN THAT DLR REPLACED THE CONNECTORS SEVERAL TIMES AND C HUSBAND PURCHASED THESE PARTS FROM DLR AND INSTALLED THEM HIMSELF AS WELL. JOHN ASKED C TO PLEASE BRING VEH TO HIM AND HE WILL NOT CHARGE C TO LOOK AT IT. JOHN STATES WANT TO CONFIRM THE OTHER DLRS DIAG. C STATES WILL MEET WITH JOHN TOMORROW AND C WILL BRING HER PAPERWORK. C STATES IS

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SATISFIED AT THIS TIME. C STATES WILL MEET WITH JOHN AT 8:45. C THEN STARTED TO ADVISE OF THE MANY OTHER PROBLEMS C HAD WITH VEH AND ADVISED WILL NEVER BUY ANOTHER NISSAN AGAIN. CRR-TB ASSURED C THAT NISSANS ARE GREAT PRODUCTS. THEN QUESTIONED HOW THE VEH MAY HAVE BEEN TREATED PRIOR TO C PURCHASE. C STATES CALLED THE PREVIOUS OWNER AND HE ADVISED VEH WAS SOLD DUE TO DIVORCE. C STATES CAN'T WAIT TO GET RID OF THE VEH SO C CAN BUY A TOYOTA OR A HONDA.

@11/08-VTB430N

FOLLOW-UP IS DUE ON OR BEFORE

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

**CRR-RG REC'D CALL FROM C REQUESTING TO SPEAK WITH CRR-TB. CRR-RG PLACED C ON HOLD AND ATTEMPTED TO ESTABLISH CONTACT WITH CRR-TB TO NO AVAIL. CRR-RG SUGGESTED TO C TO LEAVE A DETAILED VMX WITH CRR-TB. C PLACED OFF HOLD AND ISSUED UPDATED INFORMATION. C TRANSFERRED TO CRR-TB VMX PER REQUEST. EMAIL SENT ON THIS DATE.

@11/10-ZRG421N

C STATES BROUGHT VEH TO THE DLR TODAY AND MET WITH JOHN. C STATES DLR WANTS TO REPLACE A GROUND WIRE AND ANOTHER CONNECTOR ASSY. C STATES IS UPSET BECAUSE DLR CANNOT PROMISE THAT THIS WILL BE THE FINAL SOLUTION TO THE PROBLEM. C STATES IS ALSO GOING TO CALL THE OWNER OF THE DLR AND COMPLAIN ABOUT PROBLEM AND ADVISE C WAS NOT GIVEN A CHOICE OF THE PRE-OWNED SEC + POLICIES.

@11/10-VTB430N

CRR-TB CALLED AND PER DAVE, JOHN IS AT LUNCH. PER DAVE, DLR REPLACED BOTH SOCKETS AND BULBS 11 DAYS AGO AND C IS SATISFIED. FILE CLOSED @11/21-VTB430N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT3C	ROOT CAUSE: SDPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:
OTHER #:	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 3374	EFFECTIVE: 10/16/2003	CHANGED BY:
IR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: VTB430N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 11/21/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

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

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
33	NLDS07224236	3374	6/8/2001	6/8/2005	64,690.00		

See Policy #1

NLDS07224236 6/8/2005 3374

NLDS07224236

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: HURRICANE
ST/ZIP: WV [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 36651
IN SVC DATE: 7/30/2000
RTL DLR: 3232 LESTER RAINES NISSAN
SVC DLR: 3232 LESTER RAINES NISSAN
RESP DLR:
REGION: 36 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: (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: LOVE NISSAN/C&O MOTORS
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 10/17/03 XFER/RSPNSBLTY: 24 01 S
CONTACT (S): FOLLOWUP DATE: 12/02/03 DATANET (Y/N): 0
SEVERITY: 8 CLOSE DATE: 11/26/03 DATANET DATE:

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

G/L VALUE CODE: 36GDWIL ACCOUNT: 1-630100-36150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 105.48

CHK REQUEST DATE: 11/24/03 REQUESTED BY: ZGG188N
CHECK APPROVED: 11/25/03 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 12/01/03 CHECK NUMBER:

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

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	113600	HEADLAMP
AC	BODY ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

NO PREVIOUS RELATED FILES...
CRR-GG VERIFIED C'S NAME, ADDRESS AND PHONE NUMBER...
NO OPEN RECALLS ON VEH... @10/17-ZGG188N
C SAYS CONNECTOR ASSEMBLY ON HEADLIGHT HAD TO BE REPLACED...C SAYS THIS WAS ALSO AN ISSUE SEVERAL WEEKS AGO AND WAS REPAIRED PREVIOUSLY...C LOOKING FOR ASSISTANCE IN THIS MATTER...CRR-GG NOTES VEH IS 850 MILES OUT OF WARRANTY AND FILE OPENED-ZGG188N 10/17/2003
ABOUT 2.5 MONTHS OUT...C SAYS REPAIRS HAVE ALREADY BEEN DONE AT A COST OF ABOUT \$105...C LOOKING FOR POSSIBLE REIMBURSEMENT FOR THIS, ESPECIALLY SINCE SAME ASSEMBLY PART ON EACH HEADLIGHT WENT OUT WITHIN SEVERAL WEEKS OF EACH OTHER...C SAYS C HAS BEEN SPEAKING WITH SA-GARY AT DLR...CRR-GG WILL REVIEW WITH DLR AND HAVE DLR RUN GRT...C THANKED AND HAS FILE NUMBER AND CRR-GG EXTENSION...** @10/17-ZGG188N
** CRR-GG CALLED SA-GARY...SA-GARY SAYS ONE SIDE WAS DONE IN SEPTEMBER AND THE OTHER IN OCTOBER...SA-GARY WILL FAX R/O FOR POSSIBLE REIMBURSEMENT SINCE @10/20-ZGG188N @10/20-ZGG188N
VEH WARRANTY EXPIRED 600 MILES AND 2.5 MONTHS AGO...CRR-GG AWAITING FAX...** @10/20-ZGG188N
** CRR-GG REC'D FAX...CRR-GG CALLED C AND LEFT VMX...** @10/24-ZGG188N
** CRR-GG HAS TWO R/O BUT IS LOOKING FOR A THIRD TO TRY TO REIMBURSE C COMPLETELY...CRR-GG WILL REQUEST FROM SA-GARY...** @10/29-ZGG188N
** CRR-GG CALLED C...CRR-GG TOLD C TO FAX THIRD R/O SO CRR-GG CAN SUBMIT FOR CHECK REQUEST...C WILL FAX DOCUMENT WEDNESDAY...CRR-GG THANKED...CRR-GG AWAITING FAX...** @11/18-ZGG188N
** CRR-GG REVIEWED FAX...CRR-GG IS WILLING TO OFFER SPECIAL FINANCIAL ASSISTANCE TO C FOR HEADLAMP REPAIRS THAT WERE JUST OUT OF WARRANTY PARAMETERS...CRR-GG NOTES TOTAL REIMBURSEMENT IS \$105.48. PER RECEIPTS... CRR-GG INFORMED C OF ASSISTANCE AND C IS HAPPY...CRR-GG SUBMITTING CHECK REQUEST AT THIS TIME...** @11/24-ZGG188N
** CRR-GG NOTES CHECK HAS BEEN APPROVED...CRR-GG INFORMING C AND PLACING @11/26-ZGG188N
FILE IN CLOSED FILE CABINET AT THIS TIME...** @11/26-ZGG188N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8D	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: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 3232	EFFECTIVE: 10/17/2003	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: ZGG188N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 11/26/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

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

DATE: 4/15/2004
TIME: 08:10:17 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 49250
IN SVC DATE: 7/3/2000
RTL DLR: 3138 DIFE0 NISSAN PARTNERSHIP
SVC DLR: 08075 ADMIRAL NISSAN INC
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 05 05

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 04 OPEN DATE: 11/04/03 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): FOLLOWUP DATE: 11/05/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12/03/03 DATANET DATE: 11/5/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

QA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

NO PREVIOUS FILES @11/04-ZBM307N
CALLER IS MR. FITZPATRICK. C STATES THE DLR REPLACED THE RIGHT HEADLIGHT ABOUT 6-7 MONTHS AGO. @11/04-ZBM307N
C STATES C WAS DRIVING IN APRIL AND BOTH HEADLIGHTS WENT OUT. C STATES ADMIRAL NISSAN REPLACED A CABLE. C STATES NOW THE LEFT HEADLIGHT HAS GONE OUT AGAIN AND C DOESN'T WANT TO PAY TO REPLACE IT. @11/04-ZBM307N
FILE OPENED-ZBM307N 11/04/2003 @11/04-ZBM307N
@11/04-ZBM307N @11/04-ZBM307N
::::>
CRR BM VERIFIED C'S NAME AND CONTACT INFORMATION. CRR BM CHECKED RECALLS. ONE FOUND AND CLOSED. @11/04-ZBM307N
CRR BM FOUND THE DLR REPLACED A MAIN HARNESS 06/17/03 AT 42,072 MILES. @11/04-ZBM307N
@11/04-ZBM307N
CRR BM TO CALL THE DLR AND VERIFY THEY ARE CORRECTLY DIAGNOSING THE VEH. @11/04-ZBM307N
@11/04-ZBM307N
FILE NUMBER AND CRR'S NAME. @11/04-ZBM307N
@11/10-ZBM307N
** CRR BM CALLED THE DLR @ 1:01PM AND SPOKE WITH ROBERT. @12/03-ZBM307N
@12/03-ZBM307N
CRR BM WAS ADVISED THE BULBS HAVE BEEN REPLACED ABOUT 4 TIMES AT THIS DLR. @12/03-ZBM307N
CRR BM WAS ADVISED VEH WAS REPAIRED 11/4 @ 49,868 MILES. DLR REPLACED HEADLIGHT BULB. @12/03-ZBM307N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
CA BIANCA (310) 771-3885

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8F	ROOT CAUSE: SRMV
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: 08075	EFFECTIVE: 11/4/2003	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: ZBM307N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 12/03/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:18 AM

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

DATE: 4/15/2004
TIME: 08:10:18 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
47	RCDD00911484	08075	7/3/2000	7/3/2006	75,000.00		

See Policy Id

RCDD00911484 7/3/2006 08075

RCDD00911484

DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: OSWEGO
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: 0
IN SVC DATE: 9/29/2000
RTL DLR: 3286 NISSAN NORTH, INC.
SVC DLR: 3286 NISSAN NORTH, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 07 07

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 11//2003
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT (S):
SEVERITY: 9

OPEN DATE: 11/12/03
FOLLOWUP DATE: 11/13/03
CLOSE DATE: 11/12/03

XFER/RSPNSBLTY: 11 00 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	114000	HORN
AC	BODY ELECTRICAL	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE

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TIME: 08:10:18 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND @11/12-ZGK518N
CRR GK REC'D EMAIL ID: 21087 CREATED: 11/8/03 10:28 PM EMAIL STATED
ON 11/8/2003 I TOOK MY NISSAN QUEST TO BE SERVICED FOR HAVING NO HEAD LIGHTS
AND OTHER THINGS. I WAS TOLD THAT MY WARRANTY EXPIRED IN 9/03 AND I HAD TO
PAY \$71.25 +TAX TO HAVE A NEW HEADLIGHT CONNECTOR PUT IN. I AM NOT PLEASED
BECAUSE I FEEL THAT NISSAN SHOULD SHOULD STAND BY ITS PRODUCT. I HAVE NEVER
FILE OPENED-ZGK518N 11/12/2003
SEEN OR HEARD OF A HEADLIGHT CONNECTOR GOING BAD IN 3 YEARS / 33,000 MILES AND
IN MY OPINION THIS IS A DEFECTIVE PART. I CURRENTLY OWN AN ALTIMA AND LEASE A
QUEST. IF NISSAN NORTH IS NOT GOING TO STAND BY THEIR PRODUCT. I WILL NOT DO
BUSINESS WITH THEM AGAIN. MY LEASE IS UP 9/04 AND TO TELL YOU THE TRUTH I WAS
CONSIDERING A NEW QUEST, THAT IS. UNTIL TODAY. PLEASE RESPOND. THANK
YOU.<COMMENTS> @11/12-ZGK518N

CRR GK CALL'D DLR AND SPOKE WITH SM AND WAS ADVISED THAT IS WAS EXPLAINED TO
C THAT THE C WAS OUT OF WARRANTY AN ALSO HAD TO SHOW C THE IN SERVICE DATE
CRR GK THANKED SM AND DISCONNECTED D

CRR GK REPLIED TO EMAIL AS FOLLOWS : @11/12-ZGK518N
THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR 2000 NISSAN
QUEST.THIS LETTER IS IN RESPONSE TO YOUR REQUEST FOR ASSISTANCE WITH REPAIRS
TO YOUR VEHICLE.NISSAN CAREFULLY AND COMPLETELY REVIEWED ALL THE INFORMATION
YOU PROVIDED. GIVING CONSIDERATION TO ALL THE FACTS. BASED ON THIS REVIEW,
NISSAN NORTH AMERICA, INC. RESPECTFULLY DECLINES YOUR REQUEST FOR ASSISTANCE
WITH REPAIRS BASED ON THE FOLLOWING:
THE VEHICLE IS OUTSIDE OF THE MANUFACTURER'S WARRANTY.
THANK YOU FOR ALLOWING US THE OPPORTUNITY TO REVIEW THIS MATTER. WE REGRET
THAT A MORE FAVORABLE RESPONSE IS NOT POSSIBLE.

GWEN K
CONSUMER AFFAIRS SPECIALIST
NISSAN NORTH AMERICA, INC.
CRR GK WILL CLOSE FILE AND EMAIL @11/12-ZGK518N

SPECIAL REMARKS:


DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NE3B	ROOT CAUSE: SDCE
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: 3288	EFFECTIVE: 11/12/2003	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: ZGK518N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 11/12/03	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:18 AM


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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:18 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]

[REDACTED]

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 45000
IN SVC DATE: 7/25/2000
RTL DLR: 3460 SHOWLOW PN.GMC.BU, NISSAN
SVC DLR: 3460 SHOWLOW PN.GMC.BU, NISSAN
RESP DLR:
REGION: 44 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: (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: SHOWLOW
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/17/03
FOLLOWUP DATE: 11/18/03
CLOSE DATE: 11/17/03

XFER/RSPNSBLTY: 24 01 S
DATANET (Y/N): 1
DATANET DATE: 11/18/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
YX POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:10:18 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA4335784

C. A. R. COMMENTS

NO PREVIOUS RELATED FILES...
CRR-GG VERIFIED C'S NAME, ADDRESS AND PHONE NUMBER...
NO OPEN RECALLS ON VEH... ©11/17-ZGG188N
C SAYS HEADLAMPS ON VEH FLICKER AND C IS INQUIRING IF THERE ARE RECALLS ON THE PART...CRR-GG TOLD C THERE ARE NO OPEN RECALLS ON THE VEH...C SAYS IT APPEARS HEADLAMPS ARE BURNING INSIDE AND C SOMETIMES HAS TO TOUCH THE FILE OPENED-ZGG188N 11/17/2003
WIRES TO TURN HEADLIGHTS ON - BUT LIGHTS TURN OFF AT TIMES WHEN VEH GOES OVER A BUMP IN THE ROAD...CRR-GG APOLOGIZED FOR THE SITUATION AND NOTES VEH IS OUT OF WARRANTY BY ABOUT FOUR MONTHS AND 10,000 MILES...CRR-GG TOLD C TO HAVE LOCAL DLR INSPECT VEH TO DETERMINE PROBLEM...CRR-GG NOTES GRT CAN BE RUN FOR POSSIBLE SPECIAL FINANCIAL ASSISTANCE...CRR-GG SENDING FILE TO DLR... C HAS FILE NUMBER AND CRR-GG EXTENSION AND WILL CONTACT C IF C NEEDS FURTHER ASSISTANCE IN THIS MATTER...CRR-GG CLOSING FILE PENDING CALL BACK...** ©11/17-ZGG188N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
CUSTOMER PLANS TO MAKE APPT FOR HEADLIGHT PROBLEMS ON VEH...GRT CAN BE RUN FOR POSSIBLE SPECIAL FINANCIAL ASSISTANCE...

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT8D	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: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 3460	EFFECTIVE: 11/17/2003	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: ZGG188N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 11/17/03	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:18 AM

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

DATE: 4/15/2004
TIME: 08:10:18 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

See Policy Id

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DATE: 4/15/2004
TIME: 08:10:18 AM

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CAR ID: CA439989
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALLENTOWN
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 90000
IN SVC DATE: 9/22/2000
RTL DLR: 3181 HALDEMAN NISSAN, INC.
SVC DLR: 3732 WINDSOR NISSAN
RESP DLR:
REGION: 28 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: (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:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/20/03
FOLLOWUP DATE: 11/21/03
CLOSE DATE: 12/15/03

XFER/RSPNSBLTY: 26 05 5
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

DATE: 4/15/2004
TIME: 08:10:18 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4336689

C. A. R. COMMENTS

NO PREVIOUS FILES FOUND
CRRAN VERIFIES INFORMATION IN THE FILE.
C STATES NUMEROUS COMPLAINTS ON NISSAN DLR - HADLEMAN NISSAN
1) JAN 19TH 2001 C REPORTS THAT DLRSHIP INSPECTED SEATBELTS AFTER C COMPLAINT AND DLR STATES NO PROBLEM. 2 YEARS LATER THE DLRSHIP CHARGES \$50 FOR DED ON THE ESC. CRRAN INFORMS THE C THAT SEATBELT WARRANTY SHOULD BE UNLIMITED FILE OPENED-ZAN441N 11/20/2003
2) OCT 18TH 02 - C BROUGHT VEH INTO THE DLRSHIP DUE TO HEADLIGHT GOING OUT AND COMING BACK ON. DLRSHIP STATES NOTHING IS THE MATTER
DLRSHIP STATES THAT C BELEIVED THAT IT WAS THE HARNESS. C DOES NOT UNDERSTAND HARNESS WHY WOULD C INFORM.
2) JUN 17TH 03 DLRSHIP STATES THAT VEH IS MISSING CONNECTION AND IT WOULD BE \$350.
3) C STATES THAT HANDFUL OF TIMES THE RADIO WOULD GO ON AND OFF. C STATES THAT IT WAS INTERMITENT AND THAT DLRSHIP COULD NEVER DUPLICATE THE PROBLEM. DLRSHIP OFFERS TO REPLACE THE RADIO AT \$400. @11/20-ZAN441N
4) C STATES THAT C HAD RUBBING NOISE IN THE BRAKES THAT WERE INSTALLED AT THE INDEPENDANT. CRRAN INFORMS THE C THAT DLRSHIP IS NOT WILLING TO REPLACE THE 1N BRAKES OR FIX ANY JOB THAT AN INDEPENDANT MESSSED UP WITHOUT GETTING PAID FOR IT. IT JUST DOESNT MAKE SENSE FINANCIALLY. @11/20-ZAN441N
C UNDERSTANDS. @11/20-ZAN441N
CRRAN INFORMS THE C THAT WHEN THE WHOLE PROCESS IS OVER THEN CRRAN WILL MAKE SURE THAT THE C IS HAPPY. CRRAN INFORMS THE C THAT CRRAN WILL REIMBURSE FOR THE \$50 DED PAYMENT ON THE SEATBELT SINCE THE SEATBELT CARRIES A LIFETIME WARRANTY. CRRAN WILL REQUEST THE DOCUMENTS FROM THE C. @11/20-ZAN441N
>>>CRRAN CONTACTED THE NEW DLRSHIP AND SPOKE WITH SA-MIKE AND INFORMED MIKE THAT C HAS HISTORY WITH THE DLRSHIPS AND THAT C IS A CUSTOMER THAT FILLS OUT THE SURVEYS. CRRAN INFORMS MIKE THAT THE C SERVICES THE VEH AT THE DLRSHIPS ALWAYS AND THIS C WOULD BE A GOOD SOURCE OF GOOD SURVEY SCORES AND MONEY FOR THE DLRSHIP. CRRAN INQUIRES ABOUT THE GRT. DLR VERY FAMILIAR WITH THE GRT SA-MIKE STATES THAT SA-MIKE WILL CONTACT THE C TO SETUP APPT. @11/20-ZAN441N
>>>CRRAN MAELS SERVICE SURVEY AND POSTCARD WITH DLRSHIP INFORMATION ON IT WITH WITH CRRAN'S CONTACT INFORMATION AS WELL @11/20-ZAN441N
>>>CRRAN RECEIVED INBOUND FROM DLRSHIP SA-MIKE STATES THAT DAVE IS BUSY BUT THE VEH IS AT THE DLRSHIP AND THAT THE REPAIR IS GOING TO INVOLVE NEW BULB AND SOCKET WITH LABOR C IS LOOKING AT \$75 FOR THE ENTIRE REPAIR. CRRAN INFORMS THE DLRSHIP SA-MIKE TO RUN THE GRT AND IF DENIED THEN CRRAN WILL TAKE CARE OF THE REPAIR BY REIMBURSING THE C. DLRSHIP SA-MIKE UNDERSTANDS AND WILL CONTACT CRRAN BACK WITH UPDATES. C STILL HAS BROKEN RADIO LCD IS OUT. DLRSHIP INFORMS THE CRRAN THAT DLRSHIP WILL HANDLE THE RADIO AND SEE IF C WILL ALLOW THE DLR TO SHIP THE RADIO OUT AND GET IT FIXED. NEW RADIO \$800. FIXED RADIOS RANGE FROM \$75 TO \$150. CRRAN INFORMS THE DLR THAT CRRAN CANT PREAPPROVE THE RADIO REPAIR BC CRRAN CANT SPEND \$800 ON RADIO. DLRSHIP SA-MIKE UNDERSTANDS AND INFORMS CRRAN THAT DLRSHIP WILL SPEAK WITH THE C ABOUT IT. @11/25-ZAN441N
>>>CRRAN RECEIVED INBOUND FROM DLRSHIP STATING THAT DLR CANT RUN THE GRT BUT THE GRT WOULD NOT ACCEPT THE VIN FOR THE VEH. DLRSHIP STATES THAT THEY TRIED 4 TIMES CRRAN VERIFIED THAT DLR WAS PUTTING IN THE RIGHT VIN. @11/25-ZAN441N
CRRAN INFORMS THE DLRSHIP TO FAX CRRAN THE RECEIPT FROM THE WORK DONE AND THE WORK ORDER AND PROOF OF OWNERSHIP AND CRRAN WILL ISSUE CHECK FROM NNA. DLR SA-MIKE UNDERSTANDS AND CRRAN IS WAITING ON FAX. @11/25-ZAN441N
>>CRRAN RECEIVED INBOUND FROM C STATING THAT C IS NOT HAPPY WITH THE REPAIRS AND THAT C IS BEING ASKED TO PAY FOR THE REPAIRS UP FRONT AND THAT C IS NOT WILLING TO DO THAT. C STATES THAT C WOULD LIKE TO BE REIMBURSED FOR THE SEAT BELT REPAIR PREVIOUSLY \$50. C IS NOT HAPPY. CRRAN CONTACTS THE C AND LEAVES MESSAGE FOR C STATING THAT THIS IS ALL GDWIL AND THE VEH HAS 90K MILES ON IT AND C IS RESPONSIBLE FOR THE REPAIRS. CRRAN INFORMS THE C THAT CRRAN WILL STAND BEHIND OFFER FOR THE \$50 AND THE OTHER REPAIR EST \$75 BUT THE OFFERS WERE INTENDED TO BE IN THE INTEREST OF C SATISFACTION SO THERE MUST BE SOME KIND OF COMMUNICATION PROBLEM HERE. CRRAN WAITING ON CALLBACK @11/25-ZAN441N

DATE: 4/15/2004
TIME: 08:10:18 AM

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>>>CRRAN CONTACTED C AND LEFT VMX REQUESTING CALLBACK @ 12/12-ZAN441N
>>>CRRAN CONTACTED THE C AND LEFT VMX REQUESTING CALLBACK. @ 12/15-ZAN441N
FILE CLOSED PENDING C CALLBACK @ 12/15-ZAN441N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT4C	ROOT CAUSE: SNPP
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: 3732	EFFECTIVE: 11/20/2003	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: ZAN441N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 12/15/03	MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:18 AM

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

CA4339989

DATE: 4/15/2004
TIME: 08:10:18 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
41	RCDC00249360	3181	9/22/2000	9/22/2005	100,000.00		

Vehicle Policy Id

RCDC00249360 9/22/2005 3181

RCDC00249360

DATE: 4/15/2004
TIME: 08:10:18 AM

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

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 7/1/2000
RTL DLR: 17008 TRONCALLI NISSAN, INC.
SVC DLR: 17014 TANNER-DEEN MOTORS INC
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 05 05

VCAN:
PAID:
SUSP:
DENY:

LETTER RECEIVED 11/17/2003 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT (S):
SEVERITY: 9

OPEN DATE: 11/25/03
FOLLOWUP DATE: 11/26/03
CLOSE DATE: 12/10/03

XFER/RSPNSBLTY: 11 00 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
WA PREMATURE WEAR/FAILURE

DATE: 4/15/2004
TIME: 08:10:18 AM

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

PREVIOUS FILES FOUND 3808212

NO OPEN RECALLS. C LETTER DATE 11/13/03. TRANSFERED TO CRR SA 11/21/03.

C LETTER CLAIMS PREMATURE FAILURE AND NEEDED REPLACEMENT OF HEADLAMP HARNESS CONNECTORS.

© 11/25-ZST896N

**CRR SA SENDING WRITTEN RESPONSE TO C AS FOLLOWS:

I AM IN RECEIPT OF YOUR RECENT CORRESPONDENCE. THANK YOU FOR TAKING THE TIME FILE OPENED-ZST896N 11/25/2003

TO CONTACT US. I HAVE REVIEWED YOUR COMMENTS AND REGRET THE CIRCUMSTANCES SURROUNDING YOUR SITUATION.

THE NISSAN DIVISION PLACES CUSTOMER SATISFACTION AS A PRIMARY OBJECTIVE IN OUR DAILY OPERATIONS. WE ARE ALWAYS HOPEFUL THAT THROUGH OUR EFFORTS IN PRODUCING QUALITY PRODUCTS AND PROVIDING GOOD CUSTOMER SERVICE, BRAND LOYALTY WILL BE ESTABLISHED. PLEASE UNDERSTAND THAT NO MANUFACTURER CAN GUARANTEE VEHICLE BREAKDOWNS/REPAIRS WILL NEVER OCCUR HOWEVER, WE AT NISSAN NORTH AMERICA, INC. ARE ALL SINCERELY DEDICATED TO GIVING THE NISSAN OWNER THE VERY BEST SERVICE POSSIBLE. NISSAN NORTH AMERICA IS FULLY PREPARED TO HONOR ALL WARRANTY OBLIGATIONS AS DETAILED IN YOUR 2000 NISSAN WARRANTY INFORMATION BOOKLET.

NISSAN MOTOR CORPORATION IN U.S.A. IS THE DISTRIBUTOR OF NISSAN VEHICLES IN THE CONTINENTAL UNITED STATES THAT SELLS VEHICLES, PARTS, AND ACCESSORIES TO OVER 1,100 AUTHORIZED NISSAN DEALERSHIPS ACROSS THE COUNTRY.

OUR DEALERS ARE FULLY PREPARED TO ADDRESS ANY VEHICLE CONCERNS YOU MAY HAVE, AND PROVIDE SUPPORT FOR ALL OF YOUR TROUBLESHOOTING NEEDS. PLEASE CONTACT YOUR LOCAL AUTHORIZED NISSAN DEALER FOR FURTHER ASSISTANCE.

IN AN EFFORT TO PROVIDE YOU WITH THE BEST CUSTOMER SERVICE POSSIBLE I WOULD BE HAPPY TO DISCUSS THIS MATTER WITH YOU FURTHER AND OFFER MY SERVICES AS YOUR CONSUMER ADVOCATE. ALTHOUGH NISSAN NORTH AMERICA IS NOT OBLIGATED TO OFFER MONETARY COMPENSATION FOR REPAIRS THAT FALL OUTSIDE OF WARRANTY, I AM AVAILABLE TO ANSWER ANY QUESTIONS YOU MAY HAVE AND OFFER ADVISE ON OPTIONS AVAILABLE TO YOU. PLEASE FEEL FREE TO CONTACT ME AT YOUR EARLIEST CONVENIENCE 1-800-NISSAN-1 OR 1-800-874-7281, EXTENSION 8428.

BEST REGARDS.

© 12/10-ZST896N

**CRR SENDING LETTER TO C VIA US MAIL THIS DATE. CRR SA CLOSING FILE.

© 12/10-ZST896N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RL8A	ROOT CAUSE: SCCE
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: 17014	EFFECTIVE: 11/25/2003	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: ZST896N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 12/10/03	MICROFILM:

DATE: 4/15/2004
TIME: 08:10:18 AM

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:18 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

Ver Policy Id

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DATE: 4/15/2004
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T8YD [REDACTED]
CITY: UPLAND YR/MDL: 2000.0 QST MILEAGE: 74817
ST/ZIP: CA [REDACTED] IN SVC DATE: 11/17/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 1841, REGAL NISSAN INC
EVE PH: [REDACTED] PAID: SVC DLR: 3025 PERFORMANCE 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: (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: 5
VEHICLE MAINTAINED BY: NISSAN DLR
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00 OPEN DATE: 11/25/03 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 02/18/04 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03/06/04 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

QA	VEHICLE CONCERNS	105000	DOOR HANDLE/LATCH
AB	BODY	ZB	BROKEN/CRACKED
QA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:10:18 AM

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C. A. R. COMMENTS

NO PREVIOUS RELATED FILES.

11/25-ZSW708N

CRR-SW VERIFIED C'S NAME, ADDRESS AND PHONE NUMBER.

11/25-ZSW708N

CRR REC'D AN INBOUND CALL FROM C STATING THAT C'S VEHICLE IS AT THE DLR FOR A DOOR ISSUE. C/DLR STATES THAT DOOR WAS SLAMMED SHUT BY THE WIND (C'S SMALL CHILD WAS TRYING TO GET OUT OF THE VEHICLE; CHILD WAS NOT INJURED); THE DOOR CAN ONLY OPEN 1/2 AN INCH BEFORE IT NEEDS TO BE BROKEN OFF. DLR DOES NOT FILE OPENED-ZSW708N 11/25/2003

WANT TO TOUCH IT IN FEAR OF DAMAGING THE DOOR FURTHER (ESPECIALLY SINCE THE DOOR IS NOT A COVERED COMPONENT UNDER THE GOLD PREF. POLICY (PART # 80900).

11/25-ZSW708N

C CALLED AND CONFERENCED IN DLR: CRR SPOKE WITH SA-GORDON WHO ADVISED CRR THAT CRR SHOULD DO A GOODWILL FOR THE CUSTOMER. CRR MADE IT PERFECTLY CLEAR THAT DLR IS ABLE TO PROVIDE C WITH THE SAME SERVICE; CRR SUGGESTED THAT DLR RUN THE GRT AND WAIT FOR A RESPONSE; SPEAK WITH SA-GORDON'S SERVICE MANAGER (BILL WATSON) AND GET BACK TO CRR WITH A PROPOSAL OF SOME SORE. DLR ALSO MENTIONED THAT C NEEDS TO HAVE A NEW CONNECTOR IN C'S HEADLIGHT (WHEN C DRIVES AND GOES OVER BUMPS; THE LIGHT GOES OUT DUE TO A SHORT).

11/25-ZSW708N

11/25-ZSW708N

DLR STATES THAT TOTAL REPAIRS SHOULD COST AROUND \$500 AND THAT SA'S SERVICE MANAGER WOULD LAUGH AT HIM SHOULD SA SUGGEST COVERING THIS FOR C. SA-GORDON TO GIVE C A CALL BACK ONCE RUNNING THE GRT AND GETTING A RESULT BACK FROM IT AND THE SERVICE MANAGER.

11/25-ZSW708N

CRR TO GIVE C A CALL TOMORROW MORNING TO FURTHER DISCUSS.

11/25-ZSW708N

C THANKED AND DISCONNECTED

11/25-ZSW708N

DLR RAN GRT AND IT CAME BACK NOT RECOMMENDED: CRR SPOKE WITH SM-BILL WATSON.

11/25-ZSW708N

CRR-SW CALLED C AT THE DAYTIME #: CRR ADVISED C THAT THE GRT CAME BACK NOT RECOMMENDED (C KNEW FROM DLR) AND THAT CRR SPOKE WITH RSS-RT AND NNA IS NOT IN A POSITION TO HELP C AT THIS TIME (DUE TO THE FACT THIS IS NOT A COVERED COMPONENT UNDER ANY WARRANTY).

11/26-ZSW708N

C NOTES THAT C IS VERY DISAPPOINTED AND FEELS THAT C'S LOYALTY TO NISSAN AND THE FACT THAT C HAS OWNED 6 NISSANS PREVIOUSLY (3 MAX/2 QST) THAT C FEELS SOMETHING COULD BE DONE FOR C.

11/26-ZSW708N

C HAS REQUESTED A SUP. CALL BACK; CRR ADVISED C THAT CRR WILL SUBMIT BUT NOTED THAT THE STANCE IS HIGHLY UNLIKELY TO CHANGE.

11/26-ZSW708N

C THANKED AND DISCONNECTED.

11/26-ZSW708N

CRR-AY TOOK INBOUND CALL FROM C -INQUIRING WHETHER CRR SUBMITTED FOR RSS CALLBACK - CRR INFORMED C HAS BEEN SUBMITTED AND DOES TAKE 1-2 BUSINESS DAYS FOR RSS TO CONTACT C AS NEEDS TIME TO REVIEW.

C UNDERSTOOD AND REQUESTED CALLBACK AT 678.487.7975.

EMAIL SENT.

11/26-ZAY352N

RSS RT IS IN FILE THIS DAY FOR REVIEW OF FILE CONCERN. RSS LEFT VMX FOR C AT THE DAY # LISTED IN THE FILE REQUESTING A RETURN PHONE CALL TO RSS'S DIRECT EXT.

12/01-ZRT844N

RSS RT PHONED C AGAIN THIS DAY AT THE # LISTED ABOVE. RSS LEFT 2ND VMX FOR C

12/09-ZRT844N

REQUESTING A RETURN PHONE CALL TO RSS'S DIRECT EXT.

12/09-ZRT844N

RSS RT SPOKE WITH C THIS DAY. C STATES PASSENGER FRONT DOOR WOULD NOT OPEN. C STATES DLR REFUSED TO REPAIR IT IN FEAR THAT DLR WOULD BREAK THE PANEL. C STATES NEIGHBOR REPAIRED THE DOOR WITHIN 5MINS WHEN DLR HAD VEH FOR 2DAYS AND COULD NOT/WOULD NOT REPAIR IT. RSS NOTES NO FURTHER ISSUES WITH THE PASSENGER FRONT DOOR. C STATES THERE IS AN INTERMITTENT HEADLIGHT ISSUE, DLR ADVISES THE PROBLEM IS WITH THE WIRING HARNESS. APPROX COST OF PART IS \$20-\$30 AND LABOR IS APPROX \$140. C IS AWAITING REQUESTING ASSISTANCE FROM NNA SINCE INTERNET RESEARCH REVEALS THAT THIS IS A KNOWN PROBLEM WITH THIS YEAR AND MODEL VEH. C ALSO STATES THE AUDIO UNIT HAS BEEN IN-OP FOR APPROX ONE MONTH. C STATES UNIT WILL NOT PLAY TAPES. C STATES C DOES NOT TRUST METRO NSN DLR AND WILL NOT RETURN THERE FOR VEH MAINTENANCE/SERVICE. C STATES C HAS BEEN A LOYAL NSNS OWNER SINCE 1985. C HAS OWNED 5 NSNS AND C WORKS FOR A COLLECTION AGENCY THAT

DATE: 4/15/2004
TIME: 08:10:18 AM

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IS EMPLOYED THROUGH NMAC. RSS STATED NSN IS VERY APPRECIATIVE OF C'S LOYALTY
@12/16-ZRT844N

AND WISHES TO KEEP C'S TOE AN ENJOYABLE ONE. RSS INQUIRED IF NNA COVERS THE
REPAIRS TO THE AUDIO UNIT. WOULD C RETURN THE VEH TO ANOTHER NSN DLR. C AGREED
AND THANKS RSS FOR ASSISTANCE. RSS NOTES C WOULD LIKE TO TAKE VEH TO DLR #3026
PERFORMANCE NSN IN DUARTE CA. RSS ADVISED C THAT RSS WOULD CONTACT THE SM AT
THIS DLR TO ADVISE OF VEH ISSUES AND NNA'S PARTICIPATION IN THE REPAIRS TO THE
AUDIO UNIT AND F/U WITH C. C THANKS RSS AGAIN. RSS PROVIDED THE FILE # ALONG
WITH RSS'S NAME AND DIRECT EXT. @12/16-ZRT844N

RSS RT CONTACTED PERFORMANCE NSN THIS DAY. RSS ADDRESSED BOTH ISSUES(HEADLIGHT
AND AUDIO UNIT) WITH SM-BOB. SM-BOB ADVISED THAT C WILL BE BRINGING IN VEH
TOMORROW. RSS NOTES DLR/SM IS WILLING TO INSPECT AUDIO UNIT AND AND PERFORM
REPAIRS TO THE HEADLIGHT. SM ADVISED THAT NNA WILL BE COVERING THE REPAIRS TO
THE HEADLIGHT. RSS PROVIDED C AND VEH INFORMATION ALONG WITH RSS'S NAME AND
DIRECT EXT. RSS THANKED SM FOR TIME AND WILLINGNESS TO ASSIST C. @12/16-ZRT844N
RSS RT F/U WITH C. C THANKS RSS. C STATES THERE IS ALSO AN ISSUE WITH THE
@12/16-ZRT844N

FRONT PASSENGER DOOR HANDLE. C STATES METRO NSN HAD ORDERED THE PART AND HAD
ADVISED C THAT THIS IS COVERED UNDER WARRANTY. C REQUESTS FOR RSS TO ADVISE
PERFORMANCE NSN OF THIS AS WELL. RSS AGREED. @12/16-ZRT844N

RSS RT CONTACTED PERFORMANCE NSN AGAIN TO ADVISE OF THE PASS FRONT DOOR HANDLE
RSS NOTES SM-BOB HAS BEEN ADVISED AND WILL INSPECT UPON RECEIPT OF VEH.
@12/16-ZRT844N

RSS RT RECEIVED VMXS THIS DAY FROM DLR-DAN REQUESTING A RETURN PHONE CALL TO
1626)305-3000 EXT 241 TO OBTAIN DETAILS ON C'S VEH. @12/17-ZRT844N

RSS RT RETURNED PHONE CALL THIS DAY TO DLR-DAN. RSS NOTES DAN NOT AVAILABLE.
RSS LEFT VMX REQUESTING A RETURN PHONE CALL TO RSS'S DIRECT EXT. @12/17-ZRT844N

RSS RT SPOKE WITH DLR/DAN THIS DAY. DLR ADVISES ONE BULB NEEDS REPLACING IN
THE HEADLIGHT. COST IS \$9.50. DLR WILL TAKE CARE OF THIS. DLR ADVISES
SOMETHING IS WRONG INTERNALLY IN THE AUDIO UNIT. AUDIO UNIT NEEDS REPLACING.
COST IS UNKNOWN AT THIS TIME. DLR ADVISES DOOR HANDLE NEEDS REPLACING AND THIS
@12/17-ZRT844N

IS COVERED UNDER C'S ESC. DLR ADVISES C ADDRESSED CONCERN WITH THE STEERING
WHEEL SWITCH THAT CONTROL THE RADIO. DLR STATES STEERING WHEEL ASSEMBLY NEEDS
REPLACING. RSS ADVISED DLR RSS WAS MORE THAN HAPPY TO TAKE CARE OF THE
HEADLIGHT ISSUE BUT SINCE DLR HAS OFFERED TO COVER THIS, RSS IS MORE THAN
HAPPY TO COVER THE REPAIR COSTS EITHER TO THE AUDIO UNIT OR THE STEERING WHEEL
ASSEMBLY. DLR OFFERED TO CONTACT C TO ADVISE AND F/U WITH RSS. RSS THANKED DLR
CALL ENDED. @12/17-ZRT844N

RSS RT F/U WITH DLR-DAN THIS DAY. @12/19-ZRT844N

RSS RT F/U AGAIN WITH DLR-DAN THIS DAY. DAN ADVISES C CHOSE FOR NNA TO COVER
THE REPAIR COST TO THE AUDIO UNIT. DAN STATES C WAS VERY HAPPY WITH ASSISTANCE
PROVIDED. RSS THANKED DAN FOR TIME AND INPUT. FILE REMAINS OPEN PENDING DLR
CONTACT FOR VCAN APPROVAL. @12/23-ZRT844N

RSS RT LEFT VMX FOR DLR-DAN THIS DAY REQUESTING A RETURN PHONE CALL TO RSS'S
DIRECT EXT. @01/05-ZRT844N

RSS RT RECEIVED VMX FROM DLR-DAN THIS DAY. DAN ADVISES THAT THE PART(AUDIO
UNIT) HAS NOT ARRIVED TO THE DLR AS YET. DAN STATES AS SOON AS PART DOES
ARRIVE AND REPAIRS HAVE BEEN COMPLETED. DAN WILL CONTACT RSS DIRECTLY FOR VCAN
@01/05-ZRT844N

RSS RT F/U WITH DLR-DAN THIS DAY. RSS REQUESTED FOR DLR TO RUN GRT AND F/U
WITH RSS. DLR-DAN AGREED. RSS CURRENTLY AWAITING A RETURN PHONE CALL FROM DLR.
@01/20-ZRT844N

FILE TRANSFERRED TO CRR SD. CRR RT NO LONGER WITH COMPANY. @02/18-ZEM411N
DAN STATES THAT VIDEO UNIT IS AN EXCHANGE BUT DLR IS WAITING ON UNIT PRICE
FROM MANUFACTURER AND PRICE OF CHROME HANDLE. DAN STATES THAT RSS-RT STATED
THAT RSS-RT WOULD COVER BOTH ITEMS. DAN STATES THAT THE RO IS STILL OPEN AND
WHEN DAN GETS THE PRICES FOR PARTS DAN WILL CALL CRR-SD FOR VCAN NUMBER.
@03/02-ZSD467N

FILE CLOSED PENDING DLR CALLBACK.

@03/09-ZSD467N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 3025

IIR-DATE: 00/00/00

3RD PRY:

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA:

PHONE:

ACTION CODE: RT8G

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

EFFECTIVE: 11/25/2003

TRANS DATE:

PART#:

OPENED BY:

UPDATE BY: ZSD467N

UPDATE DATE:

CLOSE DATE: 03/09/04

OLM:

OWNER FIRST:

ROOT CAUSE: SCPP

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM:

DOM: J COPENHAVER

LANGUAGE:

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

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TIME: 08:10:19 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
45	RCDD00391374	1841	11/17/1999	11/17/2005	75,000.00		

Var Policy Id

RCDD00391374 11/17/2005 1841

RCDD00391374 [REDACTED]

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NAME: [REDACTED]
STREET: [REDACTED]
CITY: VALDOSTA
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: 90000
IN SVC DATE: 7/19/1999
RTL DLR: 3313 LANGDALE NISSAN
SVC DLR: 2032 GRINER NISSAN
RESP DLR:
REGION: 34 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: (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: NISSAN DLRSHIP
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00 OPEN DATE: 12/12/03 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 12/29/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12/22/03 DATANET DATE: 12/16/2003

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

G/L VALUE CODE: 34GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION:
CHECK AMOUNT: \$ 166.88

CHK REQUEST DATE: 12/19/03 REQUESTED BY: ZDF582N
CHECK APPROVED: 12/22/03 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 12/29/03 CHECK NUMBER:

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA AA VEHICLE CONCERNS AUDIO/VIDEO/NAVI	103500 STEREO/CD/RADIO YX POOR OR IMPROPER OPERATION
OA AC VEHICLE CONCERNS BODY ELECTRICAL	113500 HEADLAMP YE MULTIPLE REPAIR ATTEMPTS
OA AC VEHICLE CONCERNS BODY ELECTRICAL	113500 HEADLAMP YI OOW GOODWILL ASSISTANCE REQUEST
OA AC VEHICLE CONCERNS BODY ELECTRICAL	113500 HEADLAMP YX POOR OR IMPROPER OPERATION
OA AT VEHICLE CONCERNS INSTRUMENTATION	181000 ILLUMINATION LAMP YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

RELATED FILE 3788838 & UNRELATED FILE 2874888; CRR-DF VERIFIED C'S NAME, ADDRESS, DAY/EVE PHONE #'S, VIN, RESPONSIBLE DLR, MILEAGE: CHECKED FOR RECALL FOUND NONE @12/12-ZDF582N

*** C SAID VEHICLE'S HEADLIGHTS HAVE BEEN REPLACED SEVERAL TIMES AND NOW NEED REPLACEMENT AGAIN. SM-MICHEAL MARAFINA @ TOMMY GRINER NISSAN INSPECTED VEHICLE ON 12/12/03 AND NOTICED BULBS WERE BLOWN (T8B STATES TO USE NISSAN, FILE OPENED-ZDF582N 12/12/2003

BULBS - THOMASVILLE NISSAN COMPLETED PREVIOUS REPAIR AND DIDN'T). VEHICLE'S BRIGHT LIGHT DIMMER SWITCH ALSO DOESN'T WORK, AND RADIO DOESN'T ILLUMINATE. CRR-DF OFFERED TO CALL SM-MICHEAL ABOUT VEHICLE AND ADVISED C TO EXPECT A RETURN CALL BY 12/16/03. C ALSO ADVISED TO KEEP RO/RECEIPTS IN CASE CRR CAN REIMBURSE C FOR REPAIRS. @12/12-ZDF582N

*** SENT FILE TO DLRSHIP @ 7:01AM. @12/15-ZDF582N

*** C LEFT VM STATING OTHER HEADLIGHT WAS REPAIRED AND C WAS CHARGED ADDITIONAL \$5. AND THE HIGH BEAM DIMMER SWITCH WASN'T ADDRESSED BY DLRSHIP. @12/18-ZDF582N

*** CRR-DF SPOKE TO SM-MICHEAL, WHO SAID C CAME TO DLR ON 12/12 FOR BLOWN HEADLIGHTS AND DIMMER SWITCH (NO RADIO CONCERNS). A WIPER RECALL VEHICLE FELL UNDER STATES TO REPLACE THE BULBS WITH NISSAN BULBS - TOMMY GRINER NISSAN DID. ONLY REPAIR STILL NEEDED IS THE DIMMER SWITCH (\$58.48/PARTS & \$77/LABOR). CRR ASKED IF HEADLIGHT PROBLEM WAS ASSOCIATED WITH DIMMER SWITCH - NO. RECALL # B0074 STATES TO REPLACE THE DIMMER SWITCH, WHICH WAS DONE ALREADY. THE CURRENT SWITCH PROBLEM IS DUE TO A BAD CONNECTION, NOT A PREVIOUS REPAIR. CRR OFFERED TO INFORM C OF ABOVE AND CALL SM-MICHEAL BACK SO RO MAY BE CLOSED. @12/18-ZDF582N

*** CRR-DF LEFT MESSAGE ON VM FOR RETURN CALL BY C. @12/18-ZDF582N

*** C LEFT VM STATING C GOING OUT OF TOWN MORNING OF 12/19/03 AND ASKING FOR RETURN CALL WITH UPDATE. @12/18-ZDF582N

*** CRR-DF LEFT VM ASKING FOR RETURN CALL. @12/18-ZDF582N

*** C LEFT VM ASKING FOR RETURN CALL @12/18-ZDF582N

*** CRR-DF RETURNED C'S CALL AND INFORMED C THAT IN INTEREST OF C RETENTION AND SATISFACTION, CRR WILL REIMBURSE C FOR DIMMER SWITCH & HEADLIGHT REPAIRS. C AGREED TO FAX COPY OF RO AND PROOF OF PAYMENT, BUT IS GOING OUT OF TOWN AND WILL NOT RETURN UNTIL 01/08/04. CRR ADVISED C THAT IF NO DOCS ARE RECEIVED BY END OF BUSINESS ON 12/19/03, CRR WILL CLOSE FILE PENDING RECEIPT OF DOCS - C UNDERSTOOD. @12/18-ZDF582N

*** RECEIVED FAXED DOCS (COPY OF REPAIR ORDER FOR HEADLIGHTS, DIMMER SWITCH, AND SOCKET COVER, AND PROOF C PAID FOR REPAIRS) @ 7:51AM. @12/18-ZDF582N

REASON FOR CHECK REQUEST: TO REIMBURSE C FOR REPAIRS

OFFER MADE TO C: OFFERED TO REIMBURSE C FOR DIMMER SWITCH AND HEADLIGHT REPLACEMENT COSTS

REPAIR ORDER #: 18811

DATE OF REPAIR: 12/12/03

AMOUNT OF REIMBURSEMENT REQUEST: \$156.66

PREVIOUS RELATED REPAIRS: HEADLIGHT ASSEMBLY REPLACEMENT BY LANGDALE NISSAN ON 10/13/99 AND WIPER SWITCH REPLACEMENT BY LANGDALE NISSAN ON 07/24/00

PART NAME/NUMBER: 89890-H9007 - HALOGEN HEADLAMP ASSEMBLY
84343-0UFB0 - CONNECTOR ASSEMBLY
26029-7B000 - COVER (SOCKET)

MAINTENANCE RECORDS REVIEW: N/A

CRR-DF FORWARDED CHECK REQUEST TO R68-CC @ 10:43AM. CRR-DF LEFT VM STATING FAX WAS RECEIVED AND REQUEST HAS BEEN FORWARDED. @12/18-ZDF582N

*** CRR-DF NOTICED REQUEST WAS APPROVED. INFORMED C (@ DAYTIME #). FILE CLOSED - COPY OF CLOSED FILE AND RELATED DOCS PLACED IN "CLOSED FILE" DRAWER. @12/22-ZDF582N

FOLLOW-UP IS DUE ON OR BEFORE

THIS FILE HAS BEEN SENT TO YOU PREVIOUSLY. PLEASE REVIEW AND INITIATE DEALER ACTION.

MICHAEL MARAFINA, PLEASE REVIEW FILE AND EXPECT CALL FROM DOUGLAS @ NISSAN

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CONSUMER AFFAIRS MORNING OF 12/16/03 (OR CALL (310) 771-3791). THANK YOU.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 2032
IRR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT2B
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
0 DATE: 00/00/00
EFFECTIVE: 12/12/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZDF582N
UPDATE DATE:
CLOSE DATE: 12/22/03
OLM:
OWNER FIRST:

ROOT CAUSE: SCLT
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: YES
CHECK ISSUED: YES

MICROFILM:
DOM: J COPENHAVER
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:19 AM

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MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

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
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DATE: 4/15/2004
TIME: 09:10:19 AM

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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T1YD [REDACTED]
CITY: COSTA MESA YR/MDL: 2000.0 QST MILEAGE: 25000
ST/ZIP: CA [REDACTED] IN SVC DATE: 9/21/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3640 HUNTINGTON BEACH NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3540 CONNELL NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 44 DIST: SL/SV/PT: 06 06

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

ORIG CODE: 00 OPEN DATE: 12/19/03 XFER/RSPNSBLTY: 11 00 5
CONTACT (S): FOLLOWUP DATE: 12/22/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12/19/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

NO PREVIOUS FILE.

Ⓢ12/19-ZAN258N

CRR-AN VERIFIED C NAME, ADDRESS, DAY/EVEN PHONE, VIN, MILEAGE.

NO OPEN RECALLS.

CRR-AN RECEIVED AN INBOUND CALL FROM C WHO WAS CALLING SEEKING ASSISTANCE FOR AN OOW REPAIR. C STATES THAT C'S VEH HAS A CONNECTOR THAT DOES NOT WORK PROPERLY, CAUSING PROBLEMS TO THE HEADLAMP. C STATES C HAD A SIMILAR PROBLEM FILE OPENED-ZAN258N 12/19/2003

IN JULY, C STATES C DID NOT GET PROBLEM REPAIRED WHILE UNDER WARRANTY B/C THE DLR IS NOT OPEN ON THE WEEKENDS. C STATES THAT C WANTS TO KNOW IF NNA WOULD ASSIST SINCE VEH IS JUST OUT OF WARRANTY. C STATES C WOULD LIKE TO KNOW B/C C WOULD BRING VEH TO AN INDEPENDENT FOR REPAIR IF NNA DOES NOT PROVIDE ASSISTANCE B/C DLR CHARGES TOO MUCH.

**CRR-AN STATED THAT CRR WOULD LOOK INTO THE ISSUE BUT IT IS HIGHLY UNLIKELY THAT NNA WOULD ASSIST DUE TO THE FACT THAT VEH IS OUT OF WARRANTY.

Ⓢ12/19-ZAN258N

**CRR-AN CALLED DLR TO SEE IF GOODWILL SHOULD BE CONSIDERED. DLR STATED THAT C REFUSED SERVICE AFTER THE ESTIMATE AND IS NOT A GOOD SERVICING C. SA STATED THAT LAST TIME C WAS AT DLR WAS 8/01 B/C A TAPE WAS STUCK IN CASSETTE PLAYER.

Ⓢ12/19-ZAN258N

**CRR-AN CALLED C AFTER SPEAKING WITH DLR. CRR CONFIRMED THAT ASSISTANCE WILL NOT BE GIVEN AT THIS TIME DUE TO THE FACT THAT VEH IS OUT OF WARRANTY. FILE CLOSED.

Ⓢ12/19-ZAN258N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NT38	CONTACT(S):	ROOT CAUSE: SCIR
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: 3540	EFFECTIVE: 12/19/2003	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: ZAN258N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/19/03	MICROFILM:	
RESP CAA:	OLM:	DOM: J COPENHAVER	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:19 AM

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

DATE: 4/15/2004
TIME: 08:10:19 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 In [REDACTED]

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 70000
IN SVC DATE: 2/20/2000
RTL DLR: 3495 LITHIA NISSAN OF FRESNO
SVC DLR: 3730 RODEO NISSAN
RESP DLR:
REGION: 48 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: (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: 09
CONTACT (S):
SEVERITY: 9

OPEN DATE: 12/28/03
FOLLOWUP DATE: 12/28/03
CLOSE DATE: 12/28/03

XFER/RSPNSBLTY: 48 09 S
DATANET (Y/N):
DATANET DATE: 0

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:19 AM

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

CAR ID:
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CA4374588

C. A. R. COMMENTS

NO PREVIOUS FILES @12/26-ZAL571N
CRR-AL VERIFIED C NAME, ADDRESS, DAY AND EVENING PHONE, MILEAGE, AND FOUND NO OPEN RECALLS
MS. LOPEZ CALLED IN WANTING TO KNOW IF C COULD TAKE THE VEH TO ANY NISSAN DLR FOR WORK TO BE COMPLETED. C STATED THAT C HAS BEEN HAVING TRANSMISSION PROBLEMS AND C KEEPS GOING BACK TO LITHIA NISSAN AND THEY ARE TELLING C THAT FILE OPENED-ZAL571N 12/26/2003
THERE IS NOTHING WRONG. C IS GETTING VERY FRUSTRATED. CRRAL EXPLAINED THAT YES C COULD GO TO ANY DLR TO HAVE IT LOOKED AT. C THANKED AND IS GOING TO SET UP AN APPT WITH RODEO NISSAN TO GET THE CONCERN TAKEN CARE OF.
CRRAL GAVE C NAME, EXTENSION AND FILE NUMBER
FILE CLOSED @12/26-ZAL571N
CRR**MB RCVD INBOUND CALL FROM C STATING THAT C NEEDS ADDITIONAL ASSISTANCE WITH ABOVE VEH ISSUES. CRR TRFD C TO CR-AL VMX AND ALSO EMAILED WITH UPDATE @01/02-ZMB126N-COMMENT
CRR RS RECEIVED CALL FROM C FOR CRR AL. @01/12-ZRS129N-COMMENT
C STATES C LEFT MESSAGE ON CRR AL VMX. C STATES C WAS CHARGED FOR A DIAG AT THE DLR. C STATES S/M AT THE DLR HAD NO IDEA WHAT WAS COVERED IN WARRANTY OR NOT. @01/12-ZRS129N-COMMENT
CRR AL WAS NOT AVAILABLE. CRR RS SENT EMAIL*** @01/12-ZRS129N-COMMENT
@01/12-ZRS129N-COMMENT
***CRRAL CALLED C. C WANTED TO KNOW WHY C WAS CHARGED A DIAGNOSIS FEE ON THE VEH. CRRAL STATED THAT THE DIAGNOSIS WAS CHARGED BECAUSE C IS NOW OUT OF WARRANTY AND SINCE NO PART WAS DISCOVERED TO BE DEFECTIVE THAN C WAS CHARGED THE FEE. C STATED THAT THE HEADLAMP CONNECTOR IS ALSO OUT. THE HEADLAMP WORKS BUT THE WIRES SURROUNDING IT ARE NOT WORKING PROPERLY. C HAS TO HAVE THE PART REPLACED AND WANTS TO KNOW IF IT IS COVERED UNDER ESC. C STATED PART NUMBER IS B43430UFB0. CRRAL NOTES THAT THE PART IS A CONNECTOR ASSEMBLY - HARNESS REPAIR. @01/13-ZAL571N-COMMENT
***CRRAL CALLED RODEO NISSAN AND THEY DID NOT BELIEVE THE C HAD BEEN IN. CRRAL CALLED LITHIA NISSAN TO SEE IF THAT IS WHERE THE VEH WAS TAKEN. LITHIA HAD ALSO NOT SEEN C. LITHIA STATED THAT IT DID NOT APPEAR TO BE A COVERED COMPONENT. @01/13-ZAL571N-COMMENT
***CRRAL CALLED C TO INFORM THAT IT WAS NOT A COVERED COMPONENT.
@01/14-ZAL571N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT&D	ROOT CAUSE: SDPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:
OTHER #:	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	5 DATE: 1/14/2004	USERID: ZAL571N
RESP DLR: 3730	EFFECTIVE: 12/26/2003	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: ZAL571N	
SVC CALL#:	UPDATE DATE:	

DATE: 4/15/2004
TIME: 08:10:19 AM

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

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CLOSE: Y (Y/N)
RESP CAA:
PHONE:

CLOSE DATE: 12/28/03
OLM: SMIT AGNES
OWNER FIRST:

MICROFILM:
DOM: ELLIOTT, CHRIS
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:19 AM

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

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CA4374588

CONSUMER AFFAIRS

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:19 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

CA4374588

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
17	NCDD00807135	3495	2/20/2000	2/20/2008	75,000.00		

Use Policy ID

NCDD00807135 2/20/2008 3495

NCDD00807135

DATE: 4/15/2004
TIME: 08:10:19 AM

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

CAR ID: CA4376503
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 6/10/2000
RTL DLR: 091 ANTELOPE VALLEY NISSAN
SVC DLR: 091 ANTELOPE VALLEY NISSAN
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 02 02

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 12//2003
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00 OPEN DATE: 12/29/03 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 12/30/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12/29/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:19 AM

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

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CA4376503

C. A. R. COMMENTS

NO PREVIOUS FILES FOUND

12/29-ZGK518N

CRR GK REC'D EMAIL 35176 CREATED 12/24/03 EMAIL STATED:
I TOOK MY 2000 NISSAN QUEST INTO THE DEALER BECAUSE THE HEADLIGHTS GO OUT AND I HAVE TO STOP AND WIGGLE THE HEADLIGHT CONNECTORS TO MAKE THEM GO BACK ON. I HAVE A SECURITY+PLUS SERVICE AGREEMENT WITH A \$50.00 DEDUCTIBLE AND BOB ROLANDS, MANAGER ANTELOPE VALLEY NISSAN WANTS TO CHARGE ME TWO \$50.00 FILE OPENED-ZGK518N 12/29/2003

DEDUCTIBLES, ONE FOR EACH HEADLIGHT. THE SAME WIRING HARNESS IS CONNECTED TO BOTH HEADLIGHTS AND SHOULD BE ONLY ONE CHARGE. <COMMENTS>

CRR GK REPLIED: KE>

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC.

WE APOLOGIZE FOR THE DELAY IN RESPONDING TO YOUR EMAIL.

IN REGARDS TO THE ISSUE IN YOUR EMAIL, REPAIRS FOR COMPONENTS COVERED UNDER THE EXTENDED SERVICE CONTRACT AGREEMENT ARE SUBJECT TO THE DEDUCTIBLE OF \$50.00 PER

12/28-ZGK518N

OCCURRENCE, PER ASSEMBLY. THEREFORE THE PRICE THAT THE DEALER IS QUOTING IS CORRECT. I DO APOLOGIZE FOR ANY INCONVENIENCE THAT THIS MAY BE CAUSING YOU. FILE NUMBER 4376503 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. AND IF YOU HAVE ANY QUESTIONS OR CONCERN PLEASE FEEL FREE TO CALL 1-800-647-7261 AND REFER TO YOU FILE NUMBER.

12/28-ZGK518N

GWEN K

NATIONAL CONSUMER AFFAIRS

CRR GK CLOSED FILE AND EMAIL

12/29-ZGK518N

CRR GK REC'D EMAIL 36520 CREATED 12/30/03 EMAIL STATED:

I WOULD LIKE TO KNOW WHERE IN MY CONTRACT THAT THIS STATEMENT IS MADE. ON PAGE 2 OF MY AGREEMENT UNDER THE CATEGORY OF "ELECTRICAL" IN STATES THAT "WIRING HARNESS" IS COVERED. THE REPAIR PART #B4443OUFB0 AT \$23.81 IS NOT AN ORIGINAL "WIRING HARNESS" AND WIRES WOULD NEED TO BE CUT AND NEW CONNECTORS WIRED IN. THE FACT THAT YOUR DEFECTIVE PART HAS LED TO A NON ORIGINAL REPAIR IS NOT MY FAULT. I BELIEVE THAT THIS REPAIR SHOULD BE MADE AS A SAFETY ISSUE @AT NO COST TO ME. FAILURE TO DO SO WILL FORCE ME INTO NOTIFYING EVERY CONSUMER SAFETY ORGANIZATION IN THE WORLD AS WELL AS EVERYONE THAT I KNOW THAT MIGHT EVEN BE THINKING ABOUT PURCHASING A NISSAN.

PHIL

01/02-ZGK518N-COMMENT

CRR GK CALLED DLR FOR MORE INFORMATION CRR GK SPOKE WITH CHAD AND WAS ADVISED THAT C NEEDED TO HAVE 2 PIGTAIL REPLACED WHICH IS TWO SEPERATE PARTS OF THE WIRING HARNESS. CRR GK THANKED SA CHAD AND DISCONNECTED.

CRR GK PHONED C TO ADVISE C OF THE INFORMATION 01/02-ZGK518N-COMMENT

CRR GK REC'D EMAIL 39582 CREATED 1/9/04 CREATED @ 748 EMAIL STATED:

I JUST RECEIVED A COPY OF THE INVOICE IN THE MAIL. THE INFORMATION ON THE INVOICE IS INCORRECT. THE SERVICE WRITER INDICATED THAT THE PROBLEM WAS CAUSED BY "AFTER MARKET HEADLIGHT BULBS". THIS INFORMATION IS FALSE AND I WANT THIS REPORT CORRECTED. I WILL BE HAPPY TO TAKE THE VEHICLE TO ANY LEGITIMATE SERVICE CENTER FOR VERIFICATION OF ORIGINAL EQUIPMENT.

HOW WOULD YOU LIKE ME TO PROCEED.

01/13-ZGK518N-COMMENT

CRR GK REPLIED:

01/13-ZGK518N-COMMENT

PHIL I WOULD ADVISE THAT YOU CONTACT THE DEALER FOR THE CORRECTED INVOICE>

01/13-ZGK518N-COMMENT

CRR GK CLOSED EMAIL AND FILE

01/13-ZGK518N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

DATE: 4/15/2004
TIME: 08:10:19 AM

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

CAR ID:
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CA437B503

CONTACT(S):

SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 091
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: NE8E
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
3 DATE: 1/13/2004
EFFECTIVE: 12/29/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZGK518N
UPDATE DATE:
CLOSE DATE: 12/29/03
OLM:
OWNER FIRST:

ROOT CAUSE: PDCP
USERID:
USERID:
USERID:
USERID:
USERID: ZGK518N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: J COPENHAVER
LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:19 AM

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

CAR ID: CA4376503
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CA4376503

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

DATE: 4/15/2004
TIME: 08:10:19 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

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

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
5	NBDC48358630	091	6/10/2000	6/10/2005	100,000.00		

View Policy Id

NBDC48358630 6/10/2005 091

NBDC48358630

DATE: 4/15/2004
TIME: 08:10:19 AM

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

CAR ID:
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CA4404914

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 40040
IN SVC DATE: 5/25/2000
RTL DLR: 3076 LIBERTY IMPORT CENTER
SVC DLR: 3076 LIBERTY IMPORT CENTER
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: (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:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 01/23/04
FOLLOWUP DATE: 01/27/04
CLOSE DATE: 01/23/04

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AI FUEL/INTAKE SYSTEM

154000 THROTTLE
ZO FINANCIAL ASSISTANCE REQUEST (CAMPAIGN)

DATE: 4/15/2004
TIME: 08:10:19 AM

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

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CA4404814

C. A. R. COMMENTS

PREVIOUS UNRELATED FILE 3219545 @01/23-ZCD346N
CRR-CD VERIFIED C'S NAME, ADDRESS, PHONE #S, VIN, RESPONSIBLE DLRS, AND MILES
@01/23-ZCD346N
NO OPEN RECALLS @01/23-ZCD346N
C CALLS, STATES JUST HAD THROTTLE BODY CLEANED OUT YESTERDAY AND WAS CHARGED
\$80 FOR LABOR PER INVOICE AND C HAS ALREADY PAID. @01/23-ZCD346N
FILE OPENED-ZCD346N 01/23/2004
C STATES WORKED WITH DLR-LIBERTY SA-TERRY. @01/23-ZCD346N
CRR-CD VIEWED IN TSB THAT ISSUE IS WARRANTABLE AT THIS TIME AND C NOT TO
BE CHARGED. CRR-CD ADVISED C WOULD CONTACT DLR REGARDING ISSUE. C THANKED
@01/23-ZCD346N
C STATES THAT ALSO THERE WAS A HIGH-BEAM FLICKERING ISSUE AND DLR CHANGED
HIGH-BEAM SWITCH AND PUT NEW SOCKET IN FOR HEADLIGHT. @01/23-ZCD346N
CRR-CD TO CALL DLR TO ADVISED OF TSB-NTB00-083 AND THAT MESSAGE WAS SENT
OUT 8/21/03 ON ISSUE. @01/23-ZCD346N
CRR-CD CALLED SA-TERRY, ADVISED THAT C SHOULD NOT HAVE BEEN CHARGED FOR
THROTTLE CLEANING. SA-TERRY UNDERSTOOD AND ADVISED WOULD REIMBURE C.
CRR-CD CALLED C AND ADVISED. C THANKED. @01/23-ZCD346N
FILE CLOSED @01/23-ZCD346N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT2C	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: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3076	EFFECTIVE: 1/23/2004	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: ZCD346N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 01/23/04	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM: HAFERTEPE, MIKE
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:20 AM

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

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

DATE: 4/15/2004
TIME: 08:10:20 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 08:10:20 AM

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

CAR ID:
Page 1

CA4411038

NAME: [REDACTED]
STREET: [REDACTED]
CITY: EAST TAUNTON
ST/ZIP: MA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 11/24/1999
RTL DLR: 04048 ST YVES MOTOR SALES. INC
SVC DLR: 04048 ST YVES MOTOR SALES. INC
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 11 11

LETTER RECEIVED 1/28/2004 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00
CONTACT (S):
SEVERITY: 9

OPEN DATE: 01/28/04
FOLLOWUP DATE: 01/30/04
CLOSE DATE: 01/28/04

XFER/RSPNSBLTY: 11 00 5
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:20 AM

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

CAR ID:
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CA4411038

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: 04046
ON DECEMBER 2, 2003. I HAD TO REPLACE BOTH HEADLIGHT CONNECTORS. MY
HEADLIGHT WENT OUT, SO WE REPLACED IT. IT DIDN'T WORK. CAME TO FIND OUT,
AFTER BRINGING IT INTO NISSAN, THAT THE CONNECTORS HAD TO BE REPLACED ON BOTH
HEADLIGHTS. THEREFORE, REPLACING BOTH HEADLIGHTS WAS A WASTE OF MONEY. NOT TO
MENTION THAT THE CAR COULDN'T BE DRIVEN AT NIGHT. THERE ACTUALLY WAS A
SERVICE BULLETIN (01028) AS OF MAY 2001 (HEADLIGHT CONNECTORS), AND WE FEEL
THERE SHOULD BE SOME REIMBURSEMENT FOR THE REPLACEMENT (A LITTLE OVER \$100).
I CAN FORWARD A COPY OF THE SERVICE ORDER.
CRRAM REVIEWED CUST COMMENTS CONCERNING HEADLAMP REPLACEMENT. VEH WAS OVER
1 YEAR OUT OF BASIC AT TIME OF REPLACEMENT. NO GOODWILL PROVIDED. FILE CLOSED.
01/29-ZAM289N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NL8G	CONTACT(S):	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: 04046	EFFECTIVE: 1/28/2004		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: ZAM289N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/29/04	MICROFILM:	
RESP CAA:	OLM:	DOM: J COPENHAVER	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:20 AM

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

CAR ID: CA441103B
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CONSUMER AFFAIRS

CA441103B

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:10:20 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 .d

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DATE: 4/15/2004
TIME: 08:10:20 AM

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

CAR ID: CA4440801
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T4YD [REDACTED]
CITY: KEMPNER YR/MDL: 2000.0 QST MILEAGE: 60000
ST/ZIP: TX [REDACTED] IN SVC DATE: 5/28/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3585 WORLD CAR NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 990 GARLYN SHELTON NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 32 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: (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 37000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 02/23/04 XFERR/SPNSBLTY: 32 01 8
CONTACT (S): FOLLOWUP DATE: 02/24/04 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02/23/04 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:10:20 AM

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

CAR ID:
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CA4440801

C. A. R. COMMENTS

NO PREVIOUS FILE @02/23-ZAN597N
C STATES HEADLAMPS ON VEH HAVE INTERMITTENT PROBLEM WITH ILLUMINATION. C STATES HE HAS TO MANUALLY ADJUST THE CONNECTORS. C REQUEST TO KNOW IF THERE IS A RECALL OR SERVICE BULLETIN. C HAS ESC WITH 1ST EXTENDED WARRANTY SERVICE CRR VERIFIED NAME, ADDRESS, PHONE# AND VEH MILEAGE. NO RECALLS
CRR CHECKED ASSIST FOR TSB AND LOCATED NTB 01028 WHICH DESCRIBES PROCEDURE FILE OPENED-ZAN597N 02/23/2004
FOR DLR TO REPLACE DAMAGED CONNECTORS IF THE HEADLIGHT WIRE HARNESS IS DAMAGED CAUSING INTERMITTENT OR IMPROPER OPERATION. CRR SUGGEST C HAVE VEH SEEN BY DLR WHO CAN PROPERLY ADDRESS. C THANKED. FILE# PROVIDED FOR ADDITIONAL CONTACT IF NEEDED.
FILE CLOSED @02/23-ZAN597N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8C	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: 990	EFFECTIVE: 2/23/2004	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: ZAN597N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 02/23/04	MICROFILM:
RESP CAA:	OLM: SMIT AGNES	DOM:
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:10:20 AM

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

CAR ID: CA4440801
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CA4440801

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

DATE: 4/15/2004
TIME: 08:10:20 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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