

PE04-020

NISSAN

05/03/04

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

PART 4 OF 6

ATTACHMENT C.2

Copies of consumer complaints that may or may not relate to the alleged defect.

DATE: 4/15/2004
TIME: 08:04:12 AM

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

CAR ID: CA3023642
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 13000
IN SVC DATE: 1/28/1999
RTL DLR: 3342 HEMPSTEAD NISSAN
SVC DLR:
RESP DLR:
REGION: DIST: SL/SV/PT:

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 02 OPEN DATE: 01/07/00 XFER/RSPNSBLTY: 26 02 S
CONTACT (S): SMUL FOLLOWUP DATE: 01/11/00 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 01/21/00 DATANET DATE: 1/10/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:13 AM

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CA3023642

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES SHE IS LEASING VEH FROM DLR 3342. C CALLING IS VEH OWNER'S WIFE FELICITAS LIMPIN. C STATES THERE HAVE BEEN NUMEROUS PROBLEMS WITH VEH. C STATES THE BRAKES HAVE A VERY LOUD SQUEAK. C STATES DLR HAS CHANGE D ONCE ALREADY BUT C STATES BRAKES STILL SQUEAK. C STATES THE DRIVER DOOR BECA ME STUCK ON NOV 23 C WAS NOT ABLE TO OPEN. C STATES DLR HAD TO ORDER PART SO VEH DOOR IS STILL STUCK. C STATES VEH HAS BEEN TO DLR 3342 3 TIMES PREVIOUS FILE OPENED-ZLW639N 01/07/2000

FOR PROBLEMS WITH HEADLIGHTS. C STATES THERE ARE STILL HEADLIGHT PROBLEMS AND C STATES SHE HAS TO TAKE VEH BACK TO DLR AGAIN FOR SAME PROBLEM. C STATES THE LEMON LAW IN NY IS 3 TIMES BACK TO DLR FOR SAME PROBLEM. C STATES SHE WOULD LIKE TO DECLARE THE LEMON LAW ON VEH AND TRADE VEH FOR ANOTHER ONE. C STATES THE REASON SHE BOUGHT A NEW VEH WAS SO THAT SHE WOULDN'T HAVE TO WORRY ABOUT THE VEH ALWAYS BEING IN THE SHOP. C STATES SHE FEELS A VEH LESS THAN A YEAR OLD SHOULD NOT HAVE SO MANY PROBLEMS.

NCAS VERIFIED C/DLR INFO. NCAS ADVISED C OF BBB AUTOLINE 800# FOR MORE INFO ON LEMON LAW IN C'S STATE. NCAS ADVISED C IF SHE WISHES TO TRADE IN VEH SHE WOULD HAVE TO SPEAK WITH DLR. C STATES DLR IS ADVISING THERE IS NOTHING THEY CAN DO IF C WISHES TO TRADE VEH FOR ANOTHER ONE. NCAS ADVISED C WILL DOCUMENT C'S CONCERNS IN FILE AND FORWARD TO RFCAS/DLR FOR REVIEW WHICH WILL TAKE APPROX 4 BUSINESS DAYS. C UNDERSTOOD. @01/07-ZLW639N

****CUSTOMER CLAIM FORM FORM REC'D FROM BBB. DOCS TO NER ARBS-LB.

@01/07-ZPT016N

...NER ARBS RCYD CCF; FILE OPENED UNDER WIFE'S NAME. FELICITAS LIMPIN, WHO CONTACTED THE BBB. THE DLR HAS ALREADY REPLACED THE FRONT HEADLAMP AND DOOR HANDLE. CUST DOES NOT QUALIFY FOR LEMON LAW FILING AS THERE HAS NOT BEEN (4) OR MORE RPRS FOR THE SAME CONDITION. NNA WILL COMPLY W/TERMS OF WARRANTY IF CUST EXPERIENCING ADD'L CONCERNS. VEH MUST BE TAKEN TO NSN DLR. @01/11-QLB678R

RCAS NOTES VEH DOESN'T QUALIFY FOR LEMON LAW.RCAS LEFT C' WIFE A MESSAGE. WHEN C CALLS PLEASE INFORM HER THAT NNA WILL CONTINUE TO HONOR THE TERMS OF THE WARRANTY BUT ISN'T IN A POSITION TO BUY VEH BACK. PLEASE ADVISE C TO TAKE VEH FOR A 2ND OPINION TO ANOTHER NSN DLR IF C FEELS THIS DLR ISN'T BEING ABLE TO CORRECT THE PROBLEM. THANKS! @01/11-ZSJ324N

**RCAS CALLED DLR & WAS PLACED ON HOLD FOR 5 MINUTES WAITING FOR SM TO PICK UP PHONE. RCAS DISCONNECTED CALL.(10:30AM.PST) @01/11-ZSJ324N

**RCAS REC'D CALL FROM SM STATING THAT ONE OF THE BULBS OVERHEATED & BURNED

@01/12-ZSJ324N

THE SOCKET CONNECTIONS IN THE VEH. SM STATES VEH WAS REPAIRED UNDER WARRANTY & PICKED UP.**RCAS LEFT MESSAGE FOR C TO CALL.**WHEN C CALLS PLEASE CONFIRM VEH WAS REPAIRED. IF C IS INSISTING VEH BE BOUGHT BACK PLEASE INFORM C THAT NNA IS NOT IN A POSITION TO BUY VEH BACK & ADVISE C TO WAIT FOR RESPONSE FROM BBB.

THANKS! (8:23AM.PST)

@01/12-ZSJ324N

**RCAS SPOKE WITH C & CONFIRMED VEH WAS REPAIRED. FILE CLOSED.(9AM.PST)

@01/21-ZSJ324N

FOLLOW-UP IS DUE ON OR BEFORE

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

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S): SMUL

DATE: 4/15/2004
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CUSTOMER ASSISTANCE REQUEST
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SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #: 0
NEW INFO #: 0
OTHER #: 0
COMMENTS ONLY: #:
RESP DLR:
I/R-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: DT1A
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 1/7/2000
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZSJ324N
UPDATE DATE:
CLOSE DATE: 01/21/00
OLM: JARAMILLO LUPE
OWNER FIRST:

ROOT CAUSE: SDPP
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM: ZIMMERMAN LARRY
LANGUAGE:

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA3023842

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:13 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: Q8T

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
28	RMNS07438905	3717	1/12/2002	1/28/2005	72,000.00	1/14/2002	

Vis. Policy Id

RMNS07438905 1/28/2005 3717

RMNS07438905

DATE: 4/15/2004
TIME: 08:04:13 AM

NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T3YD [REDACTED]
CITY: BROOKLYN YR/MDL: 2000.0 QST MILEAGE: 15109
ST/ZIP: NY [REDACTED] IN SVC DATE: 1/31/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3561 QUEENS NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3561 QUEENS NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 11/10/2000 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: * NY BBB *
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 03 OPEN DATE: 11/10/00 XFER/RESPNSBLTY: 28 03 S
CONTACT (S): SMUL FOLLOWUP DATE: 04/30/01 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 06/07/01 DATANET DATE: 12/19/2000

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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CA3300735

C. A. R. COMMENTS

PREV 329548. ARBS RCVD CCF. CUST RQSTING NNA REPLACE VEH DUE TO ELECTRICAL PROBLEMS.

* NY BBB * NIS0045950
* HEARING 1/30/01 10:00 AM * (NYC)
* REPURCHASE *

...ARBS REVUD PREV CLOSED FILE. FILE OPENED DUE TO DLR'S INABILITY TO SCHED A FILE OPENED-QLB678R 11/10/2000

PPT FOR WIRING HARNESS RPR. CUST SEEKING RENTAL VEH. FCAS SPOKE W/DLR SA. RUS SELL ON 11/7/00. SA STATED THAT DLR WAS ABLE TO RPR VEH ON 11/3/00. REAR BRAKE LIGHT WAS OUT DUE TO IT BEING LOOSE. DLR ALSO PERFORMED RACK BOLT SVC CAMP AIGN B0083. FCAS CLD C'S DAY # FOR F/UP, LFT DIRECT # AND MSG. @11/10-QLB678R

...PER FCAS INFO, VEH HAS BEEN RPRD. NO FURTHER ACTION NECESSARY: FILE CLOSED. @11/10-QLB678R

***C CALLED BACK STATING SHE WAS DISCONNECTED. C STATES SHE WAS CALLING TO SEE IF SHE COULD GET INFORMATION ON A RENTAL WHILE VEH WILL BE IN FOR REPAIRS FOR THE WHOLE DAY. C STATES DLR WOULD NOT GIVE HER A RENTAL.

***NCAS ADVISED C OF UPDATES IN FILE AND EXPLAINED THAT RENTAL IS NOT INCLUDED IN BASIC WARRANTY. C UNDERSTOOD. @12/05-ZML140N-COMMENT

...ARBS RCVD MRF. WILL CONTACT DLR FOR DETAILS @12/15-QLB678R

@12/18-QLB678R

...CUST PROVIDED COPIES OF (3) R/O'S:

08/18/00 #30241 10,207 MI - VEH TO QUEENS NSN. LFT HEADLIGHT NOT WORKING. DLR FOUND BULB BLOWN AND REPLACED.

09/18/00 #31441 11,726 MI - VEH TO QUEENS NSN. LFT HEADLIGHT NOT WORKING. DLR FOUND HEADLIGHT CONNECTOR BURNT. SPLICED/REPAIRED WIRING AND INSTALLED NEW CONNECTOR. CUST COMMENT OF CD UNIT NOT WORKING: AFTERMARKET UNIT. NOT WARR

12/05/00 #34308 13,491 MI - LFT HEADLIGHT OUT. DLR REMOVED GROUND WIRE. CLEANED & REINSTALLED. RIGHT SLIDING DOOR HARD TO OPEN. DLR CLD NOT DUP, BUT LUBRICATED WHERE APPLICABLE. CENTER LEFT VENT CLOSED. DLR ORDERED NEW UNIT. RIGHT SIDE OF DASH, ON TOP IS LIFTING UP. DLR REMOVED GARNISH, RESHAPED CLIP AND REINSTALLED. PASSIVE ALARM WON'T RESET AFTER 30-SEC. DLR RESET ALARM. INTERMITTENT KNOCK FROM L/F WHEN MAKING TURN. DLR RESET STRUT TOWER TORQUE TO SPECS. POOR FM RECEPTION, CD PLAYER INOPERABLE. DLR ORDERED AUDIO UNIT & 10-DISC CD PLAYER. INTERMITTENT WHEN SHIFTING, VEH JUMPS. DLR UNABLE TO DUP FRONT LIGHTER ASSY IN OP. DLR INSTALLED NEW FUSE. DLR ALSO REPLACED BURNED OUT SIDE BRAKE LIGHT BULB. @01/10-QLB678R

...COPIES OF R/O'S RECVD FROM QUEENS NSN; ADDED TO FILE. @01/10-QLB678R

...IT APPEARS THAT VEH HAS BEEN REPAIRED. @01/10-QLB678R

...RCVD EMAIL FROM BBB/RM. C STATES ELECTRICAL PROB HAS NOT RECURRED SINCE LAST REPAIR (HEADLIGHTS/TAILLIGHTS GOING OUT). RADIO & CD STILL NOT WORKING AND PROBLEM WITH STUCK VENT NOT RPRD. ARBS RESPONDED THAT WRITTEN ON R/O, DLR WILL ORDER REPLACEMENT RADIO/CD UNIT & NEW VENT. ADVSD CUST MUST MAKE VEH AVAIL TO DLR TO REPLACE. @01/11-QLB678R

...ARBS VMX'D DPSS/EW TO SELECT DATES, 1/29, 1/30, 2/1, 2/2 OR ANY FRIDAY AFTER. @01/17-QLB678R

...PER DPSS/EW, 1/29 OR 1/30 OKAY AT THIS POINT, OR 2/9, 2/16, 2/23. ARBS EMAILED BBB/RM TO ADVISE. @01/17-QLB678R

FORWARDED AGREEMENT TO ARBITRATOR TO ARBS-LB THIS DATE. @01/19-ZAM361N

...RCVD EMAIL FROM BBB/RM. HEARING SET FOR 1/30/01 AT 10:00 AM. EMAILED BBB FOR LOCATION; COPIED DPSS/EW. @01/22-QLB678R

...ARBS RCVD ATA/NOTICE OF HEARING. SET FOR 1/30/01 10:AM, NYC. WILL FRWD FILE COPY TO DPSS/EW. @01/22-QLB678R

...FILE COPY SENT TO DPSS/EW THIS DATE VIA AIRBORNE. @01/23-QLB678R

...RCVD FAXED COPIES FROM BBB/RM OF ADD'L DOCS RQSTD BY ARBITRATOR FROM CUST: RETAIL SALES CONTRACT, CURRENT MILEAGE 15,109. @02/02-QLB678R

RECEIVED RETAIL CERTIFICATE OF SALE FROM THE BBB. ALONG WITH COPY OF BILL OF SAEL FORWARDED TO ARBS-LB THIS DATE. @02/08-ZAM361N

*****RECEIVED REPURCHASE DECISION. FORWARDED TO ARBS-LB THIS DATE.

@02/14-ZAM361N

DATE: 4/15/2004
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...ARBS RCVD ARB'S DECISION IN FAVOR OF CUST: NNA TO REPURCHASE CUST'S VEH.
AWARD AMOUNT \$21,249.13. ARBS WILL REVU NUMBERS. CUST MUST, HOWEVER, REPAIR AT
THEIR EXPENSE PRIOR TO REPURCHASE. DAMAGE NOTED ON INSPECTION REPORT: DENT ON
R/F FENDER, DARK MARK OR DING ON FRONT HOOD AND LARGE SCRATCH ON R/R BUMPER.
ARB ALLOWING USE DEDUCTION OF \$680.67. ARBS WILL AWAIT CUSTOMER'S SIGNED ACCE
PTANCE AND NOTIFICATION THAT BODY DAMAGE HAS BEEN REPAIRED PRIOR TO COMPLETED
THE REPURCHASE. @02/18-QLB678R

FOLLOW-UP IS DUE ON OR BEFORE

12/18 CUSTOMER FILED BBB. PLEASE MAIL ME COPIES OF ALL R/O'S. FRONT & BACK.

LINDA BENGIVENGA REG'L OFFICE SOMERSET, NJ PHONE: 732/805-3178

I WILL FORWARD COPIES TO REGION.....VINNYB..OWMS*Q @12/20-3561

I FED EX'D COPIES TO THE REGION ON 12-27-2000 - VB @12/27-3561

CUSTOMER BROUGHT CAR IN ON 01-17-2001 ON RO # 35605 AT 14,915 MILES. AT SUCH
TIME WE INSTALLED A SOP CENTER VENT IN DASH, A RADIO BECAUSE CUSTOMER WAS COM
PLAINING ABOUT STATIC AND CUSTOMER ALSO COMPLAINED ABOUT TRANSMISSION SHIFT AN
D WE FOUND FLUID A LITTLE LOW AND WE ADJUSTED FLUID LEVEL AND ROADTESTED CAR A
ND TRANSMISSION SHIFTS PERFECTLY. WE ALSO MADE A RECCOMENDATION TO CUSTOMER TO
REPLACE FRONT BRAKES BECAUSE THEY WERE WORN DOWN AND CUSTOMER DECLINED STATIN
G THE REASON TO BE THAT WE ARE TOO EXPENSIVE.....VB

I'M GOING TO SEND THIS FILE TO YOU SO YOU SEE THESE NOTES ON 01-17-2001

@01/17-3561

CUSTOMER CAME TO DEALERSHIP FOR INSPECTION OF ITEMS THAT LINDA B REQUESTED
VAN TO BE INSPECTED FOR. ALL BUT REAR BUMPER WAS SATISFACTORY !

IN ADDITION TOO THIS THERE WERE MANY AREA'S OF DAMAGE TO VAN THAT WAS DOCUME
NTED ON THE REPAIR ORDER FOR TODAY AND THIS INFORMATION WAS SENT TO LINDA B ON
THE MORNING OF THE 10TH OF APRIL 2001:.....VB @04/10-3561

BUYBACK PKG.

@02/18-QLB678R

FORWARDED CST ACCEPTANCE OF DECISION TO ARBS-LB THIS DATE. @02/23-ZAM361N

...ARBS RCVD C'S SIGNED ACCEPTANCE OF ARB'S DECISION. HOWEVER, DEPENDENT UPON
CUSTOMER REPAIRING DENT IN RF FENDER, MARK/DING FRONT HOOD, SCRATCH ON RR BUMP
ER. ARBS EMAILED BBB TO DETERMINE HOW NNA WILL KNOW WHEN RPRS HAVE BEEN COMPLE
TED. NNA CANNOT REQUEST CHECK OR OBTAIN PAYOFF UNTIL CUST HAS ADVISED VEH RPR
D AND DLR HAS INSPECTED. @02/28-QLB678R

...ARBS EMAILED BBB/LC TO REQUEST THAT CUST HAVE VEH RPRD. THEN MAKE ARRANGEME
NTS FOR INSPECTION BY QUEENS NSN. IF RPRS DONE CORRECTLY, DLR TO ADVISE ARBS.
ARBS WILL THEN COMPLETE BUYBACK PKG & REQUEST NECESSARY CHECKS. @02/28-QLB678R

...RCVD EMAIL FROM BBB/LC. CUST HAS HAD VEH RPRD. ARBS WILL FUP W/DLR SM TO I
NSPECT VEH PRIOR TO NNA PROCESSING REPURCHASE. CLD DLR SM, LFT MSG FOR RTN CAL
L. @03/29-QLB678R

...ARBS SPOKE W/DLR SM TO EXPLAIN WHAT NEEDED TO BE INSPECTED. PROVIDED DETAIL
S. CUST TO CONTACT DLR TO SCHED APPT FOR INSPECTION. DLR TO LET ARBS IF VEH O
KAY. @04/04-QLB678R

...RCVD CALL FROM DLR/VB. CUST BRINGING VEH IN ON 4/10 FOR INSPECTION.

@04/08-QLB678R

...ARBS RCVD CALL FROM DLR SM/VB ADVISING THAT VEH INSPECTED ON 4/10. DLR FOUN
D THAT CUST DID NOT HAVE SCRATCH ON REAR BUMPER REPAIRED. DLR FOUND ADD'L ITEM
S THAT NEED REPAIR: SCRATCH R/S SLDING DOOR, ENTIRE REAR BUMPER, L/F FENDER, LFT
SIDE SLDING DOOR SCRATCHED, L/R QTR PANEL SCRATCHED, TOP R/F DOOR SCRATCHED.
DLR FAXED COPY OF INSPECTION REPORT. ARBS CONTACTED BBB/LC TO ADVISE OF THE AB
OVE. @04/10-QLB678R

...PER BBB, VEH MUST BE IN SIMILAR CONDITION AS AT THE HEARING. ARB DID INSPEC
T AND FOUND ONLY THOSE ITEMS AS NOTED ON DECISION. NNA CAN WORK OUT A POST DEC
ISION W/CUST TO RPR NEW SCRATCHES, OR THE REPURCHASE AMT LOWERED TO COVER COST
OF SCRATCHES, OR NNA CAN SUBMIT IMPOSSIBLE TO PERFORM LTR. ARBS EMAILED WH TO
REVU. @04/10-QLB678R

...PER BBB, CUST NOT WILLING TO MAKE ANY ADD'L REPAIRS. ARBS RQSTS THAT ARB RE
INSPECT VEH. AT THE RQST OF BBB, ARBS INFORMED COUNCIL OF NNA POSITION IN WRI
TING. DOC FAXED TO LC THIS DATE. SEE (3421457) @04/20-QLB678R

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: DP9A	CONTACT(S): SMUL	5CIP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SDSV
REOPEN: CALLBACK #:	0	DATE: 12/5/2000	USERID:
NEW INFO #:	0	DATE: 00/00/00	USERID:
OTHER #:	1	DATE: 12/15/2000	USERID: QLB678R
COMMENTS ONLY: #:	1	DATE: 12/5/2000	USERID: ZML140N
RESP DLR: 3561	EFFECTIVE: 11/10/2000	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY: AL	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: QLB678R		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 05/07/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: RHODES CURTIS R	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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CONSUMER AFFAIRS

CA3300735

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:13 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

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

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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA3382764
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: STATEN ISLAND
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2XD [REDACTED]
YR/MDL: 1998.0 QST MILEAGE: 17000
IN SVC DATE: 6/5/1998
RTL DLR: 3561 QUEENS NISSAN
SVC DLR: 3403 BAY RIDGE NISSAN, INC.
RESP DLR:
REGION: 28 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 03 OPEN DATE: 01/30/01 XFER/RSPNSBLTY: 28 03 6
CONTACT (S): SWCV FOLLOWUP DATE: 01/31/01 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02/12/01 DATANET DATE: 1/31/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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CA3362764

C. A. R. COMMENTS

PREVIOUS FILE#3361037. C SAYS THAT THE DLR IS GOING TO CHARGE C \$90 FOR THE REPAIR FOR THE CONNECTOR FOR THE HEADLIGHTS. C SAYS THAT SHE HAS REPLACED THE BULBS TWICE AND THEN THE DLR TOLD HER THAT THIS REPAIR WAS NEEDED. C SAYS THAT SHE DOESNT KNOW WHY IT WONT BE COVERED UNDER WARRANTY. C SAYS THAT THE VEH IS AT DLR NOW. C IS FIRST TIME NSN C. NO SEC+. BOUGHT NEW. NO SERVICE.

FILE OPENED-ZCR294N 01/30/2001

MIKMAT157@MSN.COM

NCAS VERIFIED OWNER/ADDRESS/PHONE NUMBER/MILEAGE/DLR/MIN. 3 RECALLS

@01/30-ZCR294N

@01/30-ZCR294N

**NCAS TOLD C THAT NCAS COULDNT TELL C IF THIS WAS COVERED OR NOT AND THAT DLR IS IN BEST POSITION TO TELL C THIS AS NCAS ISNT TECH. NCAS TOLD C THAT NCAS WILL SEND FILE TO RCAS AND DLR FOR ASSISTANCE. NCAS TOLD C THAT IT WOULD BE 2 BUSINESS DAYS FOR RCAS CALL BACK. C UNDERSTOOD. NCAS GAVE C FILE NUMBER. HOT FILE SENT

@01/30-ZCR294N

****RFCAS CALLED DLR FOR FOLLOW-UP. RFCAS NOTIFIED SM-SANTO OF THE OPEN CAMPAIGNS: B0073 (T/LAMP), B0074 (COMBO SWITCH), AND B0083 (RACK BOLTS). SM WAS IN A MEETING. ASSISTANT SERVICE MANAGER-PETER STATED THE LEFT SIDE HEADLIGHT SOCKET WAS LOOSE CAUSING RESISTANCE (COMPONENT WAS BURNT). PETER STATED REPAIR IS GOING TO BE COVERED UNDER WARRANTY. PETER STATED DLR MADE A MISTAKE. RFCAS CALLED C'S DAY# FOR FOLLOW-UP (NO ANSWER-1:28PM PST). RFCAS CALLED C'S EVENING# (NO ANSWER-1:28PM PST).

@01/30-ZTG494N

****SM-SANTO STATED REPAIR HAS ALREADY BEEN PERFORMED (NO CHARGE TO C). FILE CLOSED.

@02/12-ZTG494N

FOLLOW-UP IS DUE ON OR BEFORE

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

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1H	CONTACT(S): SWCV	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: B0074	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: 3403	EFFECTIVE: 1/30/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZTG494N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/12/01	MICROFILM:	
RESP GAA:	OLM: HERR WENDY	DOM: RHODES CURTIS R	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:13 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA3362764

CA3362764

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

DATE: 4/15/2004
TIME: 08:04:13 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

27

vs.: Policy Id

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DATE: 4/15/2004
TIME: 08:04:13 AM

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

CAR ID: CA3394124
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ATLANTA
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 30000
IN SVC DATE: 10/31/1999
RTL DLR: 1841 REGAL NISSAN INC
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: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 12/27/2000 WHERE: UNITED NISSAN
VEHICLE PURCHASED: NEW X PREOWNEI MILES 5 # NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: CUSTOMER
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): 8MUL
SEVERITY: 9

OPEN DATE: 03/13/01
FOLLOWUP DATE: 03/23/01
CLOSE DATE: 03/23/01

XFER/RSPNSBLTY: 34 01 S
DATANET (Y/N): 1
DATANET DATE: 3/14/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:13 AM

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

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CA3394124

C. A. R. COMMENTS

E-MAIL: NONE

NO PREVIOUS FILES.

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

NCAS AY RECEIVED CALL FROM C. C STATES SHE HAS HAD MULTIPLE REPAIRS ON HER FILE OPENED-ZAY448N 03/13/2001

VEHICLE. SHE HAS HAD STARTER REPLACED TWICE, TIMING BELT TWICE, WIRING REPAIR & REPLACEMENT OF A MULTIFUNCTION SWITCH ALL AT UNITED NISSAN.

C STATES NOW SHE HAS ENGINE NOISE AGAIN. SHE DOES NOT WANT TO DEAL WITH UNITED NISSAN. C STATES. WHAT CAN BE DONE TO SOLVE THIS MATTER & HAVE THE VEHICLE REPAIRED THE RIGHT WAY.

NCAS AY ADVISED C THAT I WILL HAVE THIS FILE FORWARDED TO A FOLLOW UP SPECIALIST FOR REVIEW & I WILL HAVE REGAL NISSAN CONTACT NISSAN TECHLINE FOR ASSISTANCE. C REQUESTED TO GO BACK TO THE SELLING DEALER. @03/13-ZAY448N
NCAS AY ADVISED C. SHE WILL BE NOTIFIED WITHIN 4-5 BUSINESS DAYS AS A FOLLOW UP. @03/13-ZAY448N

RCAS REVIEWED FILE. RCAS FOUND FILE OPENED UNDER REGAL NSN HOWEVER C NOTES THAT DLR INVOLVED IS UNITED NSN #3374. @03/21-ZES378N

RCAS CALLED REGAL NSN (9:40AM PST). RCAS SPOKE WITH RAY-SA AND WAS ADVISED THAT THE LAST TIME VEH WAS AT DLR WAS ON 11/17/99 AT 890 MILES FOR REPLACEMENT OF SHOCK ABSORBER. @03/21-ZES378N

RCAS CALLED UNITED NSN (9:50AM PST). RCAS SPOKE WITH MIKE-SM. RCAS WAS ADVISED THAT VEH HAS BEEN AT DLR (2) TIMES:

1) 12/27/00 AT 26,704 MILES: C COMPLAINED THAT VEH WOULD NOT START. DLR REPLACED STARTER, REPLACED HEADLIGHT SOCKETS(MELTED). C COMPLAINED ABOUT NOISE FROM STEERING COLUME. DLR FOUND SOUND TO BE NORMAL.

2) 12/18/00 AT 26,453 MILES: C COMPLAINED THAT VEH WOULD NOT START. DLR FOUND TIMING BELT HAD JUMPED. DLR REPLACED TIMING BELT. DLR PERFORMED COMBINATION SWITCH AND RACK BOLT RECALL. SM STATES THAT THAT WAS NO MENTION OF ENGINE NOISE. SM STATES VEH HAS NOT BEEN BACK SINCE. @03/21-ZES378N

RCAS CALLED C AT DAY NUMBER (10:04AM PST). RCAS LEFT MESSAGE WITH YOUNG LADY REQUESTING CALLBACK. RCAS LEFT FILE NUMBER AND DIRECT EXT. @03/21-ZES378N

RCAS CALLED C AT DAY NUMBER (10:40AM PST). RCAS NOTES THAT MESSAGE STATES THAT NUMBER IS NOT IN SERVICE. RCAS CALLED EVENING PHONE NUMBER. RCAS NOTES THAT PHONE JUST RANG AND RANG. RCAS CLOSING FILE PENDING C CALL. @03/23-ZES378N
FOLLOW-UP IS DUE ON OR BEFORE

DEALER. PLEASE CONTACT THE TECH LINE AT 1-800-862-9497 FOR TECHNICAL ASSISTANCE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4C	CONTACT(S): SMUL	1ANO
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SNPP
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: 3/13/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO

DATE: 4/15/2004
TIME: 08:04:13 AM

NISSAN MOTOR CORPORATION IN U.S.A
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3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

PART#:
OPENED BY:
UPDATE BY: ZES378N
UPDATE DATE:
CLOSE DATE: 03/23/01
OLM: HERR WENDY
OWNER FIRST:

CHECK ISSUED: NO
MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:13 AM

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

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CONSUMER AFFAIRS

CA3394124

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:13 AM
MODEL YEAR: 1998.0
MAKE:
MODELLINE: GST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
16	RCDA00391353	1841	10/31/1999	10/31/2003	80,000.00		

Van Policy Id

RCDA00391353 10/31/2003 1841

RCDA00391353

DATE: 4/15/2004
TIME: 08:04:13 AM

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

CAR ID: CA3399623
Page 1

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

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 35000
IN SVC DATE: 11/19/1999
RTL DLR: 2867 TEAM NISSAN
SVC DLR: 3387 CERRITOS NISSAN
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 04 04

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

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

OPEN DATE: 03/20/01
FOLLOWUP DATE: 03/21/01
CLOSE DATE: 03/22/01

XFER/RSPNSBLTY: 44 04 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:13 AM

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

CAR ID:
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CA3399823

C. A. R. COMMENTS

NO PREVIOUS FILE. C OLLER IS MOHAMMED C'S HUSBAND. C STATES DRIVER SIDE HEAD LAMP FAILED ON VEH 1 MONTH AGO AND WAS REPLACED UNDER WARRANTY AT DLR 3387. C STATES 2 DAYS AGO PASSENGER SIDE HEAD LAMP FAILED AND DLR 3387 INFORMED C THAT THE CONNECTOR WAS PULLING VOLTAGE FROM HEADLAMP AND REPLACEMENT WAS NOT COVERED UNDER WARRANTY AND GAVE ESTIMATE OF \$189.00 C REQUEST ASSISTANCE FROM NNA. C STATES 1ST NISSAN. VEH PURCHASED NEW. C PURCHASED ESC. VEH MAINTAINED FILE OPENED-ZAN597N 03/20/2001

AT DLR 3387. NOT IN MARKET. C STATES HE WAS INTERESTED IN PURCHASING NEW SENTRA BUT HE HAS HAD TOO MANY PROBLEMS WITH QUEST AND DLR SERVICE HAS NOT BEEN VERY GOOD AND HE ENDED UP PURCHASING A TOYOTA CAMRY. C WANTS TO KNOW WHY HE HAS TO PAY FOR SAME REPAIR HE JUST RECEIVED UNDER WARRANTY. @03/20-ZAN597N NCAS VERIFIED NAME, ADDRESS, PHONE, VIN AND MILEAGE. NCAS VERIFIED NO OPEN RECALLS/SERVICE CAMPAIGNS ON SYSTEM. NCAS INFORMED C WILL FORWARD TO REGION FOR REVIEW AND ADVISED C OF 4 BUS DAY CONTACT AND PROVIDED FILE# @03/20-ZAN597N RCAS-VS CALLED DLR SPOKE WITH SM-SAM WHICH STATES THAT SA-ONNIK SAYS THAT @03/22-ZV5932N

C IS OVER MILES AT 36,613 AND THAT'S WHY THEY TOLD HER NOT COVERED. SM STATES THAT C HAS DONE SOME OIL CHANGES AND PART IS NOT COVERED UNDER SEC PLUS POLICY SM STATES THAT CONNECTOR WIRES HAVE BURNED OUT CAUSING LAMP TO FAIL. RCAS ASKED SM TO CALL BACK WITH WARRANTY COST FOR PARTS AND LABOR AND NNA WILL COVER COST. RCAS SPOKE WITH C EDUCATED C THAT VEH IS OUTSIDE OF BASIC WARRANTY AND IS NOT COVERED UNDER SEC PLUS. RCAS ADVISED C THAT NNA IS GOING TO COVER REPAIRS UNDER GOODWIL. RCAS ADVISED C THAT THIS IS A ONE TIME OFFER FOR THIS REPAIR. RCAS ADVISED C THAT HE WILL NEED TO TAKE VEH BACK INTO DLR FOR REPAIRS AND DLR WILL CALL NNA FOR VCAN APPROVAL. C SATISFIED. FILE CLOSED PENDING VCAN APPROVAL. @03/22-ZV5932N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S):	SCRI	5CIP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SNPP	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:	USERID:
OTHER #:		DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3387	EFFECTIVE: 3/20/2001	CHANGED BY:		
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO	
3RD PRTY:	PART#:	CHECK ISSUED:	NO	
BYBACK ST:	OPENED BY:			
HISTORY:	UPDATE BY: ZV5932N			
SVC CALL#:	UPDATE DATE:			
CLOSE: Y (Y/N)	CLOSE DATE: 03/22/01	MICROFILM:		
RESP CAA:	OLM: HERR WENDY	DOM: LAYNE, VERNON		
PHONE:	OWNER FIRST:	LANGUAGE:		

DATE: 4/15/2004
TIME: 08:04:13 AM

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

CAR ID: CA3399623
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CA3399623

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

DATE: 4/15/2004
TIME: 08:04:13 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
20	RCDE00229192	2867	11/19/1999	11/19/2005	100,000.00		

Use Policy Id

RCDE00229192 11/19/2005 2867

RCDE00229192		
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DATE: 4/15/2004
TIME: 08:04:14 AM

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

CAR ID: CA2419776
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: JAMAICA
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T1XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 23000
IN SVC DATE: 6/28/1999
VCAN: RTL DLR: 3342 HEMPSTEAD NISSAN
PAID: SVC DLR: 3342 HEMPSTEAD NISSAN
SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 02 02

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

ORIG CODE: 00 OPEN DATE: 04/18/01 .XFER/RSPNSBLTY: 11 00 S
CONTACT (S): SMUL FOLLOWUP DATE: 04/19/01 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 04/18/01 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:14 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3419776

C. A. R. COMMENTS

NO PREVIOUS RELATED FILES C CALLED IN STATES HE TOOK HIS VEH TO DLR 5 TIMES FOR A NEW BULB AND SOCKET FOR HIS HEADLIGHT THAT KEEPS BURNING OUT. C STATES HE WANTS NISSAN TO KNOW THIS IS A PROBLEM. C STATES HE TAKES TO DLR THEY REPLACED THE BULB AND SOCKET THEN TWO MONTHS LATER THIS HAPPENS AGAIN. CRR CR VERIFIED C/VEH/DLR/MILEAGE AND BOTH PHONE NUMBERS/NO OPEN RECALLS CRR CR ADV C HIS CONCERN HAS BEEN DOCUMENTED CRR CR ADV C SINCE HE IS NOT FILE OPENED-ZCR391N 04/18/2001
HAVING A PROBLEM AT THIS TIME CRR CR WOULD NOT NEED TO CALL DLR FOR MORE INFO. CRR CR ADV C IF HE HAS THIS PROBLEM AGAIN HE CAN CALL BACK.CRR CR GAVE C FILE NUMBER.
CRR CR WILL CLOSE FILE.

@04/18-ZCR391N

@04/18-ZCR391N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): SMUL	ROOT CAUSE: SRPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3342	EFFECTIVE: 4/18/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZCR391N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 04/18/01	MICROFILM:	
RESP CAA:	OLM:	DOM: J COPENHAVER	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:14 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: 08:04:14 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
2	NADC00390394	3342	6/28/1999	6/26/2004	100,000.00		

Vis Policy ID

NADC00390394 6/28/2004 3342

NADC00390394		
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DATE: 4/15/2004
TIME: 08:04:14 AM

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

CAR ID: CA3507991
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CLUTE
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 73000
IN SVC DATE: 7/14/2000
RTL DLR: 3264 GULF COAST NISSAN
SVC DLR: 3264 GULF COAST NISSAN
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 02 02

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

ORIG CODE: 02 OPEN DATE: 08/03/01 XFER/RSPNSBLTY: 32 02 8
CONTACT (S): SWCV FOLLOWUP DATE: 08/07/01 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08/09/01 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:14 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA3507991

C. A. R. COMMENTS

EMAIL:NONE

@08/03-ZAW148N

NO PREVIOUS FILE. C STATES THAT THE WAS HAVING PROBLEMS WITH THE VEHICLE. C STATES THAT A FACTORY REP CAME OUT AND INSPECTED THE VEHICLE. C STATES THAT THE FACTORY REP APPROVED REPAIRS ON THE SPEEDOMETER AND THE A/C SWITCH. C STATES THE FACTORY REP DID NOT APPROVE REPAIRS THE HEAD LIGHT CONNECTOR AND AND THE STEREO. C STATES C WOULD LIKE AN EXPLANATION.
FILE OPENED-ZAW148N 08/03/2001

CRR-AW VERIFIED C'S NAME, ADDRESS, AND BOTH TELEPHONE NUMBERS. CRR-AW VERIFIED DEALER INFORMATION AND VEHICLE MILEAGE. CRR-AW FOUND NO RECALL OR CAMAPIGNS FOR THIS VEHICLE. CRR-AW ADVISED C THAT A FILE WILL BE OPENED AND RESEARCHED CRR-AW ADVISED C THAT C WILL BE CONTACTED WITHIN 48 BUSINESS HOURS.

@08/03-ZAW148N

***FILE FORWARDED TO CRR-RM FOR HANDLING (NOTIFIED VIA E-MAIL). @08/03-ZTG494N
CRR SPOKE TO ALAN WELLS - SERVICE MANAGER. SM STATES THAT A REP DID COME OUT TO INSPECT THE VEH BUT THE REP WAS NOT FROM NISSAN AS THE POLICY C HAS IS

@08/08-ZRM927N

FROM WARRANTY USA. SM STATES THAT THE HEAD LIGHT WAS NOT COVERED BECAUSE THERE WERE HIGH OUTPUT BULBS THAT CAUSED THE CONNECTOR TO BURN OUT AND THAT THE WARRANTY COMPANY DOES NOT COVER RADIOS. SM STATES THAT SM IS SURPRISED TO HEAR ABOUT THIS C AS THIS WAS NOT A WARRANTY REPAIR AND THE POLICY WAS FROM WARRANTY USA.

@08/06-ZRM927N

CRR SPOKE TO [REDACTED] - C'S WIFE. CRR ADVISED C THAT BECAUSE THE POLICY IS NOT UNDER NISSAN BUT WARRANTY USA, THAT CRR CANNOT ADVISE C WHY THIS WAS NOT COVERED BEYOND THE INFORMATION PROVIDED BY THE SM. CRR ADVISED C THAT C MAY WANT TO CONTACT WARRANTY USA FOR FURTHER INFORMATION. C REQUESTED THAT FILE REFLECTS THAT C WAS SURPRISED THAT SO MANY DIFFERENT COMPONENTS WENT OUT IN THE VEH AT THE SAME TIME. CRR ADVISED C THAT INFORMATION WILL BE INCLUDED IN THE FILE BUT THAT AT THIS TIME, THE VEH IS OUTSIDE OF BASIC AND POWERTRAIN WARRANTY. C UNDERSTOOD. FILE CLOSED.

@08/06-ZRM927N

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 #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3284	EFFECTIVE: 8/3/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK 8T:	OPENED BY:		
HISTORY:	UPDATE BY: ZRM927N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/06/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	



DATE: 4/15/2004
TIME: 08:04:14 AM

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

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CA3507881

DATE: 4/15/2004
TIME: 08:04:14 AM

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

CAR ID: CA3507991
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CA3507891

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

DATE: 4/15/2004
TIME: 08:04:14 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
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See Policy 10

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DATE: 4/15/2004
TIME: 08:04:14 AM

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

CAR ID: CA3540537
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 40000
IN SVC DATE: 11/17/1999
RTL DLR: 2026 PERFORMANCE PONT-NISSAN
SVC DLR: 1852 CROWN NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 14 14

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

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

OPEN DATE: 09/11/01
FOLLOWUP DATE: 09/13/01
CLOSE DATE: 09/13/01

XFER/RSPNSBLTY: 38 11 8
DATANET (Y/N):
DATANET DATE: 0

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:14 AM

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CA3540537

C. A. R. COMMENTS

EMAIL

NO PREVIOUS FILES. CRR CHECKED NAME, ADDRESS AND PHONE#. CRR CHECKED RECALLS AND CAMPAIGNS-NONE. C STATES THAT FRONT HEADLIGHT WAS OUT SO C TOOK VEHICLE INTO DLR ON 09/01 AND REPLACED HARNESS BECAUSE IT WAS MELTED. C STATES THAT C TOOK VEHICLE HOME AND HEADLIGHT WAS STILL OUT SO C TOOK VEHICLE BACK INTO DLR 09/04/01 AND DLR HAD FORGOT TO REPLACE THE LIGHTBULB SO THE NEW HARNESS FILE OPENED-ZSB180N 09/11/2001

MELTED AGAIN SO DLR REPLACED HARNESS AND LIGHTBULB. C STATES THAT C TOOK VEHICLE AND NOW THE LIGHTS IN THE STEREO DID NOT WORK AND LIGHTS WORKED FINE BEFORE AND SO C TOOK VEHICLE BACK INTO DLR AND DLR ADVISED C THAT STEREO LIGHTS HAVE NOTHING TO DO WITH REPAIR. C STATES THAT DLR SHOULD BE RESPONSIBLE FOR REPAIR AND C DOES NOT WANT TO PAY. CRR ADVISED C THAT CRR WOULD REVIEW WITH DLR AND TECHNICAL ADVISORS AND WILL CALL C BACK WITHIN THREE BUSINESS DAYS. C UNDERSTOOD. @09/11-ZSB180N

CRR CALLED TSS-AH AND TSS-AH ADVISED THAT THIS IS DIFFERENT PART OF THE CIRCUIT AND THAT IT IS NOT POSSIBLE FOR THE STEREO LIGHTS TO GO OFF DUE TO DLR REPLACING HARNESS AND LIGHTBULB. CRR UNDERSTOOD. @09/13-ZSB180N
CRR CALLED C AND ADVISED WHAT TSS-AH ADVISED CRR. C UNDERSTOOD. FILE CLOSED. @09/13-ZSB180N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

	CONTACT(S):	SGWL	5XIP
SATISFIED: Y	ACTION CODE: RT3I	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: 1852	EFFECTIVE: 9/11/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRTY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZSB180N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/13/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

CA3540537

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:14 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: CST

NAME: [REDACTED] VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
27							

Use Policy Id

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

CAR ID: CA3549445
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALTOONA
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 38340
IN SVC DATE: 12/4/1999
RTL DLR: 09064 COURTESY MOTOR SALES INC
SVC DLR: 09064 COURTESY MOTOR SALES INC
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 9/11/2001 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 09/21/01 XFER/RSPNSBLTY: 36 01 S
CONTACT (S): SATY FOLLOWUP DATE: 09/27/01 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 10/02/01 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:14 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3549445

C. A. R. COMMENTS

PREVIOUS RELATED FILE # 350446B. ONE UNRELATED FILE # 311173B.

****PA ATTORNEY GENERAL LETTER RECEIVED****

IN PA AG LETTER. C CLAIMS HE HAS HAD PROBLEMS WITH THIS VEH SINCE 12/4/99 AT MILEAGE OF 7,292. C CLAIMS THE PROBLEMS AS FOLLOWS:

- 1) TAIL LAMP PROBLEM. NTB00-004 COMPLETED ON VEH.
- 2) COMBO SWITCH. NTB00-014 COMPLETED ON VEH.

FILE OPENED-ZAL286N 09/21/2001

- 3) HEADLIGHT PROBLEMS, TV/VCP PROBLEM, TURN SIGNAL PROBLEM.
- 4) TACHOMETER INOPERATIVE
- 5) BRAKE LIGHT ON.
- 6) BELTS NOISY. DLR REPLACED BELTS.

C SEEKING A NEW SIMILAR REPLACEMENT VEH FROM NNA.

@09/21-ZAL286N

..ARBS TO FOLLOW UP WITH DLR ON THIS ISSUE FOR MORE DETAILS... @09/21-ZAL286N

..ARBS SPOKE WITH SM AT DLR. SM ADVISED THAT THE C HAS HAD NUMEROUS REPAIRS WITH THE TAIL LAMPS/HEADLAMPS BLOWING OUT....SM ADVISED THAT THE LAST REPAIR WAS ON 8/10/01 AT MILEAGE OF 38,340 (RO # 112077). SM ADVISED THAT THE TECH WORKING ON THE VEH, FOUND A SHORT IN THE WIRING HARNESS, AND DLR REPLACED THE WIRING HARNESS DUE TO THE RIGHT HARNESS BURNED. DLR FOLLOWED THE PROPER TSB ON THIS ISSUE. SM ADVISED C HAS NOT BEEN BACK SINCE.

@09/21-ZAL286N

...ARBS CALLED C ON THIS ISSUE. C AND ARBS HAD VERY GOOD CONVERSATION...ARBS AL ASKED C THE CURRENT STATUS OF HIS VEH. C STATES THE VEH WAS LAST REPAIRED ON 8/10/01 BY DLR...C SEEKING TRADE ASSISTANCE OR PURCHASE INCENTIVE FROM NNA.

...ARBS ADVISED C THAT NNA WOULD LOVE TO OFFER C A GOLD PREFERRED SEC+ EXT SVC CONTRACT FOR 7YRS/100,000 MILES WITH \$0 DOLLAR DEDUCTIBLE. ARBS ALSO OFFERED C A \$500.00 PURCHASE INCENTIVE ALONG WITH THE OFFER GOOD FOR 1 YEAR. C STATES HE WOULD LIKE TO GET BACK WITH ARBS ON THIS OFFER BEFORE HE COMMITS TO IT. ARBS ADVISED C THAT WOULD BE FINE. ARBS GAVE C DIRECT # [REDACTED]

...ARBS CALLED PA AG OFFICE AND SPOKE WITH AG-TIM SHIREY, ADVISING HIM THAT ARBS-AL HAS CONTACTED THE C AND NNA IS CURRENTLY IN NEGOTIATIONS WITH C. AG THANKED FOR THE INFORMATION...ARBS GAVE AG. ARBS DIRECT #. FILE PENDING.

@09/21-ZAL286N

..C CALLED ARBS TO DISCUSS THE VEH STATUS. C STATES THE VEH REAR TAIL LAMPS AND TURN SIGNALS BURNED OUT AGAIN. C CALLING TO ADVISE ARBS THAT HE WANTS TO TRADE IN THIS VEH FOR AN 01-02 QUEST MINIVAN...ARBS ADVISED C THAT ARBS WOULD BE ABLE TO OFFER \$1500 PURCHASE INCENTIVE ON THE NEW 01-02 QUEST AND A \$500 ACCESSORY CREDIT OR 24MNTH/30K MAINTENANCE PLUS CONTRACT. C STATES HE IS GOING TO VISIT HIS LOCAL NSN DLR TO SEE WHAT HE CAN TRADE FOR THIS VEH AND CALL ARBS BACK. FILE PENDING.

@09/24-ZAL286N

..ARBS RECEIVED VMX FROM PA AG'S OFFICE. ARBS CALLED PA AG OFFICE BACK ON THIS DATE @ 9:03AM PST...ARBS LEFT MSG FOR PA AG-JEFF TO CALL ARBS BACK.

@09/26-ZAL286N

..ARBS RECEIVED CALL FROM PA AG-JEFF ASKING FOR THE SPECIFICS OF NNA'S OFFER TO THE C...ARBS ADVISED OF THE ABOVE OFFER AND NNA IS PENDING ON C ACCEPTANCE OR REJECTION. PA AG-JEFF UNDERSTOOD. FILE PENDING.

@09/27-ZAL286N

..ARBS RECEIVED CALL FROM C. ACCEPTING THE OFFER OF \$1,500.00 PURCHASE INCENTIVE AND THE \$500.00 ACCESSORY CREDIT FOR THE NEW VEHICLE THAT IS PURCHASED...ARBS DRAFTED LETTER FOR THE PURCHASE INCENTIVE AND A SECOND LETTER FOR THE ACCESSORY GOODWILL OFFER AND SENT IT TO C VIA FED EX..PURCHASE INCENTIVE IS VALID FOR SIX MONTHS FROM TODAY'S DATE. AS WELL AS THE ACCESSORY CREDIT.

@10/02-ZAL286N

..ARBS CLOSING FILE. AS C IS GOING TO TAKE HIS TIME WITHIN THE PURCHASE INCENTIVE DEADLINE FOR BOTH THE ACCESSORY CREDIT AND THE PURCHASE INCENTIVE CREDIT...ALL DOCS TO CLOSED DRAWER..FILE CLOSED.

@10/02-ZAL286N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DATE: 4/15/2004
TIME: 08:04:14 AM

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DEALER ACTION:

SATISFIED: Y		ACTION CODE: RL2Y	CONTACT(S): SATY	LABC
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SNPP	
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: 09084		EFFECTIVE: 9/21/2001	CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED:	NO
3RD PRTY: AG		PART#:	CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:		
HISTORY:		UPDATE BY: ZAL286N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 10/02/01	MICROFILM:	
RESP CAA:		OLM: HERR WENDY	DOM:	
PHONE:		OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:14 AM

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

DATE: 4/15/2004
TIME: 08:04:14 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
25	RCNF00953172	38ESC	12/4/1999	12/4/2006	100,000.00		

Via Policy Id

RCNF00953172 12/4/2006 38ESC

RCNF00953172 [REDACTED] [REDACTED]

DATE: 4/15/2004
TIME: 08:04:14 AM

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

CAR ID: CA3574185
Page 1

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

VCAN:
PAID:
\$USP:
DENY:

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 6/13/2000
RTL DLR: 3017 WARNOCK AUTOMOTIVE, INC.
SVC DLR: 3212 NISSAN WORLD OF DENVERVILLE
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 10/16/2001 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 04 OPEN DATE: 10/16/01 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): STCA FOLLOWUP DATE: 10/18/01 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 10/18/01 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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CA3574185

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: 3212
THEY REPLACED THE DEFECTED HEADLIGHTS THAT WIRING MELTED.
<-FILE FORWARDED TO CRR-EM-> @10/17-ZER600N
CRR NOTES THAT THERE IS NO PHONE NUMBER WITHIN THE FILE. CRR SENDING A POST
CARD. IF THE C DOES CALLBACK PLEASE VERIFY/UPDATE C'S INFORMATION. AND ADVISE
IF THERE WOULD BE ANYTHING ELSE THAT NNA MAY REVIEW. FILE WILL BE CLOSED
PENDING FURTHER C CONTACT. @10/18-ZEM991N.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4C	CONTACT(S): STCA	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3212	EFFECTIVE: 10/18/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZEM991N		
SVG CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/18/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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

DATE: 4/15/2004
TIME: 08:04:15 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
18	RCDB00644703	3017	6/13/2000	6/13/2005	60,000.00		

Vsc Policy ID

RCDB00644703 6/13/2005 3017

RCDB00644703 [REDACTED] [REDACTED]

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

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

CAR ID: CA3575359
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: NORFOLK
ST/ZIP: VA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 27000
IN SVC DATE: 2/4/2000
RTL DLR: 3591 FREEDOM CHEVROLET-NISSAN
SVC DLR: 3389 HALL NISSAN
RESP DLR:
REGION: 38 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: 2
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 10/17/01
FOLLOWUP DATE: 10/22/01
CLOSE DATE: 10/22/01

XFER/RSPNSBLTY: 36 11 S
DATANET (Y/N): 1
DATANET DATE: 10/22/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

EMAIL: [REDACTED] 10/17-ZPS219N
PREVIOUS FILE 3494535 UNRELATED 10/17-ZPS219N
CRR UPDATED AND VERIFIED C'S NAME, ADDRESS, VIN, DLR, AND BOTH PHONE#S
CRR FOUND NO OPEN RECALL OR CAMPAIGNS 10/17-ZPS219N
C CALLED AND STATED THAT C WANTED TO SPEAK WITH RSS-DL. CRR INFORMED C THAT
RSS-DL IS NO LONGER THE SUPERVISOR AND C WOULD HAVE TO SPEAK WITH RSS-TJ. C
FILE OPENED-ZPS219N 10/17/2001
STATED THAT C HAD THIS ISSUE WITH RSS-DL. CRR ASKED C ABOUT C'S ISSUE. C
STATED THAT C TOOK VEH TO DLR ABOUT THE HEADLIGHTS GOING OFF ON C'S VEH. CRR
INFORMED C THAT ACCORDING TO C'S PVIOUS FILE RSS-DL NEVER WAS MADE AWARE OF
THIS ISSUE AND CRR INFORMED C THAT RSS-DL WOULDN'T BE THE ONE TO TALK TO ABOUT
THIS. CRR INFORMED C THAT AT THIS JUNCTURE C NEEDS TO TAKE THE VEH TO DLR AND
HAVE THEM WORK ON THIS ISSUE FOR C SINCE THEY JUST SERVICED THE VEH. C STATED
THAT THIS VEH IS A LEMON AND WILL PERSUE C'S STATES LEMON LAW. CRR INFORMED C
THAT C HAS EVERY RIGHT TO DO THAT. C UNDERSTOOD. CRR INFORMED C THAT C NEEDS
TO TAKE THE VEH TO DLR AND HAVE DLR DIAGNOSE THE PROBLEM WITH THE VEH AND IF
THEY CAN'T FIND IT TO HAVE DLR CALL TECHLINE. C UNDERSTOOD. C ALSO STATED
THAT C WOULD LIKE RSS-DL TO GIVE C A CALL. CRR INFORMED C THAT CRR WOULD LET
RSS-DL KNOW THAT C CALLED AND WANTED TO SPEAK WITH RSS-DL. C UNDERSTOOD.
EMAIL 3:05 PM PST 10/17-ZPS219N
-C CALLED TO SPEAK WITH RSS-DL. CRR ADVISED C THAT RSS-DL WAS NOT AVAILABLE
AND THAT C NEEDS TO SPEAK WITH RSS-TJ SINCE RSS-DL WAS NO LONGER AVAILABLE.
C GOT UPSET AND STATES THAT C JUST SPOKE WITH CRR-PS AND WAS ADVISED THAT
RSS-DL WOULD BE CALLING C BACK. CRR ADVISED C THAT CRR WOULD FIND OUT WHO
WOULD BE CALLING C BACK AND CRR WOULD GIVE MESSAGE TO THAT RSS TO CALL C BACK.
C STATES THAT C IS DEMANDING A CALL BACK TODAY OR TOMORROW AND IF NOT C
WILL TAKE LEGAL ACTION. CRR ADVISED C THAT CRR WILL GIVE MESSAGE. C UNDERSTOOD
10/18-ZSB180N
CRR SPOKE WITH CRR-PS AND CRR-PS ADVISED C THAT SUPERVISOR WAS NOT RSS-TJ
BUT C DEMANDED TO SPEAK WITH CRR-DL. CRR WILL GIVE FILE TO RSS-TJ TO CALL C
BACK. CRR PRINTED FILE AND FORWARDED. 10/19-ZSB180N
*RSS TJ RECEIVED SUPERVISOR CALL BACK. RSS TJ TALK WITH C AND WAS ADVISED
THAT C VEHICLE HAS BEEN TO GREEN GIFFORD NISSAN TWICE FOR THE HEADLIGHTS.
C STATES THAT VEHICLE HAS BEEN TO HALL NISSAN TWICE FOR THE HEADLIGHTS
AND THE LIGHTS GOING OUT ON THE CONSOLE. C STATES THAT VEHICLE IS CURRENTLY
AT DEALER NOW AND THEY HAVE ADVISED HIM TO COME PICK UP THE VEHICLE.
**RSS TJ ASKED C IF HE COULD HOLD WHILE RSS TJ CONTACT THE DEALER AND
DISCUSS THE FILE WITH DEALER. C STATES THAT HE COULD NOT HOLD WHILE RSS TJ
CONTACT THE DEALER BECAUSE HE HAD TO TAKE RENTAL BACK. C STATES THAT HE IS
GOING TO PICK UP VEHICLE. C STATES THAT IF HE CONTINUES TO HAVE PROBLEMS HE
MIGHT CONSIDER SOME TYPE OF LEGAL ACTION. RSS TJ PROVIDED C WITH RSS TJ
DIRECT PHONE NUMBER IN CASE HE HAD ANY MORE PROBLEMS IN THE FUTURE.
**RSS TJ RECEIVED CALL BACK FROM C THAT THE DEALER HAS ADVISED HIM THAT THEY
CHANGED A BULB AND ORDER A NEW RADIO. C STATES THAT THIS IS UNACCEPTABLE.
RSS TJ ADVISED C THAT RSS TJ WILL PHONE DEALER AND SPEAK WITH DEALER.
10/19-ZTJ117N
**RSS TJ RECEIVED MSG FROM SM TODD THAT THEY DID REPAIR HARNESS THAT WAS
OVER HEATED AND THE BULB THAT WAS REPLACED BY PREVIOUS NISSAN DEALER
WAS A NON NISSAN BULB AND RADIO IS NOT RELATED TO ANY OF THESE PROBLEMS.
**RSS TJ TRYED TO PHONE C BACK AT [REDACTED] WAS TOLD THAT THIS WAS
THE WRONG NUMBER. 10/19-ZTJ117N
***RSS TJ KEEP TRYING TO REACH SERVICE MANGER KEPT BEING TRANSFERED TO
TODD VOICEMAIL. 10/19-ZTJ117N
**RSS TJ WAS ABLE TO REACH C AT THE EVENING NUMBER AND DISCUSS FILE WITH
C. RSS TJ ITERATE DEALER COMMENTS TO C AND ADVISE C OF NNA POSTION TO
REPAIR THE VEHICLE. RSS TJ ADVISED C THAT RSS TJ WAS WILLING TO OFFER
ESC WARRANTY ON VEHICLE. C STATES THAT HE FEELS HE IS GOING TO HAVE
PROBLEMS AFTER VEHICLE IS OUT OF WARRANTY. RSS TJ ADVISED C THAT RSS TJ
WOULD GIVE HIM A CALL BACK ON 10-22-01 WITH ESC WARRANTY INFORMATION.

DATE: 4/15/2004
TIME: 08:04:16 AM

NISSAN MOTOR CORPORATION IN U.S.A
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@10/19-ZTJ117N

CRR GAVE C SEC+ SILVER , 72MONTHS, 100K WITH NO DEDUCTIBLE. CRR CALLED C AT HOME# AND SPPOKE WITH C WIFE AND ADVISED OF THE EXT WARRANTY THAT WAS GRANTED TO C. C WIFE UNDERSTOOD AND STATED IF HUSBAND HAD ANY QUESTIONS C WOULD CALL.

@10/23-ZPE333N-COMMENT

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

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): SMUL	ROOT CAUSE: SCLT
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: #:	1 DATE: 10/23/2001	USERID: ZPE333N	
RESP DLR: 3369	EFFECTIVE: 10/17/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZPS219N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/22/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DCM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:15 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
8	NBNE00382745	38ESC	2/4/2000	2/4/2008	100,000.00		

Vec Policy Id

NBNE00382745 2/4/2008 38ESC

NBNE00382745 [REDACTED] [REDACTED]

DATE: 4/15/2004
TIME: 08:04:16 AM

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

CAR ID: CA3578984
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: JARRETTSVILLE
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T3XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 50000
IN SVC DATE: 5/26/1999
VCAN: RTL DLR: 11026 BEL AIR NISSAN, SUBARU
PAID: SVC DLR: 11026 BEL AIR NISSAN, SUBARU
SUSP: RESP DLR:
DENY: REGION: 36 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: 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: #11026
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 04 OPEN DATE: 10/19/01 XFER/RSPNSBLTY: 36 04 3
CONTACT (SI): SGWL FOLLOWUP DATE: 10/22/01 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 10/28/01 DATANET DATE: 10/22/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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CA3576864

C. A. R. COMMENTS

EMAIL [REDACTED] @10/19-ZSB180N
NO PREVIOUS FILES. CRR CHECKED NAME, ADDRESS AND PHONE#. CRR CHECKED REGALLS AND CAMPAIGNS-NONE. CRR VERIFIED VIN AND MILEAGE. C STATES THAT HEADLAMP HAS BEEN REPLACED TWICE IN THE LAST YEAR AND IN 08/00 IT WENT OUT AGAIN FOR THE THIRD TIME. C STATES THAT C TOOK VEHICLE INTO DLR AT THE TIME VEHICLE HAD 40000 MILES ON VEHICLE SO VEHICLE WAS OUT OF WARRANTY AND DLR ADVISED C THAT FILE OPENED-ZSB180N 10/19/2001
THERE WAS A SHORT CIRCUIT AND WIRES HAD MELTED. DLR ADVISED C THAT REPAIR WOULD BE \$2000. C STATES THAT DLR ADVISED C THAT DLR WOULD TRY TO FIND A USED ONE SO IT WOULD BE CHEAPER. C STATES THAT DLR WAS NOT SUCCESSFUL IN FINDING THIS PART. C STATES THAT DLR IS NOT WILLING TO HELP C WITH SITUATION. C IS ASKING NNA FOR ASSISTANCE SINCE THIS IS CLEAR DEFECT. C STATES THAT C IS TAKING VEHICLE INTO DLR TODAY FOR OIL CHANGE. CRR ADVISED C THAT CRR WOULD REVIEW WITH DLR TODAY AND WILL CALL C BACK AS SOON AS FILE IS REVIEWED. C UNDERSTOOD. CRR PROVIDED C WITH DIRECT LINE AND FILE#. C UNDERSTOOD AND THANKED. @10/19-ZSB180N
CRR CALLED SM AND ASKED FOR COST OF PART ON HARNESS. SM STATES THAT SM WILL FIND OUT AND CALL CRR BACK. SM TOOK CRR'S DIRECT LINE. @10/19-ZSB180N
SM CALLED CRR BACK AND ADVISED WARRANTY COST WOULD BE \$1050.00. CRR THANKED. @10/19-ZSB180N
CRR CALLED C AND LEFT MESSAGE ON ANSWERING MACHINE TO CALL CRR BACK ON DIRECT LINE. @10/19-ZSB180N
SM CALLED CRR BACK AND LEFT MESSAGE VOICE MAIL TO CALL SM BACK. CRR CALLED SM BACK AND SM ADVISED CRR THAT SM GAVE THE INCORRECT COST AND THE CORRECT COST IS \$528.65 ON PART AND \$325 ON LABOR. CRR UNDERSTOOD AND THANKED. @10/23-ZSB180N
CRR CALLED C AND LEFT MESSAGE ON ANSWERING MACHINE TO CALL CRR BACK ON DIRECT LINE. @10/23-ZSB180N
CRR CALLED C AND LEFT MESSAGE ON ANSWERING MACHINE TO CALL CRR BACK ON DIRECT LINE. @10/26-ZSB180N
CRR SENT POSTCARD TO C TO CALL CRR. CRR CLOSING FILE UNTIL C CALLS BACK. @10/26-ZSB180N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4B	CONTACT(S):	8GWL	5CBF
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SRNF	
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: 11026	EFFECTIVE: 10/19/2001	CHANGED BY:		
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO	
3RD PRY:	PART#:	CHECK ISSUED:	NO	
BYBACK ST:	OPENED BY:			
HISTORY:	UPDATE BY: ZSB180N			
SVC CALL#:	UPDATE DATE:			

DATE: 4/15/2004
TIME: 06:04:15 AM

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CLOSE: Y (Y/N)
RESP CAA:
PHONE:

CLOSE DATE: 10/26/01
OLM: HERR WENDY
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

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

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

DATE: 4/15/2004
TIME: 08:04:15 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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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: YORKTOWN HEIGHTS
ST/ZIP: NY, [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 40000
IN SVC DATE: 9/24/1999
RTL DLR: 07167 GEIS NISSAN. INC.
SVC DLR: 07167 GEIS NISSAN. INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: 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: GEIS NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: 01
CONTACT (S): 99AD
SEVERITY: 3

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

XFER/RSPNSBLTY: 28 01 S
DATANET (Y/N): 1
DATANET DATE: 11/2/2001

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

EMAIL: NONE

ONE PREVIOUS FILE.

CRR-AA VERIFIED NAME/ADDRESS/BOTH NUMBERS. VERIFIED DLR INFORMATION AND MILEAGE. CHECKED FOR RECALLS AND FOUND ONE CLOSED RECALL. @11/01-ZAA652N, C CALLED TO MAKE A COMPLAINT AGAINST GEIS NISSAN. C STATES C'S HEADLIGHTS ARE INTERMITTENTLY NOT WORKING PROPERLY AND C'S BRAKE LIGHT HAS BEEN COMING ON IN FILE OPENED-ZAA652N 11/01/2001

VEHICLE SOMETIMES. C CALLED GEIS NISSAN TO MAKE AN APPOINTMENT TO HAVE SOMEONE LOOK AT C'S VEHICLE AS C'S HEADLIGHTS ARE NOT WORKING AND C CANNOT DRIVE AT NIGHT. C WAS TOLD THAT C WOULD HAVE TO WAIT 1 WEEK BEFORE C WOULD BE ABLE TO HAVE SOMEONE LOOK AT C'S VEHICLE. C FEELS THAT THE DLR SHOULD HAVE MADE ACCOMODATIONS FOR C AS C'S CONCERN IS POSSIBLY SAFETY RELATED. CRR-AA ADVISED C THAT CRR-AA WOULD BE ABLE TO DOCUMENT C'S CONCERNS IN A FILE AND FORWARD THAT ON TO THE REGION FOR REVIEW BUT THAT NNA WOULD NOT BE ABLE TO ASSIST C IN GETTING AN EARLIER APPOINTMENT AS THEY ARE AN INDEPENDENT BUSINESS. CRR-AA ADVISED C TO TAKE VEHICLE TO ANOTHER DLR IF C IS CONCERNED ABOUT DRIVING AT NIGHT BUT THAT C'S CURRENT DLR WOULD BE IN A BETTER POSITION TO ASSIST C WITH THIS PARTICULAR PROBLEM AS DLR HAS ADDRESSED ELECTRICAL ISSUES ON C'S VEHICLE PREVIOUSLY. C WANTED TO KNOW WHAT WOULD HAPPEN IF C NEEDS A MAJOR REPAIR ON C'S VEHICLE. IF THE DLR WOULD TAKE RESPONSIBILITY AND ASSIST C WITH REPAIR. CRR-AA ADVISED C TO CONTACT CRR-AA ONCE C KNOWS WHAT IS WRONG WITH VEHICLE AND NNA WILL OPEN FILE FOR POSSIBLE GOODWILL ASSISTANCE. C UNDERSTOOD AND THANKED CRR-AA. CRR-AA TO CLOSE FILE.

C CALLED AND STATES THAT VEH WAS BROUGHT TO GEIS NISSAN AND THAT DLR STATES THAT IT IS A SHORT WITH THE HEADLIGHT SOCKETS. DLR STATES THAT IT IS OUT OF WARRANTY. C STATES THAT C FEELS THAT VEH HAS AN ELECTRICAL PROBLEM. DLR STATES THAT REPAIR IS \$300. DLR STATED TO THE C THAT THE HEADLIGHT SOCKETS ARE SHORTED. C IS CONCERNED THAT IT IS ANOTHER ISSUE AND NOT JUST THE SOCKETS- WHAT CAUSED THE SHORT?? @11/01-ZAG202N

VEH IS AT THE DLR

@11/01-ZAG202N

CRR-AA SPOKE WITH SM-JAIME WHO ADVISED CRR THAT THERE IS NOTHING WRONG WITH C'S WIRING HARNESS BUT THAT ONE OF THE BULBS BURNED OUT WHICH CAUSES THE OTHER BULB TO OVERCHARGE AND SHORT OUT. THE VEHICLE IS STILL AT THE DLR AND ALL THE PARTS ARE IN STOCK BUT THEY ARE WAITING WORD FROM C TO GO AHEAD WITH THE REPAIR. CRR-AA GAVE SM-JAIME CRR DIRECT LINE NUMBER AND ADVISED SM THAT CRR WOULD NEED WARRANTY COST BEFORE CRR COULD MAKE A DECISION. CRR-AA AWAITING CALL BACK. @11/01-ZAA652N

CRR-AA RECEIVED VMX FROM SM-JAIME STATING THE WARRANTY COST OF THE PARTS WOULD BE \$32.78 AND LABOR WOULD BE \$112.00 FOR A TOTAL OF \$144.78. CRR-AA NOTES C IS JUST 4000 MILES OOW AND FOR C SATISFACTION. @11/01-ZAA652N

CRR-AA CALLED SM-JAIME AND LEFT VMX STATING NNA'S POSITION. CRR-AA REQUESTED SIGNED GOODWILL REQUEST FORM AND INVOICE FAXED TO CRR-AA TO PROCESS VCAN. @11/01-ZAA652N

CRR-AA LEFT MESSAGE AT C'S DAYTIME AND EVENING NUMBERS REQUESTING CALL BACK. @11/01-ZAA652N

CRR-AA RECEIVED VMX FROM DLR STATING C'S WARRANTY ESTIMATE IS \$215.48 AND TO CALL BACK TO SEE IF NNA WILL COVER THE REST.

CRR-AA RECEIVED VMX FROM C REQUESTING CALL BACK.

CRR-AA SPOKE WITH SM-JAIME AND CRR-AA ADVISED SM THAT NNA WILL TAKE CARE OF THAT FOR C AND TO FAX PAPERWORK TO CRR-AA ONCE WORK IS COMPLETED.

CRR-AA CALLED C AT EVENING NUMBER AND LEFT MESSAGE FOR C TO CALL CRR-AA BACK. CRR-AA AWAITING CALL BACK. @11/01-ZAA652N

CRR-AA SPOKE WITH C AND ADVISED C OF NNA ASSISTANCE. C THANKED CRR-AA AND ADVISED C THAT C SPOKE WITH SERVICE MANAGER-JAIME WHO ADDRESSED C'S ISSUES WITH THE SCHEDULING AS WELL. C IS SATISFIED AND THANKFUL. CRR-AA ADVISED C TO CONTACT NNA IF C HAS ANY FURTHER CONCERNS. C UNDERSTOOD. CRR-AA TO CLOSE FILE. @11/02-ZAA652N

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y		ACTION CODE: RT1B	CONTACT(S): SSAD	5CIP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SRPP	
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	
NEW INFO #:	1	DATE: 11/1/2001	USERID:	ZAG202N
OTHER #:	0	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:	
RESP DLR: 07167		EFFECTIVE: 11/1/2001	CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:		PART#:	CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:		
HISTORY:		UPDATE BY: ZAA652N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 11/02/01	MICROFILM:	
RESP CAA:		OLM: HERR WENDY	DOM: YAKIM DAVID N	
PHONE:		OWNER FIRST:	LANGUAGE:	

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

DATE: 4/15/2004
TIME: 08:04:15 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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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MITCHELLVILLE
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 55000
IN SVC DATE: 8/9/1999
RTL DLR: 9197 TISCHER NISSAN
SVC DLR: 3885 TISCHER NISSAN
RESP DLR:
REGION: 38 DIST: SL/SV/PT: 05 05

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

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

OPEN DATE: 12/17/01
FOLLOWUP DATE: 12/18/01
CLOSE DATE: 12/17/01

XFER/RSPNSBLTY: 38 05 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
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C. A. R. COMMENTS

EMAIL NONE
NO PREVIOUS FILES

@12/17-ZJC306N

@12/17-ZJC305N

C STATE THAT SHE IS HAVING A CONCERN WITH HER HEADLIGHTS. STATES THAT IN NOVEMBER HER LEFT HEADLIGHT WAS GOING IN AND OUT. STATES THAT IF SHE PLAYED WITH THE WIRES THE LIGHT WOULD STAY ON, BUT SHE WOULD HAVE TO PLAY WITH THEM TO GET THEM TO TURN OFF. C STATES THAT THEY DROPPED OFF THE VEH THE THE NIGHT FILE OPENED-ZJC305N 12/17/2001

BEFORE THE DATE OF THE REPAIR. STATES THAT THEY CAME BACK LATER THE NEXT EVE AND THE VEH WAS FINE UNTIL THEY GOT HOME AND THEN THE LEFT ONE WENT OUT AGAIN AS WELL AS THE RIGHT ONE. C STATE THAT THEY WENT TO THE DLR AGAIN AND THEY REPAIRED THE LEFT ONE BUT NOTES THAT THE RIGHT ONE IS STILL NOT WORKING. C STATES THAT CURRENTLY THE VEH IS AT THE DLR AND THEY ARE CHARGING C \$400 FOR REPAIR. STATES THAT SHE DOES HAVE MECAHNICAL INS THRU GYCO AND STATES THAT THE DLR ADVISED THEM THAT THIS IS A COMMON CONCERN WITH THE QUESTS AND MAX AND THUS GYCO WOULD NOT ASSIST WITH THE REPAIR. C STATES THAT SHE DOES NOT TRUST THE ETHICS OF THE DLR BUT STATES THAT HER HUSBAND WILL PAY FOR THE REPAIR AND THAT SOMEONE IS GOING TO PAY THEM BACK. C STATES THAT SHE WILL GET LAWYER FOR THIS CONCERN.

@12/17-ZJC305N

CRR VERIFIED NAME, ADDRESS, PHONE, VIN, MILEAGE, AND NOTES THAT C WOULD NOT PROVIDED SERVICING DLR INFO. CRR ADVISED C THERE ARE NO RECALLS ON VEH. CRR APPLOGIZED TO C FOR THE CONCERN THAT SHE IS HAVING WITH VEH AND DLR. CRR ASKED C SPECIFICALLY WHAT SHE IS REQUESTING FROM NNA. C STATES THAT SHE IS DEMANDING THAT THIS DLR AND NNA CONDUCT BUSINESS IN AN ETHICAL MANNER. STATES THAT IF THIS IS A COMMON CONCERNS THEN IT SHOULD BE COVERED UNDER WARRANTY. CRR ADVISED C THAT NSN'S ARE A QUALITY PRODUCT AND ADVISED C THAT IF THIS WAS A COMMON CONCERN THEN THERE WOULD BE A SERVICE CAMPAIGN ON VEH AND AGAIN ADVISED C THAT THERE IS NONE. CRR ASKED C DETAILS ON PREVIOUS REPAIRS AND C DID NOT KNOW. CRR ADVISED C THAT CRR CAN CALL THE DLR TO CLARIFY REPAIR AND CONTACT C. C STATE THAT SHE WOULD LIKE TO WAITE ON HOLD WHILE CRR CALLED. CRR ADVISED C THAT IS NOT A PROBLEM AND PLACED C ON HOLD. @12/17-ZJC305N CRR CALLED DLR AND SPOKE TO SM ROB. STATES THAT C CAME IN ON 11/21/01 RO 88113 WHERE THEY REPLACED THE BULBS AND THE LEFT WIRING HARNESS FOR THE LEFT HEADLAMP. STATES THAT AGAIN THEY REPLACED IT UNDER THE PARTS WARRANTY ON 12/04/01 RO88989. SM STATES THAT HE WILL LET CRR TALK WITH THE SA THAT IS WORKING ON C'S VEH. SA SAVE GOT ON THE PHONE. STATES THAT WHEN C CAME IN AGAIN ON THE 4TH THEY INSPECTED THE RT FRONT FOR ANY FAILURES AND THERE WERE NONE FOUND AT THAT TIME. STATES THAT C CAME IN NOW AND THAT THEY ARE HAVING TO REPLACED THE RT FRONT HEADLAMP HARNESS BECAUSE THE CONNECTOR IS BURNT OUT. STATES THAT HE THINKS THAT C IS UNDER THE IMPRESSION THAT THIS IS A REPAIR THAT THEY HAVE ALREADY DONE. BUT AGAIN STATES THAT THIS IS THE RIGHT ONE. STATES THAT HE HAS GIVEN C A 1/2 HR OFF THE LABOR RATE AND NOTES THAT THE TOTAL PRICE FOR THE REPAIR IS \$143.00 NOT \$400. CRR THANKED DAVE FOR ASSSITANCE. DAVE STATES THAT IF THE C HAS FURTHER QUESTION HE MAY CALL HIM OF ASSISTANCE. CRR THANKED SA.

CRR GOT BACK TO C. CRR PROVIDED C WITH DLR COMMENTS. C STATES THAT HE IS SATISFIED, BIUT STILL IS COURIOUS HOW THEY DID NOT SEE THAT THE RT HARNESS ALSO NEEDED TO BE REPLAED. CRR ADVISED C THAT THE FILE HAS BEEN DOCUMENTED AND A COMPLAINT HAS BEEN GERNERNATED. CRR ADVISED C THAT IF SHE FEELS THAT THE DLR IS HANDLING BUSINESS IN A NON ETHICAL MANNER THEN SHE MAY TAKE VEH TO ANTHER DLR FOR SERVICE. C THANKED CRR AND PROVIDED FILE NUMBER. CRR DIRECT LINE AND NUMBER TO LOCAL DLRS.

@12/17-ZJC305N

FILE CLOSED.

@12/17-ZJC305N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DEALER ACTION:

SATISFIED: Y			CONTACT(S): SCRI	
CALLBACK: (Y/N) #:	0	ACTION CODE: RTBF	ROOT CAUSE: SDPP	
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: 3685		EFFECTIVE: 12/17/2001	CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:		PART#:	CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:		
HISTORY:		UPDATE BY: ZJC305N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 12/17/01	MICROFILM:	
RESP CAA:		OLM: HERR WENDY	DOM:	
PHONE:		OWNER FIRST:	LANGUAGE:	

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

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SERVICE CONTRACTS SUMMARY

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

NAME: [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

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

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

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

CAR ID: CA3639290
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 45000
IN SVC DATE: 6/8/2000
RTL DLR: 307A J SPENCE OL.CAD.GM.NISSAN
SVC DLR: 307A J SPENCE OL.CAD.GM.NISSAN
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 11 11

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES 9000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: J SPENSE
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 12/20/01
FOLLOWUP DATE: 12/21/01
CLOSE DATE: 12/20/01

XFER/RESPNSBLTY: 32 11 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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

EMAIL: NONE
NO PREVIOUS FILES
NO OPEN RECALLS
CRR

CALLER IS DONNA

:C STATES THAT THE WIRING IS SHORTING OUT ON C ON ONE SIDE AND C GOT IT
FILE OPENED-ZAM886N 12/20/2001
FIXED AND NOW IT IS HAPPENING AGAIN. C STATES IT WAS THE WIRES THAT GO TO
THE HEADLIGHTS WERE SHORTING. C STATES THAT LIGHTS WERE COMING ON AND OFF.
C STATES THAT C TOOK TO DLR AND THE REPAIR WAS COVERED UNDER SEC+. C STATES
THAT NOW THE OTHER SIDE C'S HIGH-BEAM INDICATOR CAME ON, C DID NOT HAVE THE
HIGH-BEAMS ON. AND C THOUGHT THE LIGHT BULB WAS BURNT OUT AS THE C WENT TO
PUT A NEW BULB IN, THE LIGHTS CAME BACK OUT AGAIN. C WANTED TO KNOW IF THIS
SHOULD BE HAPPENING. CRR-AM ADVISED THE C THAT THE DLR IS IN THE BEST
POSITION TO ADVISE OF THIS AS CRR IS NOT A MECHANIC. CRR-AM ADVISED THE C
TO CALL THE DLR AND IF C HAS ADDITIONAL QUESTIONS C CAN CALL BACK. PROVIDED
FILE# AND DIRECT# FOR REFERENCE. FILE CLOSED. ©12/20-ZAM886N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NT8F	CONTACT(S): SHUH	LATR
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCLT	
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: 307A	EFFECTIVE: 12/20/2001	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK BT:	OPENED BY:		
HISTORY:	UPDATE BY: ZAM886N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/20/01	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:16 AM

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

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

CA3639290

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:16 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
8	NBDE47973275	307A	6/6/2000	6/6/2006	100,000.00		

Use Policy Id

NBDE47973275 6/6/2006 307A

NBDE47973275		
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DATE: 4/15/2004
TIME: 08:04:16 AM

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

CAR ID: CA3641176
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 11000
IN SVC DATE: 1/3/2000
RTL DLR: 3435 SHEEHY NISSAN
SVC DLR: 3435 SHEEHY NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 04 04

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: 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: 04
CONTACT (S): SREC
SEVERITY: 8

OPEN DATE: 12/28/01
FOLLOWUP DATE: 12/27/01
CLOSE DATE: 12/28/01

XFER/RSPNSBLTY: 36 04 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:16 AM

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

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CA3641176

C. A. R. COMMENTS

EMAIL:NONE
PREVIOUS FILE NOT RELATED 3284256 @12/26-ZCR391N
C WIFE CALLED IN STATES SHE IS CALLING TO SEE IF THERE ARE ANY OPEN RECALLS LISTED FOR HER VEH FOR THE HEADLIGHTS. C STATES THE SOCKET HAS MELTED AND SHE HAS NOT TAKEN VEH TO DLR YET. C STATES SHE WOULD LIKE NISSAN TO DOCUMENT HER CONCERN.C STATES SHE WILL TAKE VEH TO DLR. @12/26-ZCR391N
FILE OPENED-ZCR391N 12/26/2001
CRR CR VERIFIED C INFO
CRR ADVISED C TO SCHEDULE SERVICE APPOINTMENT. CRR ADVISED C CRR HAS DOCUMENTED HER CONCERN. C UNDERSTOOD
CRR GAVE C FILE NUMBER
CRR WILL CLOSE FILE. @12/26-ZCR391N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):	SREC
SATISFIED: Y		ACTION CODE: RT8F	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: 3435		EFFECTIVE: 12/26/2001	CHANGED BY:
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:		PART#:	CHECK ISSUED: NO
BYBACK ST:		OPENED BY:	
HISTORY:		UPDATE BY: ZCR391N	
SVC CALL#:		UPDATE DATE:	
CLOSE: Y (Y/N)		CLOSE DATE: 12/26/01	MICROFILM:
RESP CAA:		OLM: HERR WENDY	DOM:
PHONE:		OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:16 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: 08:04:16 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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Use Policy ID

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DATE: 4/15/2004
TIME: 08:04:16 AM

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

CAR ID: CA3650631
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 30500
IN SVC DATE: 6/13/2000
RTL DLR: 1829 FALHABER NISSAN INC
SVC DLR: 1829 FALHABER NISSAN 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: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR 1829
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 01/07/02
FOLLOWUP DATE: 01/08/02
CLOSE DATE: 01/07/02

XFER/RSPNSBLTY: 26 01 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:16 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3650631

C. A. R. COMMENTS

E-MAIL: NONE
NO PREVIOUS FILES.

C STATES A MONTH OR TWO AGO C HAD A RIGHT HEADLIGHT SOCKET THAT MELTED AND THE DLR REPLACED IT UNDER WARRANTY. C STATES NOW THE LEFT ONE HAS MELTED AND C IS BRINGING IT IN TOMORROW TO BE REPLACED UNDER WARRANTY. C WANTS TO KNOW IF THERE ARE ANY OUTSTANDING RECALLS ON THIS VEH FOR THIS ISSUE AND IF THIS IS FILE OPENED-ZEF810N 01/07/2002

COMMON WITH QUESTS.

***CRR VERIFIED C NAME, ADDRESS AND BOTH PHONE NUMBERS. CRR VERIFIED MILEAGE AND DLR INFORMATION. CRR CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. CRR EF ADVISED C THERE ARE NO RECALLS OR SERVICE CAMPAIGNS ON THIS VEH. CRR EF ADVISED C ENGINEERING TRACKS CLAIMS ON VEHs AND IF THEY NOTICE A TREND OF A PARTICULAR ISSUE ON CERTAIN VEHs THEY MAY LOOK INTO INITIATING A RECALL OR SERVICE CAMPAIGN. CRR EF ADVISED C IT IS DOCUMENTED IN A FILE AT NNA C IS GOING IN NOW FOR THE SECOND TIME FOR A HEADLIGHT SOCKET MELTING WHILE THE VEH WAS UNDER WARRANTY SO IF C RUNS INTO THIS PROBLEM IN THE FUTURE TO CALL BACK. CRR EF PROVIDED C WITH THE FILE NUMBER...C UNDERSTOOD...FILE CLOSED.

01/07-ZEF810N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S): SCRI	5COH
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRMV	
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: 1829	EFFECTIVE: 1/7/2002	CHANGED BY:	
11R-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZEF810N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/07/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: PARSONS HARRY	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:16 AM

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

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

CA3650631

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:16 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
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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: CA3652021
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: WEST BABLON
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 50000
IN SVC DATE: 6/15/1999
RTL DLR: 1889 HABBERSTAD NISSAN, INC
SVC DLR: 3646 AMITY NISSAN SUPERSTORE
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 02 02

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 1889 HABBERSTAD
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14000 (PT) MONTHS: MILES:

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

OPEN DATE: 01/08/02
FOLLOWUP DATE: 02/08/02
CLOSE DATE: 02/12/02

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:16 AM

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

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CA3852021

C. A. R. COMMENTS

E-MAIL: DBDZ99@AOL.COM

@01/08-ZVA561N

NO PREVIOUS FILES. TWO OPEN RECALLS. CRR VERIFIED C NAME, ADDRESS, DAY AND EVE PHONE NUMBERS, VIN, MILEAGE, AND RESP DLR. C CALLED WANTING TO KNOW WHY THE VEH'S LIGHT SOCKET HAS GONE BAD TWICE IN ABOUT 1 YEAR. C STATED THAT DLR 1889 TOLD HER THAT SHE WOULD NEED TO PAY ABOUT \$150 TO HAVE IT REPLACED AGAIN. C WAS VERY UPSET. C ALSO STATED THAT DLR TOLD HER TO CALL NNA AND GET APPROVAL FILE OPENED-ZVA561N 01/08/2002

FOR THE SOCKET TO BE REPLACED. CRR CALLED DLR 1889 AND SPOKE TO SA KEN. SA INFORMED CRR THAT THE SOCKET AND HARNESS BURNED OUT AND NEEDS TO BE REPLACED. CRR CALLED TECHLINE. TECHLINE ADVISED THAT THERE IS A SERVICE BULLETIN NTB01-028 FOR SOCKET AND HARNESS REPLACEMENT DESCRIBING THE THE SYMPTOMS THAT THE VEH IS HAVING. CRR CALLED C AND ADVISED THAT THE SOCKET AND HARNESS ARE COVERED UNDER THE BASIC WARRANTY AND THAT THE VEH IS OUT OF WARRANTY BY 14000 MILES. CRR OFFERED TO REPAIR THE VEH AS ONE TIME GOODWILL ASSISTANCE. CRR CALLED DLR 3648 AND SPOKE TO SM BRIAN. SM AGREED TO DO THE REPAIR AND WILL CONTACT CRR ON 1/14/02 WHEN THE REPAIR IS DONE TO GET VCAN APPROVAL. CRR GAVE SM FILE NUMBER, NAME, AND DIRECT LINE. CRR CALLED C AND ON CELL AT [REDACTED] AND ADVISED OF SITUATION. CRR GAVE C FILE AND DIRECT LINE NUMBERS. C THANKED CRR. FILE CLOSED PENDING VCAN.

@01/11-ZVA561N

C CALLING BACK STATING C HAD THE VEH REPAIRED AND NOW THE VEH LIGHT COMES ON AND OFF SO REPAIR WAS NOT PERFORMED CORRECTLY. C STATES IT LOOKS LIKE THERE IS SOMETHING WRONG WITH THE WIRE. THEY DID REPLACE THE LIGHT SOCKET BUT NOW THE LIGHT ONLY COMES ON WHEN YOU JIGGLE THE WIRE. C STATES C IS GOING TO CALL THE DLR RIGHT NOW TO BRING THE VEH BACK IN. C STATES C WOULD JUST LIKE CRR VA TO KNOW WHAT'S GOING ON...CRR EF UNDERSTOOD AND SENT AN E-MAIL TO CRR VA.

@01/29-ZEF810N-COMMENT

**CRR RECEIVED VM FROM DLR 3648 FOR VCAN APPROVAL. CRR CALLED DLR TO ADVISE THAT C CALLED AND STATED THAT THE HEADLIGHT IS STILL NOT WORKING PROPERLY. DLR WAS NOT AWARE OF THE CURRENT PROBLEM. CRR CALLED C AND C CONFIRMED THAT THE HEADLIGHT IS STILL NOT WORKING PROPERLY. CRR THEN CALLED DLR 3648. SM WILL MAKE ANOTHER APPOINTMENT FOR C TO COME IN. CRR WILL VCAN WHEN THE VEH IS PROPERLY REPAIRED. FILE LEFT OPEN PENDING C CALL BACK WHEN THE VEH HAS BEEN REPAIRED.

@02/04-ZVA561N

**CRR CALLED C FOR UPDATE ON IF THE VEH HAS BEEN REPAIRED. C STATES THAT THE VEH HAS BEEN REPAIRED AND THAT THE SM WAS VERY NICE AND ALSO PROFESSIONAL. CRR MADE SURE THAT C HAD NO OTHER CONCERNS. C THANKED CRR AND ENDED CALL. FILE LEFT OPEN PENDING VCAN.

@02/07-ZVA561N

**DLR CALLED FOR VCAN. CRR CALLED C TO ENSURE THAT THE VEH WAS REPAIRED PROPERLY. NO ANSWER WILL CALL AT 10:00AM.

@02/11-ZVA561N

**CRR CALLED C. C WAS PLEASED WITH THE REPAIR AND THANKED CRR. FILE CLOSED.

@02/12-ZVA561N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y			CONTACT(S): SGWL	
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SDCP	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00		USERID:
NEW INFO #:	0	DATE: 00/00/00		USERID:
OTHER #:	3	DATE: 2/7/2002		USERID: ZVA561N
COMMENTS ONLY: #:	1	DATE: 1/29/2002		USERID: ZEF810N

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA3652021

RESP DLR: 3646
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

EFFECTIVE: 1/8/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZVA561N
UPDATE DATE:
CLOSE DATE: 02/12/02
OLM:
OWNER FIRST:

CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: J.COPENHAVER
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:16 AM

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

DATE: 4/15/2004
TIME: 08:04:16 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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Use Policy Id

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

CAR ID: CA3653141
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 34157
IN SVC DATE: 8/30/2000
FTL DLR: 3598 SLOANE NISSAN OF ARDMORE
SVC DLR: 3598 SLOANE NISSAN OF ARDMORE
RESP DLR:
REGION: 28 DIST: SL/SV/PT: 08 06

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR#3598
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 01/09/02 XFER/RSPNSBLTY: 24 01 S
CONTACT (S): SMUL FOLLOWUP DATE: 01/10/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 01/24/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:18 AM

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

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CA3653141

C. A. R. COMMENTS

EMAIL: NONE

NO PREVIOUS FILES.

@01/09-ZSY084N

C STATES THE VEH HAS BEEN BROUGHT INTO SERVICING DLR 4 TIMES FOR A HEADLIGHT PROBLEM. AND DLR REPLACED THE SAME PART 3-4 TIMES. HOWEVER THE HEADLIGHT IS STILL FAILING. C STATES THE HEADLIGHT IS JUST GOING OUT. C STATES THE SERVICE MANAGER "GARY CHASE" HAS CALLED DLR AND TECHLINE AND A FILE IS SUPPOSE TO BE FILE OPENED-ZSY084N 01/09/2002

SET-UP.

@01/09-ZSY084N

CRR SY VERIFIED C NAME, ADDRESS, AND BOTH TELEPHONE NUMBERS. CRR SY VERIFIED VIN, DLR INFORMATION AND MILEAGE. CRR SY CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. CRR SY NOTES NO PREVIOUS FILE OR FI#. CRR SY ADVISED C THAT CRR OPENED A CA FILE AND PROVIDED REFERENCE NUMBER. CRR SY ADVISED C THAT CRR WILL CONTACT DLR TO INVESTIGATE FUTURE. C STATES C JUST SPOKE WITH DLR TODAY, AND THE HEADLAMPS ARE CURRENTLY WORKING. HOWEVER C IS NOT CERTAIN THAT THE PROBLEM IS FIXED AND REQUESTS THAT CRR CONTACT DLR OR TECHLINE TO FIND OUT.

@01/09-ZSY084N

CRR SY ADVISED C OF THE 48 BUSINESS HOUR CONTACT PERIOD. C THANKED AND UNDERSTOOD.

@01/09-ZSY084N

***CRR SY CALLED DLR AND SPOKE WITH SERVICE MANAGER GARY. SM STATES THE HEADLAMPS ON C'S VEH WAS REPLACED 4 TIMES, AND ALL 4 TIMES, DLR REPLACED THE BULBS AND SOCKETS. SM STATES DLR CALLED TECHLINE (SM IS NOT SURE IF AN FI REPORT WAS OPENED) BUT THERE IS NOTHING THEY CAN DO. SM STATES THE SOCKETS GETS HOT AND THEN THE BULBS BECOMES LOOSE AND THAT IS CAUSING THE HEADLAMPS TO GO OUT, BECAUSE OF THE LOOSE CONNECTION. SM STATES C IS REQUESTING TO HAVE THE HEADLAMP REPLACED. BUT DLR IS IN A HARD POSITION BECAUSE THERE IS NOTHING WRONG WITH THEM AND DLR IS UNABLE TO SUBMIT THIS UNDER WARRANTY.

@01/11-ZSY084N

***CRR SY CALLED C TO ADVISE FILE NOTES. PHONE KEPT RINGING, NO ANSWER.

@01/23-ZSY084N

***CRR SY CALLED D THIS DAY AT 9:01AM PST. PHONE KEPT RINGING, NO ANSWER. POST

@01/24-ZSY084N

CARD SENT AS CRR IS UNABLE TO CONTACT C. FILE CLOSED PENDING C CONTACT.

@01/24-ZSY084N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4C	CONTACT(S): SMUL	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 3588	EFFECTIVE: 1/9/2002	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: ZSY084N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/24/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: STALNAKER ROBER	

DATE: 4/15/2004
TIME: 08:04:18 AM


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PHONE:

OWNER FIRST:

LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:16 AM

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CONSUMER AFFAIRS

CA3653141

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:16 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
23	RCNC00355159	3598	8/30/2000	8/30/2005	100,000.00		

Van Policy kt

RCNC00355159 8/30/2005 3598

RCNC00355159

DATE: 4/15/2004
TIME: 08:04:16 AM

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 37000
IN SVC DATE: 1/28/2000
RTL DLR: 3006 BROWN & BROWN NISSAN, INC
SVC DLR: 3006 BROWN & BROWN NISSAN, INC
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 08 08

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 10/25/2001 WHERE: DLR 3006
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: OIL-INDEP/15&30K ?
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 08
CONTACT (S): SMUL
SEVERITY: 3

OPEN DATE: 02/04/02
FOLLOWUP DATE: 02/05/02
CLOSE DATE: 02/27/02

XFER/RSPNSBLTY: 44 08 S
DATANET (Y/N): 1
DATANET DATE: 2/5/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 09:04:16 AM

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C. A. R. COMMENTS

EMAIL: [REDACTED]

NO PREVIOUS FILES

@02/04-ZAM758N

C STATES VEH IS ON ITS WAY TO DLR-TEMPE. C STATES DLR NEEDS TO PULL THE TRANNY AGAIN - FOR THE 3RD TIME. C STATES EACH HEADLIGHT HAS GONE OUT 3 TIMES AND MELTED THE HARNESS. C STATES THE LED ON THE RADIO SHORTED OUT 3 TIMES. C STATES THEY STYLE ON THE VEH IS BETTER THAN HIS OLD FORD. C FILE OPENED-ZAM758N 02/04/2002

STATES HE TALKED TO HIS LAWYER ABOUT THE LEMON LAW. C STATES HE CALLED THE BBB AND BBB WILL LOOK INTO IT. C STATES DLR SENT THE PARTS BACK TO NNA. BECAUSE C DIDNT GET TO DLR WITHIN 45 DAYS. C STATES HE HASNT SCREAMED AND YELLED AT DLR. C STATES THE SERVICE AT TEMPE-DLR ISNT THE GREATEST. C STATES HE FILLED OUT 2 DLR SURVEYS AND HASNT HEARD ANYTHING.

CRR ASKED C WHAT VEH IS DOING NOW. C STATES IN 2ND AND 3RD THERE IS A NOISE, TECH HEARD NOISE ONTEST DRIVE. C STATES HE HAS BENT OVER BACKWARDS TO GIVE THE DLR CHANCES TO REPAIR. HE THINKS VEH IS A BAD VEH. C STATES HE WOULD BUY ANOTHER NISSAN. IF TREATED RIGHT. C STATES HE HAS FAITH IN CRR.

CRR ASKED IF HEADLIGHTS ARE AN ISSUE. C STATES NOT RIGHT NOW. C STATES

@02/04-ZAM758N

CRR ADVISED C CRR WILL CALL SM-BOB TO REVIEW VEH HISTORY. C STATES HE KNOWS SM-BOB WELL. CRR GAVE C FILE# AND ADVISED CRR WILL SPEAK TO DLR. C UNDERSTOOD AND THANKED CRR FOR TIME.

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

CRR CHECKED FOR RECALLS - NONE

C STATES VEH WILL BE AT DLR 3 DAYS.

CRR FORWARDED FILE TO DLR

@02/04-ZAM758N

::<> CRR SPOKE TO SM-BOB. SM STATES VEH HAS BEEN REPAIRED. SM STATES HE IS BUSY. CRR ASKED SM TO FAX R/O FOR CLOSED FILE. SM ADVISED CRR TO CALL BACK AND LEAVE FAX # ON VOICEMAIL. CRR ADVISED SM CRR WOULD.

@02/14-ZAM758N

::<> CRR CALLED DLR BACK AND LEFT FAX # ON BOB-SM VOICEMAIL. CRR WILL CLOSE FILE AND ADD R/O TO CLOSED DRAWER. @02/14-ZAM758N

C CALLED TO SPEAK WITH CRR-AM. CRR AM WAS NOT AVAILABLE. C STATES THAT C PICKED THE VEHICLE FROM DLR AND VEHICLE IS NOW REPAIRED. C STATES THAT C TOOK VEHICLE TO DLR THREE TIMES FOR TRANSMISSION PROBLEM BEFORE IT WAS REPAIRED AND SIX TIMES FOR THE HEADLIGHT BEFORE IT WAS REPAIRED. C STATES THAT VEHICLE IS A LEMON AND WANTS TO KNOW WHAT NNA IS GOING TO DO FOR C. CRR ADVISED C UNDER THE TERMS OF THE WARRANTY NNA IS RESPONSIBLE TO REPAIR VEHICLE AND VEHICLE IS NOW REPAIRED. CRR ADVISED C THAT C CANNOT FILE LEMON LAW WHEN THE VEHICLE IS REPAIRED. C UNDERSTOOD. CRR ADVISED C THAT CRR AM WILL GET THE VEHICLE HISTORY FROM DLR AND DOCUMENT IN THE FILE AND IF C HAS FURTHER REPAIRS NEEDED ON VEHICLE TO CALL NNA BACK. C UNDERSTOOD. @02/14-ZSB180N

@02/14-ZSB180N

::<> CRR CALLED DLR AGAIN. CRR SPOKE TO BOB-SM. CRR GAVE FAX X4250 TO FAX OVER R/O FOR C VEH. SM STATES HE WILL. 930AM. @02/15-ZAM758N

::<> CRR CALLED DLR

@02/21-ZAM758N

::<> CRR NOTES NO R/O RECEIVED FROM SM-BOB

@02/21-ZAM758N

::<> CRR CALLED DLR 258PM. CRR SPOKE TO CAMI-SERVICE. WAS TRANSFERRED TO SM-BOB. STATES HE GAVE TO WARRANTY CLERK. STATES HE WILL FAX AGAIN.

@02/21-ZAM758N

::<> CRR SPOKE TO JUDY-SERVICE 950AM AND ASKED TO FAX OVER ALL R/O FOR VEH. CRR GAVE LAST 8 OF VIN#. CRR GAVE FAX X4250. @02/22-ZAM758N

::<> CRR CALLED DLR - 5TH TIME. 308PM. CRR LEFT ANOTHER MESSAGE, REQUESTING DLR TO FAX OVER (X4250) R.O FOR VEH. @02/26-ZAM758N

::<> CRR LEFT MESSAGE ON DPSM-TT. CRR ADVISED CRR REQUESTED R/O SINCE 2/4, 22 DAYS TOTAL. CRR HAS LEFT 5 MESSAGES. CRR LEFT DIRECT LINE.

@02/26-ZAM758N

::<> CRR SPOKE TO DPSM-TT AND GAVE R/O# FOR WARRANTY REPAIRS. CRR REQUESTED ALL R/O FOR VEH. DPSM STATES HE WILL TRY. @02/26-ZAM758N

::<> CRR RECEIVED FAX FROM DPSM-TT - R/O FOR VEH. DOCS IN CLOSED FILE.

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02/27-ZAM758N

FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
SERVICE MANAGER - PLEASE REVIEW AND CALL ALANA MENDOZA 310-771-3633

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NT1A	CONTACT(S): SMUL	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3006	EFFECTIVE: 2/4/2002	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: ZAM758N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/27/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: HARRIMAN, ALAN	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:16 AM

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:16 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: Q8T

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
17	RCDB00620492	3008	1/29/2000	1/29/2005	60,000.00		

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RCDB00620492 1/29/2005 3008

RCDB00620492

DATE: 4/15/2004
TIME: 08:04:16 AM

NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALPHARETTA
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: 11/22/1999
RTL DLR: 17037 PEACHTREE NISSAN, INC.
SVC DLR: 17037 PEACHTREE NISSAN, INC.
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 2/5/2002 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 02/10/02 XFER/RSPNSBLTY: 34 01 S
CONTACT (S): SOTH FOLLOWUP DATE: 02/20/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02/20/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

CRR FORWARDING LETTER TO CRR-DE FOR REVIEW THIS DATE @02/10-ZST812N
CRR REVIEWED THE LETTER. C STATES ABOUT THREE WEEKS AGO SHE TOOK HER VEH TO
THE DLR TO CHANCH THE HEADLIGHT CONNECTOR. IT COST 297.88 FOR 3.5 HOURS.C
STATES THAT SHE IS HAVING THE SAME PROBLEM TO THE RIGHT HAND SIDE OF THE HEAD
LIGHT. C TOOK THE VEH BACK TO HAVE REPAIR UNDER WARRANTY.C WAS ADVISED BY DLR
WARRANTY DOES NOT APPLY.BECAUSE THE BULB SHE CHANGE AFTER THE REPAIR CAUSED
FILE OPENED-ZST812N 02/10/2002
THIS PROBLEM.DLR ADVISED THE NEW AFTERMARKET BLUB DRAWS TO MUCH POWER AND
OVERHEATED THE HARNESS.C STATES THAT SHE CHECK THE OTHER SIDE AND THAT BLUB
IS FINE. G ALSO STATES THAT THE DLR DID NOT CHANGE THE WHOLE CONNECTOR.BUT
THEY CUT THE WIRES IN THE MIDDLE AND RECONNECTED WITH THE BLUB. @02/19-ZDE373N
CRR CALLED C AND SHE WAS NOT AVAILABLE. CRR WILL CALL BACK LATER IN THE WEEK.
@02/19-ZDE373N
CRR CALLED C AGAIN.C WAS NOT AVAILABLE FILE CLOSED DO TO LACK OF C CONTACT
@02/20-ZDE373N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4C	CONTACT(S): SOTH	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: 17037	EFFECTIVE: 2/10/2002		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: ZDE373N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/20/02		MICROFILM:
RESP CAA:	OLM: HERR WENDY		DOM:
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:17 AM

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:17 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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DATE: 4/15/2004
TIME: 08:04:17 AM

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

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 32134
IN SVC DATE: 12/22/1999
RTL DLR: 2638 PACIFIC NISSAN
SVC DLR: 2638 PACIFIC NISSAN
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 06 06

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: DLR-2638
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 06 OPEN DATE: 02/11/02 XFER/RSPNSBLTY: 48 06 8
CONTACT (S): SWCV FOLLOWUP DATE: 02/12/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02/11/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

EMAIL: NONE

@02/11-ZKF312N

NO PREVIOUS RELATED FILES.

@02/11-ZKF312N

C STATES THAT C NEEDS A NEW HEAD LIGHT AND PART OF THE WIRING HARNESS BECUASE C VEH HAD A PHILLIPS BULB IN THE RIGHT HEADLAMP. C STATES THAT DLR TOLD C THAT THIS DID NOT COME FROM THE FACTORY BECAUSE NISSAN ONLY USES SYLVANIA BULBS. C STATES THAT THAT THIS REPAIR IS ABOUT \$290 CUSTOMER PAY. C STATES THAT C GOES FILE OPENED-ZKF312N 02/11/2002

TO LDR FOR MAINTENANCE AND C HAS NEVER HAD BULB REPLACED. C DOES NOT UNDERSTAND WHY THIS HAPPENDED. C BELIEVES THAT THIS SHOULD BE COVERED UNDER WARRANTY. CRR PUT C ON HOLD WITH C PERMISSION AND CONTACTED DLR-RICH. DLR STATES THAT PER TECH THIS IS NOT UNDER WARRANTY BECAUSE IT IS A PHILLIPS BULB AND PHILLIP BULBS BURN TO HOT AND BURN PARTS OF THE WIRING HARNESS. CRR INFORMED DLR THAT CRR WILL COVER THE REPAIR AT WARRANTY PAY OUT OF C SATISFACTION AND REMIND C THAT ALL SERVICE SHOULD BE DONE AT A NISSAN DLR TO AVOID SITUATIONS SUCH AS THESE. CRR GAVE FILE NUMBER AND DIRECT LINE TO DLR.

@02/11-ZKF312N

CRR INFORMED C OF DLR INFORMATION. CRR INFORMED C THAT CRR IS OFFERING REPAIR TO C OUT OF C SATISFACTION BECAUSE THIS IS C THIRD NISSAN VEH AND C STATES THAT ALL MAINTENANCE WAS DONE AT DLR. CRR REMINDED C TO DO ALL MAINTENANCE AT DLR. C UNDERSTOOD. CRR GAVE FILE NUMBER AND DIRECT LINE. C THANKED CRR FOR OFFER OF REPAIR AND DISCONNECTED.

@02/11-ZKF312N

FILE CLOSED PENDING VCAN (C PAY WAS \$296.92. WARRANTY PAY RATE WAS NOT AVAILABLE BUT DLR WILL CALL WITH THIS AMOUNT WHEN CALLING FOR VCAN.)

@02/11-ZKF312N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SWCV	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 2838	EFFECTIVE: 2/11/2002	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: ZKF312N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/11/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: TOOMEY, CARRIE	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:17 AM

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:17 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: LITTLETON
ST/ZIP: CO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 60000
IN SVC DATE: 12/31/1999
RTL DLR: 3522 BURT'S WADSWORTH NISSAN
SVC DLR: 3716 PEAK NISSAN ON BROADWAY
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 02 02

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

ORIG CODE: 02 OPEN DATE: 02/13/02 XFER/RSPNSBLTY: 48 02 L
CONTACT (S): LCOV FOLLOWUP DATE: 02/25/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 02/18/02 DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: LITTLETON CO [REDACTED]
VIN: 4N2XN11T9YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 48GDWIL ACCOUNT: 1-630100-48150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 94.95

CHK REQUEST DATE: 02/18/02 REQUESTED BY: ZVM448N
CHECK APPROVED: 02/18/02 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 02/18/02 CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

EMAIL: [REDACTED]

NO PREVIOUS FILES

VERIFIED ADDRESS/PHONE/VIN/MILES/DLR/CHECKED FOR RECALLS-NO OPEN CAMPAIGNS.
C STATES THAT THE DLR TOLD C THAT HTE PLUG ON THE PASSENGER SIDE WAS IN NEED
OF REPLACEMENT. C STATES THAT THE LIGHT WOULD NOT COME ON, UNLESS WAS TOUCHED
C STATES THAT THE PLASTIC WAS MELTING FROM AROUND THE HEADLAMP TRIM THE
FILE OPENED-ZVM448N 02/13/2002

PASSENGER RIGHT SIDE HEADLIGHTS. C WAS CHARGED \$108.06 FOR THE REPLACEMENT OF
THE PLUG SINCE IT WAS BEING MELTED FROM THE FRICTION. C STATES THAT THERE WAS
NEVER ANY DAMAGE OR ACCIDENTS TO THE VEH. C STATES THAT THE PART WAS NOT
WORKING. C CAN UNDERSTAND IF THIS WAS NOT COVERED UNDER THE SEC+ PLUS POLICY
BUT WANTS TO KNOW WHY THIS WOULD NOT BE COVERED. @02/13-ZVM448N

CRR ADVISED C THAT CRR WILL NEED A PART NUMBER TO VERIFY IF IT WOULD BE
COVERED ON THE SEC+ PLUS POLICY. WITH THAT CRR CAN VERIFY IF IT WOULD BE
COVERED. CRR ALSO ADVISED C THAT IF C CAN PROVIDE CRR WITH THE VINS OF THE THE
@02/13-ZVM448N

OTHER 2 NISSAN VEHs THAT C HAS IN THEIR HOUSEHOLD AT THIS CURRENT TIME, CRR
WILL OFFER REIMBURSEMENT OUT OF C SATISFACTION. C THENKED CRR. CRR PROVIDED
C WITH THE FILE NUMBER AND CRR DIRECT FAX NUMBER.

C THANKED

@02/13-ZVM448N

CRR RECIEVED FAX FROM C. C PROVIDED VIN: JN1CA21D3TM [REDACTED] @02/18-ZVM448N
CRR ALSO RECIEVED FAX WITH THE RO. FROM THE DLR.CRR NOTES THAT THE CHARGES ARE
ONLY LABOR CHARGES. NO PARTS REPLACED. ALSO TOTAL IS \$105.13 INCLUDING TAX,
AND MISC CHARGES. CRR WILL OFFER REIMBURSEMENT FOR THE LABOR WHICH IS \$94.95
OUT OF C SATISFACTION. @02/18-ZVM448N

CHECK HAS BEEN APPROVED.

CRR CLOSING FILE

@02/18-ZVM448N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2B	CONTACT(S): LCOV	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: 3718	EFFECTIVE: 2/13/2002		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: YES
3RD PRY:	PART#:		CHECK ISSUED: YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZVM448N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/18/02		MICROFILM:
RESP CAA:	OLM: HERR WENDY		DOM: SILVER. STEVE
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:17 AM

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

CAR ID: CA3686821
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CA3686821
NAME: [REDACTED] VIN: 4N2XN11T9YD [REDACTED]
IN SCV DATE: [REDACTED]

DATE: 4/15/2004
TIME: 08:04:17 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
14	NCNC00867160	3090	12/31/1999	12/31/2004	100,000.00		

Vis Policy Id

NCNC00867160 12/31/2004 3090

NCNC00867160 [REDACTED]

DATE: 4/15/2004
TIME: 08:04:17 AM

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

CAR ID: CA3693417
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LEESVILLE
ST/ZIP: LA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 41000
IN SVC DATE: 4/16/2000
RTL DLR: 3112 LEGLUE NISSAN
SVC DLR: 816 GRAY NISSAN
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 07 07

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 2/5/2002 WHERE: DLR-816
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 5000 (PT) MONTHS: MILES:
ORIG CODE: 07 OPEN DATE: 02/21/02 XFER/RSPNSBLTY: 32 07 S
CONTACT (S): SCRI FOLLOWUP DATE: 02/22/02 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02/21/02 DATANET DATE: 2/22/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

EMAIL: NONE

NO PREVIOUS FILES. CALLER IS JAMES DURBIN, C'S HUSBAND. @02/21-ZCC325N
C STATES C HAD A PROBLEM WITH THE HEADLIGHT WORKING INTERMITTENTLY. C STATES
DLR REPLACED THE HEADLAMP SOCKET AND IT WORKED FOR A FEW DAYS. C STATES C
WAS ABLE TO MOVE WIGGLE THE SOCKET AND THE LIGHT WOULD WORK. C STATES C THEN
RETURNED TO DLR AND HAD THE SOCKET REPLACED AGAIN. C STATES C WAS ADVISED
FILE OPENED-ZCC325N 02/21/2002

THERE WAS A SERVICE BULLETIN AND DLR MADE THE REPAIR. C STATES C NOTICED THE
LIGHT WOULD STILL WORK INTERMITTENTLY. C STATES C COULD NOT APPLY PRESSURE TO
MAKE IT WORK. C STATES C THEN LOOKED AT THE BULB AND THE CONNECTOR LOOK LIKE
IT HAD MELTED A LITTLE. C STATES C REPLACED THE BULB AND NOW THE LIGHT WORKS
FINE. C STATES C WOULD LIKE TO SUGGEST REPLACING THE BULB AS PART OF THE
BULLETIN. @02/21-ZCC325N

CRR VERIFIED VIN, C NAME, ADDRESS, UPDATED DAY & EVENING PHONE, DLR AND
MILEAGE. NO OPEN RECALLS/CAMPAIGNS. CRR ADVISED DLR MAY HAVE FOUND THE BULB
WAS IN OKAY CONDITION WHEN THE REPAIR WAS MADE AND DID NOT SUGGEST REPLACEMENT
OF THE BULB. CRR THANKED C FOR THE COMMENTS AND PROVIDED FILE NUMBER. C
STATES C WILL BE RETURNING THE SURVEY AS WELL. C STATES DLR SERVICE WAS
EXCELLENT. CRR THANKED C FOR C'S TIME. FILE CLOSED. @02/21-ZCC325N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8G	CONTACT(S): SCRI	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: BRPP	
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: 816	EFFECTIVE: 2/21/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZCC325N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/21/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM: COIRO-PHILLIP	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:17 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: GST

NAME	VIN:	IN SCV DATE:	SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
			27							

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SC: [REDACTED]
NAME: [REDACTED] VIN: 4N2XN11T6XD [REDACTED]
STREET: [REDACTED] YR/MDL: 1999.0 QST MILEAGE: 82000
CITY: ROSHARON IN SVC DATE: 5/13/1999
ST/ZIP: TX [REDACTED] VCAN: RTL DLR: 3442 BAKER-JACKSON NISSAN SO
DAY PH: [REDACTED] PAID: SVC DLR: 3284 GULF COAST NISSAN
EVE PH: [REDACTED] SUSP: RESP DLR:
DLR PH: [REDACTED] DENY: REGION: 32 DIST: SL/SV/PT: 02 02

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 02 OPEN DATE: 03/15/02 XFER/RSPNSBLTY: 32 02 S
CONTACT (S): SGWL FOLLOWUP DATE: 03/28/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03/28/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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CA3712291

C. A. R. COMMENTS

EMAIL: NONE

NO PREVIOUS FILES

@03/15-ZRM927N

CRR VERIFIED C NAME, ADDRESS, BOTH PHONE NUMBERS, DLR AND MILEAGE AND CHECKED FOR RECALLS AND CAMPAIGNS

C STATES C LOVES THE VEH AND THE WAY IT DRIVES BUT C HAS PUT TOO MUCH MONEY INTO MAINTAINING IT. C STATES C HAS PAID FOR A TRANSMISSION, NEW TIRES, A FILE OPENED-ZRM927N 03/15/2002

WIRING HARNESS, AND REPLACEMENT HEADLIGHTS. C STATES PRIOR TO WARRANTY EXPIRING, DLR ALSO REPLACED THE TRANSMISSION. C STATES C DID STRIKE SOMETHING WHICH MAY HAVE CAUSED THE TRANSMISSION TO FAIL THE SECOND TIME. C STATES THAT EVEN THOUGH C LOVES THE VEH, IT HAS COST SO MUCH TO MAINTAIN THAT C HAS CONSIDERED TRADING IT OFF. C STATES THERE ARE THREE OUTSTANDING ITEMS FOR THE VEH: HEADLIGHTS FAILED AGAIN(OUT OF PARTS REPLACEMENT WARRANTY), THE HEATER DOES NOT WORK, AND THE DASH LIGHTS DO NOT WORK. C HAS NOT HAD THESE ITEMS INSPECTED BY THE DLR. CRR PROVIDED C WITH FILE NUMBER AND DIRECT

@03/15-ZRM927N

LINE AND ADVISED C VEH NEEDS TO BE DIAGNOSED BY A NISSAN DLR. CRR ADVISED C TO CONTACT CRR ONCE DIAGNOSIS IS COMPLETE AND CRR WILL REVIEW FOR POSSIBLE ASSISTANCE. FILE NUMBER AND DIRECT LINE PROVIDED.

@03/15-ZRM927N

C IS CALLING FROM THE DLR SHIP. C STATES DLR WANTS TO KNOW WHO IS PAYING FOR THE VEH INSPECTION. C STATES THE DRIVER SIDE FRONT WINDOW IS GOING OUT. C RECENTLY REPLACED THE PASSENGER FRONT WINDOW. C STATES VEH PROBS ARE ONGOING. VEH HAS HAD 2 TRANSMISSIONS. THE HEADLIGHT GOES OUT ONCE EVERY ONE TO TWO WKS. THE WIRING HARNESS BURNED OUT. THE LIGHTS IN THE DASH ARE OUT. C IS NOT HAPPY WITH THE VEH AND STATES SHE CANNOT KEEP IT. C REQ NNA PAY FOR VEH INSPECTION

@03/20-ZPW981R

C WILL LEAVE THE VEH WITH DLR (JESSE). C REQ CRR COVER DIAG FEE AND REVIEW WITH JESSE-SA. VMX'D CRR-RM

@03/20-ZPW981R

CRR SPOKE TO SA-JESSE. SA ADVISED THE VEH IS IN VERY POOR CONDITION. SA STATED THERE WAS EXCESSIVE SLUDGE IN THE ENGINE AND SA CANNOT UNDERSTAND HOW

@03/20-ZRM927N

IT IS EVEN RUNNING. SA STATES THE WIRING HARNESS AND BULBS BLOW OUT OFTEN BECAUSE C IS USING THE WRONG BULBS. SA STATES DLR HAS NOT DIAGNOSED THE CONCERN WITH THE FRONT DOOR WINDOW OR BLOWER MOTOR. SA STATES EVEN IF VEH WAS WITHIN WARRANTY, IT MAY NOT BE COVERED AS VEH DOES NOT SEEM TO BE MAINTAINED PROPERLY. SA STATES A DIAGNOSIS WILL TAKE ABOUT 3 HOURS AT \$82 PER HOUR. C PAY CRR TO REVIEW WITH C.

@03/20-ZRM927N

CRR RL - C CALLED & REQUEST CALL BACK & TRANSFER CRR EMAILED - C SAID PLEASE CALL TODAY BECAUSE DLR WONT TOUCH CAR UNTIL C HEARS FROM CRR RM @03/21-ZRL876N CRR SPOKE TO C AND ADVISED OF DLR COMMENTS ABOVE. C STATES BULBS HAVE BEEN PURCHASED AT THE DLR AND THIS HAS HAPPENED SO OFTEN C CANNOT UNDERSTAND WHY THIS IS STILL THE CASE. CRR ADVISED C OF DLR COMMENTS REGARDING THE ENGINE SLUDGE. C STATES VEH IS MAINTAINED BY AN INDEPENDENT BUT DID ADVISE THERE WAS A CONCERN IN JUNE/JULY OF LAST YEAR AND DLR FOUND OIL WAS BEGINNING TO SLUDGE AND C PAID FOR THE REPAIRS. C STATES INDEPENDENT ALSO SERVICES C'S OTHER VEHs

@03/21-ZRM927N

AND THEY DO NOT HAVE THESE CONDITIONS PRESENT. CRR ADVISED C CRR WILL SPEAK TO DLR ABOUT DLR INSTALLING THE WRONG LIGHTS AND FOLLOWUP WITH C ONCE AN UPDATE IS AVAILABLE.

@03/21-ZRM927N

CRR SPOKE TO SM-JESSE. SM STATES DLR RECORDS DO NOT INDICATE THAT DLR EVER REPLACED THE BULBS. SM STATES C MAY HAVE PURCHASED PARTS FROM THE PARTS DEPARTMENT BUT SERVICE DEPARTMENT DID NOT REPLACE THEM.

@03/22-ZRM927N

CRR SPOKE TO C AND ADVISED OF SM COMMENTS. C STATES SERVICE DEPARTMENT HAS REPLACED THESE AND C HAS RECORDS AND REPAIR ORDERS TO INDICATE THIS. C STATES C WILL LOCATE THESE RECORDS AND FORWARD THEM TO CRR FOR REVIEW. @03/22-ZRM927N CRR IN FILE FOR REVIEW. NO DOCUMENTS HAVE BEEN RECEIVED FROM C. CRR CLOSING FILE PENDING FURTHER C CONTACT. C HAS NOT BEEN ABLE TO PROVIDE DOCUMENTS TO SHOW THAT DLR HAS REPLACED THE BULBS THAT HAVE CAUSED HARNESS TO BLOW OUT. AT THIS POINT, NNA HAS DECLINED ASSISTANCE TO C.

@03/28-ZRM927N

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CRR-KF RECEIVED C CALL. C STATES THAT C IS GOING TO PICK UP VEH RIGHT NOW.
@04/11-ZKF312N-COMMENT
C STATES THAT C JUST WANTS TO VENT THAT C IS UPSET THAT CRR-RM COULD NOT
PROVIDE C WITH MONETARY ASSISTANCE. CRR-KF INFORMED C THAT THIS DECISION WAS
BASED ON RESEARCH WITH DLR AND C NOT HAVING REOCRDS. C STATES THAT C DOES NOT
HAVE RECORDS. C THANKED CRR-KF FOR LISTENING AND DISCONNECTED.
@04/11-ZKF312N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	-ACTION CODE: NT4B	CONTACT(S): SGWL	SMUL
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCNR	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	1 DATE: 4/11/2002	USERID: ZKF312N	
RESP DLR: 3264	EFFECTIVE: 3/16/2002	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: ZRM927N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/28/02	MICROFILM:	
RESP CAA:	OLM: HERR WENDY	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

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

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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DATE: 4/15/2004
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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T9YD [REDACTED]
CITY: REVENNA YR/MDL: 2000.0 QST MILEAGE: 47538
ST/ZIP: OH [REDACTED] IN SVC DATE: 5/23/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3258 FIRST TEAM NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 22029 TRI-CITY MOTORS, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 24 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 PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: LOCAL INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 03/18/02 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): SMUL FOLLOWUP DATE: 03/21/02 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 03/22/02 DATANET DATE: 3/21/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES. *****C CALLED WHILE SYSTEM WAS DOWN*****

C STATES THAT ABOUT 6 TO 9 MONTHS AGO, THE VEH ENCOUNTERED A PROBLEM WITH THE HEADLIGHTS: WHEN C WOULD TURN ON THE HEADLIGHTS USING THE SWITCH, ONE OF THEM WOULD NOT ILLUMINATE. C WOULD ADJUST THE CONNECTION, THE OTHER WOULD THEN GO OUT. THE VEH WAS TAKEN TO DLR 2178 AND THE DLR REPLACED THE SOCKET THAT CONNECTS TO THE WIRING HARNESS FOR ONE OF THE HEADLIGHTS. C STATES THAT AFTER FILE OPENED-ZMN446N 03/18/2002

THIS WAS REPLACED. ABOUT A MONTH LATER, THE OTHER FRONT HEADLIGHT FAILED. VEH BACK TO DLR 2178 AND THE SAME ADJUSTMENT WAS MADE. C STATES THAT CURRENTLY, C CAN NOT GET THE HEADLIGHTS TO COME ON. C BELIEVES THE DLR NEVER RESOLVED THE PROBLEM PREVIOUSLY, AND THAT NOW THAT THE VEH IS OUTSIDE OF WARRANTY, THE C WILL HAVE TO PAY FOR THE REPAIR REQUIRED. VEH IS OUT OF STATE, AND IT HAS NOT BEEN EVALUATED BY A NISSAN DLR.

CRR VERIFIED C NAME, ADDRESS, DAY/EVENING PHONE NUMBER AND VEH MILEAGE. CRR COULD NOT CHECK FOR RECALLS AS THE C DID NOT HAVE VIN. SYSTEM WAS DOWN AT TIME @03/18-ZMN446N

OF CALL. CRR DID EXPLAIN TO THE C THAT IN ORDER FOR NISSAN TO CONSIDER ASSISTANCE FOR THE C, VEH WOULD NEED TO BE TAKEN TO AN AUTHORIZED NISSAN DLR AND C AUTHORIZE AND PAY FOR DIAGNOSE. CRR ADVISED C THAT ONCE THE CONDITION HAS BEN DIAGNOSED, C COULD CALL BACK FOR CONSIDERATION, NO ASSURANCES. CRR PROVIDED C WITH CRR NAME AND DIRECT EXTENSION AS REFERENCE. CRR CLOSING FILE PENDING A CALL BACK FROM THE C WITH DIAGNOSE. @03/18-ZMN446N

FILE PREVIOUSLY CLOSED 3/18 REOPENED DUE TO C CONTACT. CALLER IS MRS. SUSAN HRISTON, C WIFE. WIFE REITERATES THE ISSUES WITH THE VEH, STATED HAS THE VIN, WHICH HAS BEEN UPDATED ON THE FILE. C STATES THAT THE VEH IS CURRENTLY WITH DLR 22029, DLR IN OH WHERE C IS RESIDING TEMPORARILY. C STATES HAS BEEN WORKING WITH A GENTLEMAN IN SERVICE (C NOT CERTAIN OF THE NAME) WHO ADVISED C THAT DLR 3258 HAD PLACED AFTERMARKET PARTS ON THE VEH VEH HEADLIGHTS. C WAS ALSO TOLD THAT THE CURRENT CONDITION HAS TO DO WITH A TECHNICAL BULLETIN RELEASED BY NISSAN THAT ADDRESSES THE ISSUE, HOWEVER, VEH IS OUTSIDE WARRANTY. @03/20-ZMN446N-COMMENT

C STATES DLR HAS TRIED TO CONTACT CRR MN TO DISCUSS, AS DLR WILL HAVE TO ORDER PARTS TO REPAIR THE VEH, AND C STATES WILL BE LEAVING ON VACATION ON 3/23 AND WAS HOPING TO USE THE VEH WITH WORKING HEADLIGHTS. CRR ADVISED C THAT THE FILE WOULD BE UPDATED WITH THIS INFORMATION AND CRR WOULD CONTACT THE DLR. TIME FRAME FOR FOLLOW-UP IS 48 BUSINESS HOURS. CRR PROVIDED FILE NUMBER AND CRR NAME AND DIRECT EXTENSION AS REFERENCE. FILE DATANETTED. CRR TO CONTACT THE DLR. @03/20-ZMN446N-COMMENT

CRR CALLED THE DLR AND SPOKE WITH ARTHUR IN SERVICE (1:30PM PST). ARTHUR STATES THAT HE COULD NOT RELEASE ANY INFORMATION ON VEH ISSUES, AS DIRECTED BY HIS SERVICE MANAGER IVAN. ARTHUR STATED THAT IVAN HAD LEFT FOR THE DAY BUT WOULD RETURN ON 3/22. ARTHUR SUGGESTED THAT CRR CALL DLR AGAIN 3/22 TO SPEAK WITH IVAN. CRR CALLED C EVENING PHONE NUMBER AND LEFT MESSAGE TO PROVIDE C WITH ACTION TAKEN THUS FAR. CRR PROVIDED DIRECT EXTENSION AND 800 NUMBER. @03/20-ZMN446N @03/21-ZMN446N

CRR CALLED THE DLR AND SPOKE WITH SERVICE MANAGER IVAN (7:10AM PST). VEH CAME IN 3/20 STATING THAT THE HEADLIGHTS WERE NOT WORKING. C CLAIMED DLR 2178 HAD PREVIOUSLY RE-WIRED THE HEADLAMP CONNECTION. C IS RESIDING IN OH FOR THE PAST 7 MONTHS, PROBLEM RESURFACED. IVAN STATES THAT NISSAN RELEASED A TSB REGARDING THIS CONDITION (NTB01-028 5/15/01) WHICH REFERS TO THE FIX REQUIRED IN THE EVENT THERE IS A SHORT IN THE WIRING HARNESS CONNECTING THE FRONT HEADLAMPS. IVAN STATES THAT THE TSB REQUIRES THE FOLLOWING ITEMS: (2) WIRING HARNESSES, (2) LIGHT BULBS, (1) LOCK SET, AND 3 HOURS OF LABOR. COST AT WARRANTY COMES TO \$190.34. THE C DOES NOT SERVICE THE VEH AT THIS DLR, ONLY BECAUSE C IS IN OH TEMPORARILY TAKING CARE OF THE C MOTHER. CRR NOTES THAT THE C IS OUTSIDE OF THE BASIC WARRANTY DUE TO THE MILEAGE. IN THE INTEREST OF C SATISFACTION, CRR IS WILLING TO COVER THE TOTAL COST OF THE REPAIR. IVAN MENTIONED THAT THE VEH IS CURRENTLY IN THEIR SERVICE AREA, PARTS WERE ORDERED ON 3/20 AND ARRIVED THIS DATE FOR REPAIR. DLR HAS OPENED WORK ORDER. THEREFORE CRR ISSUED VCAN

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UNDER #N0321020890581 TO COVER EXPENSE AT WARRANTY RATE. @03/21-ZMN448N
CRR CALLED EVENING PHONE NUMBER AND LEFT MESSAGE IN REQUEST THAT THE C CALL
CRR BACK. CRR PROVIDED DIRECT EXTENSION AND 800 NUMBER AS REFERENCE (7:55AM
PST). CRR AWAITING A RETURN CALL. @03/21-ZMN448N
CRR HAS NOT HEARD BACK FROM THE C AT THIS TIME. CRR CALLED DAY PHONE NUMBER
AND SPOKE WITH MR. HRISTON. CRR ADVISED C OF DLR COMMENTS. EXPLAINED THAT
NISSAN PICKED UP THE EXPENSE. C WAS VERY APPRECIATIVE AND THANKED CRR FOR THE
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
DEALER SERVICE MANAGER. PLEASE REVIEW THE FILE AND CONTACT MARCELL NEWTON AT
(310) 771-3818. THANKS.
ASSISTANCE. C STATES THAT HE WANTED CRR TO NOTE HIS UNHAPPINESS OVER THE
MANNER IN WHICH DLR 2178 HANDLED THE PRIOR REPAIRS (PLACING AFTER MARKET PARTS
ON THE VEH TO REPAIR AND CLAIMING THAT WORK WAS WARRANTED). C STATES THAT HE
IS PLEASED WITH NISSAN RESPONSE TO THE PROBLEM AND DLR 22029 SERVICE. CRR
SUGGESTED THAT THE C CONTACT NISSAN IF THERE WERE ANY FURTHER PROBLEMS
SURROUNDING THIS REPAIR. FILE CLOSED. @03/22-ZMN448N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SMUL	8CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	1 DATE: 3/20/2002	USERID: ZMN446N	USERID:
OTHER #:	0 DATE: 00/00/00	USERID:	USERID: ZMN446N
COMMENTS ONLY: #:	1 DATE: 3/20/2002	USERID: ZMN446N	CHANGED BY:
RESP DLR: 22029	EFFECTIVE: 3/18/2002	CHANGED BY:	CHECK REQUESTED: NO
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	CHECK ISSUED: NO
3RD PRY:	PART#:	CHECK ISSUED:	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZMN446N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/22/02	MICROFILM:	DOM: ADAIR WAYNE
RESP CAA:	OLM: HERR WENDY	LANGUAGE:	
PHONE:	OWNER FIRST:		

DATE: 4/15/2004
TIME: 08:04:18 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3714202

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

DATE: 4/15/2004
TIME: 08:04:18 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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Use Police Id

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DATE: 4/15/2004
TIME: 08:04:18 AM

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

CAR ID: CA3751205
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: TOWSON
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 37000
IN SVC DATE: 9/25/1999
RTL DLR: 2675 LEN STOLER NISSAN
SVC DLR: 11027 NATIONWIDE MOTOR SLS CORP
RESP DLR:
REGION: 36 DIST: SL/8V/PT: 04 04

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

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

OPEN DATE: 04/29/02
FOLLOWUP DATE: 04/30/02
CLOSE DATE: 04/29/02

XFER/RSPNSBLTY: 36 04 8
DATANET (Y/N): 1
DATANET DATE: 4/30/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:16 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3751205

C. A. R. COMMENTS

TWO PREVIOUS UNRELATED FILES (3143410, 3234371). @04/29-ZKK845N
NO OPEN SERVICE CAMPAIGNS OR RECALLS. CRR-KK VERIFIED C'S NAME, ADDRESS, BOTH
PHONE #'S, VIN#, MILEAGE, SVC DLRS. @04/29-ZKK845N
C STATES THAT VEH'S HEADLIGHTS WENT OUT ON VEH ON SATURDAY. C STATES THAT VEH
WAS DROPEED OFF AT DLR THIS MORNING. C STATES THAT C HAS NO COMPLAINTS AT THE
DLR. C STATES THAT DLR DIAGNOSED THAT THE HEADLIGHT CONNECTORS WENT BAD. C
FILE OPENED-ZKK845N 04/29/2002
STATES THAT C DOES NOT KNOW HOW BOTH CONNECTORS COULD GO BAD, AND HOW PART
COULD GO BAD SINCE IT IS A NON-MOVABLE PART. C STATES THAT C IS GOING TO HAVE
TO PAY 200.00 TO GET OUT OF DLR. CRR-KK ADVISED C THAT CRR-KK IS NOT A
TECHNICIAN. BUT THAT CRR-KK COULD ASK A TECHNICAL ADVISOR. C STATES THAT C
WOULD LIKE CRR-KK TO DO SO. CRR-KK ASKED C WHY C DID NOT POSE QUESTION TO DLR
C STATES THAT C CANNOT FIND A SERVICE MGR, BUT WILL TRY. CRR PROVIDED DIRECT
LINE AND FILE #. CRR-KK RESEARCHING WHY HEADLIGHT CONNECTORS COULD GO BAD
SIMULTANEOUSLY. @04/29-ZKK845N
C CALLED TO SPEAK WITH CRR-KK. CRR TRANSFERRED CALL TO CRR-KK @04/29-ZSB180N
**CRR-KK RECEIVED CALL FROM C. C STATES THAT ISSUE IS RESOLVED. C STATES
THAT REPAIR IS GOING TO BE COVERED UNDER WARRANTY. C STATES THAT THE PLUGS
MELTED DUE TO THE HEAT OF THE HALOGEN BULBS. C STATES THAT C WANTED TO GIVE
COMPLIMENTS TO THE SVC MGR AND SVC ADVISORS AS SVC PEOPLE WERE EXTREMELY
HELPFUL IN RESOLVING C'S SITUATION. @04/29-ZKK845N
FILE CLOSED. @04/29-ZKK845N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
PLEASE CONTACT [REDACTED]

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S): SWCV	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: 11027	EFFECTIVE: 4/29/2002		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO
3RD PRY:	PART#:		CHECK ISSUED: NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKK845N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 04/29/02		MICROFILM:
RESP CAA:	OLM: HERR WENDY		DOM:
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:18 AM

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CA3751205

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

DATE: 4/15/2004
TIME: 08:04:18 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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[REDACTED] Vsc Policy Id

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DATE: 4/15/2004
TIME: 08:04:18 AM

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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: 41000
IN SVC DATE: 12/27/1999
RTL DLR: 246 VALLEJO NISSAN, INC.
SVC DLR: 246 VALLEJO NISSAN, INC.
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: 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: 5
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/03/02
FOLLOWUP DATE: 08/05/02
CLOSE DATE: 10/02/02

XFER/RSPNSBLTY: 48 04 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 06:04:18 AM

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C. A. R. COMMENTS

PREVIOUS FILE: 3750130

CRR VERIFIED ADDRESS, BOTH PHONE, MILEAGE, AND DLR INFORMATION.

C STATES C PURCHASED A SECURITY PLUS AND POLICY IS NOT COVERING ANY OF THE REPAIRS VEH NEEDS. C NOTES C REMEMBERS PURCHASING A GOLD POLICY BUT IS SIGNED UP FOR THE SILVER. C WOULD LIKE ASSISTANCE TO CHECK WHICH POLICY DLR HAS C AS PURCHASING. CRR PUT C ON HOLD WITH PERMISSION.

FILE OPENED-ZCC726N 06/03/2002

CRR CALLED DLR AND ASKED FOR ERIN-FINANCE MANAGER. @06/03-ZCC726N

CRR IN FILE FOR UPDATE. CRR SPOKE TO ERIN-FM AND WAS ADVISED DLR SELLS C THE SILVER POLICY UNLESS C SPECIFICALLY ASKS FOR THE GOLD. DLR BELIEVES A SILVER WAS SOLD BUT WOULD LIKE TO CHECK RECORDS FIRST TO BE SURE.

CRR ADVISED C DLR WILL RE-CHECK RECORDS AND CALL CRR BACK. C UNDERSTOOD AND THANKED. CRR GAVE C FILE NUMBER AND CRR PHONE FOR REFERENCE. @06/04-ZCC726N

C CALLED REQUESTING STATUS OF COMPONENT COVERAGE UNDER ESC PLAN. CRRAS TRANSFERRED TO VM AND EMAILED HANDLING CRR. @06/18-ZAS259N

CRR CALLED DLR TO SPEAK WITH ERIN-FM. PHONE RANG WITH NO ANSWER. @06/18-ZCC726N

CRR-KF TOOK INBOUND CALL. C STATES THAT C IS WAITING FOR CRR-CC. C STATES THAT C IS HAVING A PROBLEM WITH THE ENTIRE ELECTRICAL SYSTEM. C STATES THAT C HEADLAMP HARDSHELL CONNECTOR MELTED AND WIRING SHORTED AND HEADLAMP DIDN'T WORK. C STATES THAT C PAID OVER \$200 FOR THIS AND C INSURANCE COMPANY TOLD C THAT THIS USED TO BE A RECALL ON OLDER QUESTS. C WANTS TO KNOW IF THIS WAS REDESIGNED. C WOULD LIKE CRR-CC TO CONTACT C BACK. @06/21-ZKF312N

CRR-KF SENT EMAIL. @06/21-ZKF312N

CRR SPOKE TO C @/21 AND ADVISED CRR IS STILL RESEARCHING ISSUE WITH DLR AND WILL ADVISE C AS SOON AS INFORMATION IS AVAILABLE. C UNDERSTOOD AND THANKED. CRR CALLED AND LEFT A VMX FOR ERIN-FINANCE TO CALL CRR AT DIRECT NUMBER.

@06/24-ZCC726N

CRR RECEIVED CALL FROM ERIN TO CALL BACK REGARDING C.

CRR CALLED AND LEFT A VMX ASKING FOR A CALL BACK FROM ERIN. @06/25-ZCC726N

CRR CALLED DLR-ERIN AND LEFT A VMX ASKING FOR A CALL BACK TO CRR DIRECT #. (CRR NOTES ERIN STARTS AT 1030PST.) @06/27-ZCC726N

CRR RECEIVED CALL FROM ERIN AT DLR AND WAS ADVISED DLR WILL FAX OVER THERE COPY OF THE SERVICE AGREEMENT APPLICATION TO CRR. DLR STILL MAINTAINS A SILVER WAS PURCHASED BUT WOULD BE WILLING TO UPGRADE C TO GOLD IF NECESSARY.

@06/27-ZCC726N

CRR CALLED DLR-ERIN AND LEFT A VMX REGARDING C STATUS. (TIME: 0910PST)

@07/02-ZCC726N

CRR TO CALL ERIN THIS DATE.

@07/10-ZCC726N

CRR CALLED DLR FOR FOLLOW UP AND WAS ADVISED ERIN IS ON VACATION. MELISSA TOOK C NAME AND CRR DIRECT LINE TO CALL BACK WITH ANY DETAILS DLR CAN FIND.

@07/10-ZCC726N

CRR CALLED MELISSA FOR UPDATES AND WAS ADVISED TO PLEASE LEAVE A VMX. CRR WAS TRANSFERRED TO VMX OF ERIN. CRR LEFT A VMX FOR A CALLBACK/UPDATE REGARDING C'S POLICY INFORMATION. @07/11-ZCC726N

CRR RECEIVED VMX FROM MICHELLE AT DLR STATING THAT MICHELLE CANNOT FIND THE INFORMATION AND THAT PERHAPS ERIN HAS IT SOMEWHERE ELSE. MICHELLE NOTES ERIN WILL BE ON VACATION UNTIL 7/20 AND THAT A MESSAGE WILL BE LEFT FOR ERIN THAT NNA IS STILL LOOKING FOR THE INFORMATION. @07/11-ZCC726N

CRR CALLED C TO UPDATE. CRR WAS ADVISED THAT C JUST RECEIVED A DENIAL LETTER FROM INSURANCE COMPANY STATING THAT THE ISSUES WERE NOT CAUSED BY THE ACCIDENT BUT BY NNA. C NOTES THAT C IS STILL GETTING SHOCKED DAILY WHEN OPENING OR CLOSING THE DOOR. C WILL FAX CRR A COPY OF THE LIST OF PARTS FROM DLR. DLR DIAGNOSIS. AND LETTER FROM INSURANCE COMPANY. @07/11-ZCC726N

CRR RECEIVED VMX FROM ERIN AT DLR TO UPGRADE C TO GOLD POLICY AND BILL DLR THE DIFFERENCE. CRR TO SUBMIT REQUEST TO ATS-JP. @07/24-ZCC726N

CRR SUBMITTING REQUEST TO ATS-JP THIS DATE.

@07/26-ZCC726N

CRR RECEIVED DOCUMENTS BACK TO REQUEST AUTHORIZATION TO UPGRADE FROM DLR.

@07/29-ZCC726N

CRR TO CALL DLR FOR WRITTEN REQUEST.

@08/02-ZCC726N

DATE: 4/15/2004
TIME: 08:04:18 AM

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CRR CALLED DLR AND SPOKE TO MELISSA AND GAVE DLR CRR FAX NUMBER TO FAX LETTER REQUESTING NNA TO UPGRADE WARRANTY FOR C. AND BILL DLR. @08/02-ZCC726N
CRR NOTES CRR ALSO NEEDS A COPY OF THE ORIGINAL SERVICE AGREEMENT APPLICATION PER SECURITY PLUS. @08/02-ZCC726N
CRR NOTES NO DLR RESPONSE AS OF THIS DATE. @08/07-ZCC726N
CRR TO CALL DLR @08/14-ZCC726N
CRR CALLED DLR AND LEFT A VMX FOR ERIN (WHO IS DUE AT 1030PST). CRR ADVISED DLR VIA VMX THAT NNA NEEDS A LETTER FROM DLR REQUESTING NNA TO UPGRADE C TO A GOLD POLICY AND TO BILL DLR THE DIFFERENCE. CRR LEFT DLR CRR PHONE & FAX. (TIME: 0850PST) @08/15-ZCC726N
CRR RECEIVED LETTER FROM DLR REQUESTING TO KNOW THE DIFFERENCE IN PRICE THAT DLR WILL BE RESPONSIBLE FOR. CRR WILL INQUIRE AND GET BACK TO DLR. @08/22-ZCC726N
CRR IN FILE FOR REVIEW. CRR TO REVIEW FAX FROM C AND CALL DLR. @08/29-ZCC726N
CRR IN FILE FOR REVIEW. CRR TO FURTHER RESEARCH PRICE DIFFERENCE FOR POLICIES. SILVER -> GOLD. @08/12-ZCC726N
CRR LEFT VMX AT DLR FOR CALL BACK REGARDING PRICES. @10/01-ZCC726N
CRR NOTES THAT THE POLICY HAS BEEN UPGRADED FROM SILVER TO GOLD THIS DATE FROM ATS-JP. PER DLR. @10/02-ZCC726N
CRR CALLED C AND LEFT A VMX ADVISING C THAT THE C POLICY HAS BEEN UPGRADED TO A GOLD POLICY. CRR LEFT FILE # AND CRR PHONE FOR REFERENCE ADVISING C TO CALL IF C DOES NOT RECEIVE NEW POLICY WITHIN THE NEXT 30 DAYS. @10/02-ZCC726N
CRR SPOKE TO C AND C CONFIRMED MESSAGE RECEIVED. C THANKED CRR FOR FOLLOWING UP. C WOULD LIKE TO SEND CRR COPIES OF WORK ORDERS FROM PREVIOUS REPAIRS TO REVIEW FOR COVERAGE. CRR CLOSING FILE THIS DATE AND WILL OPEN NEW FILE FOR REVIEW IF NECESSARY. @10/02-ZCC726N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8E	CONTACT(S): SGWL	ROOT CAUSE: LDPP
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: 248	EFFECTIVE: 8/3/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZCC726N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/02/02	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: KUHARSKI, MARK	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:18 AM

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

DATE: 4/15/2004
TIME: 08:04:18 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
3	NBDC05134973	246	12/27/1999	12/27/2004	100,000.00	12/27/1999	
11	NCOC95134973	246	12/27/1999	12/27/2004	100,000.00		

Use Policy Id

NBDC05134973 12/27/2004 246

NBDC05134973		
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DATE: 4/15/2004
TIME: 08:04:18 AM

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Visa Policy Id

NCDC95134973 12/27/2004 246

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CAR ID: CA3787940
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: BLUE BELL
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 37000
IN SVC DATE: 2/17/2000
RTL DLR: 3458 MONTGOMERYVILLE NISSAN
SVC DLR: 3458 MONTGOMERYVILLE NISSAN
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 08 08

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: DLR 3458
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/05/02
FOLLOWUP DATE: 08/18/02
CLOSE DATE: 09/12/02

XFER/RSPNSBLTY: 28 01 8
DATANET (Y/N):
DATANET DATE: 0

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: BLUE BELL PA [REDACTED]
VIN: 4N2XN11T2YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 28GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION:
CHECK AMOUNT: \$ 109.84

CHK REQUEST DATE: 09/10/02
CHECK APPROVED: 09/11/02
CHECK ISSUE DATE: 09/12/02

REQUESTED BY: ZDM972N
APPROVED BY: ROYST KAR ZKR021N
CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:18 AM

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C. A. R. COMMENTS

NO PREVIOUS FILE.

@08/06-ZDM972N

C STATED THAT THE RADIO IN VEH IS FAILING. C STATED THAT THIS IS THE 3RD TIME. C STATED THAT VEH IS OOW AND DLR WANTS TO CHARGE C \$250 TO REPLACE THE RADIO. C STATED THAT RADIO FAILED WHILE OUT OF WARRANTY AND C DID NOT MOVE FAST ENOUGH TO GET VEH TO DLR. C STATED THAT C ACKNOWLEDGES THIS. C STATED THAT WHILE VEH WAS AT DLR 3458. C REPORTED THAT THE ONE OF THE HEADLIGHTS WERE NOT FILE OPENED-ZDM972N 08/05/2002

WORKING.C STATED THAT IT WAS DISCOVERED THAT THE SOCKETS THAT HOLD THE LIGHTS HAD MELTED. *CRR UPDATED C'S NAME, ADDRESS, BOTH TELEPHONES, MILEAGE AND DLR. *CRR FOUND NO RECALLS/CAMPAIGNS. C STATED THAT C WIFE OWNS A 99 MAXIMA. C STATED THAT THIS VEH WAS PURCHASED BRAND NEW. C STATED THAT ALTHOUGH C PERFORMS OIL CHANGES, MAINTENANCE IS DONE AT NISSAN DLR. C STATED THAT C WOULD CONSIDER PURCHASING A NEW NISSAN VEH IN THE FUTURE. C WANTED TO KNOW IF C COULD GET SOME SORT OF ASSISTANCE, IF C PURCHASES AN AFTERMARKET RADIO. CRR INFORMED C THAT CRR CAN CONTRIBUTE \$100 TOWARDS A RADIO IF DLR ORDERS IT. CRR IN

@08/06-ZDM972N

FORMED C THAT CRR WILL NOT PITCH IN FOR AN AFTERMARKET RADIO. CRR INFORMED C THAT IF C BUYS AN AFTERMARKET RADIO, CRR CAN EXTEND C A \$50 SERVICE CREDIT FOR ALL OF C'S TROUBLES WITH VEH. *CRR INFORMED C THAT CRR WILL ALSO COVER THE COST OF EACH HEADLIGHT SOCKET AT \$85 EACH. *CRR RELAYED CRR NAME, FAX, 800 #, AND EXT. *CRR INFORMED C THAT CRR WILL REIMBURSE C. C UNDERSTOOD.

@08/06-ZDM972N

FILE PENDING.

@08/08-ZDM972N

C CALLED BACK FOR CRR-DM'S DIRECT FAX LINE. C STATED HE WILL FAX THE DOCS TO CRR-DM AND C REQUESTED A CALL BACK WHEN DOCS ARRIVE. C THANKED CRR. EMAIL SENT

@08/19-ZLL319N

*CRR IN REVIEW OF FILE.

@07/01-ZDM972N

***RSS TJ RECEIVE DOCUMENTS FROM CRR DM SHOWING WHERE C HAD TWO HEADLAMPS REPLACED IN THE AMOUNT OF \$109.84. RSS TJ FORWARD FOR CHECK REQUEST IN THE AMOUNT OF \$109.84.

@09/10-ZTJ117N

*CRR IN REVIEW OF FILE. *CRR CALLED C TO INFORM THAT CHECK HAS BEEN APPROVED. *CRR INFORMED C THAT C SHOULD BE RECEIVING CHECK SOMETIME NEXT WEEK. C UNDERSTOOD.

FILE CLOSED.

@09/12-ZDM972N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT28	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: 3458	EFFECTIVE: 6/5/2002		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: YES
3RD PRY:	PART#:		CHECK ISSUED: YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZDM972N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/12/02		MICROFILM:

DATE: 4/15/2004
TIME: 08:04:18 AM

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RESP CAA:
PHONE:

OLM: ROYSTER KAREN
OWNER FIRST:

DOM: MEEKS FRED L
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:18 AM

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CA3787940 **CONSUMER AFFAIRS**
SERVICE CONTRACTS SUMMARY

NAME: [REDACTED] VIN: 4N2XN11T2YD [REDACTED]
IN SCV DATE:

DATE: 4/15/2004
TIME: 08:04:18 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 40000
IN SVC DATE: 6/28/1999
RTL DLR: 3175 TOM PEACOCK NISSAN
SVC DLR: 2802 ROBBINS NISSAN-OLDS
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 02 02

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNE! MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: DLR # 2802
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 06/17/02
FOLLOWUP DATE: 07/01/02
CLOSE DATE: 07/01/02

XFER/RSPNSBLTY: 32 01 L
DATANET (Y/N): 1
DATANET DATE: 6/21/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

PREVIOUS FILES 3742865

**C CALLED AND STATES THAT IS STILL HAVING PROBLEMS WITH THE HEAD LIGHTS. C WAS ADVISED TO CONTACT DLR AND WAS ADVISED THAT C WILL BE RESPONSIBLE FOR THE DIAGNOSIS. NNA WILL REVIEW FOR ASSISTANCE ON THIS REPAIR. C UNDERSTOOD. FILE AND DIRECT LINE WERE PROVIDED. @06/17-ZEM411N

CRR EM CALLED C AT DAY/EVENING NUMBER. FILE AND DIRECT LINE WERE PROVIDED. FILE OPENED-ZEM411N 06/17/2002

MESSEGE WAS LEFT WITH @06/20-ZEM411N

CRR EM CALLED DLR AND SPOKE WITH SA- RAY AND WAS ADVISED THAT C HAS NOT RETURNED TO THE DLR AND C IS NOT EVEN IN THE SYSTEM... @06/20-ZEM411N

C CALLED AND STATES THAT C WILL BE AT THE DLR NEXT WEEK ON 6/27/02

C CAN BE REACHED AT 281-361-6111, CELL 832-545-4387. @06/21-ZEM411N

**CALLER IS SM- BROCK AND STATES THAT C HAS BROUGHT THE VEHICLE AND DIAGNOSES AND BOTH HEAD LIGHT CONNECTERS ARE MELTED AND AFTER MARKET. AND DLR DID ALL THREE RECALL. C TOTAL WILL BE \$196.00 PLUS TAX. DLR STATES THAT C HAS NEVER BEEN AT THIS DLR.

CRR EM NOTES THAT BECAUSE THE PARTS ARE AFTER MARKET. NNA WOULD NOT BE IN A POSITION TO ASSIST.

CRR EM CALLED C AT DAY NUMBER. FILE AND DIRECT LINE WERE PROVIDED.

@06/28-ZEM411N

**C CALLED AND STATES THAT C CHANGED THE CONNECTORS ARE NISSAN OR AFTER MARKET AND STATES THAT THERE IS SOMETHING THAT CAUSED IT AND C REQUEST FOR NISSAN TO FIND OUT WHAT THE PROBLEM IS... C STATES THAT C THIS IS A FIRE HAZARD AND C REQUEST FOR NISSAN TO COVER THE LABOR AND IF THIS HAPPENS AGAIN C WILL CONTACT NISSAN AND C STATES THAT DLR WAS A COMPLETE IDIOT. C INQUIRES WHAT THE PRICE OF THE CONNECTORS AND THE BULBS ARE. @06/28-ZEM411N

**CRR EM CALLED DLR AND SPOKE WITH SM-BROCK AND CRR EM WAS ADVISED THAT THERE IS A BULLETIN THAT STATES THAT THE HARNESSSES AND BULBS HAVE TO BE REPLACED. AND STATES THAT AFTER MARKET PARTS WERE.. LABOR IS \$70.00. CONNECTORS \$17.25E BULBS \$18.88 EA TOTAL IS \$72.28. BULLETIN IS FOR IF IT EVER HAPPENS THIS IS WHAT DLR SHOULD DO. DLR STATES THAT THIS IS NOT A FIRE HAZARD. DLR WAS THANKED. @06/28-ZEM411N

**C CALLED AND MESSEGE WAS LEFT.

@06/29-ZEM411N

CRR EM CALLED C AT DAY/EVENING NUMBER AND MESSEGE WAS LEFT WITH WIFE. CRR EM WAS PROVIDED WITH CELL NUMBER @06/29-ZEM411N

CRR EM CALLED C AT NUMBER PROVIDED CELL AND MESSEGE WAS LEFT. FILE AND DIRECT LINE WERE PROVIDED. @06/29-ZEM411N

**C CALLED AND C STATES THAT C HAS A FIRE HAZARD AND C HAS PICKED UP THE VEHICLE AND C STATES THAT C FINDS THIS INCREDIBLE AND C STATES THAT C HAS PICKED UP THE VEHICLE. C STATES THAT THE INVOICE STATES THAT HARNESS HAS TO BE CHANGED AND THERE WAS COORISION. C STATES THAT C HAS PURCHASED ALL THIS INFORMATION AFTER MARKET AND IF THIS HAPPENS AGAIN C WILL CONTACT NNA WITH THIS FIRE HAZARD. @07/01-ZEM411N

**CRR EM CALLED C AT DAY, CELL NUMBER AND WORK NUMBER AND MESSEGES WERE LEFT. @07/01-ZEM411N

C CALLED AND STATES THAT C HAS REPLACED THE WIRES AND THE LAST TIME IT TOOK ABOUT A MONTH AND HALF BEFORE IT WAS MELTED. AND C STATES THAT THE ONLY DIFFERENCE BETWEEN THE AFTER MARKET AND NISSAN PARTS ARE COLORS AND STATES THAT THE PARTS ARE MADE BY THE SAME COMPANY. C STATES THAT C REPLACED BULBS AND BOTH CONNECTORS. AND IF THIS ALL FIXED C WILL BE SATIFIED. C REQUEST THE NUMBER ON THE TSB. C STATES THAT C IS A MECHANICAL ENGINEER. C STATES THAT IF PARTS CONTINUE TO MELT THEN THE GENERATOR IS GIVING MORE ENERGY THAN THE WIRES CAN HANDLE

CRR EM CALLED DLR AND SPOKE WITH SM- BROCK. AND FILE WAS REVIEWED AND CRR EM WAS ADVISED THAT TSB NUMBER IS NTB01-028. ON WHAT TO DO WHEN THE DAMAGED CONNECTORS ARE DAMAGED. CONFERENCE CALL WITH DLR AND C AND C STATES THAT THIS IS A FIRE HAZARD AND C STATES THAT C SPOKE WITH RAY AND C WAS ADVISED THAT DLR HAD HEARD OF THIS BEFORE AND C STATES THAT C HAS REPLACED ALL THE PARTS. C UNDERSTOOD AND WAS ADVISED THAT IF THIS HAPPENS AGAIN TO CONTACT CRR EM AND

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C WAS PROVIDED WITH FILE AND DIRECT LINE. AND C PROVIDED PART NUMBER FOR THE PARTS WERE REPLACED AS BULB EKO 9007 AND THE CONNECTORS CALTERM 09004. AND C STATES THAT ALL THE PARTS ARE MADE IN TAWAIN OR CHINA. C WAS ADVISED THAT IF C HAS THIS PROBLEM AGAIN TO CONTACT CRR EM FOR REVIEW AND C WAS ADVISED THAT C IS OUT OF WARRANTY. C UNDERSTOOD. FILE CLOSED. 07/01-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 310-71-3946. THANK YOU.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NT3B	CONTACT(S): LABC	ROOT CAUSE: LCIR
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 2802	EFFECTIVE: 8/17/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZEM411N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/01/02	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

NAME: [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
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DATE: 4/15/2004
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CAR ID: CA3B09182
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAN ANTONIO
ST/ZIP: TX [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 50000
IN SVC DATE: 5/31/2000
RTL DLR: 3287 ANCIRA NISSAN, INC.
SVC DLR: 3565 WORLD CAR NISSAN
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 01 01

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

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

OPEN DATE: 06/26/02
FOLLOWUP DATE: 06/27/02
CLOSE DATE: 07/01/02

XFER/RSPNSBLTY: 32 01 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES. CRR-SS VERIFIED ADDRESS, BOTH#, MILEAGE, AND SERVICING DLR
CRR-SS FOUND NO OPEN RECALLS. C WAS CALLING REGARDING THE WARRANTY COVERAGE ON
THE VEH. CRR-SS CONFIRMED THAT THE GOLD PLAN IS AVAILABLE ON THE VEH. C NOTED
THAT LAMPS WERE HAVING PROBLEMS AND THE WARRANTY DID COVER THE REPAIR. C IS
CALLING FOR THE AUDIO SYSTEM IS HAVING PROBLEMS AND THE AUDIO IS NOT COVERED
UNDER THE REPAIR. C NOTES BY THE DLRSHIP-DOUG INDICATED THAT ANY PART PUT ON
FILE OPENED-ZSS462N 06/26/2002

THE VEH AT THE FACTORY IS COVERED BY THE WARRANTY. C NOTES THAT DLR-DOUG NO
LONGER WORKS AT THE DLRSHIP. CRR-SS CONFIRMED THAT THE POLICY DOES NOT HAVE
THE AUDIO SYSTEM UNDER THE COVERAGE PARAMETERS. CRR-SS APOLOGIZED AND WILL
CALL THE DLRSHIP FOR MORE INFORMATION FOR THE INCORRECT INFORMATION. CRR-SS
PROVIDED FILE# AND XT. 3873 @06/26-ZSS462N

;;;CRR-WJ TOOK CALL FROM C. C WAS CALLING WANTING TO KNOW IF THE ELECTRICAL
SYSTEM WAS COVERED. CRR-WJ SAID THAT THERE WERE SOME ELECTRICAL COMPONENTS
COVERED BUT MOST WERE ASSOCIATED DIRECTLY WITH THE ENGINE, GENERALLY SPEAKING.
@06/26-ZWJ753N

;;;C ASKED ALSO WHAT C REFUND WOULD BE IF C DECIDED TO CANCEL ESC. CRR-WJ
CHECKED YES1 AND ADVISED C THAT C WOULD RECEIVE APPROXIMATELY \$437.00.
CRR-WJ ADVISED C THAT CRR-SS WOULD CONTACT DLR AND GET BACK IN TOUCH WITH DLR.
CRR- NOTIFIED CRR-SS VIA EMAIL @06/26-ZWJ753N

**CRR-SS RECEIVED MESSAGE AND WILL CALL DLRSHIP. @06/26-ZSS462N

**CRR-SS CONTACTED SM TO DISCUSS THE ISSUE. SM-PAUL ASSISTED WITH THE ISSUE
AND SM NOTED THE VEH WAS IN ON THE 4/25/02 WAS THE LAST R/O. SM ACKNOWLEDGED
THAT DLR-DOUG NO LONGER WORKS WITH THE DLRSHIP. SM NOTED THAT C HAS ONLY BEEN
TO THE DLRSHIP 3 TIMES FOR WARRANTY REPAIRS. SM-PAUL NOTED THAT THE DLRSHIP
HAS NOT SEEN C RECENTLY FOR ANY SERVICING. SM DOES NOT BELIEVE C IS A GOOD
CANDIDATE FOR SPECIAL ASSISTANCE. CRR-SS WILL CONTACT C FOR CANCELLATION
REQUEST. @06/27-ZSS462N

**CRR-SS CONTACTED EVEN# AT 12:33 AND LEFT A MESSAGE. @06/28-ZSS462N

**CRR-CN IN RECEIPT OF INBOUND CALL. C REQUESTED CRR-SS VMX. @07/01-ZCN755N

**CRR-SS CONTACTED C FOR MORE INFORMATION. C NOTED THAT C IS CONCERNED WITH
THE VEH BEING MELTED CAUSING THE HARNESS TO MELT. C IS RELATED THE ISSUE WITH
THE AUDIO DISPLAY BEING RELATED TO THE HEADLIGHTS. C WAS TOLD BY THE DLRSHIP
THAT THE PROBLEM IS IN THE ELECTRICAL WIRING. C PICKED UP THE VEH AND THE DLR
PUT A NEW LIGHT BULB IN THE VEH FOR FREE. C NOTED THE WIRING HARNESS WAS ALSO
REPLACED. C NOTED THE WINDSHIELD WIPERS WERE PUT ON AND THE LIGHTS ON THE
RADIO LIGHTS CAME ON. C WAS UPSET THAT THE DLRSHIP ONLY TOLD C THAT THE RADIO
COULD BE REPLACED. C IS UPSET THAT THE HEADLIGHTS HAVE BEEN REPLACED 4 TIMES
AS WELL AS THE RADIO. C NOTES THAT ELECTRICAL OF THE VEH WAS WORKED ON AND
THEN THE VEH RADIO BEGAN TO WORK WITHOUT REPLACING THE RADIO. CRR-SS AND C
NOTED THAT THE PROBLEM HAS BEEN ELIMATED AT THIS TIME. CRR-SS CONFIRMED FILE#
AND XT. 3873. C UNDERSTOOD THAT CRR-SS IS CLOSING THE FILE PENDING FUTURE
ASSISTANCE NEEDS. C THANKED AND UNDERSTOOD. FILE CLOSED. @07/01-ZSS462N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S): SWCV	ROOT CAUSE: SCAA
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:

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OTHER #:
COMMENTS ONLY: #:
RESP DLR: 3585
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 6/26/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZSS462N /
UPDATE DATE:
CLOSE DATE: 07/01/02 /
OLM: SMIT AGNES
OWNER FIRST:

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

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:19 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
9	NCDC00720547	3287	5/31/2000	5/31/2005	100,000.00		

See Police Id

NCDC00720547 5/31/2005 3287

NCDC00720547

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 68000
IN SVC DATE: 8/28/1999
RTL DLR: 3611 GWINNETT PLACE NISSAN
SVC DLR: 3611 GWINNETT PLACE NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 01 01

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

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

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

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES.

@06/28-ZCC325N

C STATES C'S HAS BROUGHT VEH TO DLR TO HAVE A HEADLIGHT REPAIR. C STATES THE HEADLIGHT SOCKET HAS MELTED AND C WAS QUOTED A \$100 REPAIR. C STATES C HAD HEARD ABOUT PROBLEMS WITH THE HEADLIGHT FROM A MAN INTERESTED IN BUY VEH FROM C LAST YEAR. C WAS TOLD THIS MAN HAD NOT SEEN A QUEST WITHOUT A HEADLIGHT PROBLEM. C STATES C WANTS TO KNOW IF THERE IS A RECALL. C STATES C DOES NOT FILE OPENED-ZCC325N 06/28/2002

TAKE VEH TO DLR DUE TO HIGH PRICES AND THAT SERVICE ADVISORS ARE ON COMMISSION PAY. C STATES C IS A WOMAN AND FEELS THAT DLR TRY TO TAKE ADVANTAGE. C STATES C WENT TO DLR THIS TIME SINCE C WILL BE TAKING A TRIP AND WANTS VEH TO BE CHECKED OUT.

@06/28-ZCC325N

CRR VERIFIED C NAME, DLR, UPDATED ADDRESS, DAY & EVENING PHONE, AND MILEAGE. NO OPEN RECALLS/CAMPAIGN. CRR ADVISED NO RECALL FOR HEADLIGHTS. CRR ADDED DLR ARE INDEPENDENT BUSINESSES AND IT IS UP TO DLR HOW PAY IS STRUCTURED. CRR ADVISED IT SHOULD NOT MATTER IF C IS A WOMAN, AS NISSAN HOPE ALL DLR TREAT CUSTOMERS FAIRLY. CRR ADVISED WHEN CUSTOMERS CALL WITH COMPLAINTS, NISSAN DOCUMENTS AND REVIEWS WITH DLR. CRR ADDED THAT SOME DLR DO OFFER DISCOUNTS FOR GOOD SERVICING CUSTOMERS. CRR ADVISED THE PART IS COVERED FOR 36 MONTHS/36000 MILES. C STATES C DID STOP BY DLR ONCE AND HAD THE LIGHT CHECKED. C STATES IT WAS NOT A FORMAL VISIT, AS C JUST STOPPED BY. CRR ADVISED C'S DOCUMENTATION WILL ALLOW NISSAN ENGINEERS TO REVIEW. CRR ADVISED IF THERE ARE ENOUGH COMPLAINTS, NISSAN MAY ISSUE A RECALL/SERVICE CAMPAIGN. C UNDERSTOOD. CRR DIRECTED C TO NISSANDRIVEN.COM TO SEE IF ANY SERVICE COUPON WOULD APPLY. CRR OFFERED FILE NUMBER, BUT C STATES C WOULD JUST LOOSE. FILE CLOSED.

@06/28-ZCC325N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): SCRI	5CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRPP	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	0 DATE: 00/00/00	USERID:	
OTHER #:	0 DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3811	EFFECTIVE: 6/28/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZCC325N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/28/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

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

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MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 27804
IN SVC DATE: 4/29/2000
RTL DLR: 3591 FREEDOM CHEVROLET-NISSAN
SVC DLR: 13022 GREEN-GIFFORD NISSAN
RESP DLR:
REGION: 38 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: 2
VEHICLE MAINTAINED BY: GREEN GIFFORD NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 07/09/02
FOLLOWUP DATE: 07/10/02
CLOSE DATE: 07/11/02

XFER/RSPNSBLTY: 36 11 S
DATANET (Y/N): 1
DATANET DATE: 7/10/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

PREVIOUS FILE 3546878. NO OPEN RECALLS. CRR-TB VERIFIED C INFORMATION. VIN, MILEAGE AND DLR AND UPDATED OWNER DATABASE.

C STATES VEH CONSTANTLY HAS ELECTRICAL PROBLEMS. (CRR-TB NOTES DLR CALLED TECH LINE LAST YEAR). C STATES WESLEY IS C SERVICE ADVISOR AND VEH IS AT THE DLR NOW DUE TO THE INTERIOR LIGHTS FLICKERING AND RIGHT HEAD LIGHT BURNED OUT AGAIN. C STATES DLR REPLACED THE WIRING HARNESS IN MARCH. C STATES FILE OPENED-VTB430N 07/09/2002

SERVICE MANAGER (NO NAME) TOLD C TO CALL NNA 800# BECAUSE VEH SHOULD NOT BE HAVING THESE PROBLEMS. C STATES THE HARNESS BURNT OUT TWICE, AS WELL AS THE FUSE BOX AND THE RIGHT HEAD LIGHT. C STATES THE LEFT HEAD LIGHT BURNT OUT ONCE AS WELL AS THE RADIO. C STATES C THINKS VEH IS PULLING POWER FROM SOME OTHER SOURCE BECAUSE VEH WAS ABLE TO RUN WITHOUT A FUSE. C REQUESTS NNA REPAIR VEH ONCE AND FOR ALL. CRR-TB PROVIDED C WITH FILE AND EXTENSION #6. THEN ADVISED CRR-TB WILL CALL DLR AND C TOMORROW. C STATES THE SERVICE MANAGER TOLD C TO CALL NNA BECAUSE THIS IS THE 6TH TIME VEH HAS BEEN TO DLR FOR THIS PROBLEM AND C IS AFRAID VEH WILL CATCH ON FIRE. C STATES C TURNS THE VEH ON AND THE FUSE BLOWS. CRR-TB ADVISED C THAT CRR-TB WILL CONTACT DLR AND C TOMORROW. C STATES C IS WORRIED FOR WIFE'S SAFETY. C IS AFRAID VEH WILL CATCH ON FIRE OR VEH WILL STALL. @07/09-VTB430N

**CRRCH RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH CRR-TB. CRRCH CONTACTED CRR AND WAS ADVISED THAT C IS NEXT AND CRR WILL RETURN CALL WITH THE NEXT HR. CRRCH ADVISED C THAT CRR WILL BE CALLING C WITHIN THE NEXT HR. C THANKED. @07/10-ZCH316N

CRR-TB CALLED SERVICE MANAGER ERNIE. PER ERNIE, FOLLOWED THE BULLETIN AND REPLACED THE HARNESS AND HEADLIGHT, PROBLEM KEEPS REOCCURRING. ERNIE STATES RAN AN EXTRA GROUND TODAY HOWEVER, IS NOT SURE IF IT WILL SOLVE THE PROBLEM. CRR-TB ASKED ERNIE TO CALL TECH LINE AND OPEN A REPORT. ERNIE STATES IS LEAVING TO CATCH A PLANE, SO WILL HAVE SOMEONE ELSE CALL TECH LINE AND CRR-TB. CRR-TB CALLED C. C ADVISED IS ON ANOTHER LINE... PLACED CRR-TB ON HOLD. LINE DISCONNECTED @07/10-VTB430N

C CALLED STATED WANTED TO SPEAK WITH THE HIGHEST PERSON IN THE CONSUMER AFFAIRS DEPARTMENT. C STATES HE WANTS TO GO TO ARBITRATION AND WANTS TO SPEAK WITH A SUPERVISOR TO GET IT STARTED. CRR ADVISED C WOULD NEED TO REVIEW THE WARRANTY BOOKLET PAGE 2 TO CONTACT A DIFFERENT NUMBER FOR ARBITRATION AS C IS REQUESTING VEH BUYBACK. C SAYS THE DLR CAN NOT GIVE C STRAIGHT ANSWER WHY THE PROBLEMS KEEP STARTING WITH THE VEH. CRR ADVISED C WOULD DOCUMENT THE INFORMATION. C SAYS VEH HAS BEEN TO THE NISSAN DLR MORE TIME IN THE PAST 2 YEARS. @07/10-ZAJ329N

SERVICE MANAGER WAS CALLED AND PER TECH LINE. DLR HAS DONE EVERYTHING DLR COULD DO. WES STATES DLR DID NOT NOTICE ANY AFTER MARKET BULBS IN THE HEAD LIGHTS. WES STATES GROUND WIRE WAS ADDED AND REPLACED THE HEAD LIGHT HARNESSES AGAIN. WES STATES THE BODY FLEX WAS CAUSING THE SWITCH TO COME OUT, CAUSING THE INTERIOR LIGHTS TO COME ON AND OFF. SO DLR ALIGNED AND ADJUSTED THE DOORS AND LIGHT SWITCHES. WES STATES C PICKED VEH UP THIS MORNING. @07/11-VTB430N

CRR-TB CALLED C TO FOLLOW UP. FEMALE ANSWERING PHONE ADVISED WILL MAKE C AWARE THAT CRR-TB CALLED. FILE CLOSED @07/11-VTB430N

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

FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE CONTACT THE TECH LINE AT 1-800-662-3497
FOR TECHNICAL ASSISTANCE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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DEALER ACTION:

SATISFIED: N	ACTION CODE: RT1A	CONTACT(S): SMUL	5XIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SNPP	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	0 DATE: 00/00/00		USERID:
OTHER #:	0 DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 13022	EFFECTIVE: 7/9/2002	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: VTB430N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 07/11/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 41032
IN SVC DATE: 6/12/2000
RTL DLR: 11030 JENKINS MOTORS INC
SVC DLR: 11030 JENKINS MOTORS INC
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 02 02

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

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

OPEN DATE: 07/09/02
FOLLOWUP DATE: 07/22/02
CLOSE DATE: 07/16/02

XFER/RSPNSBLTY: 48 01 8
DATANET (Y/N): 1
DATANET DATE: 7/10/2002

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: FREDERICK MD [REDACTED]

VIN: 4N2XN11T1YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 38GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION:
CHECK AMOUNT: \$ 124.34

CHK REQUEST DATE: 07/10/02
CHECK APPROVED: 07/15/02
CHECK ISSUE DATE: 07/16/02

REQUESTED BY: ZSA488N
APPROVED BY: SMIT AGN ZAS132N
CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES. @07/09-ZSA466N
NO OPEN RECALLS. CRR-SA VERIFIED NAME, ADDRESS, TELEPHONE #, MILEAGE, AND DLR. C CLAIMS THAT EVER SINCE C BOUGHT C'S VEHICLE BRAND NEW C HAS ALWAYS SERVICED VEH AT THE SAME NISSAN DLR. RECENTLY C'S HEADLIGHT WENT OUT. C BROUGHT IT TO THE DLR AND DLR TOLD C THAT THERE WERE ELECTRICAL PROBLEMS RELATED TO THE HEADLIGHT BECAUSE IT IS AN AFTERMARKET BULB. C DOES NOT UNDERSTAND WHY THERE FILE OPENED-ZSA466N 07/09/2002
IS AN AFTERMARKET BULB WHEN C BOUGHT THE VEH BRAND NEW AND HAS NEVER REPLACED THE BULB. C PAID \$959.00 TO FIX THIS PROBLEM BUT IS VERY UPSET ABOUT IT.
CRR-SA EXPLAINED THAT CRR WOULD CALL THE DLR AND LOOK IN TO THE PROBLEM. CRR GAVE THE C THE FILE NUMBER. @07/09-ZSA466N
CRR-SA CALLED THE DLR AND WAS TOLD THAT SM-TH WAS OUT FOR THE DAY AND TO CALL BACK TOMORROW @07/09-ZSA466N
CRR-SA CALLED DLRSHIP AND SPOKE WITH SM-TH. SM EXPLAINED THAT THE HEADLIGHT HAD BEEN REPLACED BEFORE. IT WAS NOT AN ELECTRICAL PROBLEM BUT THE HEADLIGHT HARNESS HAD MELTED. SM CLAIMED OUT OF THE \$959.00 ABOUT \$125 WAS WHAT THE HEADLIGHT HAD COST. @07/10-ZSA466N
CRR CALLED C AND LEFT A MESSAGE WITH PERSONAL EXT. TO CALL BACK. @07/10-ZSA466N
CRR CALLED SM-TH AND ASKED SM TO FAX A COPY OF THE REPAIR ORDER. SM SAID HE WOULD ASAP. @07/10-ZSA466N
C CALLED IN FOR AN UPDATE. CRR ADVISED C WHAT THE SM ADVISED CRR. C STATES SHE STILL WOULD LIKE TO TALK TO CRR. CRR-TF SENDING AN EMAIL @07/10-ZAF582N
CRR-SA RECEIVED THE REPAIR ORDER AND SAW THAT \$124.34 WAS WHAT C HAD PAID REPLACING THE HEAD LITE CONNECTOR AND BULB L/SIDE HEAD LITE ASSY, CONNECTOR, AND HALOGEN. CRR-SA WILL REIMBURSE C FOR THE AMOUNT OF \$124.34. CRR CALLED C AND LEFT A MESSAGE REQUESTING A CALL BACK. @07/10-ZSA466N
CRR-SA CALLED C BACK AND INFORMED C THAT NISSAN IS PLANNING ON REIMBURSING C \$124.34 FOR THE HEAD LITES. C WAS EXTREMELY HAPPY. @07/10-ZSA466N
CRR-SA TO PLACE CHECK REQUEST FOR THE \$124.34 @07/10-ZSA466N
CHECK APPROVED FILE CLOSED @07/16-ZSA466N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
ATT: SM. CUSTOMER CALLED TO QUESTION THE AFTER MARKET HEADLIGHT. I WILL CALL YOU REGARDING THIS ISSUE. THANKS SHANNON

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(S): SCRI	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: 11030	EFFECTIVE: 7/9/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	YES
3RD PRY:	PART#:	CHECK ISSUED:	YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZSA466N		
SVC CALL#:	UPDATE DATE:		

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CLOSE: Y (Y/N)
RESP CAA:
PHONE:

CLOSE DATE: 07/18/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

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

NAME: [REDACTED] VIN: 4N2XN11T1YD [REDACTED]
IN SCV DATE:

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

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 31200
IN SVC DATE: 6/15/2000
RTL DLR: 3018 MAROONE NIS/FT LAUDERDALE
SVC DLR: 3547 HAMPTON NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 10 10
VCAN:
PAID:
SUSP:
DENY:

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 03 OPEN DATE: 07/30/02 XFER/RSPNSBLTY: 34 03 3
CONTACT (S): SCRI FOLLOWUP DATE: 09/27/02 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 10/28/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NO PREVIOUS FILES OPENED.

VERIFIED C/VEH/DLR/ADDRSES/MILEAGE/DAY AND EVENING PHONE

C CALLED REGARDING ISSUE WITH C'S VEH. C ADVISED HAS HAD MANY PROBLEMS WITH VEH AND ADVISED VERY UPSET ABOUT ISSUE. C ADVISED HAS HAD REPAIRED TV, VENTS, AND THE PASSENGER SIDE HEADLIGHT WENT OUT 4 TIMES. C ADVISED TV WAS REPLACED AS WELL AS THE VENTS. C ADVISED THE RADIO AND HEADLIGHTS NOT WORKING AND C FILE OPENED-ZHA053N 07/30/2002

ADVISED WOULD LIKE SOMETHING DONE WITH VEH. C ADVISED WOULD LIKE TO TRADE VAN IN AND ADVISED IS CONCERNED WITH HOW C MAY BE PENALIZED FOR LEASE.

CRR-HA ADVISED WILL CALL DLR AND CALL C BACK ON THURSDAY. C UNDERSTOOD AND THANKED. C ADVISED WOULD LIKE A CALL BACK ON EVENING NUMBER. @07/30-ZHA053N
CRR-HA CALLED DLR AND SPOKE TO SVC-JENNIFER. JENNIFER ADVISED VEH HAS BEEN TO DLR SEVERAL TIMES REGARDING ISSUE WITH HEADLIGHTS. JENNIFER ADVISED LIGHT WAS CHANGED A TOTAL OF 4 TIMES WITH C COMING IN SINCE 12/01 AND HAS BEEN AT DLR MOST RECENTLY ON 7/25/02. JENNIFER ADVISED WILL BE SEEING C WHEN RADIO ARRIVES @08/02-ZHA053N

TO DO HEADLIGHT REPAIR. CRR-HA UNDERSTOOD AND THANKED. @08/02-ZHA053N
CRR-HA CALLED C AND ADVISED DLR WILL BE WORKING WITH TECH LINE TO MAKE SURE VEH DOESN'T HAVE PROBLEMS WITH HEADLIGHTS ANYMORE. C UNDERSTOOD AND THANKED. @08/02-ZHA053N

CRR-HA CLOSING FILE PENDING CONTACT FROM DLR OR C. @08/02-ZHA053N
CRR-AD RECEIVED CALL FROM C ADVISING THAT PASSENGER SIDE HEADLAMP HAS GONE OUT AGAIN. C STATES THAT THIS IS THE 4TH TIME THIS HAS OCCURRED. C SEEKING RECOURSE. C STATES THAT C LIKES THE NISSAN PRODUCT AND C STATES ACTUALLY LOOKING AT INFINITI PRODUCT. C STATES IS LEASING VEH AND WOULD LIKE TO TRADE INTO ANOTHER VEH WITH NO PENALTIES IMPOSED ON THE C. CRR ADVISED NOT SURE WHAT RECOURSE THE C HAS AT THIS POINT BUT CRR WOULD LIKE TO GET ADDITIONAL INFORMATION FROM DLR AND TECH SUPPORT (TECHLINE) SO CRR CAN BETTER ANSWER C'S QUESTIONS. CRR ADVISED FILE WILL BE NOTED AND FOLLOW UP WITH C WILL BE ON THURSDAY (08/29/02). C UNDERSTOOD. CRR GAVE C NAME, FILE # AND EXTENSION. @08/27-ZAD108N

*CALLER IS C'S WIFE, BERTHA. C STATES IT WAS THE END OF 6/02 WHEN DLR TOLD C THE RADIO WOULD ARRIVE IN 2 WEEKS. C STATES RADIO HAS NOT ARRIVED AND THAT WHEN C CALLED TODAY, C WAS TOLD IT WOULD BE ANOTHER 2 WEEKS. C STATES DOES NOT WANT TO WAIT ANY LONGER FOR REPAIRS. C ALSO STATES THE PASSENGER SIDE HEADLIGHT HAS BEEN OUT SINCE JULY. C STATES DLR WANTS TO REPAIR BOTH AT THE SAME TIME, BUT C IS TIRED OF THE WAIT. C IS REQUESTING A COMPARABLE VEH RENTAL UNTIL VEH IS REPAIRED. @09/04-ZCC325N

CRR ADVISED CRR-HA HAS BEEN UPDATE WITH C'S REQUEST FOR ASSISTANCE. CRR ADVISED CRR-HA NEEDS TIME TO RESEARCH SITUATION WITH PART VENDOR. CRR ADVISED AN UPDATE WILL BE SENT TO CRR-HA TO CALL C BACK. C STATES C WOULD LIKE AN UPDATE TODAY. CRR ADVISED TODAY HAS BEEN BUSY, BUT CRR SHOULD BE ABLE TO CALL C BACK BY TOMORROW. C STATES C'S PHONE IS 850-682-0118. CRR SENT EMAIL. @09/04-ZCC325N

CRR-HA CALLED SVC MGR-SCOTT AT HAMPTON NISSAN AND SCOTT ADVISED WAS ABLE TO EXPRESS ORDER THE RADIO AND WILL BE ABLE TO GET RADIO FOR C BY NEXT TUESDAY OR WEDNESDAY. SCOTT ADVISED PROBLEM WITH HEADLIGHT MAY HAVE BEEN PART THAT CONNECTS TO HEADLIGHT AND ADVISED THOSE WERE AFTERMARKET PARTS. SCOTT ADVISED USING NISSAN PART NOW AND SHOULD BE ABLE TO HANDLE ISSUE WITH HEADLIGHT NOW. CRR-HA ADVISED C IS LOOKING FOR RENTAL VEH. SCOTT ADVISED CAN OFFER RENTAL FOR C AS WELL. CRR-HA UNDERSTOOD AND THANKED. @09/05-ZHA053N

CRR-HA CALLED C AND LEFT A MESSAGE ON DAY AND EVENING PHONE. @09/06-ZHA053N
CRR-HA CALLED C AND LEFT A MESSAGE ON EVENING PHONE. @09/06-ZHA053N

CRR-HA CALLED C AND LEFT A MESSAGE ON DAY AND EVENING PHONE ADVISING RENTAL WOULD BE PROVIDED AND PART WOULD BE AVAILABLE THIS WEEK. @09/09-ZHA053N

CRR-HA CLOSING FILE PENDING C CONTACT. @09/09-ZHA053N

C CALLED REQUESTING TO SPEAK WITH CRR-HA, NOT AVAILABLE. CRR PROVIDED FILE UPDATE RENTAL BEING PROVIDED AND PART WOULD BE AVAILABLE THIS WEEK. C SAYS NOT CONCERNED WITH RENTAL JUST WANTS TO MAKE SURE THE PASSENGER SIDE LIGHT IS

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REPAIRED PROPERLY. C SAYS THE LIGHT HAS BEEN REPLACED SEVERAL TIMES FOR THE PAST 10-11 MONTHS. CRR ADVISED C WOULD SEND E-MAIL TO CRR-HA TO ADVISED OF C CALL REGARDING CONCERN. @09/09-ZAJ329N-COMMENT

+++C CALLED BACK STATING THAT THE LIGHT HAS GONE OUT AGAIN. C STATES THAT THE VEH HAS HAD NUMEROUS ISSUES WITH THIS AND IS REQUESTING THAT THE VEH BE REPAIRED. CRR STATED THAT CRR WOULD ADVISE CRR-HA OF THE CALL AND REQUEST FOR CALLBACK. C THANKED. CRR SENT EMAIL TO CRR-HA TO ADVISE OF CALL.

CALLER'S NAME IS BERTHA DOBSON-C'S WIFE. @09/26-ZLR096N

CRR-HA CALLED C AND LEFT MESSAGE ON EVENING PHONE. @09/27-ZHA053N

CRR-HA CALLED C AND C ADVISED IS HAVING PROBLEM WITH ONE HEADLIGHT GOING OUT AGAIN. C ADVISED THE ISSUE IS WITH SAME HEADLIGHT AND WANTS TO FIND OUT WHAT IS GOING ON WITH IT. C ADVISED HASN'T BEEN TO DLR SINCE AND ADVISED IS VERY MADE ABOUT THE WHOLE EXPERIENCE WITH NISSAN. CRR-HA ADVISED WILL CALL HAMPTON NISSAN AND ADVISED WILL CALL C BACK TOMORROW. C UNDERSTOOD AND THANKED.

@10/02-ZHA053N

CRR-HA CALLED HAMPTON NISSAN AND SPOKE TO SVC-KIM. KIM ADVISED THERE ARE SO MANY QUESTS THAT HAVE ISSUES WITH THE DRIVER'S SIDE HEADLIGHT GOING OUT AND THE ISSUE IS WITH THE WIRING HARNESS CONTINUING TO BURNOUT. KIM ADVISED HAS BEEN HAVING HEADLIGHTS FIXED ACCORDING TO THE SERVICE BULLETINS AND ADVISED HEADLIGHTS ARE STILL BURNING OUT. CRR-HA ADVISED WILL CONTACT TECHLINE AND SEE IF THERE'S ANYTHING THAT CAN BE DONE TO PREVENT THE HEADLIGHTS BURNING OUT AGAIN. KIM UNDERSTOOD AND THANKED. @10/03-ZHA053N

CRR-HA CALLED C AND ADVISED THERE SHOULD BE A FIX TO ISSUE WITH C'S VEH. C ADVISED THIS HAS BEEN SAID SO MANY TIMES AND ADVISED IS UPSET THAT SAME THING IS BEING SAID. C ADVISED WOULD LIKE HUSBAND TO CALL CRR-HA TO DISCUSS ISSUE.

CRR-HA UNDERSTOOD AND ADVISED WILL WAIT FOR CALL. @10/03-ZHA053N

CRR-HA CLOSING FILE PENDING C CONTACT. @10/28-ZHA053N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: FT9A	CONTACT(S): SCRI	PAVA
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCSD	
REOPEN: CALLBACK #:	0 DATE: 9/26/2002	USERID:	
NEW INFO #:	1 DATE: 8/27/2002	USERID: ZAD108N	
OTHER #:	0 DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	2 DATE: 9/26/2002	USERID: ZLR096N	
RESP DLR: 3547	EFFECTIVE: 7/30/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZHA053N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/28/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:20 AM

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

DATE: 4/15/2004
TIME: 08:04:20 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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DATE: 4/15/2004
TIME: 08:04:20 AM

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

CAR ID:
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CA3849229

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 11/3/1999
RTL DLR: 2767 ESSERMAN NISSAN, LTD.
SVC DLR: 2767 ESSERMAN NISSAN, LTD.
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 03 03

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 7/2002
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/02/02
FOLLOWUP DATE: 08/05/02
CLOSE DATE: 08/29/02

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NO PREVIOUS FILES.

C EMAIL SENT 07/19/02. RECEIVED ON 07/25/02.

EMAIL ID 93024.

VERIFIED C'S NAME, VIN, DAY AND EVENING PHONE.

@08/02-ZBW829N

NO OPEN RECALLS.

C STATES C BROUGHT VEH INTO DLR WHILE UNDER WARRANTY FOR HEADLIGHTS OVER A
FILE OPENED-ZBW829N 08/02/2002

YEAR AGO, AND DLR TOLD C THAT LIGHT WAS JUST LOOSE. C STATES THAT PROBLEM
KEPT HAPPENING OVER A YEAR LATER. SO C REPLACED BULB AND THAT DIDN'T HELP.

C STATES THAT C LOOKED INTO SOCKED AND BOTH SIDES WERE MELTED. AND VEH WAS OUT
OF WARRANTY. C STATES C REPLACED BOTH SOCKETS. AND IN LESS THAN 6 MONTHS ONE

SOCKET WAS MELTED AGAIN. AND C REPLACED. C STATES THE PROBLEM SEEMS TO BE AN
ELECTRICAL PROBLEM THAT WAS REPORTED AND PRESENT BEFORE THE WARRANTY EXPIRED.

C ASKS WHO C SHOULD CONTACT TO DISCUSS THIS BESIDES THE DLR WOULD COULD NOT
FIND ANYTHING WRONG.

@08/02-ZBW829N

CRR-BW LEFT MESSAGE FOR SM-MIGUEL AT DLR. CRR-BW CALLED ESSERMAN DLR BECAUSE
THAT IS WHERE VEH WARRANTY WORK WAS DONE AND VEH PURCHASED FROM.

SM-MIGUEL CALLED CRR-BW BACK. SM-MIGUEL STATES C WAS AT DLR BACK IN JAN OF 01
WITH A LOT OF COMPLAINTS. ONE OF THOSE COMPLAINTS WAS FOR THE HEADLIGHT, BUT

THERE WAS JUST A LOOSE CONNECTION. SM-MIGUEL STATES THAT DLR HADN'T SEEN VEH
FOR ISSUE SINCE THEN. AND ONLY ONCE FOR SOMETHING ELSE ABOUT A YEAR AGO.

CRR-BW INFORME SM-MIGUEL THAT CRR-BW WOULD LET C KNOW THAT BEFORE NNA CAN
REVIEW FILE, VEH NEEDS TO BE INSPECTED AT DLR.

@08/05-ZBW829N

CRR-BW SENT C AN EMAIL STATING THAT IN ORDER FOR NNA TO REVIEW FOR POSSIBLE
ASSISTANCE VEH NEEDS TO BE INSPECTED BY NISSAN DLR. CRR-BW PROVIDED 3 CLOSEST
DLRS.

@08/07-ZBW829N

CRR-BW SENT C ANOTHER EMAIL MAKING SURE THAT C RECEIVED LAST EMAIL AND LETTING
C KNOW THAT IF C WOULD LIKE FURTHER REVIEW VEH NEEDS TO BE BROUGHT TO A NISSAN
DLR FOR INSPECTION. AND THEN TO LET CRR-BW KNOW WHEN AND WHERE APPT IS.

@08/16-ZBW829N

C SENT CRR-BW EMAIL BACK STATING C HAD NOT RECEIVED CRR-BW'S LAST EMAIL AND C
WOULD SCHEDULE APPT AND LET CRR-BW KNOW WHEN AND WHERE IT IS.

CRR-BW SENT C EMAIL ASKING IF C HAS HAD THE CHANCE TO SCHEDULE APPT YET.

@08/27-ZBW829N

FILE CLOSED.

@08/28-ZBW829N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: NE4B	CONTACT(S): SMUL	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: 2767	EFFECTIVE: 8/2/2002	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: ZBW829N		
SVC CALL#:	UPDATE DATE:		

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

CLOSE DATE: 08/29/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:20 AM

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CONSUMER AFFAIRS

CA3849229

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:20 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
27							

Use Policy Id

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DATE: 4/15/2004
TIME: 08:04:20 AM

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

CAR ID: CA3849676
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SEMMES
ST/ZIP: AL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 38866
IN SVC DATE: 4/22/2000
RTL DLR: 3492 PAT PECK NISSAN
SVC DLR: 3492 PAT PECK NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 10 10

VCAN:
PAID:
SUSP:
DENY:

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

ORIG CODE: 10
CONTACT (S): SGWL
SEVERITY: 9

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

XFER/RSPNSBLTY: 34 10 3
DATANET (Y/N): 1
DATANET DATE: 8/5/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:20 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA3B49676

C. A. R. COMMENTS

NO PREVIOUS FILES. CRR-CB VERIFIED ADDRESS, PHONE, MILES AND VIN. C STATES THAT C'S HEADLIGHTS ARE NOT FUNCTIONING. C STATES THAT ABOUT A WEEK AGO THE PASSENGER SIDE BULB WENT OUT. C BOUGHT A NEW BULB AND IT DIDN'T WORK. C THEN BROUGHT THE VEH INTO NISSAN. NISSAN STATES THAT THE HARNESS PLUG THAT GOES INTO THE BULB IS MELTED. THE BULB IS THE WRONG SIZE. ACCORDING TO THE DLR. THERE IS A TSB ON THE ISSUE. CRR-CB PROVIDED THE CASE NUMBER.

FILE OPENED-ZCB790N 08/02/2002

C STATES THAT C IS CURRENTLY AT THE DLR. CRR-CB CALLED TECH LINE. TECH LINE STATES THAT THERE WAS A TSB LAUNCHED LAST YEAR TALKING ABOUT THE HEADLIGHT CONNECTOR BEING REPLACED. THIS WAS IN CASE THE HEADLIGHT DAMAGED DURING INSTALLED. NTB01-028. IF THE REPAIR FALLS UNDER THIS CATEGORY, THE CONNECTOR SHOULD BE REPLACED WHICH IS INEXPENSIVE. CRR-CB SPOKE WITH THE SM. SM STATES THAT PARTS AND LABOR ARE ABOUT \$120. LABOR IS \$81.94 PARTS ARE \$58.06. C DOES NOT SERVICE WITH THE DLR. CRR-CB TO OFFER 75% OF THE REPAIR - OR ABOUT \$90.

08/02-ZCB790N

CRR-CB CALLED THE C TO VERIFY. C THANKED. FILE CLOSED.

08/06-ZCB790N

FOLLOW-UP IS DUE ON OR BEFORE

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

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1C	CONTACT(S): SGWL	ROOT CAUSE: SRSD
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: 3492	EFFECTIVE: 8/2/2002	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: ZCB790N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/06/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:20 AM

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

DATE: 4/15/2004
TIME: 08:04:20 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
27							

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 50000
IN SVC DATE: 8/27/1999
RTL DLR: 3531 , DAVID MCDAVID NISSAN
SVC DLR: 3442 BAKER-JACKSON NISSAN SO
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 02 02

LETTER RECEIVED 8/8/2002 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: TOWN NORTH NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/08/02
FOLLOWUP DATE: 08/18/02
CLOSE DATE: 08/20/02

XFER/RSPNSBLTY: 24 02 S
DATANET (Y/N): 2
DATANET DATE: 8/30/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:20 AM

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C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
C.A.R. CA3297257 WAS CLOSED WHEN THIS C.A.R. WAS CREATED
I STARTED TO HAVE PROBLEMS WITH THE LIGHT GOING OFF AND ON. AT ONE POINT
BOTH LIGHTS WENT OFF FOR ONLY SECONDS.

****FILE FORWARDED TO CRR-CN FOR HANDLING.

@08/09-ZTG494N

CRR TRIED TO REACH C AT DAY/EVENING PHONE# BUT BITH WERE DISCONNECTED. CRR TO
SEND POSTGARD.

@08/14-ZCN755N

CRR TO CLOSE FILE PENDING CONTACT FROM C

@08/14-ZCN755N

C CALLED STATING THAT C HAD WRITTEN LETTER AND RECEIVED CALL FROM C. CRR-MC
NOTES THAT C WAS CONTACTED AND NO ANSWER WAS RECEIVED.

C STATES HOME NUMBER [REDACTED] CELL PHONE IS [REDACTED]

@08/29-ZMC167N-COMMENT

C STATES VEH WAS AT DLR 8 DAYS. C STATES THE RECALLS WERE NOT REPAIRED BY DLR
EVEN THOUGH THE DLR ADVISED THAT THEY WERE. C STATES HEADKIGHTS WOULD GO OFF
AND ON BY THEMSELVES. C STATES DLR IN HOUSTON DID NOT FIX RECALLS.

@08/29-ZCN755N-COMMENT

C STATES DLR IN AUSTIN LEFT PARTS OUTSIDE THE VEH. @08/29-ZCN755N-COMMENT

C STATES DLR ADVISED C A PLASTIC PART SURROUNDING THE HEAD LIGHTS MELTED.

C WOULD LIKE TO HAVE COMPLAINT DOCUMENTED. C STATES VEH IS AT BAKER JACKSON
NISSAN FOR THE TAIL LIGHT RECALL.

@08/29-ZCN755N-COMMENT

C STATES SHE JUST WANTED NISSAN TO KNOW HOW DLR TREATS C'S.

@08/29-ZCN755N-COMMENT

*9/10 909AM CRR-NS RECEIVED INBOUND CALL FROM CUST. THE CUST WANTED TO TALK
WITH SOMEONE REGARDING THE VEHICLE. C STATES THERE IS AN ONGOING PROBLEM.
C STATES THE CUST HAS NUMEROUS PROBLEMS AND THIS IS ONE. C PURCHASED VEHICLE
8/27/99. C TOOK IT 11/6/00 DUE TO PROBLEMS-WITH WATER IN THE VEHICLE. C
STATES WATER WAS ON THE FRONT FLOOR OF THE DRIVER SIDE AND IN THE TRUNK AREA.C
STATES IT HAPPENED EVERY TIME IT RAINED. C DOES NOT KNOW WHEN IT STARTED. C
WAS TOLD WHERE THE WINDSHIELD WIPERS WERE- LEAVES ACCUMALATED. AND BLOCKED
THE TUBING. THE DLR HAD TO BLOW IT ALL OUT. \$471.00 CHARGE. CUST BEGAN TO
NOTICED IT AGAIN. THE CUST DID CHECK FOR THE LEAVES. C STATES THE CUST IS
DISSATIFIED WITH THE SERVICE, LACK OF INTEGRITY. CUST WAS LIED TO. C WAS
ON VACATION AND HAD TO DEAL WITH THAT DLR. THE CUST HAS ALREADY FILED A
COMPLAINT. C WAS THEN TOLD THE CUST HAS A ISSUE WITH THE WEATHERSTRIPPING.
C STATES THE CUST WAS ALMOST KICKED OUT OF APARTMENT DUE TO THE \$471 REPAIR
BECUASE THE CUST WAS TOLD THE CUST HAS TO PAY FOR IT. C LOVES VEHICLE BUT
WANTS THE VEHICLE REPAIRED. CUST HAS NOT HAD THE WEATHERSTRIPPING COMPLETED
YET. CUST WANTS NNA TO PAY FOR THE COVER. C STATES THE CUST PAID THE OTHER
DLR (DAVID MCDAVID) FOR THE REPAIR AND IT WAS NOT FAIR THAT THE PROBLEM WAS
NOT COMPLETED. C WANTS DAVID MCDAVID TO PAY FOR THE CHARGES. CRR ADVISED THE C
CUST-CRR WILL CAL BAKER NNA AS WELL AS DAVID MCDAVID RESEARCH WITH THEM BOTH
AND CALL THE CUST BACK BY FRIDAY (9/13) TO ADVISE WHAT NNA DECISION WILL BE
IN THE FILE. IF GOODWILL ASSISTANCE WILL BE GRANTED OR NOT. C UNDERSTOOD.

@09/10-ZNS835N

*9/11 108PM CRR CONTACTED DLR#3531 713-941-0600. SM-KELLY. SM-KELLY STATES
CUST CAME IN 06/29/02 VEHICLE DOES NOT START. NO WORK DONE. THE CUST COULD
NOT WAIT ANY LONGER. BACK ON 07/01/02- ELECTRICAL SYSTEM WAS NOT WORKING
CORRECTLY. IT WAS CHECK EVERYTHING WAS OKAY- NOTHING DUPLICATE. CAMPAIGN
WAS ALSO PERFORMED (B#0074) BUT THE OTHER. DLR DID NOT HAVE PARTS IN
STOCK AT THE TIME. CUST MAY HAVE BEEN A BIT CONFUSED BECAUSE THEY THOUGHT
THEY DID. C ALSO HAS DRIVE BELT. FRONT BRAKE JOB AND ADJUST REAR BRAKES. THE
CUST WAS PROVIDED A RENTAL (NO CHARGE). THE CST DID GO OUT OFF TOWN BUT
COMPLAINED ABOUT THE HEADLIGHT. THE DLR ENDED UP REIMBURSING THE CUST. DUE TO
THE CUST COMPLAINTS. THE TOTAL WAS \$360.34/DLR REIMBURSE \$109.70. THE CUST
ALSO WAS CHARGED \$32.50 FOR CHECKING THE ELECTRIAL BUT DLR REIMBURSED FOR
THAT AS WELL. OUT OF CUST SERVICE. THE CUST DID COME IN 11/00 FOR THE COWL
SCREEN THING. CRR ADVISED THE SM. THE CUST WAS HAVING THE PROBLEM WITH
THE WATER COMING INTO THE VEHICLE. CRR ADVISED THE SM. THE CUST WANTS THE
DLR TO PAY FOR THE CURRENT REPAIR. THE SM STATES NO. LEAVES DO GET CLOGGED

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IN THAT AREA AND WHEN THE CUST CAME IN JUNE AND JULY CUST NEVER SAID ANOTHER ELSE, THE SM WILL NOT COVER THE CHARGES FOR NEW REPAIR THAT IS NEEDED AS THE CUST HAS NOT COME BACK TO THE DLR. **CRR THEN CALLED THE OTHER DLR BAKER, SM-MIKE, CRR THEN SPOKE WITH SA-GARY, SA-GARY STATED SA SPOKE WITH SOMEONE HERE AT NNA WHO SUGGESTED 50/50, BUT CRR ADVISED THE SA THAT THERE IS NO UPDATE IN THE FILE, NOR IS ANOTHER FILE, CUST NEEDS A WEATHERSHIP IN 3 DIFFERENT AREAS, AND LEFT REAR TAIL LAMP LENS, SOME MOLDING TOTAL REPAIR COST FOLLOW-UP IS DUE ON OR BEFORE 08/09/02

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

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE UPDATE WITH YOUR FINDINGS

ABOUT \$360.00 (WARRANTY RATE). THE CUST DID NOT EVEN PAY FOR THE CHECK OUT FEE WHEN THE SA-GARY SPENT TWO HOURS ON LOOKING AT THE VEHICLE, THE CUST HAS NOT EVER BEEN TO THE DLR, EXPECT FOR THAT ONE TIME, CRR ADVISED THE SM NNA WILL COVER THE COST OF THE PARTS, THE CUST WILL BE RESPONSIBLE FOR THE LABOR, THE CUST IS NOT A SERVICING CUST AT EITHER DLR AND THE PROBLEM HAS BEEN GOING ON FOR SOMETIME, THE CUST HAD A RESPONSIBILITY TO TAKE OF THE SITUATION BEFORE NOW, CRR TO CALL THE CUST TO ADVISE @09/11-ZNS835N

*9/12 CRR CONTACTED THE CUST TO ADVISE- CRR LEFT CUST A MESSAGE TO CALL CRR BACK ONCE AVAILABLE AS A DECISION HAS BEEN MADE IN THE FILE, CRR BUMPED FILE TWO BUSINESS DAYS PENDING CUST RESPONSE @09/12-ZNS835N

*9/13 CRR-CF REC'D CALL FROM C WANTED TO S/W CRR-NS, E-MAIL SENT TO CRR-NS @09/13-ZCF736N

*9/16 208PM *CRR CONTACTED THE CUST* CRR LEFT VMX FOR THE CUST TO CALL CRR BACK ONCE AVAILABLE, CRR BUMPED FILE TWO BUSINESS DAYS PENDING CUST CALLBACK @09/16-ZNS835N

***CRR-KF RECEIVED CALL FROM C ASKING TO SPEAK WITH CRR-NS, NOT AVAILABLE, CRR INFORMED C OF OFFER TO COVER PARTS, C BEING RESPONSIBLE FOR LABOR, C THEN ASKED FOR THE \$ BREAKDOWN IN THE MATTER, CRR STATED THAT THE ACTUAL\$ ISN'T NOTED, JUST TOTAL PRICE, CRR STATED THAT CRR WILL INFORM CRR-NS OF C'S CALL AND REQUEST TO HEAR BACK FROM ON ISSUE, EMAIL SENT. @09/19-ZKF960N

*9/19 222PM CRR CONTACTED THE CUST ON HOME PHONE NUMBER, C STATES THE CR-KF ADVISED THE CUST THAT NNA WOULD COVER THE PART AND CUST WOULD PAY FOR THE LABOR, C THEN STATED THAT CUST WAS TOLD THAT THE LABOR ALWAYS COST MORE THAN THE PARTS ABOUT 3/4, CRR ADVISED THE CUST THERE ARE NO PRICES IN THE FILE CRR DID NOT KNOW HOW MUCH IT WAS GOING TO COST, C UNDERSTOOD BUT FEELS THAT CUST WAS WRONGLY TREATED AND THE DLR TOOK THE CUST MONEY, C FEELS THAT DAVID MCDAVID "RAILROAD" THE CUST, CRR ADVISED THE CUST TO CALL THE GENERAL MGR REGARDING THE CONCERNS WITH THE REPAIRS THAT HAPPENED ABOUT TWO YEARS AGO, C WILL AND STATED CUST WILL NOT LET IT GO WITH DAVID MCDAVID @09/19-ZNS835N

*9/20 CRR CLOSING FILE PENDING VCAN AS THE CUST AND DLR HAVE BEEN ADVISE TO THE CUST. @09/20-ZNS835N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

ACTION CODE: RT1C

0 DATE: 00/00/00

CONTACT(S): STCA

ROOT CAUSE: SDDS

USERID:

DATE: 4/15/2004
TIME: 08:04:21 AM

NISSAN MOTOR CORPORATION IN U.S.A
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REOPEN:	CALLBACK	#: 0	DATE: 00/00/00	USERID:	
	NEW INFO	#: 2	DATE: 9/10/2002	USERID:	ZNS835N
	OTHER	#: 0	DATE: 00/00/00	USERID:	
	COMMENTS ONLY:	#: 3	DATE: 9/10/2002	USERID:	ZNS835N
RESP DLR:	3442	EFFECTIVE:	8/8/2002	CHANGED BY:	
IIR-DATE:	00/00/00	TRANS DATE:		CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY:	ZNS835N		
SVC CALL#:		UPDATE DATE:			
CLOSE:	Y (Y/N)	CLOSE DATE:	09/20/02	MICROFILM:	
RESP CAA:		OLM:	SMIT AGNES	DOM:	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:21 AM

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

DATE: 4/15/2004
TIME: 08:04:21 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID: CA3882012
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 47741
IN SVC DATE: 5/26/2000
RTL DLR: 1964 BOMMARITO NISSAN INC
SVC DLR: 1964 BOMMARITO NISSAN INC
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 06 06

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

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

OPEN DATE: 08/14/02
FOLLOWUP DATE: 08/15/02
CLOSE DATE: 08/16/02

XFER/RSPNSBLTY: 24 06 5
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID:
Page 2

CA3882012

C. A. R. COMMENTS

NO PREVIOUS FILES.NO OPEN RECALLS.VERIFIED C NAME ADDRESS PHONE DLR MILEAGE.
C CALLED SAID THAT WHILE HE WAS ON A TRIP TO FLORIDA HE NOTICED THAT HIS
HEADLIGHTS WERE NOT WORKING SO HE TOOK VEH TO A NISSAN DLR IN WEST PALM BEACH
FL AND THEY FOUND THAT THE SOCKETS BURNED OUT.DLR TOLD C THIS IS VERY UNUSUAL
FOR THIS TO HAPPEN BUT SINCE C WAS OUT OF WARRANTY C HAD TO PAY THE 198.98.
C CALLING TO SEE IF HE CAN BE REIMBURSED AS THIS IS AN UNUSUAL THING TO
FILE OPENED-ZWH977N 08/14/2002
HAPPEN.CRR ADVISED C TO FAX IN COPY OF WORK ORDER OR MAIL IT TO CRR AND CRR
WILL REVIEW FOR ASSISTANCE.CRR ADVISED NO GUARENTEE OF ASSISTANCE BUT WILL
REVIEW.C THANKED AND C NOT SURE IF HE WILL MAIL OR FAX.CRR GAVE FILE # TO
PUT ON DOCS @08/14-ZWH977N
FILE CLOSED PENDING DOCS @08/16-ZWH977N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y
CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0
NEW INFO #: 0
OTHER #: 0
COMMENTS ONLY: #: 0
RESP DLR: 1984
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#: 0
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT8G
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 8/14/2002
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZWH977N
UPDATE DATE:
CLOSE DATE: 08/16/02
OLM: SMIT AGNES
OWNER FIRST:

CONTACT(S): SGWL
ROOT CAUSE: SRPP
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM: SHOOK, TODD
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID:
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CA3862012

CA3862012

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

DATE: 4/15/2004
TIME: 08:04:21 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: 08:04:21 AM

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

CAR ID: CA387742B
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CHICAGO
ST/ZIP: IL [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: 9/7/2000
RTL DLR: 2160 MID CITY NISSAN, INC.
SVC DLR: 2993 THOMAS NISSAN
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 02 02

LETTER RECEIVED 8/28/2002 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/28/02
FOLLOWUP DATE: 08/29/02
CLOSE DATE: 09/03/02

XFER/RSPNSBLTY: 24 02 8
DATANET (Y/N): 1
DATANET DATE: 8/29/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID:
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CA3877429

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
THERE IS A DEFECT IN THE HEADLIGHT SYSTEM ON THE PASSENGER SIDE. THE WIRES
MELT FROM HEAT FROM THE ENGINE. CAUSING A SHORT AND FAILURE OF LIGHTS
OPERATING NORMALLY.
*RSS REV'D SURVEY FILE AND NOTES CONCERN HAS BEEN REPAIRED UNDER WARRANTY. RSS
CLOSING FILE. @09/03-ZKC491R
FOLLOW-UP IS DUE ON OR BEFORE 08/29/02
THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER
FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF
CONCERN.
S.M. SPOKE WITH CUSTOMER 8-30-02 ADVISED CUSTOMER ON LAST VISIT WE REPLACED RT
SIDE HEADLIGHT BULB CHECKED WIRING WAS O.K. HE SAID HE DID NOT LOOK AT REPAIR
ORDER TO SEE WHAT WE REPAIRED HE TOUGHT IT WAS THE WIRING AGAIN. S.M. SAID IF
PROBLEM OCCURED AGAIN HE SAID NO THAT EVERYTHING WAS O.K. AND THANKED FOR THE
PHONE CALL @08/30-2993

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: NP1A	CONTACT(S): STCA	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: 2993	EFFECTIVE: 8/28/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKC491R		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 09/03/02	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: FENTON JOE	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID: CA3877429
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CA3877429

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

DATE: 4/15/2004
TIME: 08:04:21 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
27							

Vsc Policy Int

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DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID: CA3889892
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T8YD [REDACTED]
CITY: JACKSONVILLE YR/MDL: 2000.0 QST MILEAGE: 38496
ST/ZIP: FL [REDACTED] IN SVC DATE: 2/14/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 19099 MIKE SHAD NISSAN/ORANGE P
EVE PH: [REDACTED] PAID: SVC DLR: 3515 COGGIN NISSAN AT THE AVE
DLR PH: [REDACTED] DENY: 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: 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: 3
VEHICLE MAINTAINED BY: NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 09/19/02 XFER/RSPNSBLTY: 28 01 S
CONTACT (S): SGWL FOLLOWUP DATE: 10/04/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09/30/02 DATANET DATE:

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

G/L VALUE CODE: 34GDWIL ACCOUNT: 1-630100-34150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 231.13

CHK REQUEST DATE: 09/26/02 REQUESTED BY: ZJS983N
CHECK APPROVED: 09/27/02 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 10/01/02 CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID:
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CA3899892

C. A. R. COMMENTS

NO PREVIOUS FILES. NO RECALLS. @09/19-ZJS983N
CRR UPDATED C'S NAME, ADDRESS, PHONE AND VEH INFO. C CALLED IN CONCERNING C'S HEAD LIGHTS. C STATES THAT C'S HEADLIGHTS WENT OUT. C SAYS THAT C BROUGHT THE VEH INTO THE DLR AND DLR STATED THAT THE BULBS WERE BURNING TOO HOT CAUSING THE WIRING HARNESS TO MELT THE WIRES TOGETHER CAUSEIN A SHORT. C STATES THAT THE DLR DID NOT DO THE REPAIR UNDER WARRANTY BECAUSE C IS JUST FILE OPENED-ZJS983N 08/19/2002
OUT OF WARRANTY BY MILEAGE. CRR ASKED C TO FAX IN THE RO AND A COPY OF C'S REGISTRATION AND SINCE C IS A 3 TIME NISSAN OWNER AND C DOES MOST OF C'S SERVICE AT THE DLR. CRR WOULD REQUEST REIMBURSEMENT FOR C. CRR INFORMED C THAT SINCE THE VEH IS OUT OF WARRANTY, NNA IS NOT OBLIGATED TO ASSIST, BUT AS A GESTURE OF GOODWILL AND A ONE TIME OFFER, CRR WOULD TRY TO PROVIDE ASSISTANCE FOR THE \$205 REPAIR. C THANKED AND IS FAXING RO'S @09/19-ZJS983N
CRR RECEIVED FAX AND RO IS FOR \$231.13. CRR TO CALL DLR AND SEE C HISTORY. CRR SPOKE WITH SA JOHN AND SA SAYS THAT C HAS HAD TWO OIL CHANGES AND THE @09/20-ZJS983N
REPAIR IN QUESTION AT THAT DLR. CRR TO CALL C ON MONDAY TO REQUEST A COPY OF THE REGISTRATION. CRR ONLY GOT THE RO. @09/20-ZJS983N
CRR ATTEMPTED A CALL BUT THE LINE WAS BUSY. WILL TRY AGAIN LATER.
@09/24-ZJS983N
CRR SPOKE WITH C AND INFORMED C THAT CRR ONLY RECEIVED ONE PAGE OF THE FAX. C STATES THAT C WILL SEND THE REGISTRATION ON THURSDAY. CRR THANKED.
@09/24-ZJS983N
CRR RECEIVED C'S FAX. CRR IS GOING TO SUBMIT THE REPAIR FOR REFUND SINCE THE C IS A 3 TIME NISSAN FAMILY AND DOES DO SOME OF THE MAINTENENCE AT THE DLR. CRR ADVISED C THAT THIS IS A ONE TIME ASSISTANCE OFFER AND SINCE C IS A GOOD C AND THE VEH IS JUST OUT SIDE BASIC BY MILES. CRR WOULD LOOK TO REIMBURSE C FOR \$231.13. @09/28-ZJS983N
CRR CALLED C AND EXPLAINED THAT THE CHECK WAS APPROVED. C THANKED AND SAID THAT C'S FAITH HAS BEEN RESTORED. CRR THANKED. CRR CLOSING FILE AND PUTTING @09/30-ZJS983N
IN DRAWER. @09/30-ZJS983N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2A	CONTACT(S): SGWL	ROOT CAUSE: PCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	DATE: 00/00/00	USERID:	
OTHER #:	DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3515	EFFECTIVE: 9/19/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	YES
3RD PRY:	PART#:	CHECK ISSUED:	YES
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZJS983N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 08/30/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:21 AM


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

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CA3898892

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID: CA3899892
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CA3899892

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

DATE: 4/15/2004
TIME: 08:04:21 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

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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Visc Policy Id

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DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID: CA3912965
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CASSELBERRY
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 12/4/1999
RTL DLR: 19051 BILL RAY NISSAN
SVC DLR: 19051 BILL RAY NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 06 06

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

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

OPEN DATE: 10/01/02
FOLLOWUP DATE: 10/02/02
CLOSE DATE: 10/02/02

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:21 AM

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

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CA3912965

C. A. R. COMMENTS

NO PREVIOUS FILES.

@10/01-ZAD108N

CRR-AD VERIFIED C'S NAME, ADDRESS, DAY/EVE #S, MILEAGE, DLR AND VIN VERIFIED.
CRR VERIFIED NO OPEN RECALLS/CAMPAIGNS.

C CALLED TO ADVISE THAT C TOOK VEH IN TO THE DLR FOR PROBLEMS THAT C STATES SHE WAS HAVING DURING THE WARRANTY PERIOD, BUT THE ISSUES SHE BELIEVE WERE NOT PROPERLY ADDRESSED. C STATES THAT THE DRIVER SIDE WINDOW WAS NOT GOING UP AND FILE OPENED-ZAD108N 10/01/2002

DOWN FAST ENOUGH OR SOMETIME THERE WOULD BE A DELAY. C STATES WHEN SHE BROUGHT VEH IN ON 09/28/02, C STATES WAS ADVISED THAT THERE CAN BE A PROBLEM WITH THE REGULATOR. CRR INQUIRED OF SERVICE ADVIOR WHO HAS BEEN ASSISTING C. C ADVISED SA-JOHN WRIGHT. C STATES THAT SHE HAS ALSO BROUGHT IN THE VEH ABOUT 4 OR 5 TIMES FOR THE HEADLIGHT GOING OUT. C STATES THAT SHE WAS JUST ADVISED THAT THE PIGTAIL WAS BROKEN SO THIS IS WHY THE HEADLIGHT WAS NOT WORKING. C STATES THAT SHE TRIED TO HVE THESE ISSUES ADDRESSED DURING THE WARRANTY BUT NO ONE HAS BEEN ABLE TO ADDRESS. C SEEKING ASSISTANCE FROM NNA REGARDING REPAIRS. CRR ADVISED C THAT CRR WILL NEED TO CONTACT DLR FOR MORE INFORMATION AND CRR WILL FOLLOW UP WITH C ON 10/02/02. C UNDERSTOOD. CRR GAVE C NAME, FILE # AND EXTENSION.

CRR TO CONTACT SA-JOHN WRIGHT AT DLR #19051 FOR MORE INFORMATION...

@10/01-ZAD108N

CRR-AD CALLED TO DLR #19051 AND SPOKE WITH SA-JOHN WRIGHT. CRR INQUIRED OF VEH ISSUES. SA STATES THAT A DRIVER SIDE WINDOW REGULATOR IS NEEDED AND A PIGTAIL IS NEEDED FOR THE DRIVER SIDE HEADLAMP. SA ADVISED THAT THE REGULATOR WAS LUBED AT 17,000 BUT NOT REPLACED. SA STATES THAT THE HEADLAMP PIGTAIL WAS MELTED AND NEEDED REPLACEMENT. CRR INQUIRED IF C IS A GOOD SERVICING C. SA STATES THAT C COMES IN FOR OIL CHANGES AND TIRE ROTATIONS. SA STATES THAT C HAS NOT HAD MAJOR SERVICE YET, BUT C IS A SERVICING C. CRR INQUIRED OF COST OF REPAIR. SA STATES AT C PAY, COST IS ABOUT \$300 AND AT WARRANTY RATE, IT WOULD BE LESS. CRR ADVISED SA THAT CRR LOOKING TO COVER ENTIRE COST OF REPAIR IN THE INTEREST OF C SATISFACTION. CRR GAVE SA CRR'S NAME, DIRECT LINE AND CA FILE #. CRR ADVISED ONCE REPAIRS ARE COMPLETE TO CONTACT CRR-AD DIRECTLY FOR VCAN APPROVAL. CRR INQUIRED SHOULD CRR HAVE C CONTACT DLR TO SCHEDULE AN APPOINTMENT. SA STATES YES. SA STATES THAT THE PARTS ARE AVAILABLE AND SA WILL CONTACT CRR WITH WARRANTY RATES FOR PARTS AND LABOR. CRR THANKED SA.

@10/02-ZAD108N

CRR-AD CALLED TO C AT DAY # TO GIVE UPDATE. CRR WAS VERY PLEASED WITH OUTCOME. C INQUIRED HOW LONG WILL REPAIR TAKE. CRR ADVISED C THAT C MAY WANT TO CHECK WITH SA IN REGARDS TO HOW LONG REPAIR WILL TAKE. C THANKED CRR AND NNA. FILE CLOSED. VCAN PENDING.

@10/02-ZAD108N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1B	CONTACT(SI): SGWL	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	DATE: 00/00/00		USERID:
OTHER #:	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 19051	EFFECTIVE: 10/1/2002		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO

DATE: 4/15/2004
TIME: 08:04:21 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3812985

3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

PART#:
OPENED BY:
UPDATE BY: ZAD108N
UPDATE DATE:
CLOSE DATE: 10/02/02
OLM: ROYSTER KAREN
OWNER FIRST:

CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID:
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CA3912965

CA3912965

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

DATE: 4/15/2004
TIME: 08:04:21 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	MKNB00124230	19051	12/4/1999	12/4/2002	45,000.00		

Visa Policy Id

MKNB00124230 12/4/2002 19051

MKNB00124230 [REDACTED]

DATE: 4/15/2004
TIME: 08:04:21 AM

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

CAR ID: CA3915266
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ALBANY
ST/ZIP: GA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 GST MILEAGE: 44117
IN SVC DATE: 2/5/2000
RTL DLR: 17014 TANNER-DEEN MOTORS INC
SVC DLR: 17014 TANNER-DEEN MOTORS INC
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: 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: 05
CONTACT (S): LBPP
SEVERITY: 3

OPEN DATE: 10/03/02
FOLLOWUP DATE: 10/21/02
CLOSE DATE: 10/22/02

XFER/RSPNSBLTY: 32 05 L
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/16/2004
TIME: 08:04:21 AM

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

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CA3915266

C. A. R. COMMENTS

****FOUR PREVIOUS RELATED FILES:26084233,3707063,3710657, 3909513.

CRR-JB OPENING FILE CONTINUED FROM 3909513 TO SUMMARIZE C'S CONCERN.
C ORIGINALLY CALLED IN 03/98 TO COMPLAINED OF SERVICE AT DLR. THERE ARE TWO
FILES FOR C'S COMPLAINT:26084233 AND 2608505 BOTH STATING THAT C WOULD LIKE TO
GET OUT OF C'S LEASE BECAUSE OF THE POOR SERVICE EXPERIENCE THAT C HAD AT
TANNER-DEENS NISSAN. C CALLED BACK IN 03/02 STATING THAT C HAD A PROBLEM WITH
FILE OPENED-ZJB361N 10/03/2002

C'S HEADLIGHTS ON C'S WAY TO SOUTH CAROLINA AND HAD TO STAY IN HOTEL AND WAS
SEEKING ASSISTANCE WITH C'S BILLS. C WAS OUTSIDE OF WARRANTY AND DID NOT HAVE
SEC + POLICY AND WAS OFFERED A \$100 SERVICE CREDIT FOR MULTIPLE VISITS TO DLR.
C WAS CLAIMING THAT IT WAS THE SECOND REPAIR FOR THE SAME PART BUT THE FIRST
REPAIR C HAD MAIN HARNESS REPLACED IN 01/02 AND WHEN THIS REPAIR WAS NEEDED IT
WAS A BLOWN BULB AND SOCKET UNRELATED TO THE MAIN HARNESS. C SPOKE TO RSS AND
WAS AGAIN DISPLEASED AND THEN REQUESTED EXEC CALLBACK. C WAS CALLED BACK BY
EXEC AND WAS OFFERED \$200 SERVICE CREDIT. C WAS NOT PLEASED WITH THE OFFER AND
STATED THAT C WANTED \$600 REIMBURSEMENT FOR CHARGES INCURRED FROM REPAIR. EXEC
EXPLAINED TO C THAT THE REPAIR THAT C NEEDED WAS NOT RELATED TO C'S PREVIOUS
REPAIR WHICH HAD BEEN PERFORMED OUT OF GOODWILL BY DLR. C ASKED TO SPEAK TO
EXEC SUPERVISOR AND WAS INFORMED THAT OFFER OF \$200 WAS FINAL OFFER OF EXEC AND
NNA. DPSM-DM THEN CONTACTED EXEC-CG AND EXEC INFORMED DPSM OF SITUATION AND
THAT NNA'S OFFER WAS \$200. DPSM-DM AGREED WITH OFFER. @ 10/08-ZJB361N

@10/03-ZJB361N

*CRR-JB CALLED CRR-JB ON 9/27/02 AND STATED THAT C HAD HAD MULTIPLE PROBLEMS
WITH C'S PREVIOUS VEH, 2000 QST, AND THAT C HAD BROUGHT C'S VEH TO
TANNER-DEENS NISSAN AND DLR HAD TRADED C OUT OF C'S VEH INTO A 2002 MAXIMA.
C'S COMPLAINT IS THAT C WAS NOT AWARE AT THE TIME THAT C PURCHASED THE MAXIMA
THAT C WAS BEING CHARGED AN EXTRA \$6K ON TOP OF THE STICKER PRICE AND THAT C
HAD JUST CONTACTED DLR TO GET PAYOFF FOR C'S LOAN AND REALIZED IT WAS VERY
HIGH. CRR-JB HAD CONTACTED DLR AND DLR INFORMED CRR THAT C HAD BEEN TO DLR AND
THAT C HAD REFUSED TO DRIVE THE QST ANY LONGER AND DLR WAS ABLE TO GET C INTO
THE MAXIMA BUT THERE WAS INEVITABLY GOING TO BE NEGATIVE EQUITY FROM THE QST
BECAUSE C TRADED THE QST IN SO EARLY. WOODY AT DLR TOLD CRR-JB THAT C HAD
EXPRESSED TO WOODY THAT C DID NOT THINK THAT C SHOULD BE RESPONSIBLE TO PAY
FOR THE ADDITIONAL \$6K BECAUSE OF ALL OF THE TROUBLE THAT C HAD BEEN THROUGH
WITH THE QST. WOODY TOLD CRR-JB THAT THE REASON THAT C HAD NOT BEEN ISSUED
ADDITIONAL ASSISTANCE WITH C'S QST IS BECAUSE THE REPAIRS WERE NOT THE SAME
AND WERE NOT SAFETY RELATED AND THAT C WAS FAR OUTSIDE OF C'S BASIC WARRANTY.
C HAD PURCHASED MAXIMA AND HAD SIGNED PAPERS. CRR-JB HAD INFORMED C OF THIS
AND C STATED THAT C WAS NOT AWARE OF WHAT C WAS DOING AND C ASSUMED THAT C WAS
JUST GETTING ANEW VEH. CRR-JB EXPLAINED TO C THAT C HAD SIGNED SALES CONTRACTS
AND HAD AGREED TO PAY THE TOTAL AMOUNT WHICH INCLUDED THE ADDITIONAL \$6K AND
THAT C HAD BEEN OFFERED A SERVICE CREDIT OF \$200 FROM NNA AS COMPENSATION FOR
C'S TROUBLES. C STATED THAT \$200 WAS NOT NEARLY GOOD ENOUGH AND THAT C HAD
SPENT \$2K WITH ALL OF THE TROUBLE FROM THE QST. CRR-JB STATED THAT CRR-JB WAS
NOT ABLE TO OFFER C AND ADDITIONAL REIMBURSEMENT AND C WAS THUS REFERRED TO
RSS-TG. JB361N @ 10/04-ZJB361N

@ 10/04-ZJB361N

**RSS CALLED DLR 17014 FOR THE VIN# ON THIS VEHICLE (NO ANSWER-4:46PM PST).
TOO DIFFICULT TO REREVIEW THE FILE WITHOUT THE SUPPORTING RO'S (PREVIOUS FILE
INDICATES THE TWO REPAIRS WERE NOT RELATED). RSS CALLED C TO NOTIFY (PHONE
PICKED UP THEN HUNG UP). RSS CALLED AGAIN, ANSWERING MACHINE PICKED UP AGAIN
THEN HUNG UP. @ 10/04-ZTG494N

@ 10/04-ZTG494N

*CRR-JB RECEIVED MESSAGE FROM RSS-TG STATING THAT FILE CAN BE CLOSED.

@10/07-ZJB361N

FILE CLOSED

@10/07-ZJB361N

****COMMENTS ADDED*** C LEFT A MESSAGE ON RSS' VOICE MAIL STATING SHE WAS
HOPING TO HEAR BACK FROM RSS. REFERENCING THE PREVIOUS NOTES, TWO ATTEMPTS
WERE MADE TO REACH C (PHONE TROUBLE). C ASKED TO BE CONTACTED AT [REDACTED]
RSS RETURNED C'S CALL. @ 10/08-ZTG494N-COMMENT

@ 10/08-ZTG494N-COMMENT

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FILE RE-OPENED. C RETURNED THE CALL STATING THEY LEFT THE PHONE HOOKED UP TO THEIR COMPUTER (RSS HAD JUST REMINDED HER). C ADVISED HER VEHICLE HAD BEEN TO THE DLR APPROXIMATELY 4 TIMES FOR THE SAME PROBLEM. C ADVISED THE SUPPORTING RO'S WILL BE FAXED BY 10-14-02 (C GOING OUT OF TOWN AGAIN). RSS PROVIDED C WITH RSS' FAX NUMBER. @ 10/08-ZTG494N

***C LEFT A MESSAGE ON RSS' VOICE MAIL TO FIND OUT IF THE REQUESTED DOCUMENTS HAD BEEN RECEIVED. RSS RECEIVED, VIA FAX, RO# 112491 DATED 01-22-02 WITH 38,734 MILES (SUTHERLIN NISSAN)-HEADLIGHT ON PASSENGER FRONT GOES ON & OFF INTERMITTENTLY (CONNECTOR AT HEADLAMP DEFECTIVE); RO# 114309 DATED 02-25-02 WITH 42,786 MILES (SUTHERLIN NISSAN)-HEADLIGHTS SHORTING OUT AGAIN (CONNECTOR ASSEMBLY DEFECTIVE) & DLR PERFORMED THE 30K MILES SERVICE; RO# 115271 DATED 03-13-02 WITH 44,117 MILES (SUTHERLIN NISSAN)-HEADLIGHT ON THE RIGHT SIDE IS NOT WORKING (THE LEFT SIDE WAS WORKING AT THE TIME BUT HAS NOT BEEN WORKING LATELY-THE LEFT SIDE LIGHT IS DANGLING)-LEFT HEADLAMP BULB COLLAR BROKEN AND SOCKET MELTED (DLR REPLACED THE RIGHT SIDE BULB) & DLR PERFORMED THE FUEL SYSTEM CLEANING UNITS. RSS CALLED C TO NOTIFY FAX HAS BEEN RECEIVED AND RSS WILL FURTHER REVIEW THE CASE TOMORROW TO DETERMINE NNA'S POSITION. RSS LEFT UPDATE WITH C'S HUSBAND (JIMMY GRANT). @ 10/14-ZTG494N

C LEFT A MESSAGE ON RSS' VOICE MAIL ASKING TO BE CONTACTED AT 229-435-5873. RSS RETURNED C'S CALL (LINE PICKED UP THEN DISCONNECTED LIKE BEFORE). ***NOTE: THE RO THAT IS MISSING IS FROM THE DLR WHERE VEHICLE WAS TAKEN TO WHEN C WAS OUT OF TOWN (RSS AT LEAST NEEDS TO KNOW THE NAME OF THE DLR TO FOLLOW-UP WITH). RSS CALLED THE OTHER NUMBER PROVIDED BY C (NO MESSAGE LEFT-NUMBER TO A CHURCH). @ 10/16-ZTG494N

***C LEFT A MESSAGE ON RSS' VOICE MAIL ASKING TO BE CONTACTED AT THE NUMBER LISTED IN THE C.A.R. RSS RETURNED THE CALL. RSS ADVISED C'S HUSBAND, JIMMY GRANT. RSS TRIED CALLING ON 10-16-02 BUT WAS UNABLE TO LEAVE A MESSAGE BECAUSE THE LINE WAS CONNECTED TO THE FAX AS ADVISED BY C. C'S HUSBAND CLARIFIED THE DLR VEHICLE WAS TAKEN TO WAS IN FACT DLR 2181 (RO'S RECEIVED FOR THIS DLR) AND WAS ALSO TAKEN TO DLR 17014. C ADVISED DLR IS ABOUT 100 MILES AWAY FROM HOME AND THE WAY THAT THE VEHICLE ENDED UP GOING BACK TO THE SAME DLR IS BECAUSE THEY ARE THE CLOSEST DLR WHEN TRAVELLING TO SEE THEIR FAMILY, WHICH WAS OFTEN BECAUSE HIS WIFE'S BROTHER WAS VERY ILL. C ADVISED THE LAST VISIT IS WHEN THEY HAD TO STAY IN A HOTEL BECAUSE THE PROBLEM STARTED AT NIGHT AND THE DLR WAS CLOSED (WEEKEND). THE VERY NEXT DAY THEY HAD TO RENT A VEHICLE AND CONTINUE THEIR TRIP TO MAKE IT TO C'S BROTHER'S FUNERAL. VEHICLE WAS TAKEN TO A FRIENDS HOUSE UNTIL THEY RETURNED. C STAYED GONE FOR ABOUT A WEEK. C HAD TO STAY IN ANOTHER HOTEL UPON THEIR RETURN TO WAIT FOR THE VEHICLE TO BE REPAIRED.

*****FILE CONTINUED # 3931995****.

@ 10/22-ZTG494N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: NT9A	CONTACT(S): LBPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SRBR
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	1 DATE: 10/8/2002	USERID:
OTHER #:	0 DATE: 00/00/00	USERID: ZTG494N
COMMENTS ONLY: #:	1 DATE: 10/8/2002	USERID:
RESP DLR: 17014	EFFECTIVE: 10/3/2002	USERID: ZTG494N
IIR-DATE: 00/00/00	TRANS DATE:	CHANGED BY:
3RD PRY:	PART#:	CHECK REQUESTED: NO
BYBACK ST:	OPENED BY:	CHECK ISSUED: NO

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DATE: 4/15/2004
TIME: 08:04:22 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: 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: 45000
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: 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: 6
VEHICLE MAINTAINED BY: DLR 246
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 10/23/02
FOLLOWUP DATE: 10/29/02
CLOSE DATE: 11/01/02

XFER/RSPNSBLTY: 48 04 S
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

PREVIOUS RELATED FILE # 3785811. C STATED THAT C PAID FOR A REPAIR BEFORE THE SECURITY PLUS POLICY WAS CORRECTED AND CWANTS TO KNOW IF C CAN BE REIMBURSED FOR THIS REPAIR.

CRR VERIFIED NAME, ADDRESS, PHONE #, DLR INFORMATION, VIN, ZCA1, AND MILEAGE. CRR ALSO CHECKED FOR RECALLS AND SERVICE CAMPAIGNS. NONE FOUND. CRR ASKED C WHAT REPAIR WAS DONE. C STATED THAT THE HEADLAMP HARDSHELL CONNECTOR MELTED FILE OPENED-ZTG946N 10/23/2002

AND THE WIRING SHORTED AND THE HEADLAMP DIDNT WORK. C STATED THAT C PAID OVER \$200 FOR THIS REPAIR. CRR ASKED IF CAN FAX THE INVOICE TO CRR SO THAT THE PART INFORMATION CAN BE COMPARED TO THE COVERED COMPONENT GUIDE TO FIND OUT IF IT SHOULD HAVE BEEN COVERED. C STATED SHE WILL. CRR PROVIDED C WITH THE FAX AND FILE #. C STATED THAT HAS OTHER PROBLEMS THAT C WANTS CHECKED OUT. CRR ADVISED C THAT TAKE THE VEH TO THE DLR AND THEY CAN CHECK ANY CONCERN THAT C IS HAVING WITH THE VEH. C THANKED AND ENDED THE CALL. FILE PENDING DOCS.

@10/23-ZTG946N

CRR HAS NOT RECEIVED DOCS. FILE STILL PENDING DOCS.

@10/28-ZTG946N

CRR NOTES THAT C HAS NOT FAXED THE REQUESTED DOCS. CRR LEFT A MESSAGE FOR C AND IS CLOSING THE FILE PENDING DOCS.

@11/01-ZTG946N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	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: 3195	EFFECTIVE: 10/23/2002	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: ZTG946N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/01/02	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: KUHARSKI, MARK	
PHONE:	OWNER FIRST:	LANGUAGE:	

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:22 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
3	NBDC05134973	246	12/27/1999	12/27/2004	100,000.00	12/27/1999	
11	NCDC95134973	246	12/27/1999	12/27/2004	100,000.00		

Use Policy Id

NBDC05134973 12/27/2004 246

NBDC05134973		
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NCDC95134973 12/27/2004

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NCDC95134973		
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: MT VERNON
ST/ZIP: NY [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T0XD [REDACTED]
YR/MDL: 1999.0 GST MILEAGE: 33000
IN SVC DATE: 8/20/1999
RTL DLR: 3207 ACTION NISSAN, INC.
SVC DLR: 07117 YONKERS NISSAN, INC
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 01 01

VCAN:
PAID:
SUSP:
DENY:

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

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

OPEN DATE: 10/28/02
FOLLOWUP DATE: 10/29/02
CLOSE DATE: 11/11/02

XFER/RSPNSBLTY: 26 01 S
DATANET (Y/N): 1
DATANET DATE: 10/29/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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C. A. R. COMMENTS

NOT RELATED TO PREVIOUS FILE 3241312. RELATED TO PREVIOUS FILE 3639223.
C STATED THAT C IS STILL HAVING ELECTRICAL PROBLEMS WITH VEH. @10/28-ZDM972N
C STATED THAT C STATED THAT THE WIRING CONNECTED TO THE HEADLAMPS KEEP MELTING. C STATED THAT DLR 07117 HAS CHANGED THE WIRING CONNECTED TO THE HEADLAMPS ON 3 DIFFERENT OCCASSIONS. C STATED THAT NOW VEH IS OOW AND THE PASSENGER SIDE HEAD LAMP IS NOT WORKING AND NOW THE REAR TAIL LIGHTS ARE STARTING TO FILE OPENED-ZDM972N 10/28/2002

FAIL. C STATED THAT AS A RESULT OF THE REAR AND PASSENGER SIDE HEAD LAMP NOT WORKING PROPERLY. THE TURN SIGNALS BLINK REALLY FAST AND THEN AFTER A COUPLE OF MINUTES, THEY SLOW DOWN. C STATED THAT C HAS NOT CONTACTED DLR 07117 YET. C STATED THAT C WANTED TO CONTACT NNA FIRST.

CRR UPDATED C'S NAME, ADDRESS, BOTH TELEPHONES, MILEAGE AND DLR. CRR FOUND CLOSED CAMPAIGNS. *CRR INFORMED C THAT C STILL HAS SECURITY PLUS-SILVER COVERAGE. CRR INFORMED C TO CONTACT DLR 07117 AND SCHEDULE AN APPOINTMENT. CRR INFORMED C THAT C CAN CALL CRR BACK TO RELAY APPOINTMENT DATE. C AGREED.

310/28-ZDM972N

CRR DATA NETTED FILE TO DLR 07117.

@10/28-ZDM972N

@10/28-ZDM972N

**CRR-SP RECEIVED CALL FROM C STATING THAT THE APPOINTMENT IS TODAY.

CRR-SP TO EMAIL CRR-DM.

@10/31-ZSP698N

*CRR IN REVIEW OF FILE. CRR CALLED SM AT DLR 07117. CRR SPOKE WITH JOE WHO INFORMED CRR THAT THE WIRE TO THE HEADLAMP HAD A LOOSE CONNECTION. JOE STATED THAT WIRE WAS RECONNECTED FREE OF CHARGE. JOE INFORMED CRR THAT THIS PROBLEM IS VERY COMMON.

@11/04-ZDM972N

::>CRR-NS RECEIVED INBOUND CALL FROM C. C STATED THAT DLR CHARGED C \$150 FOR REPAIRS. C STATED THAT C HAS COMPLAINED ABOUT PARTICULAR ISSUES IN THE PAST AND DLR HAS NOT CORRECTED PROBLEMS. C STATED THAT C WOULD LIKE A CALL BACK FROM CRR-DM. CRR-NS SENT EMAIL TO CRR-DM WITH UPDATE.

@11/08-ZNS878N

CRR CALLED SM-JOE AT DLR 07117 (914)771-5800. CRR SPOKE WITH JOE. CRR ASKED ABOUT THE WIRING CONNECTORS TO THE HEADLAMPS. JOE INFORMED CRR THAT THEY WERE

.11/08-ZDM972N

LOOSE AND THEY RE-CONNECTED FREE OF CHARGE. JOE INFORMED CRR THAT C WAS CHARGED FOR OTHER THINGS AND NOT THE WIRING IN THE HEADLAMPS.

@11/08-ZDM972N

JOE INFORMED CRR THAT C WAS CHARGED FOR 3 BELTS \$150 AND FOR THE RIGHT SIDE REAR BUMPER BULB \$4. CRR THANKED JOE FOR THE INFORMATION.

@11/08-ZDM972N

*CRR IN REVIEW OF FILE. CRR CALLED C AT DAYTIME #. CRR LEFT A MESSAGE.

CRR CALLED C AT EVENING #. *CRR SPOKE WITH WIFE WHO INFORMED CRR THAT C WILL BE HOME AFTER 7PM EST. CRR LEFT MESSAGE WITH WIFE.

@11/07-ZDM972N

CRR IN REVIEW OF FILE. CRR CALLED C AT EVENING #. CRR LEFT C A VERY DETAILED EMAIL INFORMING C THAT CRR SPOKE WITH SM MANAGER AT DLR. CRR INFORMED C THAT C WAS NOT CHARGED \$150 FOR REPAIRING LIGHTS. CRR INFORMED C THAT C WAS CHARGED FOR THE FAN BELTS THAT NEEDED REPLACEMENT.

@11/11-ZDM972N

FILE CLOSED.

@11/11-ZDM972N

::>CRR-NS RECEIVED INBOUND CALL FROM C STATING THAT LIGHT BURNED OUT ON DRIVER SIDE AGAIN. C STATED THAT C ONLY PAID ABOUT \$53 FOR THE BELTS NOT \$150. C STATED THAT C IS ALWAYS GETTING CHARGED \$82 FOR INSPECTION, IF DLR PREFORMS REPAIR OR NOT. C STATED THAT C DOES NOT WANT TO HAVE TO PAY AGAIN FOR SAME PROBLEM. C STATED THAT C CAN BE REACHED ON CELL PHONE [REDACTED] CRR-NS SENT EMAIL TO CRR-DM.

@11/13-ZNS878N-COMMENT

CRR IN REVIEW OF FILE. C CALLED CRR. C STATED THAT THE DRIVER-SIDE HEAD LAMP HAS NOW FAILED. C STATED THAT IS TIRED OF TAKING VEH BACK TO DLR 07117.

C STATED THAT C DOES NOT FEEL SAFE IN VEH.

@11/14-ZDM972N-COMMENT

CRR ASKED C TO HOLD. CRR CALLED SM-JOE AT DLR 07117. CRR INFORMED JOE THAT THE DRIVERSIDE HEADLAMP HAS NOW FAILED. CRR ASKED JOE IF SOMETHING ELSE THAN THE HEADLAMP SOCKETS BE CHECKED. CRR ASKED SM IF THERE IS A WAY TO CORRECT THE PROBLEM. JOE INFORMED CRR TO HAVE C CALL HIM. JOE STATED THAT JOE WANTS TO KEEP VEH (ALL DAY TOMORROW 11/15/02) TO INSPECT VEH. CRR THANKED C FOR HOLDING. CRR INFORMED C TO CONTACT JOE AT DLR 07117. CRR INFORMED C THAT JOE WANTS TO INSPECT VEH. C AGREED TO CALL JOE. CRR INFORMED C

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THAT JOE WILL BE CALLING CRR ONCE VEH IS AT DLR. C UNDERSTOOD.

© 11/14-ZDM972N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTN: SM: IS THERE ANY WAY THAT THE WIRING TO THE HEADLIGHTS CAN BE REPAIRED A DIFFERENT WAY. THE OLD WAY DOESN'T WORK.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y		ACTION CODE: RT8G	CONTACT(S): SGWL	11IP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	ROOT CAUSE: SCPP	
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	
NEW INFO #:		DATE: 00/00/00	USERID:	
OTHER #:		DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	2	DATE: 11/14/2002	USERID: ZDM972N	
RESP DLR: 07117		EFFECTIVE: 10/28/2002	CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:		PART#:	CHECK ISSUED: NO	
BYBACK ST: --		OPENED BY:		
HISTORY:		UPDATE BY: ZDM972N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 11/11/02	MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN	DOM: YAKIM DAVID N	
PHONE:		OWNER FIRST:	LANGUAGE:	

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

DATE: 4/15/2004
TIME: 06:04:22 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
5	NBDE47548138	3207	8/20/1999	8/20/2005	100,000.00		

See Policy Trl

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NBDE47548138 [REDACTED] [REDACTED]

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

CAR ID: CA3958258
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 9/17/2000
/ RTL DLR: 19113 COGGIN NISSAN
SVC DLR: 19123 NAPLETON'S NORTHLAKE NISS
/ RESP DLR:
REGION: 34 DIST: SL/SV/PT: 03 03

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

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

OPEN DATE: 11/14/02
FOLLOWUP DATE: 11/15/02
CLOSE DATE: 11/25/02

XFER/RSPNSBLTY: 26 03 S
DATANET (Y/N): 1
DATANET DATE: 11/15/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 06:04:22 AM

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

NO PREVIOUS FILES. C CALLS STATING THAT WIFE WAS DRIVING VEH RECENTLY WHEN HE NOTICED FRONT HEADLAMPS WERE NOT SHINING. WIFE STATED THEY HAD BEEN OUT FOR A COUPLE OF WEEKS. C STATES CHECKED FUSES. FOUND NO PROBLEMS. VEH WAS TAKEN TO DLR 19123 THIS DATE, AND DLR HAS DETERMINED THAT SOCKETS THAT CONNECT TO THE TWO FRONT LAMPS WERE BURNED OUT. SOCKETS REQUIRE REPLACEMENT. DLR ADVISED WAS NOT COVERED BY WARRANTY. COST TO REPLACE IS ESTIMATED AT \$200. C IS CALLING IN FILE OPENED-ZMN446N 11/14/2002

REQUEST FOR NISSAN ASSISTANCE WITH THE COST.

CRR VERIFIED C NAME, ADDRESS, DAY/EVENING PHONE NUMBER AND VEH MILEAGE. CRR CHECKED FOR RECALLS AND FOUND OPEN SEAT BELT CAMPAIGN. ADVISED C. CRR ADVISED C THAT A FILE HAD BEEN CREATED TO DOCUMENT THE CONCERN TO REVIEW WITH THE DLR. CRR ADVISED C THAT BECAUSE THE VEH IS OUTSIDE OF WARRANTY, NO ASSURANCES OF NISSAN ASSISTANCE. CRR ADVISED C OF 24 TO 48 BUSINESS HOUR TIME FRAME FOR FOLLOW-UP, AND PROVIDED FILE NUMBER, CRR NAME AND DIRECT EXTENSION AS REFERENCE. C UNDERSTOOD. FILE DATANETTED @11/14-ZMN446N

CRR CALLED THE DLR AND SERVICE MGR ERNIE WAS NOT AVAILABLE. CRR LEFT MESSAGE IN REQUEST OF A RETURN CALL. DIRECT EXTENSION AND FILE NUMBER PROVIDED (12:50PM PST). @11/14-ZMN446N

CRR HAS NOT HEARD BACK FROM THE DLR AT THIS TIME. CRR CALLED DLR AGAIN AND SPOKE WITH SERVICE MANAGER ERNIE (11:45AM PST). ERNIE STATES THAT VEH WAS IN YESTERDAY, AND DIAGNOSIS DETERMINED THAT BOTH FRONT HEADLAMP SOCKETS HAD BURNEDOUT. ERNIE BELIEVES THAT CONDITION OCCURED FROM CORROSION, WHEN MOISTURE OR WATER BECAME TRAPPED INSIDE THE HEADLAMP HOUSING AND SUBSEQUENTLY OVER TIME WITH THE PLASTIC TO METAL CONTACT, CAUSED THE SOCKETS TO BLOW. ERNIE STATES THAT HE HAS SEEN THIS HAPPEN BEFORE WITH A FEW OTHER VEHs. STATES THEY HAD TO CUT AND SPLICE THE BRACKETS IN PLACE TO REPAIR. IT INVOLVED TWO HOURS LABOR (\$160) PLUS \$40 IN PARTS. FOR THE TOTAL OF \$200. ERNIE MENTIONED THAT THE C AUTHORIZED AND PAID DLR TO HAVE THE SOCKETS REPLACED. REPAIR WOULD HAVE BEEN COVERED UNDER BASIC WARRANTY (36 MONTHS/36000 MILES). C OUT OF THIS WARRANTY PERIOD BY MILEAGE. C HAS NO SERVICE HISTORY AT THE DLR. CRR NOTES THESE

@11/15-ZMN446N

FACTORS, AND AS A ONE TIME GOODWILL GESTURE, CRR WOULD BE WILLING TO COVER 50% OF THE REPAIR COST (\$100). C RESPONSIBLE FOR REMAINDER. BECAUSE THE C HAS ALREADY PAID FOR THE WORK, CRR WILL REQUEST THAT THE C SUBMIT COPY OF REPAIR INVOICE, PROOF OF PAYMENT AND PROOF OF OWNERSHIP. CRR CALLED C EVENING PHONE NUMBER AND RECEIVED VOICEMAIL. CRR LEFT MESSAGE IN REQUEST THAT THE C CALL CRR BACK. DIRECT EXTENSION AND FILE NUMBER PROVIDED (11:50AM PST). @11/15-ZMN446N
CRR HAS NOT HEARD BACK FROM THE C AT THIS TIME. CRR CALLED C EVENING PHONE AGAIN THIS DATE AND RECEIVED VOICEMAIL. CRR LEFT ANOTHER MESSAGE IN REQUEST THAT THE C CALL CRR BACK. CRR LEFT DIRECT EXTENSION AND FILE NUMBER AS REFERENCE. @11/19-ZMN446N

CRR HAS NOT HEARD BACK AGAIN FROM THE C. CRR CALLED C DAY NUMBER AND RECEIVED VOICEMAIL. CRR LEFT MESSAGE IN REQUEST OF A RETURN CALL (12:05PM PST). CRR AWAITING A RETURN CALL. @11/21-ZMN446N

CRR HAS STILL NOT HEARD BACK FROM THE C AT THIS TIME. CRR CALLED C EVENING @11/25-ZMN446N

PHONE AND LEFT ANOTHER AND FINAL MESSAGE. REQUESTING THAT THE C CALL CRR BACK. CRR LEFT 800 NUMBER WITH CRR DIRECT EXTENSION (8:40AM PST). CRR CLOSING FILE DUE TO LACK OF C RESPONSE. @11/25-ZMN446N

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER SERVICE MANAGER. PLEASE REVIEW THE FILE COMMENTS AND CONTACT MARCELL NEWTON AT [REDACTED] TO DISCUSS. THANKS

SPECIAL REMARKS:

DATE: 4/15/2004
TIME: 08:04:22 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID:
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CA3958256

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y			CONTACT(S): SGWL	
CALLBACK: (Y/N) #:		ACTION CODE: RT4B	ROOT CAUSE: SRPP	
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:	
NEW INFO #:	0	DATE: 00/00/00	USERID:	
OTHER #:		DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:	
RESP DLR: 19123		EFFECTIVE: 11/14/2002	CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:		PART#:	CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:		
HISTORY:		UPDATE BY: ZMN446N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 11/25/02	MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN	DOM:	
PHONE:		OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:22 AM

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

CAR ID: CA3956256
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CA3956256

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

DATE: 4/15/2004
TIME: 08:04:22 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
27							

Use Policy Id

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DATE: 4/15/2004
TIME: 08:10:07 AM

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

CAR ID: CA3958851
Page 1

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

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 1/5/2000
RTL DLR: 22028 TRI-CITY MOTORS, INC.
SVC DLR: 22029 TRI-CITY MOTORS, INC.
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 11 11
VCAN:
PAID:
SUSP:
DENY:

LETTER RECEIVED 11/18/2002 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/18/02
FOLLOWUP DATE: 11/21/02
CLOSE DATE: 11/20/02

XFER/RSPNSBLTY: 24 11 S
DATANET (Y/N): 1
DATANET DATE: 11/19/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:10:07 AM

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

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CA3959851

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 HEADLIGHTS, AND THE 'FRAME' THAT BURNED.
11/20 CRR NOTES REPAIR WAS COMPLETED 10/21/02 MAIN HARNESS. CUST DID NOT
REQUEST NNA CALLBACK. CRR CLOSING FILE @11/20-ZNS835N
FOLLOW-UP IS DUE ON OR BEFORE 11/19/02
THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER
FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF
CONCERN.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1A	CONTACT(S): STCA	ROOT CAUSE: SDPP
CALLBACK: (Y/N) #: 0	DATE: 00/00/00	USERID:	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: 22029	EFFECTIVE: 11/18/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZNS835N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/20/02	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: ADAIR WAYNE	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:10:07 AM

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

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CA3959851

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

DATE: 4/15/2004
TIME: 08:10:07 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA3962907
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: DALY CITY
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: 33000
IN SVC DATE: 1/22/2000
RTL DLR: 2281 SERRAMONTE NISSAN
SVC DLR: 2281 SERRAMONTE 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: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/21/02
FOLLOWUP DATE: 11/22/02
CLOSE DATE: 11/22/02

XFER/RSPNSBLTY: 32 01 3
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:22 AM

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

PREVIOUS UNRELATED FILE: 3675731

©11/21-ZNS876N

CELL PHONE: 650-290-0192

©11/21-ZNS876N

C CALLED IN STATING THAT WIRING ON HEADLIGHTS ARE DAMAGED ON VEH. C STATED THAT DLR INFORMED C THAT AFTER MARKET BULB IS CAUSING SHORT WITH CABLES. C STATED THAT DLR IS CHARGING C \$140 FOR REPAIRS. C STATED THAT WIRES ARE LOOSE AND SHORT IS DUE TO AN ELECTRICAL MALFUNCTION THAT SHOULD BE COVERED UNDER FILE OPENED-ZNS876N 11/21/2002

WARRANTY. C STATED THAT C HAD COMPLAINED ABOUT ISSUE BEFORE AND DLR SUPPOSEDLY REPAIRED VEH. C STATED THAT ITEMS PLACED ON VEH SHOULD BE NISSAN PARTS. CRR-NS VERIFIED ADDRESS, MILEAGE, DAY AND EVE PHONE NUMBERS. NO OPEN RECALLS ON VEH. CRR-NS INFORMED C THAT VEH WAS PURCHASED PRE-OWNED AND NNA WOULD NOT HAVE ANY INFORMATION ON AFTER MARKET ACCESSORIES THAT WERE INSTALLED BY PREVIOUS OWNER. CRR-NS INFORMED C THAT IF SHORTAGE WAS CAUSED BY AFTER MARKET BULB, REPAIR WOULD NOT BE COVERED UNDER WARRANTY BECAUSE NISSAN ONLY COVERS MANUFACTURER'S DEFECTS FOR NISSAN PARTS. CRR-NS INFORMED C THAT CRR-NS WOULD NEED TO CONTACT DLR FOR VEH HISTORY TO VERIFY WHAT PARTS WERE USED ON PREVIOUS REPAIR. CRR-NS GAVE C CRR-NS'S NAME, DIRECT X3883, AND FILE NUMBER.

*C STATED THAT C WANTED ISSUE RESOLVED IMMEDIATELY AND WOULD CALL BACK IN 30 MINUTES FOR UPDATE. CRR-NS INFORMED C THAT FILE PROCEDURE IS 48 HOURS TURN AROUND TIME. CRR-NS INFORMED C THAT CRR-NS WOULD TRY TO HAVE ISSUE RESOLVED AS SOON AS POSSIBLE, BUT COULD NOT GUARANTEE ISSUE WOULD BE RESOLVED TODAY.

©11/21-ZNS876N

-CRR-NS CALLED DLR AND LEFT MESSAGE FOR SERVICE REP-IRWIN REQUESTING A CALL BACK WITH VEH HISTORY.

©11/21-ZNS876N

-CRR-NS CALLED DLR AND SPOKE TO SERVICE REP-IRWIN, WHO STATED THAT AFTER MARKET BULB CAUSED WIRES TO MELT. SERVICE REP-IRWIN STATED THAT DLR WAS GOING TO GOODWILL REPAIR FOR C. SERVICE REP-IRWIN STATED THAT HEADLIGHT CONNECTORS WERE ORDERED TO CORRECT PROBLEM.

©11/22-ZNS876N

*CRR-NS CALLED C WITH UPDATE. CRR-NS INFORMED C THAT DLR WOULD BE COVERING COST OF REPAIRS.

©11/22-ZNS876N

FILE CLOSED.

©11/22-ZNS876N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1F	CONTACT(S): SWCV	5CIP
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: 2261	EFFECTIVE: 11/21/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRTY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZNS876N		
SVC CALL#:	UPDATE DATE:		
CLOSE Y (Y/N)	CLOSE DATE: 11/22/02	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: INMAN, GARY	
PHONE:	OWNER FIRST:	LANGUAGE: S	

DATE: 4/15/2004
TIME: 08:04:22 AM

[REDACTED]
NISSAN MOTOR CORPORATION IN U.S.A
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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA3982907

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

DATE: 4/15/2004
TIME: 08:04:23 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 08:04:23 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA3985794
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LUCEDALE
ST/ZIP: MS [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 71000
IN SVC DATE: 9/25/1999
RTL DLR: 3492 PAT PECK NISSAN
SVC DLR: 3492 PAT PECK NISSAN
RESP DLR:
REGION: 34 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 PREOWNEI X MILES 38000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 02 OPEN DATE: 11/25/02 XFER/RSPNSBLTY: 24 02 S
CONTACT (S): SGWL FOLLOWUP DATE: 12/03/02 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12/12/02 DATANET DATE: 11/26/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:23 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3965794

C. A. R. COMMENTS

NO PREVIOUS FILES. ADDED CUSTOMER INFORMATION. NO VIN AVAILABLE. C WILL CALL BACK TO PROVIDE VIN.

- C STATES THE VEHICLE HAVE A HISTORY OF HEADLAMP SOCKET BEING BURNED. C FEELS THAT IT'S AN ELECTRICAL ISSUE WHICH IS CAUSING THE BULB TO BURN OUT PREMATURE. C WOULD LIKE NNA TO REVIEW FOR POSSIBLE ASSISTANCE BECAUSE C RECENTLY HAD DLR CHANGE THE LEFT HEADLAMP AND NOW IS LOOKING TO REPAIR THE RIGHT HAND SIDE.
FILE OPENED-ZMC888N 11/25/2002

- C WILL CALL BACK WHEN HE SETS AN APPT WITH DLR FOR INSPECTION (C IS AWARE THAT HE IS RESPONSIBLE FOR ALL INSPECTION CHARGES) @ 11/25-ZMC888N

<FILE CLOSED PENDING CALL BACK> @ 11/27-ZMC888N

***CRR-BQ RECEIVED A CALL FROM THE C WITH THE C'S VIN...FILE REOPENED.

C STATED THAT THE C IS STILL REQUESTING ASSISTANCE WITH THE SOCKET AND THE C ALSO WANTED TO DISCUSS A CARBON BUILD UP PROBLEM WITH ACCELERATOR. CRR-BQ ADVISED THAT A CARBON FLUSH IS RECOMMENDED MAINTAINANCE AT AROUND 60K. C UNDERSTOOD. AND ASKED THAT CRR-MC CALL THE C WHEN CRR-MC COULD. CRR-BQ ADVISED THAT CRR-M.C WOLD BE ADVSIED OF THE C'S CALL. C THANKED. E-MAIL SENT.

@ 12/02-ZBQ092N

- C CALLED TO INQUIRE THE STATUS OF THE FILE. CRR ADVISED C THAT C WOULD CALL C BACK WITHIN 2 HOURS.

- C CALLED BACK AFTER 20 MINUTES. C STATES THAT DLR WANTS ALMOST 1500 TO REPAIR THE VEHICLE. C STATES HE WILL SELL THE VEHICLE NOW, IT'S JUST NOT WORTH IT. HE IS A FORD FAN TO BEGIN WITH ANYWAYS. HE SHOULD'VE NEVER BOUGHT A NISSAN. C FEELS THAT THIS VEHICLE WAS A PIECE OF CRAP TO BEGIN WITH.

- CRR INFORMED C THAT BASED ON HIS INFORMATION AT THIS TIME. CRR WOULD NOT BE IN THE POSITION TO OFFER C ANY ASSISTANCE BECAUSE C CANNOT BE JUSTIFIED AS A GOOD NISSAN CUSTOMER. SOMEONE THAT NISSAN WOULD WANT TO INVEST IN AND ASSIST ONCE VEHICLE IS OOW. (CRR ADVISED C THAT CALL WAS RECORDED AND MONITORED AND MANAGEMENT WOULD NOT APPROVE CRR TO ASSIST C AT THIS TIME). CRR EXPLAINED TO C THAT ASSISTANCE IS REVIEWED ON BASIS OF CUSTOMER'S COMMITMENT TO NISSAN. C UNDERSTOOD. C WAS A BIT INDECISIVE. CRR INFORMED C THAT CRR WOULD OFFER C UP TO \$300 TO PURCHASE/LEASE ANOTHER NISSAN WITHIN 6 MONTHS FROM THIS DATE. C ACCEPTED. C WILL CALL BACK WHEN C DOES GET INTO ANOTHER NISSAN @ 12/12-ZMC888N

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT [REDACTED]

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S): SGWL

SATISFIED: Y

ACTION CODE: NTBG

ROOT CAUSE: SNFP

CALLBACK: (Y/N) #: 0

DATE: 00/00/00

USERID:

REOPEN: CALLBACK #: 0

DATE: 00/00/00

USERID:

NEW INFO #: 1

DATE: 12/2/2002

USERID: ZBQ092N

OTHER #: 0

DATE: 00/00/00

USERID:

COMMENTS ONLY: #: 0

DATE: 00/00/00

USERID:

RESP DLR: 3492

EFFECTIVE: 11/25/2002

CHANGED BY:

IIR-DATE: 00/00/00

TRANS DATE:

CHECK REQUESTED: NO

3RD PRY:

PART#:

CHECK ISSUED: NO

BYBACK ST:

OPENED BY:

DATE: 4/15/2004
TIME: 08:04:23 AM

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

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CA3985784

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

UPDATE BY: ZMC888N
UPDATE DATE:
CLOSE DATE: 12/12/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:23 AM

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

CAR ID: CA3965794
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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:23 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
27							

Vis. Policy Id

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