

PE04-020

NISSAN

05/03/04

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

PART 5 OF 6

DATE: 4/16/2004
TIME: 08:04:23 AM

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

CAR ID: CA3967218
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T1XD [REDACTED]
CITY: DUBLIN YR/MDL: 1999.0 QST MILEAGE: 40000
ST/ZIP: CA [REDACTED] IN SVC DATE: 9/13/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 22047 BUCKEYE NISSAN, INC.
EVE PH: [REDACTED] PAID: SVC DLR: 22047 BUCKEYE NISSAN, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 11/26/02 XFER/RSPNSBLTY: 44 01 8
CONTACT (S): SGWL FOLLOWUP DATE: 11/27/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11/26/02 DATANET DATE:

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA3967218

C. A. R. COMMENTS

NO PREVIOUS FILES
CRR VERIFIED C NAME, ADDRESS, PHONE#, VIN, DLR, AND MILEAGE
NO OPEN RECALLS
C CALED IN LOOKING FOR GOODWILL ASSISTANCE WITH ISSUE. C STATES THAT ONE OF THE FRONT HEADLIGHTS BURNT OUT, CAUSING C TO REPLACE THE HEADLIGHT PLUG AS THE PLUG BURNT OUT, NOT ALLOWING CONTACT. C STATES THAT NOW THE OTHER SIDE BURNT FILE OPENED-ZKF980N 11/26/2002
OUT AND C BELIEVES THAT THIS SHOULD NOT BE HAPPENING. C ASKING FOR NISSAN TO PAY FOR THIS. CRR ASKED IF C HAS GONE TO DLR TO VERIFY THIS. C STATED THAT C REPAIRED LAST ONE HIMSELF AND HAS NOT GONE TO DLR FOR THIS SIDE. CRR STATED THAT CRR IS WILLING TO REVIEW SITUATION, BUT C WILL HAVE TO TAKE VEH TO DLR TO HAVE THIS LOOKED AT FIRST. C STATED THAT C WILL SEE IF C CAN GET VEH INTO DLR. CRR THEN PROVIDED FILE# AND EXTENSION.
FILE CLOSED PENDING FURTHER CONTACT. ©11/26-ZKF980N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT8G	CONTACT(S): SGWL	ROOT CAUSE: SSCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00		USERID:
NEW INFO #:	DATE: 00 / 00 / 00		USERID:
OTHER #:	DATE: 00 / 00 / 00		USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00		USERID:
RESP DLR: 22047	EFFECTIVE: 11/26/2002		CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE:		CHECK REQUESTED: NO
3RD PRY:	PART#:		CHECK ISSUED: NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKF980N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 11/26/02		MICROFILM:
RESP CAA:	OLM: SMIT AGNES		DOM: PARSONS HARRY
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: NHTSA

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

CA3987218

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
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27

Warranty Policy Id

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DATE: 4/15/2004
TIME: 08:04:23 AM

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

CAR ID: CA3967460
Page 1

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LILBURN
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: 35000
IN SVC DATE: 9/2/1999
RTL DLR: 8611 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 PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 11/27/02
FOLLOWUP DATE: 11/28/02
CLOSE DATE: 12/17/02

XFER/RSPNSBLTY: 34 01 S
DATANET (Y/N): 1
DATANET DATE: 11/28/2002

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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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CA3967460

C. A. R. COMMENTS

NO PREVIOUS FILES @11/27-ZEO115N
CALLER IS C'S FATHER.
C STATES THAT A ONE TIME A HEADLIGHT ON THE VEH WENT OUT AND NOW BOTH THE HEADLIGHTS HAVE GONE OUT.
C SAYS HE IS A ELECTRICIAN AND FOUND THAT THE FIRST TIME THE SOCKET WAS UNPLUGGED AND NOW IT LOOKS LIKE THE SOCKET GOT HOT AND "CORRODED".
FILE OPENED-ZEO115N 11/27/2002
C HASN'T TAKEN IT TO A NNA DLR BUT WANTS TO KNOW IF NNA CAN ASSIST.
CRR EO UPDATED C NAME, ADDRESS AND PHONE. CRR EO UPDATED DLR AND MILEAGE.
CRR EO CHECKED FOR RECALLS AND ADVISED TO HAVE VEH DIAGNOSED AT A NNA DLR AND FOR C TO CALL CRR EO WITH APT DATE AND DLR AND CRR EO WILL REVIEW FILE WITH SM..
C AGREED. CRR EO GAVE C FILE# AND EXTENSION @11/27-ZEO115N
FILE TO BE CLOSED 12/2 PENDING C'S APT @11/27-ZEO115N
**CALLER IS MR DANIELS. C STATES THAT HE HAS APT FOR 11/28 AT GWINNETT PLACE.
@11/27-ZEO115N
CRR EO ADVISED THAT NNA IS CLOSED THAT DAY FOR HOLIDAY BUT IF C NEEDS REPAIRS DONE THAT SOON CRR EO CAN REVIEW FOR REIMBURSEMENT IF C IS CHARGED AT DLR.
C AGREED. C SAID HE WILL C/B IF HE IS CHARGED. @11/27-ZEO115N
FILE CLOSED . NO RESPONSE FROM C. @12/17-ZEO115N
FOLLOW-UP IS DUE ON OR BEFORE
THIS IS A CLOSED MINI-CAR. THE CUSTOMER HAS BEEN INSTRUCTED TO CONTACT YOUR DEALERSHIP TO ADDRESS THE CONCERN.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT4C	CONTACT(S): SWCV	5CBF
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCLT	
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: 3811	EFFECTIVE: 11/27/2002	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: ZEO115N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/17/02	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

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

CAR ID: CA3967460
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CONSUMER AFFAIRS

CA3967460

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:23 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: C1ST

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 Id

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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: CA3970893
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
CITY: SODDY DAISY YR/MDL: 2000.0 QST MILEAGE: 48000
ST/ZIP: TN [REDACTED] IN SVC DATE: 12/27/1999
DAY PH: [REDACTED] VCAN: / RTL DLR: 18034 UNITED NISSAN, INC.
EVE PH: [REDACTED] PAID: / SVC DLR: 3855 HUNT NISSAN
DLR PH: [REDACTED] SUSP: / RESP DLR:
DENY: REGION: 34 DIST: SL/SV/PT: 04 04

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

ORIG CODE: 04 OPEN DATE: 12/03/02 XFER/RESPNSBLTY: 34 -04 5
CONTACT (S): SWCV FOLLOWUP DATE: 12/20/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12/16/02 DATANET DATE:

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

G/L VALUE CODE: 34GDWIL ACCOUNT: 1-830100-34150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 150

CHK REQUEST DATE: 12/12/02 REQUESTED BY: ZPS830N
CHECK APPROVED: 12/13/02 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 12/17/02 CHECK NUMBER:

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

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

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NISSAN MOTOR CORPORATION IN U.S.A
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CA3970693

C. A. R. COMMENTS

NO PREVIOUS FILES. NO OPEN RECALLS. VERIFIED C'S NAME, PHONES. GAVE C NAME, EXTENSION OF CRR. @ 12/03-ZPS930N

C CALLED IN STATING THAT ABOUT NINE MONTHS AGO C BROUGHT VEH TO DLR TO HAVE THE WINDSHIELD WASHER LIGHT AND THE WINDOW LATCH ON C'S VEH REPAIRED. C STATES THAT THE DLR FIXED THE WINDSHIELD WASHER LIGHT FROM COMING ON AND FIXED THE WINDOW LATCH. C STATES THAT LESS THAN ONE YEAR LATER, THE WINDSHIELD WASHER FILE OPENED-ZPS930N 12/03/2002

LIGHT IS COMING ON AND THE SAME WINDOW LATCH IS BROKEN AGAIN. C STATES THAT C IS HAVING TO PAY \$50 AGAIN FOR EACH REPAIR. @ 12/03-ZPS930N

C STATES THAT C HAS ALSO HAD TO TAKE VEH IN TO DLR FOUR TIMES TO FIND OUT WHAT IS WRONG WITH C'S TRANSMISSION. C STATES THAT AT FIRST, C'S TRANSMISSION WAS GRINDING WHEN C WOULD PUT IT INTO GEAR. C STATES THAT AS TIME WENT ON, THE TRANSMISSION STARTED TO SLIP. C STATES THAT THE DLR HAS DIAGNOSED THE PROBLEM AS A MAIN SEAL WHICH NEEDS TO BE REPLACED, AS TRANSMISSION FLUID HAD BEEN LEAKING. C STATES C WILL HAVE TO PAY \$50 DEDUCTIBLE FOR REPAIR OF C'S TRANSMISSION. @ 12/03-ZPS930N

C ASKING FOR COMPENSATION ON WINDSHIELD WASHER LIGHT REPAIR AND FOR WINDOW LATCH. AS PARTS FAILED AGAIN SO QUICKLY. @ 12/03-ZPS930N

C STATES VEH HAS BEEN AT DLR SINCE 11/29. @ 12/03-ZPS930N

CRR-PS ADVISED C THAT CRR-PS WILL FIND OUT WHY DLR DID NOT COVER WINDOW LATCH AND WINDSHIELD WASHER LIGHT REPAIR UNDER PARTS WARRANTY AND WILL CALL C BACK BY 12/8 AT THE LATEST. CRR-PS ADVISED C THAT DEDUCTIBLE FOR TRANSMISSION REPAIR WILL NEED TO BE COVERED BY C. C UNDERSTOOD. CRR-PS ADVISED C THAT CRR WILL CALL C BACK BY 12/8 AT THE LATEST. @ 12/03-ZPS930N

CRR-PS WILL ALSO FIND OUT IF THERE IS ANY OTHER TRANSMISSION DAMAGE THAT WAS DONE IF C'S TRANSMISSION WAS SLIPPING AND GRINDING. @ 12/03-ZPS930N

CRR-PS CALLED AND LEFT VMX WITH C STATING THAT CRR-PS WILL CONTACT C NEXT WEEK AS CRR-PS WILL BE ON VACATION THE REMAINDER OF THIS WEEK. @ 12/04-ZPS930N

CRR TOOK AN INBOUND CALL FROM C ASKING FOR CRR-PS. CRR-PS IS ON VACATION UNTIL 12/9/02. CRR LET C KNOW THAT CRR-PS IS IN THE MIDDLE OF DOING RESEARCH AND TOLD C THAT CRR-PS WILL GET BACK TO C ON 12/09/02. C STATES THAT THIS IS UNACCEPTABLE AND REQUESTED FOR A SUPERVISOR CALL BACK. CRR SUBMITTED FOR A SUPERVISOR CALLBACK. TOLD C THAT THERE IS A 24HOUR CALL BACK TIME. C TOLD CRR THAT THIS IS UNACCEPTABLE. CRR SUBMITTING A REQUEST AT 9:46AM PST. @ 12/06-ZSL578N

@ 12/06-ZSL578N

**CRRSH CALLED AND STATES THAT C IS WAITING FOR A CALL BACK FROM AN RSS. CRR ADVISED C THAT AN RSS IS SCHEDULED TO CALL ON 12/09. C WOULD LIKE TO BE REACHED AT (423) 870-7315 AND ASK FOR MR. BROPHY. CRR ADVISED C THAT CRR DID UPDATE. @ 12/09-ZSH548N

RSS NOTES THAT CRR PS HAS NOT RESEARCHED FILE. RESEARCH: RSS CALLED FOR SM-JEFF H. HOWEVER NOT AVAILABLE. RSS THEN TALKED TO SA-AUDRA WHICH WILL PULL UP ALL INFORMATION AND CALL RSS BACK. AUDRA STATES THAT SHE BELIEVES THE SENSOR WILL BE COVERED UNDER WARRANTY. @ 12/09-ZCM075N

SUPERVISOR CALLBACK: RSS CALLED C AND TALKED TO [REDACTED] C STATES THAT C DID KNOW THAT CRR PS WAS ON VACATION BUT WIFE GOT NERVOUS. RSS ADVISED C THAT CRR PS IS VERY DILIGENT AND WILL RESEARCH FOR THE C. C CONCERNS:

- 1)WASHER FLUID LIGHT IS ON AND THE WASHER TANK WAS REPLACED ON 10/16/01. C DOES NOT FEEL THAT C SHOULD HAVE TO PAY DEDUCTIBLE. RSS DID ADVISE THAT REPLACEMENT WARRANTY ALREADY DID EXPIRE BY 2 MONTHS SO NO GUARANTEE.
- 2)DRIVER SIDE WINDOW WAS ALSO WORKED ON LAST YEAR AND C SHOULD NOT BE LIABLE FOR DEDUCTIBLE.
- 3)TRANSMISSION GEAR WAS MAKING NOISE IN 1ST GEAR (C STATES THAT DLR MIGHT HAVE ALREADY FIXED THIS)
- 4)BRAKES ARE 5% WORN AND C CLAIMS HE PAID FOR THIS LAST YEAR. RSS MADE IT VERY CLEAR THAT THIS IS NOT COVERED UNDER ANY WARRANTY.
- 5)HEADLIGHTS: WHEN THE LIGHTS ARE ONN THE HIGH BEAMS STAY ON. C STATES THAT DLR FOUND THE CONNECTOR WIRES MELTED. C WANTS TO KNOW WHY THEY MELTED (THIS REPAIR MAY NOT BE COVERED EITHER)
- 6)THE RETRACTABLE CONVESATION MIRROR (ABOVE THE REARVIEW MIRROR) DOES NOT OPEN

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C STATES THAT IT WILL COST ABOUT \$300 FOR PART ALONE. C DECIDED NOT TO REPAIR
RSS ADVISED C THAT CRR PS WILL FURTHER RESEARCH AND C BACK. C UNDERSTOOD.

©12/09-ZCM075N

*CRRSH RECEIVED CALL FROM C REQUESTING TO KNOW WHO RSS WAS THAT SPOKE TO
CRR PROVIDED C WITH RSS NAME. C WOULD LIKE TO KNOW WHAT THE NEXT STEP
IS WITH THIS ISSUE. CRR ADVISED C THAT CRR WOULD CALL CRRPS. ©12/11-ZSH646N

*CRRSH SPOKE TO CRRPS AND CRR WILL CALL C BACK TODAY. ©12/11-ZSH646N

**CRR GC REC'D CALL FROM C REQUESTING TO SPEAK TO CRR PS. CRR TRANS CALL TO
CRR PS. ©12/11-ZGC524N

CRR-PS SPOKE WITH C. CRR-PS ADVISED C THAT NNA-CA WILL COVER TWO DEDUCTIBLES
FOR WINDSHIELD WIPER LIGHT AND FOR THE WINDOW LATCH. CRR-PS ADVISED C THAT
NNA-CA WOULD NOT COVER DEDUCTIBLE FOR TRANSMISSION AS CRR-PS THINKING THIS WAS
FIRST REPAIR ON TRANSMISSION. C REQUESTING NNA COVER TRANSMISSION DEDUCTIBLE
AND OFFER ASSISTANCE ON A FEW OF THE OTHER REPAIRS NOTED IN FILE. CRR-PS
ADVISED C THOSE REPAIRS ARE NOT COVERED UNDER C'S SEC+ AND CRR-PS WILL NOT
OFFER ASSISTANCE FOR THOSE REPAIRS. C ADVISED CRR-PS THAT DLR TRIED TO REPAIR
TRANSMISSION NUMEROUS TIMES WHILE VEH WAS UNDER WARRANTY. CRR-PS ADVISED C
THAT IS GOOD POINT AND STATED THAT SINCE MULTIPLE REPAIR ATTEMPTS HAVE BEEN
MADE ON EACH OF THE PARTS THAT WAS COVERED UNDER SEC+. NNA-CA WILL COVER ALL
THREE DEDUCTIBLES FOR C. CRR-PS ADVISED NNA WILL NOT ASSIST WITH REPAIRS OF
OTHER PARTS WHICH HAVE FAILED. C UNDERSTOOD AND THANKED. CRR-PS ADVISED C THAT
CRR-PS WILL REIMBURSE DLR. AS C STATED VEH STILL AT DLR AND C CANNOT AFFORD TO
PAY FOR DEDUCTIBLES NOW AS CHRISTMAS IS NEAR. CRR-PS ADVISED C THAT CRR-PS
WILL ARRANGE PAYMENT WITH DLR SO C CAN PICK UP VEH. C THANKED. ©12/11-ZPS930N
CRR-PS CALLED DLR AND ADVISED DLR THAT NNA-CA WILL COVER COST OF THREE
DEDUCTIBLES FOR C AS C HAS HAD MULTIPLE REPAIR ATTEMPTS FOR EACH OF THE FAILED
PARTS ON C'S VEH WHILE THE VEH WAS STILL UNDER WARRANTY. CRR-PS ADVISED
WARRANTY CLAIMS PERSON CINDY THAT NNA WILL SEND CHECK. CINDY REQUESTING NNA
FAX CINDY NOTE WITH FILE # AND PROMISE THAT NNA WILL COVER THREE DEDUCTIBLES.
CRR-PS AGREED AND ASKED CINDY TO FAX R.O. FROM C'S REPAIR. CINDY STATED CINDY
WILL FAX R.O. AFTER C PICKS UP VEH. ©12/11-ZPS930N

CRR-PS SENT FAX WITH PROMISE TO DLR. AWAITING R.O.'S FROM DLR. ©12/11-ZPS930N
CRR-PS RECEIVED FAX FROM DLR. PROCESSING CHECK TO DLR FOR \$160 BY PLACING IN
IN-BOX. ©12/12-ZPS930N

**CRR-JC RECEIVED INBOUND CALL FROM C STATING THAT C WOULD JUST LIKE TO KNOW
MORE INFO ABOUT LEMON LAW. C STATED THAT SHE FEELS THAT VEH IS A LEMON. C
STATED THAT CRR-PS HAS HELPED AS MUCH AS HE COULD BUT JUST FEELS VEH IS A
LEMON. CRR-JC INFORMED C TO CONTACT STATE FOR MORE INFO AS IT DIFFERS FROM
STATE TO STATE. C UNDERSTOOD. CHECK APPROVED. CLOSING FILE. ©12/13-ZJC904N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT2A	CONTACT(S): SWCV	ROOT CAUSE: SCSV
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: 3855	EFFECTIVE: 12/3/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	YES
3RD PRY:	PART#:	CHECK ISSUED:	YES
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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HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

UPDATE BY: ZPS930N
UPDATE DATE:
CLOSE DATE: 12/18/02
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:23 AM

NISSAN MOTOR CORPORATION IN U.S.A
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----- 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: 4N2XN11T7YD [REDACTED]
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
15	RBDD00598244	18034	12/27/1999	12/27/2005	75,000.00		

Use Policy Id

RBDD00598244 12/27/2005 18034

RBDD00598244 [REDACTED]

DATE: 4/15/2004
TIME: 08:04:23 AM

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

CAR ID: CA3971448
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ROCKINGHAM
ST/ZIP: NC [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 55803
IN SVC DATE: 12/17/1999
RTL DLR: 3642 SANDHILLS NISSAN/ROCKING
SVC DLR: 3642 SANDHILLS NISSAN/ROCKING
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 15 15
VCAN:
PAID:
SUSP:
DENY:

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

ORIG CODE: 01 OPEN DATE: 12/03/02 XFER/RSPNSBLTY: 38 01 - 5
CONTACT (S): SMUL FOLLOWUP DATE: 12/04/02 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12/06/02 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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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C. A. R. COMMENTS

NO PREVIOUS FILES. © 12/03-ZSL578N
CRR UPDATED C/VEH/MILEAGE/ADDRESS/DAY AND EVENING PHONE NUMBERS. CRR CHECKED FOR RECALLS. FOUND NONE. © 12/03-ZSL578N
C IS CALLING TO STATE THAT C'S HEADLAMP WIRING HARNESS CONSTANTLY BURNS OUT. THE FIRST TIME C'S WIRING HARNESS BURNED OUT WAS BACK IN DECEMBER OF 2000. AT THE TIME, THE REPAIR WAS PAID FOR BY WARRANTY. BOTH SIDES BURNED OUT. THE FILE OPENED-ZSL578N 12/03/2002
SECOND TIME THE HARNESS WENT OUT WAS ABOUT 4 MONTHS LATER, BUT THIS TIME JUST ONE SIDE WENT OUT. DRIVER'S SIDE. 8MONTHS AFTER, THE OTHER SIDE BURNED OUT. BOTH 2ND AND 3RD TIME WAS COVERED UNDER WARRANTY. ABOUT FOUR TO SIX MONTHS AFTER, THE PASSENGER SIDE HARNESS BURNED OUT AGAIN. C IS CURRENTLY EXPERIENCING AN ISSUE FOR THE FIFTH TIME, AS THE PASSENGER'S SIDE HAS BURNED OUT AGAIN. C ADDS THAT THE TWO MONTHS AGO, C'S ILLUMINATION FOR THE RADIO WENT OUT. C WONDERS IF THIS ISSUE IS RELATED. C STATES THAT THE RADIO WORKS FINE, JUST NO DISPLAY. CRR TOLD C THAT THE ONLY WAY TO CHECK IS BY HAVING THE DLR CHECK VEH. C IS AT DLR NOW WITH VEH TRYING TO OBTAIN AN ESTIMATE. CRR LOOKED IN THE VEH CLAIMS SECTION AND FOUND NO RECORDS INDICATING REPAIRS TO THE HEADLIGHT HARNESS. CRR TOLD C TO HAVE THE SVC ADVISOR CALL CRR AFTER DIAGNOSIS. **CRR RECEIVED AN INBOUND CALL FROM SA-DANNY COSTA FROM DLR#3823. SA-DANNY COSTA CANNOT VERIFY IF C HAS GONE TO OTHER DLRS BEFORE BECAUSE OF THIS ISSUE BUT SA-DC CAN TELL FROM LOOKING AT THE SOCKET/WIRES THAT IT HAS BEEN ALTERED/REPLACED. CRR UNDERSTOOD. SA-DC HAD THE TECH CALL TECHLINE AND GENERATED AN FI#0549001. TECHLINE SUGGESTED THAT DLR INSTALL AN EXTRA GROUND WIRE TO CHANNEL AWAY THE EXTRA VOLTAGE THAT SEEMS TO BE CAUSING THE PROBLEM. CRR UNDERSTOOD. SA-DC STATES THAT THIS SHOULD NOT COST MORE THAN \$50 BUT WILL CALL CRR BACK WITH AN ESTIMATE. CRR GAVE DIRECT#.* *CRR CALLING C'S ORIG DLR, DLR#3642, AT 7:44AM PST. DLR#3642 IS NO LONGER IN BUSINESS AND DLR#3823 TOOK OVER. SA-DC DID NOT HAVE ANY OF C'S PREVIOUS VISITS AT DLR#3823 ON RECORD. FILE PENDING A CALL BACK FROM SA-DC W/ AN ESTIMATE.* *CRR CALLED C AT DT AND LEFT A VMX REQUESTING A CALL BACK. CRR TO ASK IF PREVIOUS WORK WAS DONE.* *CRR CALLING SA-DC AT 6:36AM PST. SA-DC STATES THAT BOTH BULBS WERE REPLACED ALONG WITH WIRE HARNESSES AND EXTRA GROUND WIRES WERE PLACED. SA-DC WILL TRY TO SUBMIT THE REPAIR AS GOODWILL CLAIM FROM DLR. THE TOTAL FOR REPAIR WAS \$115.42. CRR TOLD SA-DC THAT IF SA-DC HAS ANY PROBLEMS SUBMITTING THIS REPAIR UNDER GOODWILL TO CALL CRR. SA-DC UNDERSTOOD. CRR THANKED SA-DC FOR TAKING CARE OF THIS ISSUE SO PROMPTLY.* *CRR CALLING C AT DT AT 6:46AM PST. C IS HAPPY WITH REPAIRS AND CRR TOLD C TO CALL CRR IF C EXPERIENCES THIS ISSUE AGAIN. C UNDERSTOOD. C THANKED CRR. CRR CLOSING FILE,SENT A THANK YOU POSTCARD
* © 12/08-ZSL578N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT1F	CONTACT(S): SMUL	6CIP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SCMV	
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: 3642	EFFECTIVE: 12/3/2002	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO



DATE: 4/15/2004
TIME: 08:04:23 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: ZSL578N
UPDATE DATE:
CLOSE DATE: 12/08/02
OLM: ROYSTER KAREN
OWNER FIRST:

CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:24 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CONSUMER AFFAIRS

CA3971446

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:24 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: 08:04:24 AM

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 54437
IN SVC DATE: 11/5/1999
RTL DLR: 2909 PETRO AUTOMOTIVE GROUP
SVC DLR: 3512 E TOURELLE'S NORTHPRK NIS
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 03 03

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

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

OPEN DATE: 12/04/02
FOLLOWUP DATE: 12/20/02
CLOSE DATE: 02/06/03

XFER/RSPNSBLTY: 48 02 8
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NO PREVIOUS FILES

NO OUTSTANDING RECALLS.

C STATES THE WIRE THAT PLUGS IN TO THE BACK OF THE HEAD LAMP MELTED. THE HEAD LIGHT STARTED BLINKING ON AND OFF AND THEN THE LIGHT WENT OUT. C TOOK VEH TO DLR. DLR HAD NO IDEA WHAT'S WRONG WITH THE VEH YET QUOTED \$400 FOR THE WIRING HARNESS. C WANTS TO KNOW DID NSN RECALL THE HEAD LIGHTS. @12/04-ZPW981R
FILE OPENED-ZPW981R 12/04/2002

ADVISED C NO RECALLS ISSUED ON HEAD LIGHTS. CRR WILL F/U WITH TECH LINE. ADVISED C WILL F/U WITH C ON TUESDAY. IF NO CONTACT BY TUESDAY C WILL CALL CRR FILE ON F/U REPORT. CRR WILL F/U WITH C TOMORROW @12/11-ZPW981R

CRR REVIEWED WITH STEVE-SA. DLR HAS NO RECORD OF VEH. DLR TRIED TO PULL THE VIN AS WELL AS SEARCH BY C'S NAME. NOTHING COMES UP. @12/17-ZPW981R

CRR CALLED C. NO ANSWER AND NO ANSWERING MACHINE. CRR WILL CALL AGAIN. @12/17-ZPW981R

FILE ON F/U REPORT. IT IS 7:17 PST TOO LATE TO CALL C. CRR WILL CALL C

TOMORROW. NEED TO KNOW WHICH DLR HAS THE VEH. @12/18-ZPW981R

CRR CALLED C'S CELL PHONE WHICH WOULD NOT ACCEPT A MSG. CRR WILL TRY AGAIN LATER. @02/06-ZPW981R

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT&G	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: 3512	EFFECTIVE: 12/4/2002	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: ZPW981R		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/08/03	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:24 AM

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DATE: 4/15/2004
TIME: 08:04:24 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 Kit

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 44262
IN SVC DATE: 2/3/2000
RTL DLR: 2216 TYNAN'S FT COLLINS NISSAN
SVC DLR: 2216 TYNAN'S FT COLLINS NISSAN
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: 2
VEHICLE MAINTAINED BY: TYNANS FT COLLINS NISSA/
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 12/05/02
FOLLOWUP DATE: 01/06/03
CLOSE DATE: 01/02/03

XFER/RSPNSBLTY: 48 02 L
DATANET (Y/N): 0
DATANET DATE:

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

CITY: LAPORTE CO [REDACTED]
VIN: 4N2XN11T8YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 48GDWIL ACCOUNT: 1-630100-48150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 77.3

CHK REQUEST DATE: 12/11/02
CHECK APPROVED: 12/30/02
CHECK ISSUE DATE: 01/02/03

REQUESTED BY: ZAD922N
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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CA9973400

C. A. R. COMMENTS

NO PREVIOUS FILES.CRR VERIFIED NAME, ADDRESS,PHONE,MILEAGE.ONE RECALL5-ZAD922N
C BROUGHT VEH IN BECAUSE BOTH HEADLIGHTS WERE BURNED OUT. C STATES THAT DLR
REPLACED THE LIGHTS AND FOUND THAT AFTER AN ELECTRICAL DIAGNOSIS, THE
CONNECTORS WERE BURNED OUT.CRR INFORMED C THAT CRR WILL CONTACT THE DLR TO
GATHER MORE INFORMATION AND THAT CRR WILL CONTACT C WITHIN 24 HOURS.CRR GAVE C
FILE NUMBER NAME AND DIRECT EXTENSION.C SAYS THAT DLR HAS SEEN PROBLEM BEFORE
FILE OPENED-ZAD922N 12/05/2002

CRR SPOKE TO SM-SCOTT AND STATED THAT THE CONNECTORS WERE LOOSE.SM SAID THAT
SOMETIMES THE CONNECTORS GET LOOSE WHERE THE BULB IS AND STARTS TO ARCH
CAUSING MELTING.SM SAID THAT IT WAS NOT A WARRANTABLE ISSUE BECAUSE VEH WAS
OUTSIDE OF WARRANTY BUT COULD HAVE BEEN A POSSIBLE SAFETY ISSUE.CRR AND DLR
DECIDED TO OFFER GOODWILL.THE TOTAL FOR REPLACING THE CONNECTORS LIGHTS WITH
LABOR WAS 231.91. CRR CALLED AND OFFERED TO SPLIT THE COST THREE WAYS.C WAS
PLEASED. C THANKED CRR FOR HELP. CRR GAVE FILE NUMBER, NAME AND DIRECT

©12/05-ZAD922N

CRR WILL PROCESS GOODWILL.

©12/05-ZAD922N

©12/05-ZAD922N

CRR CALLED C ON 12/09/02 TO TELL C THAT THE FAX WAS NEVER RECEIVED.

©12/09-ZAD922N

C STATED THAT THE PROOF OF PAYMENT, COPY OF REGISTRATION, A THE INVOICE WAS
FAXED WITH A CONFIRMATION PRINTOUT.

©12/09-ZAD922N

CRR CONFIRMED THE CORRECT FAX# AND ADVISED C TO DO SO AGAIN.

©12/09-ZAD922N

>>CRR-FH TRANSFERRING FILE TO CRR-AD FOR HANDLING

©12/10-ZFH599N

CRR HAS RECEIVED THE FAX FROM C OF THE DOCUMENTAION NEEDED TO PROCESS A CHECK
ISSUANCE PROOF OF PAYMENT, INVOICE AND REGISTRATION.CRR HAS ISSUED A CHECK.

CRR CONTACTED C TO INFORM THAT A CHECK HAS BEEN PROCESSED.

©12/11-ZAD922N

CHECK HAS BEEN APPROVED

©01/02-ZAD922N

FILE CLOSED.

©01/02-ZAD922N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y		ACTION CODE: RT2B	CONTACT(S): LAA	ROOT CAUSE: SDNT
CALLBACK: (Y/N) #:	0	DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00		USERID:
	NEW INFO #:	1	DATE: 1/2/2003	USERID: ZAD922N
	OTHER #:	0	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00		USERID:
RESP DLR: 2216		EFFECTIVE: 12/5/2002		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: ZAD922N		
SVC CALL#:		UPDATE DATE:		
CLOSE: Y (Y/N)		CLOSE DATE: 01/02/03		MICROFILM:
RESP CAA:		OLM: SMIT AGNES		DOM: SILVER, STEVE
PHONE:		OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:24 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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DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA3987902
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: GOLD RIVER
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 32000
IN SVC DATE: 1/18/2000
RTL DLR: 3486 MAGNUSSEN'S AUBURN NISSAN
SVC DLR: 3681 FOLSOM LAKE NISSAN
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 07 07

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

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

OPEN DATE: 12/20/02
FOLLOWUP DATE: 12/30/02
CLOSE DATE: 12/30/02

XFER/RSPNSBLTY: 44 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

CALLER IS HUSBAND DAVID LOPEZ.

①2/20-ZMT486N

C SAID VEH HAS BEEN TO DLR EVERY MONTH. C SAID LAST WEEK IT WAS AT DLR FOR 30K SVC. C SAID TWICE THIS WEEK BATTERY DIED. VEH HAD TO BE TAKEN TO DLR AND REPLACED BATTERY. C SAID RECENTLY BELTS HAD TO BE REPLACED. C SAID THERE IS A WHOLE HISTORY OF CONCERNS. C SAID C HAD TO DO 3 SETS OF TIRES, 2-3 SETS OF FILE OPENED-ZMT486N 12/20/2002

BRAKES, BACK LIGHTS HAVE BEEN REPLACED SEVERAL TIMES, HEADLIGHTS TWICE, HARNESS MELTED, HORN GOES OFF IN THE MIDDLE OF THE NIGHT, TWO STEERING RACKS. C SAID VEH HAS A LONG HISTORY OF PROBLEMS AND C THINKING OF JUST GETTING RID OF THE VEH AND GET INTO A NEW NISSAN TO START OVER WITH A NEW VEH. CRR UNDERSTOOD WHAT C IS INTERESTED IN AND OFFERED TO REVIEW FOR PURCHASE INCENTIVE SINCE C IS A LOYAL NISSAN CUSTOMER (4TH NISSAN) AND SERVICES AT DLR. CRR EXPLAINED THAT CRR CAN REVIEW FOR PURCHASE INCENTIVE OFFER ONCE C MAKES A DECISION ON WHAT VEH WILL C BE PURCHASING. CRR ADVISED MAXIMUM AMOUNT THAT NNA CAN OFFER ON A PURCHASE INCENTIVE IS DEPENDENT UPON THE VEH THAT C IS INTERESTED IN PURCHASING. C ASKED ABOUT THE MURANO, HOW IT COMPARES TO THE QUEST. CRR ADVISED THE MURANO IS A CROSS OVER VEH AND NOT A VAN. CRR ENCOURAGED C TO VISIT THE WEBSITE AND DLR TO SHOP AROUND TO SEE WHAT TYPE OF VEH HIS WIFE WOULD LIKE TO PURCHASE NEXT. HUSBAND DONT KNOW FOR SURE BECAUSE WIFE WILL BE CONCERNED WITH THE SIZE. CRR ADVISED C TO CONTACT CRR ONCE C NARROWS DOWNS C'S DECISION TO A SPECIFIC MODEL AND CRR CAN CHECK WHAT NNA CAN OFFER AS A PURCHASE INCENTIVE FOR C. C UNDERSTOOD AND THANKED CRR.

①2/20-ZMT486N

CRR VERIFIED C NAME, ADDRESS, TEL#, VIN, MILEAGE, DLR, PURCHASED NEW, # OF NISSAN VEH OWNED AND WHERE MAINTAINED. CRR VERIFIED NO PREVIOUS REPAIRS. CRR VERIFIED NO OPEN RECALLS OR CAMPAIGNS AT THIS TIME. CRR PROVIDED FILE #, CRR NAME AND EXTENSION.

***FILE CLOSED PENDING C CALLBACK.

①2/20-ZMT486N

C CALLED FOR CRR-MT, VMX'D CRR-MT AND TRANSFERRED CALLER TO MT'S VMX

①2/23-ZPW981R-COMMENT

***C LEFT A MSG FOR C REQUESTING CALLBACK THIS MORNING AT [REDACTED] (10:15AM)

①2/23-ZMT486N

***CRR CALLED (10:41AM). C WANT NNA TO REPURCHASE THE VEH. C SAID SINCE NISSAN DOESN'T HAVE ANY VEH AT THIS TIME THAT HOLDS 7 PASSENGERS. C WON'T BE PURCHASING ANOTHER NISSAN. CRR REQUEST COPIES OF ALL SERVICE RECORDS. WILL BE REVIEWED. NO GUARANTEES MADE. C ASKED IF NNA CAN OFFER MONEY AND ALLOW C TO KEEP THE VEH. CRR ADVISED IF VOLUNTARY REPURCHASE CANNOT BE MADE. CRR WILL BE HAPPY TO REVIEW FOR ALTERNATE COMPENSATION. CRR NOTES CRR OFFERED TO GOODWILL C WITH A SEC+ AGREEMENT TO SHOW NNA WILLINGNESS TO STAND BEHIND PRODUCT--C SAID NO. CRR ADVISED C THAT PROCESS OF FILE REVIEW FOR REPURCHASE IS NOT A QUICK PROCESS. C WILL FAX DOCS TO CRR AT X4219. ①2/23-ZMT486N

>>CRRJD RECEIVED CALL FROM C STATING THAT THE EXTENTION PROVIDED SENDS C TO ANOTHER CRR'S VOICEMAIL. CRR ADVISED THAT THE CORRECT EXT IS 4219.

①2/23-ZJD498N

①2/26-ZMT486N

***C NOTES FAXED DOCS FROM C NOT LEGIBLE. PRINT SO LIGHT ON THE RO'S. CRR ALSO NOTES C WANT TRADE IN ASSISTANCE INSTEAD OF BUYBACK. C UNDER IMPRESSION TRADE ASSISTANCE REVIEW IS MUCH FASTER THAN BUYBACK REVIEW. C SAID IF NNA IS AMENABLE TO THE PROBLEMS, C REQUEST THIS ASSISTANCE. C SENT LETTER WITH NEW REQUEST FOR NNA TO COMPENSATE C \$1500, THAT WAY C CAN TRADE IN QUEST WITHOUT A NEGATIVE BALANCE ON AUTO LOAN, AND C CAN PURCHASE ANOTHER VEH. ①2/26-ZMT486N

***CRR CALLED C. OBTAINED RO#S AND DATES. CRR WILL CALL DLR TO GET THE INFO.

CRR WILL BE BACK TO C BY NEXT WEEK. C THANKED.

①2/26-ZMT486N

***CRR CALLED DLR 3581. SPOKE TO SVC-ERIC. WILL CHECK IF DLR PRINT OUT WILL SHOW CONCERN AND REPAIRS DONE. CRR LEFT CRR NAME, DIRECT LINE AND FAX#. CRR REQUESTED DLR TO FAX INFO TO CRR. (2:56PM).

①2/26-ZMT486N

***CRR RECEIVED 6-PAGE FAX FROM DLR, MISSING #37792, 12/23/02. ①2/26-ZMT486N

***C NEED TO PROVIDE DOC TO SUPPORT REQUEST FOR COMPENSATION. CRR WILL REQUEST C TO SEND IN MONTHLY STATEMENT AND REQUEST WILL BE FURTHER REVIEWED.

DATE: 4/15/2004
TIME: 08:04:24 AM

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12/27-ZMT486N

CRR SPOKE TO C. VEH BACK AT DLR. SUSPECT IT IS AGAIN THE STEERING RACK. C HAS LOAN FOR VEH THROUGH HIS OWN MOTHER, NO FORMAL LOAN DOCS. CRR WILL REVIEW AND GET BACK TO C.

12/27-ZMT486N

C CALLED FOR CRR-MT WHO IS NOT AVAILABLE. C STATES THAT THIS IS TAKING TOO LONG AND THAT C DOES NOT WANT THIS VEH ANYMORE. CRR APOLOGIZED TO C FOR C FEELING THAT NNA IS NOT WORKING WITH C. BUT ADVISED C THAT C DID CALL 7 DAYS AGO, AND THAT IN THE 7 DAYS NNA WAS CLOED FOR 4 DAYS. CRR ADVISED C THAT CRR MT IS DOING CRR'S BEST TO ASSIST C, BUT THIS IS NOT A PROCESS THAT CAN BE MADE IN 1-2 DAYS. C STATES THAT C IS NOT HAPPY AND THAT C DOES NOT HAVE FAITH IN THE VEH. CRR ADVISED C THAT CRR-MT WILL WORK WITH THE DLR TO SEE IF THE REPAIRS ARE DONE PROPERLY. BUT THAT THERE IS NO NEW INFORMATION AT THIS TIME. C STATES THAT C WILL CALL BACK IN 1 HOUR AND ENDED CALL.

CRR-MT VERBALLY ADVISED OF CALL

12/27-ZVM448N

CRR CALLED DLR TO CHECK INTO STATUS. SVC-LARRY ADVISED VEH CAME IN TODAY DUE TO BELT NOISE. DLR HAD TO RE-TIGHTEN BELTS (WHICH DLR SAID ISN'T COMMON FOR BELT REPLACEMENTS SVC). DLR WON'T BE CHARGING C FOR TODAY'S SVC. PREVIOUS STEERING RACK CONCERNS WERE MAINLY DUE TO CLUNKING. CRR THANKED C

12/27-ZMT486N

CRR NOTES C IS BEING UNREASONABLE. C TOLD CRR THAT CRR HAS DONE NOTHING FOR C. C REQUESTS ARE AS FOLLOWS. EITHER: \$1500 CHECK AS COMPENSATION (C HAS NO DOCUMENTATION). BUYBACK WHICH C DECLINED REVIEW. VEH THAT IS 7 PASSENGERS WHICH NNA DOESN'T PRODUCE AT THIS TIME. CRR HAS OFFERED FOLLOWING OPTIONS SO FAR WHICH C HAD ALL DECLINED: PURCHASE INCENTIVE TOWARDS A NEW VEH. SEC+ AGREEMENT. MONTHLY PAYMENT REIMBURSEMENT (UNFORTUNATELY C DOESN'T HAVE LOAN DOCUMENTATION TO JUSTIFY ASSISTANCE). CRR ALSO NOTES C CALLED FRIDAY, 12/20 AND EVERYDAY CRR HAS BEEN SPEAKING TO C SINCE. C ACCUSED CRR OF NOT DOING ANYTHING AT ALL FOR C. CRR EXPLAINED TO C THAT NNA MADE OFFERS BUT UNFORTUNATELY C EXPECTATION IS TOO HIGH. C DEMAND TO SPEAK TO SUPERVISOR RIGHT NOW (4:12PM) AND SAID HE HAS BEEN WAITING TOO LONG TO GET ISSUE RESOLVED (CRR NOTES IT ONLY HAS BEEN 3 WORKING DAYS SINCE C INITIAL CALL). CRR EXPLAINED SUPERVISOR IS OUT OF OFFICE BESIDE PROCEDURE IS 24 HOUR CALLBACK FOR EVERY CUSTOMER. C IS BEING VERY UNREASONABLE AND DEMANDING SUPERVISOR. CRR PLACED SUPERVISOR CALLBACK REQUEST THIS DATE.

12/27-ZMT486N

RSS L/M FOR CUST -2PM PST.

12/30-ZKC481R

C CALLED REQUESTING TO SPEAK TO RSS-KC. CALL TRANSFERRED WITH RSS PERMISSION. FILE CONTINUED 3993881

12/30-ZLS588N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT9A	CONTACT(S): SMUL	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:	1	DATE: 12/23/2002	USERID: ZMT486N
OTHER #:	0	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	1	DATE: 12/23/2002	USERID: ZPW881R
RESP DLR: 3681	EFFECTIVE: 12/20/2002	CHANGED BY:	CHECK REQUESTED: NO
IIR-DATE: 00/00/00	TRANS DATE:	CHECK ISSUED:	NO
3RD PRY:	PART#:		
BYBACK ST:	OPENED BY:		

DATE: 4/15/2004
TIME: 08:04:24 AM

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

UPDATE BY: ZLS586N
UPDATE DATE:
CLOSE DATE: 12/30/02
OLM: SMIT AGNES
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:24 AM

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CA3987902

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:24 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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Vol. Policy Id

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DATE: 4/15/2004
TIME: 08:04:24 AM

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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
CITY: CHAPEL HILL YR/MDL: 2000.0 QST MILEAGE: 46666
ST/ZIP: NC [REDACTED] IN SVC DATE: 10/21/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 2923 MICH. JORDANS RPM NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 2923 MICH. JORDANS RPM NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 36 DIST: SL/SV/PT: 13 13

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: N (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI X MILES 5000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR-2923
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 12/28/02 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): SGWL FOLLOWUP DATE: 01/13/03 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 01/07/03 DATANET DATE: 12/30/2002

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: CHAPEL HILL NC [REDACTED]
VIN: 4N2XN11T7YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 28GDWIL ACCOUNT: 1-830100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 123.5

CHK REQUEST DATE: 01/08/03 REQUESTED BY: ZCM540N
CHECK APPROVED: 01/08/03 APPROVED BY: ROYST KAR ZKH021N
CHECK ISSUE DATE: 01/07/03 CHECK NUMBER:

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

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:24 AM

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C. A. R. COMMENTS

NO PREVIOUS

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

NO RECALLS.

C STATES THAT C'S HEADLIGHT WENT OUT ON THE VEH AND THE WIRING HARNESS WAS MELTED. C STATES THAT C FEELS THAT REPAIR SHOULD BE COVERED. CRR-CM EXPLAINED THAT THE VEH IS OUTSIDE THE 36/36 WARRANTY AND WOULD NEED TO REVIEW THE FILE OPENED-ZCM540N 12/26/2002

SITUATION. CRR-CM ADVISED C THAT CRR-CM WOULD NEED TO CONTACT THE DLR.

CRR-CM REQUESTED THAT C FAX OVER R.O. FOR REPAIR. C STATES THAT REPAIR COST \$125. CRR-CM TO REVIEW. CRR-CM PROVIDED NAME, FILE#, FAX# AND EXT.

@12/26-ZCM540N

**CRR-CM RCVD FAX. CRR-CM TO CONTACT DLR ABOUT THE REPAIR. @12/27-ZCM540N

**CRR-CM UNABLE TO CONTACT DLR 01/02/03 OR 01/03/03 AS NO OUTBOUND CALLS WERE ALLOWED. @01/03-ZCM540N

**CRR-CM CONTACTED DLR AND SPOKE WITH SM-JEREMY WHO STATED THAT C WAS A GOOD SERVICING CUSTOMER. CRR-CM ASKED ABOUT THE MELTED HARNESS THAT WAS LISTED ON LINE B THAT COST \$123.50. CRR-CM EXPLAINED THAT SINCE IT DIDN'T COST VERY MUCH CRR-CM WOULD LIKE TO HELP C OUT. SM-JEREMY STATED THAT DLR WAS OKAY WITH THAT AS LONG AS CRR-CM BUILT DLR UP IN THE PROCESS. @01/06-ZCM540N

**CRR-CM TO REQUEST CHECK FOR \$123.50 @01/06-ZCM540N

**CRR-CM CONTACTED C AND ADVISED THAT CHECK WAS BEING SENT. C STATED THAT C THINKS THAT IT IS HAPPENING TO THE OTHER HEADLIGHT. CRR-CM STATED THAT CRR-CM WOULD NEED TO REVIEW ONCE THAT HEADLIGHT WAS REPLACED. CRR-CM ADVISED C TO SPEAK TO DLR ABOUT POSSIBLE CAUSES FOR THE PROBLEM.

***FILE CLOSED.

@01/07-ZCM540N

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTN: SERVICE MANAGER - C REQUESTING GOODWILL ANY COMMENTS?

PLEASE CONTACT

SPOKE WITH NISSAN CUST IS A GOOD SERVICE CUSTOMER SUGGESTED ASSISTANCE

@01/07-2823

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2A	CONTACT(S): SGWL	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	
NEW INFO #:	0 DATE: 00/00/00	USERID:	
OTHER #:	0 DATE: 00/00/00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 2923	EFFECTIVE: 12/26/2002	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: ZCM540N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/07/03	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:24 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
IN SCV DATE:

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

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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: BEL AIR
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: 63879
IN SVC DATE: 6/22/1999
RTL DLR: 11028 BEL AIR NISSAN. SUBARU
SVC DLR: 11028 BEL AIR NISSAN. SUBARU
RESP DLR:
REGION: 38 DIST: SL/SV/PT: 04 04

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

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

OPEN DATE: 12/27/02
FOLLOWUP DATE: 12/30/02
CLOSE DATE: 01/03/03

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:24 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA3991306

C. A. R. COMMENTS

NO PREVIOUS FILES @12/27-ZDD617N
CRR-DD VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER & VEH VIN, MILEAGE & DLR.
C STATES THAT THE HARNESS ON VEH'S HEADLIGHTS CONSTANTLY BURN & NEED REPLACING
C TOOK VEH TO DLR & DLR STATED THAT IT'S BECAUSE THE LIGHTS GET TOO HOT. NEW
HARNESS(IES) FOR HEADLIGHTS COST \$191 & THIS HAPPENS REPEATEDLY. C IS CONCERNED
THAT THIS IS A PROBLEM & IS LOOKING FOR ASSISTANCE. C SPOKE TO JAY KENDALL IN
FILE OPENED-ZDD617N 12/27/2002
THE SERVICE DEPARTMENT. @12/27-ZDD617N
CRR INFORMED C THAT CRR WOULD CALL JAY & DISCUSS THE MATTER WITH HIM & GET
BACK TO C THIS AFTERNOON. @12/27-ZDD617N
CRR GAVE NAME, EXTENSION & FILE #. @12/27-ZDD617N
C CALLED TO SPEAK TO JAY, BUT JAY WAS OUT & SPOKE TO DARRYL. DARRYL STATED
THAT ACCORDING TO HISTORY THAT'S IN THE SYSTEM, THE VEH WAS BROUGHT IN TWICE
FOR A REPAIR ON THE TAIL-LIGHTS UNDER RECALL & ONLY ONCE FOR THE HEADLIGHT
HARNESS. DARRYL NOTES THAT C ONLY PAID THE \$191 ONCE AND THE HEADLIGHTS HAVE
NOT PROVEN TO BE A CONSTANT PROBLEM YET. THIS IS THE FIRST TIME THEY'VE
NEEDED REPAIR. @12/30-ZDD617N
CRR CALLED C TO FOLLOW UP. LEFT MESSAGE. @12/30-ZDD617N
C LEFT 3 MESSAGES FOR CRR WHILE OFFICE WAS CLOSED. @01/02-ZDD617N
CRR CALLED C BACK AND LEFT MESSAGE. @01/02-ZDD617N
C CALLED AND CRR RELAYED INFORMATION GIVEN BY DARRYL AT DLRSHIP & INVITED C TO
CALL BACK IF PROBLEM SHOULD HAPPEN AGAIN. @01/03-ZDD617N
C INSISTED THAT THIS IS AN ONGOING PROBLEM WITH OTHER QUESTS.
CRR EXPLAINED THAT CRR WAS NOT AWARE OF ANY ONGOING PROBLEMS OCCURING WITH THE
HEADLIGHT HARNESSES ON QUESTS, BUT THAT SHOULD THE HARNESSES BURN OUT AGAIN ON
C'S VEH, CRR ADVISED C TO CALL BACK. @01/03-ZDD617N
AFTER A LOT OF BACK & FORTH, C UNDERSTOOD. @01/03-ZDD617N
FILE CLOSED. @01/03-ZDD617N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	CONTACT(S): LATR	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:	USERID:
OTHER #:	DATE: 00/00/00	USERID:	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	USERID:
RESP DLR: 11028	EFFECTIVE: 12/27/2002	CHANGED BY:	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZDD617N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/03/03	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM:	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:25 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:25 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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Use Policy Id

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DATE: 4/15/2004
TIME: 08:04:25 AM

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

CAR ID: CA3997149
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: EDMONDS
ST/ZIP: WA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 52000
IN SVC DATE: 10/8/1999
RTL DLR: 3817 PERFORMANCE NISSAN
SVC DLR: 3872 CAMPBELL-NELSON 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: 1/3/2003 WHERE: CAMPBELL-NELSON NISSAN (BRIAN
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: CAMPBELL-NELSON NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 01/03/03
FOLLOWUP DATE: 01/06/03
CLOSE DATE: 01/10/03

XFER/RSPNSBLTY: 26 08 8
DATANET (Y/N): 1
DATANET DATE: 1/6/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

VERIFIED C ADDRESS, PHONE AND MILEAGE

@01/03-ZLL319N

NO RECALL AND NO PREVIOUS FILE

@01/03-ZLL319N

C STATED VEH HEADLAMP HAS WATER AND C FEELS NNA SHOULD TAKE CARE THE PROBLEM BECAUSE IT IS A MANUFACTURE DEFECT. C STATED HE REPLACED THE HEADLAMP WIRE & CIRCUIT HIMSELF AND FOUND WATER INSIDE THE LAMP. C STATED HE DID NOT TAKE VEH TO DLR YET BUT HE WILL DO SO LATER. CRR GAVE FILE# AND EXTENSION TO C FILE OPENED-ZLL319N 01/03/2003

AS REFERENCE. CRR EXPLAINED TO C THAT HE IS WELCOME TO GIVE CRR'S INFO TO DLR SERVICE BRIAN AFTER THE INSPECTION. CRR EXPLAINED TO C THAT CRR NEEDS TO VERIFY VEH CONDITION IN ORDER TO REVIEW MORE ASSISTANCE. @01/03-ZLL319N

C STATED HE MAINTAINS VEH IN DLR AND HE HAD A 96 SENTRA & 82 DATSUN BEFORE

C STATED HE WILL CALL BACK

@01/03-ZLL319N

FILE CLOSED PENDING FOR C RESPONSE. THANK YOU POST CARD MAILED

@01/03-ZLL319N-COMMENT

C CALLED FOR CRR-LL. TRANSFERRED CALLER TO CRR-LL @01/03-ZPW981R-COMMENT

C CALLED BACK CRR WITH THE TWO VIN# OF 96 SENTRA (1N4AB41D1TC798279) & 210 DATSUN (KHLB310593442). C STATED DLR SERVICE BRIAN ALREADY INSPECTION VEH AND HE WANTS NNA TO HELP HIM ABOUT THE RADIO LIGHT ALSO. CRR EXPLAINED TO C THAT CRR WILL CONTACT DLR FOR MORE INFO AND CALL BACK AROUND NEXT WEEK. C THANKED CRR

@01/03-ZLL319N-COMMENT

CRR RETURNED DLR SERVICE BRIAN'S MESSAGE (426-774-2174). BRIAN STATED C IS A OKAY C IN DLR AND HE OWNED ANOTHER SENTRA. BRIAN STATED C TOOK THE HEADLAMPS OUT AND PUT THEM ON HIS DESK. BRIAN STATED HE COULD NOT FIND ANY WATER INSIDE THE LAMP AND HE WOULD LIKE TO INSPECT HEADLAMP WITH THE VEH TOGETHER. BRIAN STATED VEH RADIO LIGHT IS OUT AND DLR NEEDS TO SEND THE RADIO TO LOCAL SUBLET TO FIX IT SINCE VEH IS OUT OF WARRANTY. BRIAN STATED THE REPAIR COST IS WITHIN \$250

@01/06-ZLL319N

CRR CALLED BACK C ABOUT THE INCIDENT. C STATED HE DRIED THE HEADLAMP BEFORE SHOWING BRIAN AND THE HEADLAMPS ARE BACK ON VEH NOW. C STATED HE WILL BRING VEH & HEADLAMPS TO DLR TO DLR BRIAN AGAIN SO CRR COULD GET THE TOTAL REPAIR COST ABOUT THE ISSUES. C THANKED CRR

@01/08-ZLL319N

CRR-ML INFORMED CRR THAT C REQUESTED A CALL BACK ABOUT THE FILE. CRR GOT DLR SM BURKE ON PHONE DURING THE INCIDENT. DLR SM BURKE STATED C DID NOT BRING VEH TO DLR FOR AN INSPECTION AND IT IS VERY WET IN THE AREA. BURKE STATED NNA HAS TSB ABOUT THE MOSITURE INSIDE HEADLAMP AND IT IS NORMAL. BURKE STATED LAST TIME C CAME IN DLR AND DLR FOUND A HEADLIGHT SOCKET WAS MELTED. BURKE STATED DLR HAS TO DUPLICATE THE INCIDENT IN ORDER TO HELP C. BURKE STATED C IS A GOOD SERVICING C IN DLR

CRR TRANSFERRED FILE TO REGION 28

@01/07-ZAM768N

CRR LEFT MESSAGE, FILE# AND DIRECT LINE TO C AT 2:27PM. CRR APOLOGIZED FOR THE DELAY

@01/08-ZLL319N

CRR CALLED BACK C. C STATED VEH HEADLIGHT IS OKAY NOW BUT HE WORRIES THE WATER WILL GET INSIDE VEH AGAIN. CRR EXPLAINED TO C THAT CRR ALREADY DOCUMENTED THE SITUATION IN SYSTEM SO IN THE FUTURE C IS WELCOME TO TAKE VEH BACK TO DLR AND CALL BACK NNA FOR MORE ASSISTANCE. C UNDERSTOOD. @01/10-ZLL319N
CRR INFORMED TO C THAT VEH IS OUT OF WARRANTY BUT DLR STATED C IS A GOOD SERVICING C IN DLR SO CRR WOULD LIKE TO ASSIST C SOMETHING ABOUT THE RADIO REPAIR: ACCORDING TO DLR'S INFO, THE RADIO REPAIR COST WILL BE AROUND \$250. CRR ASKED C TO PAY THE COST UP FRONT AND CRR WILL CUT A CHECK TO REIMBURSE \$150 TO C. C UNDERSTOOD HE WILL TAKE CARE \$100 OF THE REPAIR COST AND NNA WILL TAKE CARE THE REST AS LONG AS THE BILL IS WITHIN \$250. C THANKED CRR AND ACCEPTED THE OFFER. CRR GAVE DIRECT FAX LINE TO C AS REFERENCE. C STATED HE WILL FAX THE INVOICE TO CRR. CRR THANKED C

@01/10-ZLL319N

FILE CLOSED PENDING FOR C INVOICE

@01/10-ZLL319N

FOLLOW-UP IS DUE ON OR BEFORE

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

THANKS

DATE: 4/15/2004
TIME: 08:04:25 AM

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

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 3872
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT2B
DATE: 00/00/00
DATE: 1/3/2003
DATE: 00/00/00
DATE: 00/00/00
DATE: 1/3/2003
EFFECTIVE: 1/3/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZLL319N
UPDATE DATE:
CLOSE DATE: 01/10/03
OLM: SMIT AGNES
OWNER FIRST:

CONTACT(S): SGWL
ROOT CAUSE: SCPP
USERID:
USERID:
USERID:
USERID:
USERID: ZLL319N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM: TOOMEY, CARRIE
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:25 AM

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

CAR ID: CA3997143
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CA3997143

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:25 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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Vis. Policy Id

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DATE: 4/15/2004
TIME: 08:04:25 AM

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

CAR ID: CA4006180
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T7YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 53000
IN SVC DATE: 4/28/2000
RTL DLR: 2244 GLENN NISSAN LLC
SVC DLR: 32028 BALES MOTOR CO INC
RESP DLR:
REGION: 24 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 PREDOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 08
CONTACT (S): LCOV
SEVERITY: 0

OPEN DATE: 01/13/03
FOLLOWUP DATE: 01/14/03
CLOSE DATE: 01/15/03

XFER/RESPNSBLTY: 24 08 L
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:25 AM

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

CAR ID:
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CA4008180

C. A. R. COMMENTS.

NO PREVIOUS FILES. @01/13-ZSA466N
NO OPEN RECALLS. CRR-SA VERIFIED C'S NAME, ADDRESS, TELEPHONE#, VIN, MILEAGE, AND DLR. C IS CALLING BECAUSE THE C'S HEADLIGHT SOCKET MELTED AND THE C WENT IN TO HAVE THIS REPLACED. THE C WAS INFORM THAT LESS THAN A YEAR BEFORE THE C HAD THIS REPLACED UNDER WARRANTY. THE C WAS INFORMED THAT THE C SHOULD CALL IN TO NISSAN. THE ACTUAL REPAIR WAS THAT THE DLR HAD TO CUT THE WIRING ASSEMBLY FILE OPENED-ZSA466N 01/13/2003
AND REPLACE IT. THE CONTACT AT THE DLR WAS NANCY. THE CRR LET THE C KNOW THAT THE C IS GOING TO HAVE TO CALL THE DLR AND WILL GET BACK TO THE C. C THANKED AND WAS GIVEN A FILE #.
@01/13-ZSA466N
-1/14 @201PM CRR-NS RECEIVED INBOUND CALL FROM CUSTOMER. REQUESTING A FILE UPDATE. CRR-NS ADVISED THE C CONSIDERING THE CUST CALLED YESTERDAY THE RESEARCH HAS NOT BEEN COMPLETED IN THE FILE YET. BUT CRR-NS WILL INFORM CRR-SA OF THE CUST CALL ONCE RESEARCH HAS BEEN COMPLETED CRR-SA WILL CALL CUST BACK. C UNDERSTOOD AND SAID THANK YOU @01/14-ZNS835N
***CRR-SA CALLED THE DLR AND LEFT A MESSAGE FOR SR-NANCY. CRR-SA CALLED THE C AND LEFT A MESSAGE WITH THE C'S WIFE LETTING THE C KNOW THAT THE CRR WOULD CALL AFTER THE DLR CALLED THE CRR BACK. C'S WIFE THANKED. @01/14-ZSA466N
***CRR-SA SPOKE WITH SR-NANCY AND THE SR STATES THAT THIS IS NOT A COMMON REPAIR BUT NOT UNCOMMON EITHER. THE SR STATES THAT THIS IS A REPAIR UNDER \$100 AND THE SR FEELS THAT THIS IS SOMETHING THAT THE C SHOULD BE RESPONSIBLE FOR. THE C DOES NOT DO TOO MUCH WORK AT THE DLE AND THE OTHER HEADLIGHT WENT OUT ABOUT A YEAR AND A HALF AGO. THE CRR THANKED. @01/15-ZSA466N
***THE CRR CALLED THE C AND LET THE C KNOW THAT THIS IS GOING TO BE RESPONSIBLE TO PAY FOR THIS. THE C WAS DISAPPOINTED BECAUSE THE C FEELS AS THOUGH THIS IS A DEFECT. THE CRR LET THE C KNOW THAT THE REP AT THE DLR DOES NOT THINK THAT THIS IS A DEFECTIVE PART AND THE C THANKED THE CRR FOR FOLLOWING UP
FILE CLOSED @01/15-ZSA466N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT3B	CONTACT(S): LCOV	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: 32028	EFFECTIVE: 1/13/2003	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZSA466N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/15/03	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: ROCHE PATRICK	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:25 AM


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REQUESTED BY: NHTSA

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

CA4006180

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:25 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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Visc Policy Id

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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: CA4018820
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 50800
IN SVC DATE: 8/18/2000
RTL DLR: 3683 CORONA NISSAN
SVC DLR: 3683 CORONA NISSAN
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 06 08

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

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

OPEN DATE: 01/24/03
FOLLOWUP DATE: 01/30/03
CLOSE DATE: 01/28/03

XFER/RSPNSBLTY: 44 .01 \$
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:25 AM

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

CAR ID:
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CA4018820

C. A. R. COMMENTS

NO PREV FILES FOUND. @01/24-ZFH599N
CRR VERIFIED OWNERS INFO.
C STATES THAT C HAS HAD ONGOING PROBLEMS WITH BULBS GOING OUT. C STATES THAT C HAS HAD MULTIPLE REPAIRS. C STATES THE LAST TIME THAT DLR SWITCHED THE HIGHS AND LOWS (DEC). C STATES C JUST PICKED UP VEH TODAY AND VEH IS OPERATING NORMALLY. @01/24-ZFH599N
FILE OPENED-ZFH599N 01/24/2003
C STATES THAT LAMPS HAVE BURNED OUT 4 TIMES (2 EACH HAS BURNED OUT) SA-TODD HAS BEEN VERY HELPFUL C STATES THAT DLR HAS NOT REALLY ADDRESSED ISSUE. @01/24-ZFH599N
CRR CALLED DLR FOR ADVISEMENT. 8:33. LEFT MSG WITH OTHER SA FOR CALLBACK. CRR RECEIVED CALLBACK FROM SA-TODD X252. @01/29-ZFH599N
CRR CALLED DLR BACK 9:08. SA IS STATING THAT HEADLIGHT CONNECTOR IS BURNING. DLR IS REPLACING SOCKETS. 1/24/03. DLR REPLACED FRONT RIGHT HEADLIGHT SOCKET. 12/17/02. LEFT HEADLIGHT CONNECTOR BURNT. DLR STATES THAT CONNECTORS ARE THE PROBLEM. HEADLIGHTS GENERATE LOTS OF HEAT AND BULBS NEED TO BE REALLY TIGHT AGAINST THE CONNECTOR. 12/9/02 DLR REPLACED CONNECTOR. 10/15/02. RIGHT SIDE TWICE. LEFT SIDE 3 TIMES. @01/29-ZFH599N
8/19/02. 43K MILES. REPLACED RIGHT SIDE HEADLIGHT SOCKET. @01/29-ZFH599N
DLR STATES THAT THE PROBLEM IS WITH THE PART ITSELF. DLR ADVISES THAT DLR HAS REPAIRED OTHER QSTS TOO. DLR HAS GOODWILLED BULBS. @01/29-ZFH599N
DLR ADVISED THAT IT HAS BEEN COVERED BY C'S EXT WARRANTY. CRR UNDERSTOOD AND ADVISED IF C EVER DOES NEED ANY GOODWILL ASSISTANCE CRR WILL BE HAPPY TO EXTEND TO C. @01/29-ZFH599N
CRR CALLED C. C STATES THAT A/C DID NOT WORK ON SATURDAY. C STATES THAT VEH IS OK NOW. C THANKED FOR CALLBACK AND WILL CALLBACK IF C HAS ANY FURTHER PROBS CRR THANKED. FILE CLOSED. @01/29-ZFH599N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT8F	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 #:	0 DATE: 00/00/00	USERID:	
OTHER #:	1 DATE: 1/29/2003	USERID: ZFH599N	
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:	
RESP DLR: 3663	EFFECTIVE: 1/24/2003	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO	
3RD PRY:	PART#:	CHECK ISSUED: NO	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZFH599N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 01/29/03	MICROFILM:	
RESP CAA:	OLM: SMIT AGNES	DOM: GARN, JIM	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:25 AM

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

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CONSUMER AFFAIRS

CA4018820

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:25 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
24	RCNC00781507	3683	8/18/2000	8/18/2005	100,000.00		

Vsc Police Id

RCNC00781507 8/18/2005 3683

RCNC00781507

DATE: 4/15/2004
TIME: 08:04:25 AM

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

CAR ID: CA4021230
Page 1

NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T2XD [REDACTED]
CITY: MONTGOMERY YR/MDL: 1999.0 QST MILEAGE: 66000
ST/ZIP: NY IN SVC DATE: 6/9/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 07132 POUGHKEEPSIE NISSAN INC
EVE PH: [REDACTED] PAID: SVC DLR: 3278 NEWBURGH NISSAN, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 09 09

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 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: 3278
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 01/28/03 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): SREC FOLLOWUP DATE: 01/30/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01/30/03 DATANET DATE: 1/30/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:25 AM

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

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CA4021230

C. A. R. COMMENTS

NO PREVIOUS RELATED FILES

C CALLED TO ASK IF THERE IS A RECALL ON HEADLIGHTS. C STATED C HAD DLR REPAIR HEADLIGHT IN THE PAST AND WHENEVER C HITS A BUMP THE HEADLIGHT MAY COME ON OR GO OFF. C ALSO STATED THAT ONE HEADLIGHT IS ONLY WORKS AS A HIGHBEAM. C STATED DLR ADVISED THAT HEADLIGHT WILL NOT BE REPAIRED UNDER WARRANTY BECAUSE VEH IS OOW.

FILE OPENED-ZSD772N 01/28/2003

CRR ACTION

CRRSD VERIFIED NAME, ADDRESS, VIN, MILEAGE AND PH. NO OPEN RECALLS. CRRSD VERIFIED THAT VEH HAD LAMP RECALL PERFORMED IN THE PAST HOWEVER IT WAS FOR A TAIL LAMP. CRRSD ADVISED TO HAVE DLR DIAGNOSE VEH AND CALL CRRSD. WILL REVIEW FOR POSSIBLE ASSISTANCE. GAVE C FILE # AND EXT. @01/28-ZSD772N

C CALLED REQUESTING TO SPEAK WITH CRR-SD REGARDING HEADLIGHT CONCERNS. NOT AVAILABLE. C SAYS VEH IS CURRENTLY AT THE DLR AND DLR TRYING TO FIND OUT WHAT TO DO REGARDING VEH ISSUE. C SAYS VEH IS CURRENTLY AT NEWBURGH NISSAN. CRR CALLED CRRSD TO STATE VEH IS AT DLR NOW AND DLR HAS TRIED TO CONTACT CRRSD. C STATED THE DLR ADVISED THAT THE RIGHT HEADLIGHT IS OUT AND THE LEFT LIGHT IS ON. C STATED C DOESN'T MIND PAYING \$85 DIAGNOSTIC FEE BUT EXPECTS DLR TO REPAIR HEADLAMPS. C ALSO STATED THAT IN THE PAST THE WINDOW WAS LOOSE ON VEH AND DLR MADE 2 ATTEMPTS TO REPAIR AND WINDOW WAS STILL NOT REPAIRED. C STATES THE VEH IS NOW OOW AND DLR WILL NOT REPAIR WINDOW ALTHOUGH IT HAS NEVER BEEN REPAIRED IN THE PAST. CRRSD ADVISED THAT DLR WOULD BE CALLED AND C WILL BE CALLED BACK. @01/29-ZSD772N-COMMENT

C CALLED STATES SHE HAS CONTACTED THE DLR THAT ADVISED THEY HAVE NOT HEARD FROM NISSAN REGARDING VEH ISSUE. C REQUESTING TO SPEAK WITH CRR-SD. CRR ADVISED C CRR-SD HAS GONE FOR THE DAY. CR SENT E-MAIL TO CRR-SD TO ADVISE OF C CALLBACK AND REQUEST FOR RETURN CALL TOMORROW. @01/29-ZAJ329N

***CRRSD CONTACTED DLR AND SPOKE WITH SA-SHANNON WHO ADVISED CRR NEEDS TO SPEAK WITH SM WHO WAS IN A MEETING. GAVE SA CRRSD PH TO CALL CRRSD BACK. @01/30-ZSD772N

CRRSD CONTACTED SM-JOHN WHO ADVISED THE RIGHT SIDE HEADLIGHT CONNECTOR IS MELTED AND THE WINDOW NEEDS A HINGE. ALSO STATED SM VERIFIED PREVIOUS REPAIRS TO WINDOW AND HEADLAMPS AT POUGHKEEPSIE NISSAN. BASED ON PREVIOUS REPAIRS CRRSD WILL COVER REPAIR COST OF PARTS AN LABORS WHICH IS \$145.29. ADVISED SM TO CALL CRR BACK FOR VCAN AFTER REPAIR. CRRSD CALLED C AND ADVISED THAT NNA WILL GOODWILL REPAIR COSTS. C THANKED CRRSD. CLOSED PENDING VCAN. @01/30-ZSD772N

***DLR SA JOHN CALLED BACK FOR VCAN. CRRSD COMPLETED 2 VCANS FOR SEPARATE LINES. N0131030761473 - 42.18 SIDE WINDOW HANDLE AND N0131030761481 FOR 92.95 CONNECTOR ASSY. @01/31-ZSD772N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER. REVIEW AND UPDATE DEALER COMMENTS OR CONTACT NNA REPRESENTATIVE SEAN AT 310-771-3731.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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

ACTION CODE: RTBC
0 DATE: 00/00/00

CONTACT(S): SREC
ROOT CAUSE: SDSV
USERID:

DATE: 4/15/2004
TIME: 08:04:25 AM

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

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CA4021230

REOPEN: CALLBACK #: 0
NEW INFO #: 1
OTHER #: 0
COMMENTS ONLY: #:
RESP DLR: 3278
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00/00/00
DATE: 1/28/2003
DATE: 00/00/00
DATE: 1/31/2003
EFFECTIVE: 1/28/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZSD772N
UPDATE DATE:
CLOSE DATE: 01/30/03
OLM: ROYSTER KAREN
OWNER FIRST:

USERID:
USERID: ZSD772N
USERID:
USERID: ZSD772N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:25 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: 08:04:25 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: Q6T

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 06:04:25 AM

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

CAR ID: CA4021765
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: WILMINGTON
ST/ZIP: DE [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 44000
IN SVC DATE: 5/4/2000
RTL DLR: 3288 SHERIDAN NISSAN, L.L.C.
SVC DLR: 2938 CONCORDVILLE NISSAN
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 06 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: CUSTOMER
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 06 OPEN DATE: 01/28/03 XFER/RSPNSBLTY: 26 08 S
CONTACT (S): SCRI FOLLOWUP DATE: 02/11/03 DATANET (Y/N): 2
SEVERITY: 9 CLOSE DATE: 02/05/03 DATANET DATE: 1/30/2003

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

GL VALUE CODE: 28GDWIL ACCOUNT: 1-830100-28150
GL DESCRIPTION:
CHECK AMOUNT: \$ 210.45

CHK REQUEST DATE: 02/03/03 REQUESTED BY: PSB840N
CHECK APPROVED: 02/04/03 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 02/06/03 CHECK NUMBER:

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:25 AM

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

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CA4021765

C. A. R. COMMENTS

NO PREV FILES

CRR RECEIVED CALL FROM C WANTING TO REGISTER A PRODUCT COMPLAINT. C STATED THAT THE ELECTRICAL CONNECTORS ON HIS FRONT HEADLIGHTS HAVE MELTED DUE TO OVERHEATING. C REQUESTING THAT REPAIR BE AT N/C AS VEHICLE IS ONLY 2 1/2 YRS OLD.

@01/28-PSB840N

CRR VERIFIED OWNER ADDRESS/PHONE NUMBERS. CRR VERIFIED NO RECALL ON VEHICLE. FILE OPENED-PSB840N 01/28/2003

CRR ADVISED C OF FILE REF # AND ADVISED C TO GO AHEAD AND PAY FOR THE REPAIR (ESTIMATE PROVIDED BY C WAS \$89) AND THAT CRR WOULD SPEAK WITH SERVICE MANAGER TO CONFIRM DIAG. C STATED THAT HE SERVICES AT RETAIL DEALER BUT TOOK THE VEHICLE TO THIS DEALER FOR THIS REPAIR AND C HAS NO PRIOR SERVICE HISTORY AT CURRENT SERVICING DEALER.

@01/28-PSB840N

CRR RE-DATANET FILE TO DEALER SERVICE MANAGER REQUESTING CALLBACK.

@01/29-PSB840N

>>CRRJD RECEIVED CALL FROM C REQUESTING TO SPEAK WITH CRRSB. CRRJD PLACED C ON HOLD AND REVIEWED FILE. CRRSB NOT AVAILABLE. CRR ADVISED C THAT CRRSB WAITING FOR C/B FROM DLR. CRRJD ADVISED THAT MESSAGE WILL BE SENT. EMAIL SENT.

@01/29-ZJD498N

CRR CALLED DEALERSHIP SERVICE DEPT (8:48AM PST) AND SPOKE WITH SA-ROB AS SM-THEMIS UNAVAILABLE. SA STATED THAT HEADLIGHT ELECTRICAL CONNECTORS WERE "MELTED". CRR ASKED IF THERE WAS ANY INDICATION OF HIGH CURRENT OR IF A VOLTAGE DROP TEST WAS DONE TO DETERMINE ROOT CAUSE. SA-ROB STATED THAT ANOTHER SERVICE TEAM WITH SA-JASON WORKED ON VEHICLE AND THAT SA WORKS THE NIGHT SHIFT SO HE WOULD NOT ARRIVE AT DEALERSHIP UNTIL 11AM EST. SA-ROB TOOK CRR'S DIRECT PHONE NUMBER AND ADVISED CRR THAT HE WOULD HAVE SA-JASON CALL CRR TO DISCUSS FINDINGS IN DETAIL. FILE PEND CALLBACK.

@01/30-PSB840N

CRR CALLED C (8:50AM) TO ADVISE OF PENDING STATUS BASED UPON INCOMPLETE FEEDBACK FROM DEALERSHIP THUS FAR. C STATED THE ORIGINAL ESTIMATE HE PROVIDED WAS INCORRECT. C STATED HE ENDED UP PAYING \$198 - \$150 IN LABOR AND THE REMAINDER FOR PARTS. C STATED IF HE KNEW IT WOULD HAVE BEEN THAT MUCH MONEY C

@01/30-PSB840N

WOULD HAVE BOUGHT THE REPLACEMENT PARTS AND INSTALLED THEM HIMSELF. C STATED HE IS AN ELECTRICAL ENGINEER AND WHAT HE OBSERVED IS THAT THE CENTER OF THE HOUSING AROUND THE CONNECTOR MELTED AS THE WIRE INSIDE SOMEHOW CAME LOOSE. C STATED THAT IT IS A SIMPLE MATTER OF OHM'S LAW: CONTACT LOST. RESISTANCE WENT UP AND THAT RESULTED IN TOO HIGH OF ELECTRICAL CURRENT WHICH IN TURN MELTED THE HOUSING. CRR ADVISED C TO FAX A COPY OF R/O AND RECEIPT TO CRR'S RIGHT FAX # AND THAT CRR WOULD BE BACK IN TOUCH ONCE SA-JASON CALLS CRR BACK. C UNDERSTOOD. FILE PEND R/O AND RECEIPT FROM C.

@01/30-PSB840N

CRR IN RECEIPT OF 4-PAGE FAX AND CREDIT CARD RECEIPT IN THE AMOUNT OF \$535.83. CRR NOTES THAT THE LABOR ON THE CONNECTORS SHOWS TO BE \$153.00 AND PARTS AN ADDITIONAL \$45.54 FOR A SUB-TOTAL OF \$198.54. CRR GENERATED CHECK REQUEST IN THE AMOUNT OF \$210.45 WHICH ALSO INCLUDES 6% SALES TAX (\$11.81). COPY OF FILE AND DOCS FORWARDED FOR APPROVAL/CHECK PROCESSING.

@02/03-PSB840N

*C CALLED TO SPEAK WITH CRR SB. CRR SB NOT AVAILABLE. CRR EO UPDATED C WITH

NOTES IN FILE AND ADVISED THAT CHECK REQUEST WAS ISSUED TODAY. C THANKED. EMAIL SENT TO CRR SB

@02/03-ZEO115N

CRR REVIEWING FILE AND NOTES CHECK REQUEST APPROVED. CRR CLOSING FILE. DOCS TO CLOSED DRAWER.

@02/05-PSB840N

***E-MAIL RECEIVED AND REVIEWED. **ID # 142837. C REITERATED WHAT WAS ALREADY REVIEWED IN FILE. E-MAIL CLOSED

@03/03-ZST812N-COMMENT

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTN: SERVICE MANAGER - FILE IS SENT TO YOU AS A HEADS UP. PLEASE CALL STEVE B. AT (310) 771-3751. THANKS.

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.
ATTN: SERVICE MANAGER - FILE IS SENT TO YOU AS A HEADS UP. PLEASE CALL STEVE
B. AT (310) 771-3751. THANKS.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2B	CONTACT(S): SCRI	5COH
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	ROOT CAUSE: SDGP	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: 3/3/2003	USERID: ZST812N	
RESP DLR: 2938	EFFECTIVE: 1/28/2003	CHANGED BY:	
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: YES	
3RD PRY:	PART#:	CHECK ISSUED: YES	
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: PSB840N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 02/05/03	MICROFILM:	
RESP CAA:	OLM: ROYSTER KAREN	DOM: STALNAKER ROBER	
PHONE:	OWNER FIRST:	LANGUAGE:	

DATE: 4/16/2004
TIME: 08:04:28 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:28 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T8YD [REDACTED]
IN SCV DATE:

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 64627
IN SVC DATE: 7/18/1999
RTL DLR: 17037 PEACHTREE NISSAN, INC.
SVC DLR: 3855 HUNT NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 04 04

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

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

OPEN DATE: 02/07/03
FOLLOWUP DATE: 03/04/03
CLOSE DATE: 03/19/03

XFER/RSPNSBLTY: 44 01 S
DATANET (Y/N): 1
DATANET DATE: 3/7/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

QA VEHICLE CONCERNS
AB BODY

111000 WINDSHIELD/WINDOW (FRONT/REAR)
WA PREMATURE WEAR/FAILURE

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

EMAIL NONE

02/07-ZJC305N

NO PREVIOUS FILES. CALLER IS LEE CHANG C'S BROTHER (SINCE C DOES NOT SPEAK ENGLISH WELL). C STATES THAT C HAS PROBLEMS WITH THE VEH THAT C FEELS IS A DEFECT FROM THE FACTORY. C STATES THAT THE CLAMP/PLASTIC RUBBER PIECE CAME OFF THE WINDSHIELD AND THE DLR ADVISED C THAT HE WAS OUTSIDE OF WARRANTY AND THUS NNA WAS NOT RESPONSIBLE FOR THE REPAIR. 2ND. STATES THAT THE SIDE FILE OPENED-ZJC305N 02/07/2003

MIRRORS RATTLE AND THE DLR ADVISED C THAT THE CLIPS THAT HOLDS IT IN ARE BROKEN AND C IS NOT OUTSIDE OF WARRANTY. C STATES THAT IT DOES NOT MOVE WHEN THE DRIVER TRIES TO ADJUST THE MIRRORS FROM INSIDE THE VEH. THUS C FEELS THAT THERE MAY BE AN ELECTRICAL PROBLEM WITH THE VEH. 3RD. C STATES THAT THE HEADLIGHT WENT OUT. STATES THAT C PAID FOR THEM TO BE REPLACED IN MARCH OF LAST YEAR SINCE THE CONNECTORS MELTED AND STATES THAT C JUST WENT BACK IN ON FEB 1ST AND WAS ADVISED THE CONNECTORS AND THE BOTLS MELTED AGAIN AND IT IS NOT COVERED. C STATES THAT HE CANNOT UNDERSTAND THIS AND THAT THE DLR HAS BEEN VERY UNHELPFUL ESPECIALLY SINCE THERE IS A LANGUAGE PROBLEM BETWEEN C-AN AND DLR. C STATES THAT THEY ALSO HAVE AN ESC AND THAT DOES NOT COVER THE CONCERN EITHER AND C FEELS THAT AFTER HIS EXPERIENCE THEY WILL NEVER BUY A NSN AGAIN AND WOULD LIKE NNA ASSISTANCE WITH GETTING THESE MATTERS RESOLVED.

02/07-ZJC305N

CRR VERIFIES NAME, ADDRESS, PHONE, VIN, MILEAGE, DLR INFO AND NOTES THERE ARE NO OPEN RECALLS.

02/07-ZJC305N

CRR ADVISED C THAT C IS OUT OF THE BASIC WARRANTY AND THUS IS WHY THE DLR MAY HAVE ADVISED C THAT THE REPAIRS ARE NOT COVERED. FURTHER, CRR ADVISED C THAT IF WHEN C BROUGHT THE VEH IN WHILE THE VEH WAS WITHIN THE WARRANTY PERIMETERS AND THE CAUSE OF THE DEFECT WAS NOT A DEFECT THEN C WOULD BE RESPONSIBLE FOR THE REPAIR. C FURTHER ADVISED C THAT IT DOES NOT INDICATE THAT C HAS A NSN SEC+ POLICY AND ADVISED C THAT HE MAY WANT TO CALL THE WARRANTY PROVIDER AND RESEARCH COVERAGE WITH THAT COMPANY. CRR ADVISED C THAT CRR WILL CALL THE DLR FOR C AND INQUIRE DETAILS ON THE CONCERN. C THANKED CRR AND WAS PROVIDED THE FILE NUMBER AND CRR EXT.

02/10-ZJC305N

*RSS TRANSFERRED FILE TO CRR/FH FOR FURTHER REVIEW. 02/28-ZAS440N

CRR CALLED C TO FOLLOW UP. 8:21. BROTHER WOULD LIKE CALL BACK AT THIS NUMBER. CRR CALLED C BACK 8:23. C STATES THAT C HAS HAD MULTIPLE PROBLEM WITH HEADLIGHT. C HAD REPAIRED TWICE. NO ESTIMATE. BROTHER-LEE CHANG. C WILL CALL CRR BACK WITH ESTIMATE. C HAS SVC DONE AT DLR ALL THE TIME. C STATES THAT SIDE MIRROR RATTLES WHEN C IS ON HWY. BOTH OF THEM. C STATES C HAS BEEN TRYING TO GET FIXED FOR SOME TIME. 6 TO 8 MONTHS. WAS NOT LIKE THAT BEFORE.

03/06-ZFH599N

CRR CALLED DLR FOR ADVISEMENT 10:27. SM-JEFF. DLR REPLACE ONE NOT OTHER SIDE. SO DLR JUST NEEDS TO REPLACE CONNECTOR. CRR UNDERSTOOD. DLR FOUND R/O WITH PROBLEM. DLR FOUND WORM GEAR IN MIRRORS CAN GET LOOSE (WEARED OUT). DLR HAS TO REPLACE ENTIRE MIRROR ASSEMBLY. 162.48 EACH DOES NOT INCLUDE LABOR ANOTHER 80 FOR EACH. CRR ASKED IF DLR RECOMMENDS ASSISTANCE. DLR STATES NO AS CRR DOES NOT SEE ANY RECOMMENDATIONS FOR GOODWILL EITHER. 03/11-ZFH599N
CRR CALLED C. C STATES THAT C GOT VEH FIXED AT NEW DLR. C WOULD LIKE CALLBACK TOMMORROW.

03/12-ZFH599N

CRR RECEIVED CALL FROM DLR SM-JEFF REQUESTING TO SPEAK WITH CRRFH. CRRFH UNAVAILABLE. CRR WILL SEND EMAIL.

03/12-ZSJ779N

CRR DID NOT RECEIVE EMAIL. CRR DID RECEIVE VXM FROM SM. CRR CALLED BACK 9:09. SM WANTED TO KNOW WHY FILE WAS STILL OPEN. CRR ADVISED THAT CRR IS CALLG. C TODAY TO CLOSE FILE. SM THANKED.

03/13-ZFH599N

CRR CALLED C AS REQUESTED. LEFT MSG WITH FEMALE.

03/13-ZFH599N

03/13-ZFH599N

CRR RECEIVED MSG FROM C'S BROTHER REQUESTING CALLBACK. CRR CALLED BACK 8:53. C STATES THAT C WAS HAVING PROBLEM WITH WEATHERSTRIPPING ON WINDSHIELD (PEELING OFF). UNITED NISSAN DID TRY TO REPAIR. 03/17-ZFH599N
CRR ADVISED THAT CRR WILL LOOK INTO ASSISTING WITH HEADLAMP REPAIR BUT NOT SIDE MIRRORS. C UNDERSTOOD AND THANKED. C TO FAX DOCS. 03/17-ZFH599N

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@03/17-ZFH599N

NO FAX RECEIVED FILE CLOSED.

@03/19-ZFH599N

FOLLOW-UP IS DUE ON OR BEFORE

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

SVC MGR- PLEASE CALL [REDACTED] TO REVIEW CUSTOMER'S CONCERNS.

THANK YOU.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):	
SATISFIED: N		ACTION CODE: RT4B	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:
OTHER #:		DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:
RESP DLR: 3855		EFFECTIVE: 2/7/2003	CHANGED BY:
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:		PART#:	CHECK ISSUED: NO
BYBACK ST:		OPENED BY:	
HISTORY:		UPDATE BY: ZFH599N	
SVC CALL#:		UPDATE DATE:	
CLOSE: Y (Y/N)		CLOSE DATE: 03/19/03	MICROFILM:
RESP CAA:		OLM: ROYSTER KAREN	DOM:
PHONE:		OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:26 AM

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DATE: 4/15/2004
TIME: 06:04:26 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] SC:
STREET: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
CITY: GLEN BURNIE YR/MDL: 2000.0 QST MILEAGE: 40600
ST/ZIP: MD [REDACTED] IN SVC DATE: 6/17/2000
DAY PH: [REDACTED] VCAN: RTL DLR: 3435 SHEEHY NISSAN
EVE PH: [REDACTED] PAID: SVC DLR: 3435 SHEEHY NISSAN
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 38 DIST: SL/SV/PT: 04 04

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

ORIG CODE: 01 OPEN DATE: 02/28/03 XFER/RSPNSBLTY: 34 01 S.
CONTACT (S): FOLLOWUP DATE: 02/27/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03/31/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

NO PREVIOUS FILE @02/26-ZAN597N
C STATES VEH IS CURRENTLY AT DLR 3435 WITH FAILED HEADLAMPS AND BEING ASSISTED BY SA-DAVID. C STATES DLR IS CHARGING \$291.00 FOR SERVICE. C STATES PROBLEM HAS EXISTED SINCE 8/02. C ALSO PROBLEM WITH VCP SYSTEM WHICH WAS TO BE SENT OUT 8/14/02 FOR REPAIR FOR CRACK ON SCREEN BUT C NEVER CONTACTED TO ADVISE OF STATUS. C REQUEST ASSISTANCE FROM NNA @02/26-ZAN597N
FILE OPENED-ZAN597N 02/26/2003
CRR VERIFIED NAME ADDRESS. PHONE# AND VEH MILEAGE. RECALLS: NONE
CRR ADVISED C VEH IS OUT OF BASIC WARRANTY 3/36 BY MILES. CRR ADVISED WILL REVIEW WITH SLR AND CONTACT C WITH UPDATE. FILE# PROVIDED AND C ADVISED OF 2 DAY FOLLOW-UP @02/26-ZAN597N
::CRR SPOKE TO SA-DAVE WHO STATES VEH WAS IN AT 40,689 MILES. COMPLAINT OF HEADLIGHTS FAILED. DLR FOUND BOTH HEADLIGHT BULB CONNECTORS MELTED. SA STATES THERE ARE REPLACEMENT AND DLR TO FOLLOW NTB01-028 PROCEDURE. DLR GAVE ESTIMATE TO REPLACE RIGHT OUTSIDE MIRROR GLASS ONLY AS DLR FOUND CRACKED. @02/26-ZAN597N @02/26-ZAN597N
DLR CHECKED FOR TV FOR VCP UNIT REMOVED ON 8/14/02. C WAS NEVER CONTACTED FOR RE-INSTALL DUE TO DLR OVERSIGHT. C NEEDS TO PAY \$250.00 FOR REPAIR. DLR PERFORMED CAR CARE CLINIC. DLR FOUND BATTERY SEVERLY CORRODED-C DECLINED SERVICE. BELTS ARE CRACKING. SERVICE HISTORY: 2 OIL CHANGES NO 15 OR 30K @02/26-ZAN597N
::CRR PHONED C AT DAYTIME# AND ADVISED WILL PROVIDE 1 TIME ASSISTANCE WITH VCP REPAIR/REPLACEMENT. C TO SEND IN DOCS ONCE REPAIR COMPLETED @03/31-ZAN597N @03/31-ZAN597N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT3M	CONTACT(S):	ROOT CAUSE: BRPP
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: 2/26/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO
3RD PRY:	PART#:		CHECK ISSUED: NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZAN597N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 03/31/03		MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN		DOM:
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:26 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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CA4066455

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 0
IN SVC DATE: 9/23/1999
RTL DLR: 3610 STEWART NISSAN
SVC DLR: 3610 STEWART NISSAN
RESP DLR:
REGION: 38 DIST: SL/SV/PT: 13 13

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

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

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

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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CA4068455

C. A. R. COMMENTS

NO RELATED FILES

EMAIL RECEIVED FROM FOURCRUSADERS@TOUCHNC.NET, EMAIL ID#145952

C STATES: 'I AM A JOINT OWNER OF A NISSAN 99 QUESTEXE AND I WOULD LIKE TO REGISTER OUR NAMES AS NEW OWNERS(IHAD VEHICLE SINCE JUNE OF LAST YEAR) SO THAT WE CAN BE NOTIFIED OF ANY RECALLS AND HAVE THERE BEEN ANY REPORTED PROBLEMS ON THE FRONT END OF THIS VEHICLE AND IS THERE A SWITCH PROBLEMS BECAUSE THE FILE OPENED-ZAE924N 03/11/2003

WINDSHIELD LIGHT FOR FLUID STAYS ON.ALSO,HAS THERE BEEN ANY REPORTED PROBLEM WITH HEADLIGHT CONNECTION POINTS BEING BURNED OUT BECAUSE I AM HAVING THAT PROBLEM...'

*CRR UPDATED C NAME ADDRESS AND PHONE NUMBER IN OWNERS DATABASE. VERIFIED NO CURRENT RECALLS @03/11-ZAE924N

CRR SENT C EMAIL STATING CRR HAS UPDATED OWNERS DATABASE WITH C'S NAME ADDRESS AND PHONE AS THE CURRENT OWNER OF THIS VEH. STATED CRR VERIFIED VEH IS CURRENTLY NOT INVOLVED IN ANY RECALLS. STATED FOR CURRENT VEH CONCERNS, C MAY @03/11-ZAE924N

WANT TO SEE AUTHORIZED NISSAN DLR AS THEY WOULD BE IN THE BEST POSITION TO ASSIST C.

FILE CLOSED

@03/11-ZAE924N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 3610

IIR-DATE: 00/00/00

3RD PRTY:

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA:

PHONE:

ACTION CODE: NE8G

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

0 DATE: 00/00/00

EFFECTIVE: 3/11/2003

TRANS DATE:

PART#:

OPENED BY:

UPDATE BY: ZAE924N

UPDATE DATE:

CLOSE DATE: 03/11/03

OLM: ROYSTER KAREN

OWNER FIRST:

ROOT CAUSE: LNPP

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM:

DOM:

LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:28 AM

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MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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CA4070475

NAME: [REDACTED]
STREET: [REDACTED]
CITY: PALM HARBOR
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: 60000
IN SVC DATE: 4/30/2000
RTL DLR: 3022 LOKEY NISSAN
SVC DLR: 3022 LOKEY NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 02 02

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

ORIG CODE: 01 OPEN DATE: 03/14/03 XFER/RSPNSBLTY: 36 01 S
CONTACT (S): FOLLOWUP DATE: 04/04/03 DATANET (Y/N): 0
SEVERITY: 0 CLOSE DATE: 03/28/03 DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: PALM HARBOR FL [REDACTED]
VIN: 4N2XN11T7YD [REDACTED] MODEL LINE/YEAR: QST 2000.0

G/L VALUE CODE: 36GDWIL ACCOUNT: 1-830100-36150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 120.03

CHK REQUEST DATE: 03/21/03 REQUESTED BY: ZJB381N
CHECK APPROVED: 03/28/03 APPROVED BY: ROYST KAR ZKR021N
CHECK ISSUE DATE: 04/01/03 CHECK NUMBER:

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

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	ZB	BROKEN/CRACKED
OA	VEHICLE CONCERNS	228500	MANUAL TRANSMISSION
BG	POWERTRAIN	YE	MULTIPLE REPAIR ATTEMPTS

DATE: 4/15/2004
TIME: 08:04:28 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND. @03/14-ZJB361N
CRR-JB VERIFIED NAME, ADDRESS, MILEAGE, PHONE NUMBER, NO OPEN RECALLS.
C STATED THAT C WANTED TO COMPLAIN ABOUT C'S VEH AND C STATED THAT THE PROBLEM
THAT THE VEH HAS ALWAYS HAD IS THE TRANSMISSION SQUEEKS WHEN THE VEH IS
TRAVELLING AT 35-40MPH. C STATED THAT THE DLR CONTINUES TO ADD SOME FLUID TO
THE TRANSMISSION BUT THE PROBLEM ALWAYS RETURNS. C STATED THAT RIGHT NOW THE
FILE OPENED-ZJB361N 03/14/2003
VEH IS AT THE DLR BECAUSE YESTERDAY C WENT OUT TO VEH AT NIGHT TO TURN ON C'S
HEADLIGHTS AND THEY DID NOT TURN ON. C STATED THAT C MANAGED TO SHAKE THE
WIRES AND GET ONE TO WORK. C STATED THAT TODAY C'S HUSBAND BROUGHT VEH TO THE
DLR AND THE DLR TOLD C THAT THE HEADLIGHT WIRES WERE BURNED THROUGH. C STATED
THAT C THINKS THAT THIS IS RIDICULOUS BECAUSE C RARELY DRIVES AT NIGHT.
C STATED THAT THE COST IS ABOUT \$200. C STATED THAT C IS VERY DISAPPOINTED
WITH THIS VEH AND REGRETS PURCHASING IT. C STATED THAT C CHOSE THE QUEST B/C C
HAD SUCH A GOOD EXPERIENCE WITH C'S ALTIMA. C STATED THAT NOW C DOES NOT THINK
THAT C WOULD GET A MAXIMA BECAUSE OF ALL OF THE PROBLEMS C HAS HAD WITH THIS
VEH. CRR-JB APOLOGIZED TO C THAT C HAD TO BE SO INCONVENIENCED WITH REPAIRING
THE VEH AND TOLD C THAT CRR WOULD BE HAPPY TO REVIEW FOR ASSISTANCE WITH THE
REPAIR THE VEH IS GETTING RIGHT NOW. CRR ASKED C TO FAX IN A COPY OF F.O. AND
VEH REGISTRATION. C AGREED TO DO SO. CRR-JB PROVIDED NAME, EXT, FILE # AND
FAX# AND INFORMED C THAT CRR-JB WAS GOING TO CALL C AS SOON AS CRR WAS ABLE TO
OFFER SOMETHING TO C. @03/14-ZJB361N
*CRR-JB RECEIVED R.O. FROM C AND WILL BE REVIEW FOR ASSISTANCE. @03/18-ZJB361N
*CRR-JB TO OFFER C 88% REIMBURSEMENT AS C IS MULTIPLE NISSAN OWNER AND C HAS
HAD A COUPLE OF PROBLEMS WITH VEH. CRR NOTES THAT VEH DOES HAVE 60K MILES. CRR
TO OFFER TO REIMBURSE C 2/3 AT \$120. @03/19-ZJB361N
*CRR-JB CALLED C AND LEFT VMX FOR C TO CALL CRR. @03/19-ZJB361N
*CRR-JB RECEIVED VMX FROM C AND C STATED THAT C WILL BE OUT OF THE OFFICE FROM
4-5. CRR-JB CALLED C AS THIS WAS THE ONLY TIME THAT CRR COULD CALL C BACK.
CRR ASKED C TO CALL CRR AND THEN CRR-JB WOULD CALL C BACK IF NECESSARY.
*CRR-JB RECEIVED VMX FROM C AND CALLED C BACK AN INFORMED C THAT CRR-JB WAS
ABLE TO REIMBURSE C 2/3 OF C'S REPAIR FOR THE HEADLIGHTS. C ACCEPTED CRR'S
OFFER. CRR-JB INFORMED C THAT CRR-JB WOULD REQUEST THE CHECK AND CALL C WHEN
CHECK HAD BEEN APPROVED. C THANKED. @03/21-ZJB361N
*CRR-JB REQUESTED CHECK FOR \$120.03 @03/21-ZJB361N
*CRR-JB RECEIVED VERIFICATION THAT CHECK WAS APPROVED. CRR-JB CALLED C AT EVE
AND LEFT VMX FOR C THAT CHECK WAS APPROVED. @03/28-ZJB361N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT2B	CONTACT(S):	ROOT CAUSE: SDMV
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	DATE: 00/00/00		USERID:
OTHER #:	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 3022	EFFECTIVE: 3/14/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: YES
3RD PRY:	PART#:		CHECK ISSUED: YES
BYBACK ST:	OPENED BY:		

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

UPDATE BY: ZJB361N
UPDATE DATE:
CLOSE DATE: 03/28/03
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:28 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN: 4N2XN11T7YD [REDACTED]
IN SCV DATE:

CANCEL TRANSFER
DATE DATE

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

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T6YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 52096
IN SVC DATE: 7/27/2000
RTL DLR: 2758 HERITAGE NISSAN
SVC DLR: 2758 HERITAGE NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 01 01

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

ORIG CODE: 01 OPEN DATE: 04/10/03 XFER/RSPNSBLTY: 28 .01 6
CONTACT (S): FOLLOWUP DATE: 05/08/03 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 06/24/03 DATANET DATE: 5/12/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113600 HEADLAMP
AC BODY ELECTRICAL YE MULTIPLE REPAIR ATTEMPTS

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND @04/10-ZVW660N
OPEN B0090 QUEST00SEATBELTNT800-087 @04/10-ZVW660N
CRR VERIFIED C NAME/ADDRESS/PHONE NUMBER
C STATES THAT C'S HEADLIGHT HARNESS HAS BEEN REPLACED 2 TIMES ON BOTH SIDES. C STATES THAT FIRST TIME THE RIGHT HARNESS WAS REPLACED, THAN BOTH HRANESSES WERE REPLACED. THAN LEFT HARNESS WAS REPLACED. C STATES THAT THE HEADLIGHTS FILE OPENED-ZVW660N 04/10/2003
HAVE WENT OUT WHILE C'S DAUGHTER WAS DRIVING AT NIGHT, WITH C'S GRAND KIDS IN THE VEH. C STATES THAT VEH WAS JUST TAKEN TO DLR WITH THE SAME PROBLEM YESTERDAY. VEH IS OK NOW. C IS WORRIED THAT THIS WILL HAPPEN AGAIN. CRRVW ADVISED C THAT CRRVW WILL DO SOME RESEARCH AND CONTACT DLR. CRRVW WILL CALL C BACK TOMORROW BETWEEN 3-6PM. FILE AND PHONE NUMBER PROVIDED. @04/10-ZVW660N
**CRRVW CALLED DLR AND SPOKE TO SM CHRIS. SM CHRIS STATES THAT THE FIRST TIME THAT THE HEAD LIGHT WENT OUT WAS A BAD CONNECTION. BECAUSE IT IS A SAFTETY ISSUE HARNESS WAS REPLACED. 2ND AND 3RD TIME THE HARNESS BURNED AND IT WAS REPLACED BOTH TIMES. AT THIS TIME THE HEADLIGHTS ARE FUNCTIONING FINE. AND THERE IS NO TELLING IF HARNESS WILL GO BAD AGAIN. THIS IS NOT A GOOD SVC C. C ONLY GETS WARRANTY WORK DONE ON VEH. @04/11-ZVW660N
**CRRVW CALLED C. C'S WIFE ADVISED CRRVW THAT C IS NOT AT HOME. CRRVW ADVISED C'S WIFE THAT CRRVW WILL CALL C BACK ON MONDAY. @04/11-ZVW660N
**CRRVW CALLED C. NO VMX AVAILABLE ON C'S PHONE. 10:35AM PST @04/16-ZVW660N
C CALLED TO SPEAK WITH CRR-VW. C IS VERY UPSET AND WANTS AN UPDATE. C WANTS THE VEHICLE REPAIRED. C STATES THAT DLR ADVISED THAT NNA ADVISED DLR TO REPLACE THE HARNESS BUT DLR DOES NOT AGREE. CRR APOLOGIZED AND ADVISED C THAT DLR NEEDS TO CONTACT DLR TECHNICAL LINE FOR FURTHER ASSISTANCE. C UNDERSTOOD AND WILL CALL DLR BACK @04/21-ZSB180N
FILE CLOSED. @04/29-ZVW660N
- C CALLING IN REGARDS TO SAME CONCERN. C STATES THAT C IS FRUSTRATED AND WOULD LIKE THIS REPAIRED. CRR-VW UNAVAIL CRR-JG INFORMED C THAT CRR-VW. C STATES THAT THE HARNESS HAS BEEN REPLACED FOUR TIMES. C STATES THAT C IS FRUSTRATED AND WANTS ISSUE REPAIRED. CRR-JG INFORMED C THAT CRR-JG WILL INFORM CRR-VW THAT C WOULD LIKE A CALL BACK. C THANKED CRR-JG. CALL ENDED
CRR-JG EMAILED CRR-VW ON UPDATE @05/07-ZJG135N-COMMENT
**CRRVW CALLED C. CRRVW ADVISED C THAT THE PROCEDURE TO FIX THE HEADLIGHT IS TO REPLACE THE HEADLIGHT HARNESS. C STATES THAT THE HEADLIGHT WENT OUT AGAIN FOR THE 5TH TIME. C STATES THAT C WANTS DLR TO PUT IN A WHOLE NEW HARNESS. BECAUSE THAT WILL FIX PROBLEM ONCE AND FOR ALL. C STATES THAT DLR DOESN'T WANT TO DO IT. CRRVW ADVISED C THAT IF C DOES CHOSE TO HAVE THE WHOLE VEH WIREING HARNESS REPLACED C CAN AUTHORIZE THE REPAIR. HOWEVER IT WILL BE C PAY. C STATES THAT C WANTS NISSAN TO PAY FOR THE REPAIR. CRRVW ADVISED C THAT VEH IS OUTSIDE OF WARRANTY AND AT THIS TIME IT WILL HAVE TO BE C PAY FOR THIS REPAIR. C STATES THAT C WANTS TO SPEAK TO RSS, BECAUSE C FEELS THAT NNA SHOULD PAY FOR REPAIR. CRRVW ADVISED C THAT THERE IS 24-48 HR CALL BACK PERIOD. C STATES THAT THAT'S FINE. @05/08-ZVW660N-COMMENT
***GDWIL DENIAL REASONS: VEH OUTSIDE OF BASIC WARRANTY BY 17,000 MILES. NO SVC CONTRACT. VEH IS NOT SERVICED AT DLR. 1ST NISSAN VEH.
**CRRVW WAS ADVISED BY SM CHRIS THAT REPLACEMENT OF THE WHOLE VEH WIREING HARNESS IS A VERY EXPENSIVE PROCEDURE. @05/08-ZVW660N-COMMENT
**RSS CALL BACK SUBMITTED. @05/08-ZVW660N-COMMENT
RSS-PS CALLED DLR AND SPOKE WITH SM-CHRIS. RSS-PS AND SM-CHRIS REVIEWED C'S REPAIR HISTORY WITH VEH AND NOTED THAT C HAS HAD FOUR WARRANTY REPAIRS ON VEH FOR PROBLEM WITH HEADLIGHTS GOING OUT. RSS-PS AND CHRIS NOTED THAT THREE OF THESE REPAIRS HAVE COME WITHIN THE LAST MONTH. RSS-PS AND CHRIS DISCUSSED THAT BEST PRACTICE WOULD BE TO CONTINUE TO ASSIST C WITH REPAIR. AS PROBLEM WITH HEADLIGHTS HAS BEEN CLEARLY DOCUMENTED. RSS-PS AND SM-CHRIS BOTH AGREED THAT TECHLINE SHOULD BE CALLED BY THE DLR TECHNICIAN DWAYNE IN ORDER TO GET TECHLINE INPUT AND THUMBS UP TO APPROVE REPLACING THE ENTIRE MAIN HARNESS. SM-CHRIS STATED THAT TO DATE, DLR HAS ONLY REPLACED THE SUBHARNESS TO THE MAIN HARNESS IN PERFORMING THESE REPAIRS. SM-CHRIS STATED THAT SO MANY SUB-

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HARNESSES HAVE BEEN REPLACED THAT MAIN HARNES Wires ARE GETTING TOO SHORT. SM-CHRIS STATED THAT DWAYNE WILL CALL TECHLINE. RSS-PS ADVISED CHRIS THAT C WILL BE ADVISED THAT NNA CONTINUING TO INVESTIGATE MATTER AND THAT NNA SEEKING PROPER REPAIR TO VEH FROM TECHLINE AND REVIEW ON REPAIR IS UNDERWAY. SM-CHRIS STATED THAT THIS WILL BE FINE.

05/09-ZPS930N

RSS-PS TRIED CALLING C, BUT C WENT TO THE [REDACTED] PHONE # [REDACTED]. RSS-PS SPOKE WITH [REDACTED] ADVISING [REDACTED] FOLLOW-UP IS DUE ON OR BEFORE DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

ATTN: SERVICE MANAGER-CHRIS, PER OUR CONVERSATION, HERE IS A COPY OF THIS FILE TO DATE. PLEASE UPDATE WITH DLR/TECHNICIAN NOTES AFTER CALLING TECHLINE. THAT IF RSS-PS UNSUCCESSFUL IN REACHING C TODAY THAT [REDACTED] LET C KNOW THAT RSS-PS CALLED C BACK TODAY. RSS-PS TRIED REACHING C AT ELKS LODGE BUT C WAS NOT IN AT THAT TIME. RSS-PS LEFT MESSAGE FOR C TO CALL RSS-PS BACK. LEFT NAME AND EXTENSION.

05/09-ZPS930N

RSS-PS CALLED C AND C NOT HOME AND WILL NOT BE HOME UNTIL 1PM EST. RSS-PS SPOKE WITH A WOMAN ON THE PHONE.

05/12-ZPS930N

RSS-PS CALLED C AND C NOT HOME AT 1:22PM EST. C'S WIFE STATED THAT C WILL BE HOME AT 2:30PM EST.

05/12-ZPS930N

RSS-PS CALLED C AND ADVISED C THAT DLR AND TECHLINE WILL BE REVIEWING MATTER AND TECHLINE WILL BE MAKING RECOMMENDATION FOR PROPER FIX TO C'S VEH. RSS-PS ADVISED C THAT CRR-VW WILL BE FOLLOWING UP WITH DLR AND WITH TECHLINE REGARDING THE RECOMMENDED REPAIR NEEDED TO C'S VEH. RSS-PS ADVISED C THAT AT THIS POINT NISSAN WILL MAKE RECOMMENDATION FOR REPAIR AND THAT DLR WILL AT THAT TIME CALL WARRANTY PRE-APPROVAL FOR REPAIR TO VEH. RSS-PS ADVISED C THAT FIRST STEP IN THIS PROCESS IS THAT NNA WILL TRY TO FIND PROPER REPAIR PROCEDURE WITH THIS VEH. RSS-PS ADVISED C THAT AT THAT TIME NNA-CA WILL THEN SEE IF WARRANTY DEPT WILL COVER THIS REPAIR UNDER WARRANTY. RSS-PS ADVISED C THAT THESE ARE NEXT TWO STEPS.

05/12-ZPS930N

C STATED THAT THIS PROBLEM IS RELATED TO THE RECALL ON C'S VEH. RSS-PS ADVISED C THAT THERE IS NO RECALL ON VEH BUT RSS-PS DID ADVISE C THAT SM-CHRIS ADVISED RSS ABOUT THE BULLETIN ON THIS VEH REGARDING THE HEADLIGHTS. C STATED C SAW A PRINTOUT OF THIS BULLETIN. RSS-PS ADVISED C THAT CRR-VW WILL FOLLOW UP WITH DLR AND TECHLINE REGARDING RECOMMENDED FIX TO C'S VEH.

05/12-ZPS930N

C STATED THAT THE HARNES IS DRAWING TOO MUCH POWER AND IS BURNING OUT C'S BULBS AND C'S CONNECTORS.

05/12-ZPS930N

RSS-PS EMAILED CRR-VW TO ADVISE OF FILE UPDATE.

05/12-ZPS930N

**PER ARBS-KC REQUEST. CALLED SVC DLR AND REQUESTED ALL RO'S BE FAXED TO ARBS-KC.

05/16-ZVW504N

*ARBS IN RECEIPT OF ATTY DEMAND FROM KROHN & MOSS, LTD. DATED 05/12/03. REC'D IN ARBS 05/15/03. ATTY STATES CLAIMS AGAINST NNA ARE PURSUANT TO THE STATE LEMON LAW AND/OR THE FEDERAL MAGNUSON-MOSS WARRANTY ACT. ATTY STATES THERE ARE NUMEROUS DEFECTS AND NON-CONFORMITIES PRESENT IN HIS CLIENT'S VEHICLE FOR WHICH RELIEF IS SOUGHT, AND NUMEROUS ATTEMPTS TO REPAIR THE VEHICLE HAVE BEEN UNSUCCESSFUL. ATTY STATES THE DEFECTS INCLUDE, BUT ARE NOT LIMITED TO:
1) ELECTRICAL DEFECT; AND 2) FAILURE TO PROPERLY DIAGNOSE AND REPAIR DEFECT. ATTY STATES TO AVOID LITIGATION, HIS CLIENT REQUESTS A FULL REFUND FOR THE DEFECTIVE VEHICLE, PLUS PAYMENT OF ATTY'S FEES PURSUANT TO THE FEE-SHIFTING PROVISIONS OF THE STATE LEMON LAW AND THE FEDERAL MAG-MOSS WARRANTY ACT. ATTY STATES ATTY'S FEES ARE MINIMAL AT THIS STAGE AND WOULD PREFER TO RESOLVE THIS MATTER WITHOUT THE NEED FOR ANY MORE TIME SPENT ON ATTY PART OR ON THE PART OF NNA ATTORNEYS. ATTY STATES IF NNA WISHES TO RESOLVE THIS MATTER AMICABLY, MATTER BE RESOLVED W/I 14 DAYS FROM THE DATE OF THE LETTER OR ATTY WILL FILE A LAWSUIT.

**ARBS REV'D FILE AND WARRANTY HISTORY -ARBS AWAITING REPAIR ORDERS FROM DLR FOR FURTHER REVIEW.

05/19-ZKC491R

*ARBS SPOKE WITH SM-CHRIS. SM STATES HE HAS BEEN WORKING WITH TECHLINE AND TECHLINE DOES WANT THE VEH BACK IN THE DLR FOR FURTHER DIAGNOSIS. SM STATES HE DOES FEEL CONFIDENT IF NNA REPLACES THE WIRING HARNES, ALL CONNECTORS, AND BULBS THAT THE CUST WILL BE HAPPY AS THAT IS WHAT THE CUST IS REQUESTING. ARBS

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ADV THAT ARBS WILL MAKE OFFER TO CUST ATTY AND WILL PROBABLY OFFER A COUPLE OF PAYMENTS IN ATTEMPTS TO SETTLE THE MATTER -SM UNDERSTOOD AND AGREES. SM TO FAX ALL REPAIR ORDERS ASAP. FILE PENDING. @05/19-ZKC491R

*ARBS IN RECEIPT OF REPAIR ORDERS MADE AVAILABLE FROM DLR. UPON REVIEW, BASED ON MILEAGE AT TIMES OF REPAIR, ARBS DOES NOT FEEL NNA IS REQUIRED TO REPURCHASE THE VEHICLE. UPON LENGTHY DISCUSSION WITH DLR, ARBS WILL OFFER TO REPLACE THE ENTIRE HARNESS, ALL RELATED BULBS AND CONNECTORS -NNA WILL ALSO OFFER A SEC+ GOLD 100K ESC WITH \$0 DEDUCTIBLE -NNA WILL OFFER 'REASONABLE' ATTY'S FEES OF \$500.00. ARBS TO DRAFT LETTER THIS DATE. FILE PENDING.

@06/22-ZKC491R

*ARBS REC'D FAX FROM ATTY STATING THAT ATTY IS WILLING TO ACCEPT SETTLEMENT OFFER IF ATTORNEY'S FEES CAN BE AGREED UPON. ARBS LM FOR ATTY WITH NO RESPONSE. ARBS DRAFTED LETTER -MAILED AND FAXED THIS DATE REQ ATTY CALL ARBS BACK OR PROVIDE AN EXACT FIGURE OF ATTY'S FEES REQUEST. FILE PENDING.

@06/04-ZKC491R

*ARBS HAS LEFT SEVERAL MSG'S WITH ATTY WITH NO REPLY OR RETURN CALL. ATTY HAS NOT RESPONDED TO ARBS MOST RECENT LETTER DATED 06/04/03. ARBS CLOSING FILE PER LACK OF RESPONSE AND WILL REOPEN IF NECESSARY. @06/24-ZKC491R

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: RT4B	CONTACT(S):	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	1 DATE: 5/8/2003		USERID: ZVW680N
OTHER #:	0 DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	2 DATE: 5/8/2003		USERID: ZVW680N
RESP DLR: 2758	EFFECTIVE: 4/10/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO
3RD PRY:	PART#:		CHECK ISSUED: NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZKC491R		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 06/24/03		MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN		DOM:
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:27 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
13	NCNC00631948	11ESC	7/27/2000	7/27/2005	100,000.00		

Use Policy Id

NCNC00631948 7/27/2005 11ESC

NCNC00631948		
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: WALLINGFORD
ST/ZIP: CT [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T3YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 28283
IN SVC DATE: 5/31/2000
RTL DLR: 3422 EXECUTIVE NISSAN
SVC DLR: 3422 EXECUTIVE NISSAN
RESP DLR:
REGION: 28 DIST: SL/SV/PT: 13 13

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 13 OPEN DATE: 05/20/03 XFER/RSPNSBLTY: 26 13 8
CONTACT (S): FOLLOWUP DATE: 05/30/03 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 05/29/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	101000	DVD/VIDEO PLAYER
AA	AUDIO/VIDEO/NAVI	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	101000	DVD/VIDEO PLAYER
AA	AUDIO/VIDEO/NAVI	ZB	BROKEN/CRACKED

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G. A. R. COMMENTS

PREV FILE: 3184764

05/20-PSB840N

CRR RECEIVED CALL FROM C STATING THAT VCP SCREEN IS BLACK AND DEALER ADVISING SCREEN MUST HAVE BEEN KICKED AND IS DECLINING TO WARRANTY. C STATED THAT SYMPTOM IS IDENTICAL TO PRIOR TIME WHEN VCP WAS REPLACED UNDER WARRANTY. C REQUESTING ASSISTANCE.

05/20-PSB840N

CRR VERIFIED OWNER ADDRESS/PHONE NUMBERS. CRR VERIFIED NO RECALL ON VEHICLE. FILE OPENED-PSB840N 05/20/2003

CRR ADVISED C OF FILE REF # AND THAT A DEALER WOULD NOT REFUSE GUARANTEED MONEY FOR A REPAIR UNDER WARRANTY W/OUT A VALID REASON. CRR ADVISED C THAT DEALERSHIPS HAVE AUTONOMY TO CALL IN FOR WARRANTY AUTHORIZATION AND THAT IF CURRENT DEALER WILL NOT THEN C MIGHT WISH TO CONSIDER SEEKING A SECOND OPINION FROM ANOTHER AUTHORIZED DEALERSHIP. C UNDERSTOOD. C THANKED. C STATED SHE IS A FORMER SERVICE WRITER FOR AFTERMARKET CO. AND UNDERSTANDS NATURE OF WARRANTY WORK. CALLER (WIFE VALERIE) STATED SHE IS WAITING FOR WORD FROM SERVICE WRITER - KATHY CRUZ BEFORE CONTACTING ANOTHER DEALERSHIP.

05/20-PSB840N

FILE PEND CALLBACK FROM C.

05/20-PSB840N

C WIFE (VALERIE) CALLED TO ADVISE DLR INSPECTED THE TV AND STATED SOMETHING HIT IT AND IT WOULD NOT BE COVERED. C WIFE SAYS THE VEH WAS AT EXEC NISSAN REGARDING THE HEADLIGHTS. C WIFE SAYS THE HEADLIGHT SOCKET FOR THE PASSENGER SIDE MELTED AND THEN THE SAME THING OCCURED WITH THE DRIVER'S SIDE. C SAYS EACH REPAIR TOOK 3 HOURS. C SAYS HAS NOTHING AGAINST THE SERVICE WRITER. C SAYS HAS AN ISSUE WITH THE TECHNICIAN COMPLETING THE REPAIRS. C WIFE SAYS SHE USE TO BE A SERVICE WRITER AND THE DLR SAYS THE HEADLIGHT BULB WAS BURNED OUT AND REPLACED THE BULB. C SAYS SHE CHECKED THE BULB AND IT WASN'T BURNT OUT. C WIFE SAYS THERE IS SOMETHING WRONG WITH THE SOCKET AND NOT THE BULB. C SAYS THE DLR ADVISED THE WARRANTY WILL BE OVER AT THE END OF THE MONTH AND SHOULD BE FIXED BEFORE THE WARRANTY EXPIRES. C SAYS WANTED INFORMATION DOCUMENTED BECAUSE C BELIEVES DLR IS PLACING A BAND-AID ON THE PROBLEM AND NOT FIXING THE ISSUE. C WIFE SAYS THE LIGHT WENT OUT AND C WIGGLED THE BULB AND THE LIGHT CAME BACK ON. C SAYS CONCERNED THE VEH WARRANTY WILL EXPIRE AND THE DLR WILL FIND THE PROBLEM AFTER THE WARRANTY EXPIRES. C SAYS HAS FOUR KIDS AND ONLY HAVE ONE VEH AND IT'S A HARDSHIP TO TAKE VEH TO THE DLR AND LEAVE IT.

CRR EXPLAINED TO C ONCE VEH IS OUT OF WARRANTY NNA WOULD REVIEW THE CONCERN ON A CASE BY CASE BASIS. C SAYS THE SERVICE WRITER-KATHY ASSISTED C YESTERDAY AND C CALLED SERVICE WRITER-KATHY TODAY TO ADVISE THE HEADLIGHT ISSUE HASN'T BEEN FIXED. C WIFE SAYS IT'S DIFFICULT GOING BACK AND FORTH TO THE DLR BECAUSE MUST DROP KIDS AND HUSBAND OFF IN THE MORNING AND MAKE ARRANGEMENT TO LEAVE VEH ALL DAY. CRR ADVISED C ONCE C DECIDES TO TAKE VEH BACK TO THE DLR REGARDING THE HEADLIGHT ISSUE TO CONTACT NNA CONSUMER AFFAIRS WILL REVIEW CONCERN WITH THE DLR AND POSSIBLY ADVISE THE DLR TO CONTACT TECHLINE FOR ASSISTANCE. C UNDERSTOOD. CRR SENDING E-MAIL TO CRR-SB. OKAY TO CLOSE FILE.

05/21-ZAJ329N

CR REVIEWING FILE AND WARRANTY HISTORY AND NOTES THAT DEALER DID COVER HEADLAMP CONCERN UNDER WARRANTY. CRR NOTES THAT VCP DECLINED PER GENERAL

05/29-PSB840N

INSTRUCTIONS FROM WARRANTY DEPT AND AUDIOVOX.
FILE CLOSED.

05/29-PSB840N

05/29-PSB840N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: N
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 3422
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT3A
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 5/20/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: PSB840N
UPDATE DATE:
CLOSE DATE: 05/29/03
OLM: ROYSTER KAREN
OWNER FIRST:

ROOT CAUSE: SVPP
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM: CARMICHEL BUTC
LANGUAGE:

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MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
18	RCDD00515916	3422	5/31/2000	5/31/2008	75,000.00		

Use Policy to

RCDD00515916 5/31/2008 3422

RCDD00515916 [REDACTED]

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 60000
IN SVC DATE: 9/3/1999
RTL DLR: 966 CROWN NISSAN
SVC DLR: 966 CROWN NISSAN
RESP DLR:
REGION: 34 DIST: SL/SV/PT: 08 08

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

ORIG CODE: 01 OPEN DATE: 05/21/03 XFER/RSPNSBLTY: 24 01 S
CONTACT (S): FOLLOWUP DATE: 05/22/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05/21/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND; NO OPEN RECALLS ON VEH. CRR-TL CONFIRMED CONTACT INFO . CRR-TL NOTES THAT CALLER IS BECKY. PRIMARY DRIVER OF COMPANY VEH.
C STATES THAT UNDER WARRANTY. THERE WERE MANY ISSUES THAT HAD ISSUES. MANY OF WHICH WERE FIXED UNDER WARRANTY. C STATES C KEEPS ON GETTING TRAFFIC CITATIONS BECAUSE HEADLIGHTS DO NOT STAY ON. C STATES THAT C TAKES DLR TAKES VEH TO A GAS STATION INDEPENDENT, C STATES FIRST TIME VEH FIXED. IT WAS AT HOOVER NSN.
FILE OPENED-ZTL889N 05/21/2003
AND STATED DLR HAD USED SOME CLIPS TO FIX THE VEH. C STATES THAT DLR HAS FIXED VEH 3X, AND INDEPENDENT 2X. CRR STATES THAT CRR DOES NOT FIND TSB ON THE VEH. CRR STATES THAT C WILL BE BEST SERVED BY NSN DLR TO ASSIST W/ C'S ISSUE. CRR STATES THAT MAY WANT TO TRY ANOTHER DLR. JIM BURKE. TO ASSIST C IF C CANNOT FIX ISSUE. CRR STATED THAT THE CLIPS MERELY HOLD THE BULB AGAINST HEADLIGHT HOUSING. CRR STATES THAT SINCE C SEES BURN MARKS ON THE HEADLIGHT WIRES. C MAY WANT TO HAVE DLR EXAMIN THE WIRE HARNESS FOR THE HEADLIGHTS. C ACKNOWLEDGED. C THANKED. FILE CLOSED. @05/21-ZTL889N
**CRR-TL IN RECEIPT OF EML FROM PRODUCT ENGINEERING-DL. DL STATES THAT TSB # EL01-005 (NTB01-028) SHOULD RESOLVE THIS CUSTOMER'S COMPLAINT. CRR PENDING REVIEW OF NEW INFORMATION W/ C TODAY. @05/22-ZTL889N-COMMENT
**CRR-TL CALLED C AT DAY NUMBER TO ADVISE OF INFORMATION ABOVE. C THANKED. CRR GAVE FILE#. EXT# AS WELL. C THANKED. FILE REMAINS CLOSED AT THIS TIME @05/22-ZTL889N-COMMENT
**CRR-TL CALLED DLR TO ADVISE. DLR STATED DLR UNABLE TO MAKE NOTES BUT DLR IS FAMILIAR W/ TSB. CRR THANKED. @05/22-ZTL889N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: N		ACTION CODE: RT8F		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: #:	2	DATE: 5/22/2003		USERID: ZTL889N	
RESP DLR: 966		EFFECTIVE: 5/21/2003		CHANGED BY:	
IIR-DATE: 00 / 00 / 00		TRANS DATE:		CHECK REQUESTED: NO	
3RD PRY:		PART#:		CHECK ISSUED: NO	
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY: ZTL889N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 05/21/03		MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN		DOM:	
PHONE:		OWNER FIRST:		LANGUAGE:	

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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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Warranty Policy Id

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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T2XD [REDACTED]
CITY: CORAL SPRINGS YR/MDL: 1999.0 QST MILEAGE: 30000
ST/ZIP: FL [REDACTED] IN SVC DATE: 9/4/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 2361 CORAL SPRINGS NISSAN INC
EVE PH: [REDACTED] PAID: SVC DLR: 2361 CORAL SPRINGS NISSAN INC
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 34 DIST: SL/SV/PT: 03 03

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 5//2003
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 06/09/03 XFER/RSPNSBLTY: 34 01 8
CONTACT (S): FOLLOWUP DATE: 08/15/03 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 08/12/03 DATANET DATE: 8/26/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 134000 GEN. ENGINE ELECTRIC COMPONENT(S)
AF ENGINE ELECTRICAL YX POOR OR IMPROPER OPERATION

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CA4158674

C. A. R. COMMENTS

NO PREVIOUS FILES- CUST DID NOT GIVE NAME NOR VIN#.
CUST EMAIL DATED 5/14. EMAIL ID#168495. C EMAIL STATES:
I WOULD LIKE A CALL BACK FROM A SERVICE REP OR MANAGER REFERENCE CONSTANT
ELECTRICAL WIRING ISSUES WITH MY 99 QUEST. POWER WINDOW SWITCHES. HEADLIGHT
WIRES BURNED UP. REPLACED AND REBURNED UP AGAIN AFTER DEALER REPAIR. CALL ME
WITH A NUMBER OR SOMETHING.
FILE OPENED-ZNS835N 06/09/2003

-- CRR REPLIED:

THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC. WE APPRECIATE
YOUR INTEREST IN NISSAN. WE APOLOGIZE FOR THE DELAY IN RESPONSE.
IN ORDER TO ASSIST YOU WITH YOUR REQUEST PLEASE PROVIDE THE FOLLOWING
INFORMATION:

1. YOUR NAME, CURRENT ADDRESS INFORMATION, INCLUDING A DAYTIME AND EVENING
PHONE NUMBER, VEHICLE IDENTIFICATION NUMBER (VIN#), AND CURRENT MILEAGE
2. A BRIEF DESCRIPTION OF WHAT THE CONCERN IS AND WHAT YOU ARE REQUESTING FROM
NORTH AMERICA, INC. IN ORDER FOR US TO OFFER A POSSIBLE RESOLUTION IN THE
MATTER.

FILE NUMBER#4159974 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. WE WANT TO KEEP
YOU HAPPY. PLEASE FEEL FREE TO EMAIL ME BACK OR CALL 1-800-647-7261 (NISSAN
CONSUMER AFFAIRS) WITH ANY ADDITIONAL QUESTIONS OR COMMENTS.

- CRR-NS CLOSED FILE. IF CUST RESPONDS, CRR-NS WILL RE-OPEN FILE AND
HANDLE THE CUST CONCERN. @06/09-ZNS835N

6*20 CRR-NS NOTES CUST EMAIL DATED 6*19

I HAVE A 99 NISSAN QUEST THAT HAS HAD MORE THAN ITS SHARE OF ELECTRICAL
PROBLEMS. THE VEHICLE HAS 30000 MILES AND IS GARAGE KEPT. THE VIN#
4N2XN11T2XD [REDACTED] ADDRESS IS [REDACTED] CORAL SPRINGS, FL [REDACTED]
HR. CELL [REDACTED] OR HOME [REDACTED] WHILE UNDER WARRANTEE THIS
VEHICLE SPENT 11 DIFFERENT DAYS AT THE DEALERSHIP GETTING MINOR ELECTRICAL
THINGS LIKE CLOCK RADIO-NEEDED REPLACEMENT. WIPERS WENT ON WITH TURN SIGNAL,
TURN @06/20-ZNS835N

SIGNALS BLINK TO FAST. HEADLIGHT PLUG IN PIGTAIL ON BOTH FRONT HEADLIGHTS
BURNED OUT THE PLUG SOCKETS LEAVING MY WIFE WITH NO HEADLIGHTS LATE AT NIGHT.
ALL THESE THING WERE REPAIRED WHILE UNDER 3/36 WARRANTEE. NEVER GOT A RENT A
CAR PROVIDED, JUST INCONVENIENCE. AFTER CALLING NUMEROUS TIMES WHILE UNDER
WARRANTEE, I WAS PROMISED THAT IF SOMETHING WENT JUST AFTER MY 3/36,000
WARRANTEE, THAT YOUR HEAD OFFICE COULD AUTHORIZE A COUPLE OF SMALL REPAIRS ON
NISSANS NICKEL. RECENTLY MY DRIVERS POWER WINDOW SWITCH BURNED OUT, AND THE
HEADLIGHT SOCKETS HAVE BURNED OUT WITH 11 MONTHS OF NISSAN DEALER CERTIFIED
REPAIR. WHAT GIVES WITH NISSANS ELECTRICAL SYSTEMS? DEALER SAYS HEADLAMP
SOCKETS ARE NOT COVERED AFTER 3/36 EVEN IF ORIGINAL REPAIR WAS DONE WITHIN 12
MONTHS. CORAL SPRINGS AUTOMALL IS HE ONLY REAIR CENTER THAT HAS TOUCHED OR
REPAIRED THIS AUTO. I HAVE HAD NONE OF THESE PROBLEM WITH MY 14 YEAR OLD
BUICK LESABRE. NONE. THE IRONIC THING IS MY VAN NEVER LEAVES THE TOWN WE LIVE
IN. MY BUICK GETS USED EVERYDAY FOR MY THREE JOBS. NO NISSAN HQ STATES
THERE IS NOTHING THEY CAN DO AS THE WARRANTEE IS UP. HQ ALSO STATED THAT I AM
AM STILL COVERED ON THE HEADLIGHT REPAIR FOR 12 MONTHS AFTER THE REPAIR. CS
AUTOMALL SAYS NO. PLEASE ADVISE. I AM GETTING READY TO PURCHASE ANOTHER VAN.
LET'S SEE HOW NISSAN STEPS UP TO THE PLATE ON THESE EEASY REPAIRS. THANKS
SIGNED SOMETIMES HEADLIGHTS [REDACTED]

PS: I DID NOT MENTION ALL THE ELECTRICAL REPAIRS THAT WERE DONE OVER THREE
YEARS UNDER WARRANTEE. AS MY TIME IS VALUABLE, YOU MAY LOOK IT UP AS IT WILL
BE MORE REALISTIC ON YOUR HQ FILES. @06/20-ZNS835N

-CRR NOTES AFTER ENTERING THE VIN#. CUST DOES HAVE TWO PREVIOUS FILES.

#3927802/#4149078.

@06/20-ZNS835N

--CRR-NS FOWARDED FILE TO CRR-JG FOR FURTHER CUSTOMER ASSISTANCE. CRR-JG
WILL CALL THE DEALERSHIP FOR MORE INFORMATION AND POSSIBLE TO CALL TECHLINE
FOR A POSSIBLE RESOLUTION. CRR-NS EMAIL CRR-JG WITH THE UPDATE. @06/20-ZNS835N

- CRR REPLIED TO CUSTOMER:

WE ASSURE YOU THAT OUR HIGHLY TRAINED CONSUMER RELATIONS REPRESENTATIVES ARE

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READILY AVAILABLE TO ASSIST YOU AND YOU MAY BE CERTAIN THAT EVERY STEP WILL BE TAKEN TO ADDRESS YOUR ISSUE. PLEASE ALLOW 3-5 BUSINESS DAYS TO COMPLETE ADDITIONAL RESEARCH NEEDED IN THIS MATTER. A CONSUMER RELATIONS REPRESENTATIVE WILL CONTACT YOU VIA TELEPHONE AFTER RESEARCH HAS BEEN COMPLETED TO FURTHER DISCUSS THIS CONCERN WITH YOU. IF YOU DO NOT HEAR FROM A CONSUMER RELATIONS REPRESENTATIVE WITHIN 5 BUSINESS DAYS, PLEASE CALL INTO OUR OFFICES AT 1-800-847-7281 AND REFER TO FILE NUMBER FOLLOW-UP IS DUE ON OR BEFORE DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.

FYI

#4158974.

@06/20-ZNS835N

- CRR-JG CALLED C AND C STATES THAT VEH HAS APPROX 34K. C STATES THAT THE DLR REWIRED FRONT HEADLIGHTS NEED REPAIR. C STATES THAT C PAID FOR AN \$86 PART FOR WINDOW LOCKS AND C REPAIRED VEH HIMSELF. C STATES THAT ONE OF THE 3RD BRAKE LIGHT GOES OUT. C STATES THAT C HAS BEEN WORKING WITH SA-JUSTIN @ DLR.

CRR-JG INFORMED C THAT CRR-JG WILL CALL DLR TO GET MORE INFO AND CALL C BACK C THANKED CRR-JG FOR CALLING C. CALL ENDED @06/25-ZJG135N

- CRR-JG CALLED DLR AND SPOKE TO SM-SCOTT. SM-SCOTT UNAVAIL. CRR-JG SPOKE TO SA-HERB.SA STATES THAT THROUGH SA-H FILES HE DOES NOT SHOW C BIENG AT THE DLR SINCE 08/02. @07/10-ZJG135N

- CRR-JG CALLED C AT EVE# (CEL) C STATES THAT THE DLR SHOULD HAVE MORE INFO ON VEH SINCE C HAS HAD VEH AT THE DLR 11 TIMES. C STATES THAT C IS CURRENTLY ON VACATION AND WOULD LIKE CRR-JG TO CALL C BACK ON 07/18/03 TO F/U AND WORK TO GET THIS ISSUE RESOLVED. C THANKED CRR-JG FOR CALLING BACK. @07/10-ZJG135N

- CRR-JG CALLED C AT DAY#: NO VM AVAIL. EVE#: C REQUESTS CRR-JG GIVE C A CALL BACK IN AN HOUR. CRR-JG INFORMED C THAT CRR-JG WILL ATTEMPT TO CALL C C AGAIN LATER @07/18-ZJG135N

-- CRR-JG CALLED C AT DAY# NO ANSWER. LEFT VM @07/24-ZJG135N

- CRR-JG CALLED DLR AND SPOKE TO SM-SCOTT. SM STATES THAT THE SA-JUSTIN WAS WORKING WITH C. SM-SCOTT STATES THAT THE C WANTS TO GET A "HOOK UP" AND SCAM NISSAN TO GET REPAIRS. SM STATES THAT CRR-JG SHOULD SPEAK TO SA-J AT #954-348-1013. SM-SCOTT STATES FOR CRR TO CALL SA-JUSTIN. CALL ENDED @08/01-ZJG135N

-- CRR-JG CALLED DLR AND LEFT MSG FRO SA-JUSTIN FOR CALL BACK. @08/04-ZJG135N

- CRR-JG CALLED DLR AND SPOKE TO SA-JUSTIN. SA-J STATES THAT THE C IS ON HIS WAY FOR DRIVE BELTS. SA-J STATES THAT C VEH RUNS NORMAL. @08/08-ZJG135N

- CRR-JG SPOKE TO C. C STATES THAT RIGHT FRONT HEADLAMP. C STATES THAT C HAS TO BANG ON IT IN ORDER FOR IT TO WORK. C STATES THAT C IS ON HIS WAY TO DLR AND WILL INFORM SA-JUSTIN OF THE HEADLAMP CONCERN. @08/08-ZJG135N

-- CRR-JG CALLED DLR AND SA-JUSTIN. SA-JUSTIN STATES THAT HE VIEWED A LITTLE CORROSION ON THE PLUG OF THE HEADLAMP. BUT DLR SM INFORMED C THAT C WAS OUT OF WARRANTY. SA-J STATES THAT AS FOR THE DRIVE BELTS DLR ASSISTED. @08/12-ZJG135N

**** FINAL DECISION *****

CONCERN IS FRONT HEADLAMP. CRR- WILL NOT APPROVE FOR REPAIRS TO HEADLAMP CRR-JG NOTES THAT THIS IS COVERED UNDER 12/12K.

- CRR-JG CALLED C AND INFORMED C OF FINAL DECISION C BEGAN YELLING THAT NISSAN SHOULD FIX THIS CONCERN. CRR-JG EXPLAINED TO C THE PARAMETERS OF WARRANTY REGARDING C'S CONCERN. CRR-JG INFORMED C THAT C MAY PAY FOR REPAIR BUT NISSAN IS NOT IN THE POSITION TO ASSIST. C BEGGASN USING VULGAR LANGAUGE. CRR-JG INFORMED C THAT THE CALL WOULD BE DISCONNECTED CALL. C CONTINUED... CRR-JG INFORMED C THAT THIS WAS CRR-JG FINAL DECISION AND TERMINATED CALL

**** FILE CLOSED : OUT OF WARRANTY ****

@08/12-ZJG135N

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DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N
CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0
NEW INFO #: 1
OTHER #: 0
COMMENTS ONLY: #:
RESP DLR: 2361
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: NT3B
DATE: 00/00/00
DATE: 00/00/00
DATE: 6/20/2003
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 6/9/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZJG135N
UPDATE DATE:
CLOSE DATE: 08/12/03
OLM: ROYSTER KAREN
OWNER FIRST:

CONTACT(S):
ROOT CAUSE: SCPP
USERID:
USERID:
USERID: ZNS835N
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

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

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T1XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 47000
IN SVC DATE: 8/2/1999
RTL DLR: 3248 ROUTE 22 NISSAN, INC.
SVC DLR: 3136 DIFEI NISSAN PARTNERSHIP
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 04 04

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

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

OPEN DATE: 08/23/03
FOLLOWUP DATE: 07/22/03
CLOSE DATE: 07/16/03

XFER/RSPNSBLTY: 26 04 8
DATANET (Y/N):
DATANET DATE: 0

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

G/L VALUE CODE: 28GDWIL ACCOUNT: 1-530100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 119.28

CHK REQUEST DATE: 07/14/03
CHECK APPROVED: 07/15/03
CHECK ISSUE DATE: 07/17/03

REQUESTED BY: ZDD617N
APPROVED BY: ROYST KAR ZKR021N
CHECK NUMBER:

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

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

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

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C. A. R. COMMENTS

NO PREVIOUS FILES @06/23-ZDD617N
**CALL HAPPENED WHILE SYSTEM WAS DOWN. @06/23-ZDD617N
CRR VERIFIED C'S NAME, ADDRESS, DAY/EVE NUMBER, VEH VIN, MILEAGE & DLR.
C STATES THAT LAST YEAR, VEH HAD CONNECTOR MELT ON ONE OF THE HEADLIGHTS, THAT
WAS REPAIRED UNDER WARRANTY, NOW, THE OTHER ONE HAS MELTED & VEH IS OOW. C
WOULD LIKE SOME ASSISTANCE WITH THIS SINCE C BELIEVES IT IS A DEFECT.
FILE OPENED-ZDD617N 06/23/2003
CRR ADVISED THAT CRR WOULD CALL SA-KEITH & GET A LITTLE MORE INFO.
THE FIRST CONNECTOR WAS REPLACED AT ROUTE 22 NISSAN. @06/23-ZDD617N
CRR ADVISED CRR WOULD GET BACK TO C WITHIN 2 BUSINESS DAYS. @06/23-ZDD617N
FILE # COULDN'T BE GIVEN SINCE SYSTEM WAS DOWN. CRR PROVIDED NAME & EXT.
CRR CALLED DLR TO SPEAK TO SA-KEITH. MESSAGE LEFT. @06/25-ZDD617N
CRR CALLED SA-KEITH AGAIN. CRR WAS TRANSFERRED AROUND & THEN DISCONNECTED. CRR
CALLED AGAIN & SPOKE TO KEITH REGARDING C'S CONCERN. KEITH ADVISED THAT THIS
PROBLEM IS NOT TOTALLY UNCOMMON. KEITH ADVISED THAT IF ANYONE FROM THE DLRSHIP
SHOULD GET ASSISTANCE IT WOULD BE THIS CUSTOMER. C IS A GOOD SERVICING C.
CRR ASKED ABOUT POSSIBLY ASSISTING C THROUGH VCAN. KEITH ADVISED THAT REPAIR
WAS DONE ALREADY & C PAYED FOR IT. COST OF REPAIR FOR BULB, CONNECTOR & LABOR
CAME TO \$116. @06/26-ZDD617N
CRR WILL REVIEW FOR REIMBURSEMENT. CRR WILL OFFER REIMBURSEMENT AS A ONETIME
GOODWILL COURTESY. @06/26-ZDD617N
CRR CALLED C & LEFT MESSAGE. @06/26-ZDD617N
C CALLED & CRR ADVISED THAT CRR WILL CONSIDER REIMBURSEMENT & WOULD NEED THE
DOCUMENTS TO PUT THE REQUEST IN. CRR ADVISED CRR NEEDS INVOICE, RECEIPT &
PROOF OF OWNERSHIP. CRR PROVIDED FAX #. C THANKED @07/03-ZDD617N
FILE PENDING DOCS. @07/03-ZDD617N
DOCS RCVD ON 7/7/03 @07/08-ZDD617N
REIMBURSEMENT FOR REPAIR COST \$119.28. CRR WILL CALL C & OFFER TO REIMBURSE
THAT AS A ONE TIME COURTESY. @07/08-ZDD617N
CRR CALLED C TO SEE IF REIMBURSEMENT AMOUNT WOULD BE ACCEPTED. CRR CALLED C AT
DAY/EVE NUMBER. MESSAGE LEFT AT DAY #. NO MACHINE ON DAYTIME. @07/08-ZDD617N
@07/08-ZDD617N
C CALLS ASKING TO SPEAK WITH CRR DD. UNAVAILABLE. CRR REVIEWED THE FILE AND
ADVISED C THAT DOCUMENTS WERE REVIEWED AND CRR IS WILLING TO REIMBURSE C
\$119.28 FOR HEADLAMP REPAIR ONLY AS A ONE TIME GOODWILL GESTURE. C STATES WAS
VERY GRATEFUL OF THE OFFER AND DOES ACCEPT. C ALSO WISHED TO MENTION THAT THE
DISPLAY SCREEN ON VEH STEREO HAS FAILED. IN SPEAKING WITH THE DLR. C WAS TOLD
THAT UNIT WOULD HAVE TO BE SENT TO THE MANUFACTURER. C STATES KNOWS OTHER QST
OWNERS WITH THIS ISSUE, WOULD LIKE TO KNOW IF NISSAN WAS AWARE OF A COMMON
PROBLEM. CRR EXPLAINED NO CURRENT RECALLS ON THE STEREO. MENTIONED THAT IF
ISSUE WAS CONSISTENT, NISSAN WOULD ISSUE RECALL. CRR ADVISED C THAT HIS
COMMENTS WOULD BE NOTED IN THE FILE. C UNDERSTOOD. EMAIL TO CRR DD.
REIMBURSEMENT REQUEST SENT FOR APPROVAL. @07/14-ZDD617N
REIMBURSEMENT APPROVED. C NOTIFIED. @07/16-ZDD617N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y ACTION CODE: RT2A ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0 DATE: 00/00/00 USERID:
REOPEN: CALLBACK #: 0 DATE: 00/00/00 USERID:

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

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NEW INFO #: DATE: 00/00/00
OTHER #: DATE: 00/00/00
COMMENTS ONLY: #: 0 DATE: 00/00/00
RESP DLR: 3138
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 8/23/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZDD817N
UPDATE DATE:
CLOSE DATE: 07/16/03
OLM: ROYSTER KAREN
OWNER FIRST:

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

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:28 AM

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CONSUMER AFFAIRS

CA4174951

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:28 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T1XD [REDACTED]
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 08:04:28 AM

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

CAR ID: CA4185289
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: TULSA
ST/ZIP: OK [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
\$USP:
DENY:

SC:
VIN: 4N2XN11T8YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 50000
IN SVC DATE: 1/10/2000
RTL DLR: 3181 HALDEMAN NISSAN, INC.
SVC DLR: 1798 RIVERSIDE NISSAN, INC.
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 05 05

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 0
VEHICLE MAINTAINED BY: RIVERSIDE NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 07/01/03 XFER/RSPNSBLTY: 24 01 8
CONTACT (S): FOLLOWUP DATE: 07/02/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 07/18/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
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CA4185269

C. A. R. COMMENTS

NO PREVIOUS OPEN FILES. C CALLED SAID C'S HEADLIGHTS ARE GOING OFF/ON AND FEELS IT'S A MANUFACTURES DEFECT. AND WANTS NNA TO PAY FOR REPAIRS..
C STATES THE REPAIR COSTS \$230.00. @07/01-ZPJ659N
VERIFIED NAME,ADDRESS,PHONE @07/01-ZPJ659N
**CRR-TL TOOK INBOUND FROM C. C REQUESTED CRR-DJ: CRR-DJ NOT AVAIL. C REQ C/B
@ EVE#. EML SENT TO CRR-DJ TO ADVISE. @07/02-ZTL889N
FILE OPENED-ZPJ659N 07/01/2003
CRR RECEIVED CALL FROM C REQUESTING TO SPEAK WITH CRR-PJ WHO WAS NOT AVAILABLE
CRR TRANSFERRED CALL TO CRR-PJ'S VOICE MAIL. @07/10-PSB840N
CRR-WJ RCVD CALL FROM C REQ TO SPEAK TO CRR-PDJ. C STATES HE HAS NOT HAD 1
1 CALL BACK FROM CRR AND FEELS HE IS BEING IGNORED.CRR-WJ TOOK NOTE OF C'S
COMMENTS CRR THEN CONTACTED CRR-PDJ AND HE INFORMED CRR TO RELAY MESSAGE TO
C THAT C'S MESSAGE HAS BEEN RECEIVED AND CRR WILL CALL C BACK 7-11-03.CRR-WJ
IN TURN CONVEYED THIS INFO TO C. C STATED THAT IF CRR-PDJ DOES NOT CONTACT HIM
BY 7-11-03 CAN C CALL CRR-WJ. CRR-WJ REPLIED YES. ONLY IF CRR-PDJ DOES NOT
@07/10-ZWJ697N
CALL C BACK AND RESOLVE ISSUE.C THANKED CRR-WJ AND ENDED CALL. @07/10-ZWJ697N
CRR-DJ CALLED DLR SPOKE TO ANDY WHO SAID C CAME IN AND DLR REPAIRED
VEH AND C PAID. SO CALLED C BECAUSE C STILL WANTS TO BE REFUNDED. CRR-DJ
INFORMED C THAT NNA ISN'T ABLE TO ASSIST/REFUND. BUT CRR-DJ OFFERED A SERVICE
CREDIT IN THE AMOUNT OF \$75.00 AND C DENIED OFFER. AND SAID THAT IS AN INSULT
C FEELS THAT IT'S A MANUFACTURES DEFECT AND THINKS NNA SHOULD MAKE THIS A
RECALL ISSUE. CRR TOLD C THAT CRR WILL REVIEW THIS ISSUE WITH SUPERVISOR C
UNDERSTOOD AND THANKED ME AND HUNG UP.. @07/10-ZWJ697N
@07/14-ZPJ659N
CRR-WJ RCVD CALL FROM C REQUESTING TO SPEAK TO CRR DJ. C IS EXTREMELY UPSET
AND FEELS UNIMPORTANT TO NNA BECAUSE HE HAS NOT RECEIVED A CALL BACK FROM CRR.
CRR-WJ WALKED OVER TO CRR-DJ CUBICLE TO SEE IF CRR-WILL TAKE CALL.CRR
INSTRUCTED CRR-WJ TO TRX CALL TO VMX.CRR-WJ DID SO. CRR EXPLAINED TO C THAT
CRR-DJ IS REASPON CRR FOR HIS FILE AND CRR-DJ WILL CONTACT.C IS VERY IRRITATED
@07/15-ZWJ697N
AND I BELIEVE HE WILL WANT A RSS SOON. @07/15-ZWJ697N
CRR-DJ CALLED DLR TO GET AN UPDATE. SPOKE TO DANNY WHO SAID THE PART WAS
\$53.39 AND LABOR WAS \$170.00. DANNY ALSO SAID HE'S ONLY SEEN
THIS HAPPEN TO ONLY A FEW VEHs. DLR SAID IT WAS THE HEADLIGHT CONNECTORS
WERE MELTED AND THAT WAS THE REASON THAT THE HEADLIGHTS WERE OUT..
@07/16-ZPJ659N
CALLED C TO UPDATE THAT NNA WILL PAY FOR THE PRICE PARTS \$53.39
C WAS UPSET AND DECLINED THE GOODWILL AND SAID C WANTS NNA TO PAY FOR ALL
C WANTS TO BE FULLY REIMBURSED AND STANDS ON THE FACT C FELLS VERY STRONGLY
IT IS A MANUFACTURES DEFECT AND WILL TAKE IT AS HIGH AS POSSIBLE TO GET
RESULTS. AND IS ALSO REQUESTING A LETTER STATING WHY NNA ISN'T GOING TO
TAKE RESPONSABILITY FOR THIS MATTER. ALSO IN THIS CONVERSATION CRR DID OFFER
TO PAY HALF OF THE REPAIR ON THE FULL AMOUNT. IN THE AMOUNT \$80.00 C AGAIN
DECLINED CRR THEN TOLD C THERE IS NOTHING MORE THAT CAN BE DONE. C SAID NNA
@07/18-ZPJ659N
WOULD BE HEARING FROM HIM SOON AND HUNG UP.. CLOSING FILE.. @07/18-ZPJ659N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

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SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 1798
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: RT8G
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
0 DATE: 00/00/00
EFFECTIVE: 7/1/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZPJ659N
UPDATE DATE:
CLOSE DATE: 07/18/03
OLM: SMIT AGNES
OWNER FIRST:

ROOT CAUSE: SCPP
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:28 AM

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CONSUMER AFFAIRS

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:28 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
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CA4228518

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T8XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 50100
IN SVC DATE: 11/1/1999
RTL DLR: 3647 JERRY ROME NISSAN
SVC DLR: 3647 JERRY ROME NISSAN
RESP DLR:
REGION: 26 DIST: SU/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: (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: JERRY ROME NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 08/07/03
FOLLOWUP DATE: 08/08/03
CLOSE DATE: 08/22/03

XFER/RSPNSBLTY: 36 01 9
DATANET (Y/N):
DATANET DATE: 0

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 116000 TAIL LAMP
AC BODY ELECTRICAL YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FOUND 1 PRIOR RELATED FILE 3962310

CRR-DM CONFIRMED C NAME ADDRESS. PHONE. VIN. MILEAGE AND RESP. DLR
NO RECALLS. @08/07-ZDM285N

CRR-DM RECEIVED CALL FROM C REGARDING FINANCIAL ASSISTANCE. C CALLED AND
STATED C HAD WORK DONE THAT NISSAN COMPLETED THROUGH GOODWILL. WORK WAS DONE
ON RADIO AND WIRING HARNESS FOR HEADLIGHTS. C STATES THAT AT THE TIME, C MADE
FILE OPENED-ZDM285N 08/07/2003

CRR-PR AWARE THAT C HAS CONCERN WITH WIRING ON LEFT SIDE OF VEH. C STATES
THAT C HAS CONCERN AGAIN WITH BRAKE LIGHTS. C STATES THAT SOCKET IS BURNT OUT
AND C REPLACED BULB AND IT STILL DOESN'T WORK. C CALLED TO ASKED FOR NISSAN
TO PAY FOR REPAIRS ON THIS. CRR-DM INFORMED C THAT GOODWILL IS A ONE TIME
OFFER AND ASKED C IF C WAS AWARE OF THIS. C STATED C WAS NOT AWARE OF THIS
POLICY. CRR-DM INFORMED C THAT CRR UNDERSTANDS C'S CONCERN WITH VEH. HOWEVER,
NISSAN ASSISTED C ONCE FOR REPAIRS AND NISSAN ISN'T IN A POSITION TO OFFER
ASSISTANCE TO C AGAIN. C UNDERSTOOD AND ASKED FOR A SUPERVISOR TO CONTACT C.
CRR-DM REFERRING FILE TO SR FOR SUPERVISOR CALLBACK. @08/07-ZDM285N
PRIOR FILE NUMBER IS 3962310 @08/07-ZDM285N

8/19/03-SR-SL IN REVIEW OF FILE FOR A SUPERVISOR C/B. @08/19-ZSL578N
VEH IS OUT OF BASIC WARRANTY BY BOTH TIME AND MILEAGE. C IS CURRENTLY HAVING
PROBLEMS WITH C'S BRAKE LIGHTS. C IS ASKING FOR ASSISTANCE W/THIS REPAIR AS
C STATES THAT C BROUGHT UP THIS ISSUE IN PREV FILE#3962310. SR NOTES THAT
IN LAST FILE, C DID HAVE ELECTRICAL ISSUES ON THE LEFT SIDE OF THE VEH BUT
THE BRAKE LAMPS WERE NOT INVOLVED. IN ADDITION, CRR-PR ASSISTED C ON A
GOODWILL BASIS, AND NNA CANNOT CONTINUE TO ASSIST C W/ THESE ISSUES.

-SR CALLING C AT 10:58AM PST. SR SPEAKING TO C'S FATHER, LEFT A MSG REQUESTING
A CALL BACK. LEFT 800# AND EXT. @08/19-ZSL578N

8/22/03-SR CALLING C AT 11:44AM PST. C STATES THAT C CHANGED THE BULB IN THE
TAIL LAMP AND IS NOW WORKING FINE. HOWEVER, C HAS HAD ISSUES W/ BULBS BURNING
OUT IN THE FRONT LEFT SIDE. C STATES THAT THE DRIVER'S SIDE TAIL LAMP
HAS BLOWN FOUR TIMES THUS FAR. C STATES THAT THE THESE TAIL LAMP BULBS LAST
ANYWHERE FROM FEW DAYS TO WEEKS. VEH IS DRIVEN PRIMARILY BY C'S WIFE.
SR TOLD C THAT THERE MAY BE AN ISSUE W/ THIS TAILLAMP AND C MAY NEED TO HAVE
A NISSAN DLR INSPECT THE ISSUE. HOWEVER, VEH IS OOW AND NNA HAS ASSISTED C
ONCE ALREADY WITH THIS ISSUE AS ONE TIME GOODWILL. SR TOLD C THAT NNA IS NOT
IN A POSITION TO PROVIDE ASSISTANCE AGAIN. SR TOLD C TO CALL SR IF THERE ARE
ANY QUESTIONS OR PROBLEMS W/ THIS REPAIR. C UNDERSTOOD, THANKED SR FOR CALLING
@08/22-ZSL578N

-SR NOTES THAT FILE CAN BE CLOSED, SR EMAILED CRR-DM.- @08/22-ZSL578N
@08/22-ZDM285N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT3B	CONTACT(S):	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: 3647	EFFECTIVE: 8/7/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO

DATE: 4/15/2004
TIME: 08:04:28 AM

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CUSTOMER ASSISTANCE REQUEST
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3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

PART#:
OPENED BY:
UPDATE BY: ZDM285N
UPDATE DATE:
CLOSE DATE: 08/22/03
OLM: ROYSTER KAREN
OWNER FIRST:

CHECK ISSUED: NO

MICROFILM:
DOM: CARSON GARY
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:28 AM

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----- CONSUMER AFFAIRS -----
CA4228518 SERVICE CONTRACTS SUMMARY DATE: 4/15/2004
NAME: [REDACTED] VIN: TIME: 08:04:28 AM
IN SCV DATE: MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

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

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

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 52000
IN SVC DATE: 8/25/2000
VCAN: RTL DLR: 3824 NISSAN OF STOCKTON
PAID: SVC DLR: 2731 CENTRAL VALLEY NISSAN INC
SUSP: RESP DLR:
DENY: REGION: 48 DIST: SL/SV/PT: 09 09

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNED X MILES 40000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 01 OPEN DATE: 08/21/03 XFER/RSPNSBLTY: 48 01 8
CONTACT (SI): FOLLOWUP DATE: 08/22/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08/26/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
YX POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:04:28 AM

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

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CA4248111

C. A. R. COMMENTS

NO PREVIOUS FILES. 1 OPEN RECALL. @08/21-ZJS233N
CRR-JS RECEIVED CALL FROM C REGARDING HEADLIGHT. @08/21-ZJS233N
C STATES THAT WIRING HARNESS IN THE INSIDE OF VEH MELTS THE INSIDE OF THE
HEADLIGHT CONNECTION. @08/21-ZJS233N
CRR-JS CONFIRMED C'S NAME, ADDRESS, PHONE#, MILEAGE AND VIN#. @08/21-ZJS233N
C WANTS TO KNOW WHY THIS ISSUE ISN'T A RECALL. C STATES THAT C VISITED CENTRAL
FILE OPENED-ZJS233N 08/21/2003
VALLEY NSN AND A SERV. ADV. STATED THAT THIS A KNOWN ISSUE WITH THIS VEH AND
IT SHOULD BE A RECALL. @08/21-ZJS233N
CRR-JS ADVISED C OF THE RECALL ON THIS VEH REGARDING THE SEAT BELT. CRR-JS
ALSO ADVISED C THAT CRR-JS WILL RESEARCH ISSUE AND CONTACT DLR. @08/21-ZJS233N
CRR-JS ADVISED C THAT CRR-JS WILL CONTACT C WITHIN 24-48 HRS WITH INFO.
@08/21-ZJS233N
CRR-JS CONTACTED DLR SERV. DEPT AND SPOKE WITH MIKE. SA-MIKE ADVISED CRR-JS
THAT THERE IS A FIX FOR THIS ISSUE. A NEW GROUNDWIRE AND WIRING HARNESS
@08/26-ZJS233N
WOULD HAVE TO BE INSTALLED. @08/26-ZJS233N
CRR-JS CONTACTED C AND UPDATED C WITH FIX FOR ISSUE. @08/26-ZJS233N
CRR-JS WILL CLOSE FILE. @08/26-ZJS233N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):	
SATISFIED: Y		ACTION CODE: RT8G	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: 2731		EFFECTIVE: 8/21/2003	CHANGED BY:
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:		PART#:	CHECK ISSUED: NO
BYBACK ST:		OPENED BY:	
HISTORY:		UPDATE BY: ZJS233N	
SVC CALL#:		UPDATE DATE:	
CLOSE: Y (Y/N)		CLOSE DATE: 08/26/03	MICROFILM:
RESP CAA:		OLM: SMIT AGNES	DOM: ELLIOTT, CHRIS
PHONE:		OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:28 AM

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CONSUMER AFFAIRS

CA4246111

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:28 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
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NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SUNRISE
ST/ZIP: FL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 52700
IN SVC DATE: 9/1/2000
RTL DLR: 3018 MAROONE NIS/FT LAUDERDALE
SVC DLR: 2361 CORAL SPRINGS NISSAN INC
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: (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: 39 OPEN DATE: 09/03/03 XFER/RSPNSBLTY: 34 33 P
CONTACT (S): FOLLOWUP DATE: 09/04/03 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 09/12/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL YX POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND.

CRR-PB UPDATED C NAME, ADDRESS, BOTH DAY/EVE PHONES, MILEAGE, VIN, RESP DLR.
CRR-PB CHECKED FOR OPEN RECALLS, OPEN RECALL FOUND P0090.

C STATED THAT C'S VEHICLES HEAD LAMPS KEEP BURNING OUT AND THE HARNESS IS MELTING. C STATED C TOOK VEH TO AN INDEPENDENT DEALER FOR THE ISSUE BUT LAMPS BURNT OUT 2 TIMES. C STATED THAT C THEN TOOK VEH TO DEALER AND DEALER FILE OPENED-ZPB027N 09/03/2003

REPLACED THE HEAD LAMPS. C STATED THAT DEALER COULD NOT TELL C WHY THE HARNESS IS MELTING BUT LAMPS HAVE GONE OUT 3 TIMES NOW. C STATED THAT LAMPS HAVE GONE OUT 2 TIMES IN 1 WEEK. C STATED THAT C HAS LOOKED INTO THE LEMON LAW BUT C DOES NOT WANT TO GO THAT ROUTE. CRR-PB ADVISED C THAT NNA RESPECTS WHAT EVER DECISION THAT C CHOOSES. C STATED THAT C WANTS LAMPS FIXED. CRR-PB GAVE NAME, EXT, FILE #. CRR-PB ADVISED CALL BACK OF 48 HOURS. C UNDERSTOOD.

@09/03-ZPB027N

CRR-PB SPOKE WITH SA-JOEL. SA-JOEL STATED THAT VEH HAS HAD REPAIRS TO THE LEFT FRONT HARNESS AND RIGHT FRONT HARNESS. SA STATED THAT C MAY HAVE BEEN USING THE WRONG TYPE BULBS. SA STATED THAT PART WAS ALREADY MELTED WHEN VEH CAME INTO DEALER BUT DEALER JUST REPAIRED THE VEH RIGHT AND LEFT HARNESS. SA STATED THAT C IS ON A PART WARRANTY BECAUSE VEH IS OUTSIDE OF FACTORY WARRANTY. SA STATED THAT VEH WAS JUST IN ON 8/2/03 AND THAT IS WHEN DEALER REPAIRED THE HARNESSES.

@09/05-ZPB027N

CRR-PB ADVISED C THAT C DID NOT ADVISE CRR-PB THAT SOME TYPE OF REPAIRS HAVE ALREADY BEEN DONE TO FRONT HARNESSES ON VEH. C STATED THAT INDEPENDENT MECHANIC TOLD C THAT HARNESS WAS MELTING BUT DID NOT KNOW WHY. C STATED THAT INDEPENDENT MECHANIC HAD CONNECTED SOME WIRE IN THE HARNESS AREA WRONG THAT MAY HAVE CAUSED THE HARNESS TO MELT. C STATED THAT C HAS NEVER HAD ANY REPAIRS PERFORMED TO FRONT END OF VEH OR HARNESSES. CRR-PB LEFT A MESSAGE FOR SA-JOEL TO CALL CRR-PB BACK.

@09/05-ZPB027N

CRR-PB UNABLE TO REACH ANYONE AT SERVICE DEPT. CRR KEEPS GETTING THE MACHINE AND CRR-PB UNABLE TO REACH C AT [REDACTED]

C STATED THAT C HAS ALREADY TAKEN VEH BACK FOR THE HARNESS MELTING ISSUE 3 TIMES. C STATED THAT C TOOK VEH TO DEALER BECAUSE THE INDEPENDENT COULD NOT FIX ISSUE. C STATED THAT C HAD HARNESSES REPLACED AND BULBS REPLACED ON THE FIRST TRIP TO DEALER. C STATED THAT C HAS GONE BACK 2 MORE TIMES AFTER THE PROBLEM WAS SUPPOSEDLY FIXED BECAUSE THE HARNESS IS STILL MELTING AND C'S LIGHTS/BULBS KEEP GOING OUT. CRR-PB CALLED C AND ADVISED C THAT CRR-PB WILL CALL C BACK AFTER C CAN GET THROUGH TO SM. C UNDERSTOOD.

@09/05-ZPB027N

CRR-PB RECEIVED MESSAGE FROM C. C STATED THAT C WOULD LIKE A CALL BACK. CRR-PB CALLED C AND WAS UNABLE TO LEAVE A MESSAGE BECAUSE VOICEMAIL WAS NOT ACTIVATED. CRR-PB DID NOT RECEIVE A PHONE CALL BACK FROM SA.

@09/05-ZPB027N

***CRR-PB RECEIVED INBOUND CALL FROM SA-JOEL. SA-JOEL STATED THAT HARNESS HAS BEEN REPLACED AND C HAS NOT BEEN BACK INTO THE DEALER AGAIN FOR MELTING HARNESS.

@09/08-ZPB027N

CRR-PB SPOKE WITH C. CRR-PB ASKED C IF HARNESS IS MELTING NOW BECAUSE SA-JOEL ADVISED CRR-PB THAT C HAS NOT BEEN BACK SINCE THE HARNESS HAS BEEN REPAIRED THIS LAST TIME. CRR-PB ADVISED C THAT INDEPENDENT DEALER MAY HAVE USED THE WRONG BULBS. C UNDERSTOOD BUT C STATED THAT SINCE C HAS TAKEN VEH TO NISSAN DEALER THE HARNESS HAS MELTED 3 TIMES NOW SINCE C HAS HAD THE ENTIRE HARNESS REPLACED. C STATED THAT C WOULD LIKE THE WHOLE SYSTEM REPLACED. C STATED THAT C IS UPSET BECAUSE SA-JOEL ADVISED C THAT C NEEDS A NEW VEH. C STATED THAT C NEEDS TO KNOW WHY THE HARNESS HAS MELTED 9 TIMES. C STATED THAT INDEPENDENT SHOP TOLD C THAT HARNESS IS NOT STRONG ENOUGH TO HOLD POWER GOING THROUGH IT. C STATED THAT IF THE HARNESS MELTS AGAIN THEN C IS UNSURE OF GOING BACK TO THE SAME DEALER. C STATED THAT THE HARNESS MELTS VERY SLOW AND SOMETIMES IT TAKES 1 WEEK OR 2 MONTHS. C STATED THAT THE HARNESS JUST MELTS WHEN IT WANTS TO. C STATED THAT C IS VERY DISSATISFIED. C STATED THAT C WILL NOT SEND ANYONE TO USE SA-JOEL.

@09/09-ZPB027N

CRR-PB SPOKE WITH SA-JOEL WHO ADVISED CRR-PB THAT HARNESS ONLY MELTED 1 AFTER THE HARNESS WAS REPLACED. SA-JOEL PLACED CRR-PB ON HOLD WHILE CRR-PB WAS

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TRYING TO OBTAIN INFORMATION REGARDING THE HARNESS. CRR-PB HUNG UP.
CRR-PB WILL CALL SM BACK TO GET ANSWERS ABOUT HARNESS. @09/09-ZPB027N
CRR-PB SPOKE SA-JOEL WHO PLACED CRR-PB ON HOLD AGAIN. CRR-PB DISCONNECTED
PHONE. @09/09-ZPB027N
CRR-PB SPOKE WITH SA-JOEL AND ADVISED SA THAT IF VEH HAS SAME ISSUES AGAIN
THAT SA NEEDS TO CALL INTO TL. SA-JOEL STATED THAT SA WILL DO SO IF VEH
RETURNS FOR THE SAME ISSUE. @09/12-ZPB027N
CRR-PB ADVISED C THAT IF HARNESS AND HEADLAMPS GO OUT THAT TL WILL BE
NOTIFIED. CRR-PB ADVISED C TO CALL BACK IN IF THIS ISSUE REOCCURS. C
UNDERSTOOD. FILE CLOSED. @09/12-ZPB027N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: N		ACTION CODE: RT1G		ROOT CAUSE: SCIR	
CALLBACK: (Y/N) #:	0	DATE: 00 / 00 / 00		USERID:	
REOPEN: CALLBACK #:	0	DATE: 00 / 00 / 00		USERID:	
NEW INFO #:		DATE: 00 / 00 / 00		USERID:	
OTHER #:		DATE: 00 / 00 / 00		USERID:	
COMMENTS ONLY: #:	0	DATE: 00 / 00 / 00		USERID:	
RESP DLR: 2361		EFFECTIVE: 9/3/2003		CHANGED BY:	
IIR-DATE: 00 / 00 / 00		TRANS DATE:		CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY: ZPB027N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 09/12/03		MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN		DOM:	
PHONE:		OWNER FIRST:		LANGUAGE:	

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SERVICE CONTRACTS SUMMARY TIME: 08:04:28 AM

NAME: [REDACTED] VIN: [REDACTED] MODEL YEAR: 2000.0
IN SCV DATE: [REDACTED] MAKE: [REDACTED]
MODEL LINE: QST

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

SC:
VIN: 4N2XN11T0YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 65000
IN SVC DATE: 6/12/2000
VCAN: RTL DLR: 3256 WALLACE NISSAN OLDSMOBILE
PAID: SVC DLR: 3256 WALLACE NISSAN OLDSMOBILE
SUSP: RESP DLR:
DENY: REGION: 36 DIST: SL/SV/PT: 09 09

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINTI VEHICLES: 1
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 09 OPEN DATE: 09/11/03 XFER/RSPNSBLTY: 36 09 S
CONTACT (S): FOLLOWUP DATE: 09/17/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 09/16/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND.

CRR-PB UPDATED C NAME, ADDRESS, BOTH DAY/EVE PHONES, MILEAGE, VIN, RESP DLR.
CRR-PB CHECKED FOR OPEN RECALLS, NONE FOUND.

C STATED THAT HEADLAMPS ON VEH KEEP BURNING OUT ON VEH. C STATED THAT C TOOK
VEH TO DEALER 3256 WALLACE NISSAN AND DEALER IS TELLING C THAT DEALER CANT
FIND THE PROBLEM THAT IS TALKING ABOUT THE FIRST COUPLE OF TIMES C TOOK VEH
FILE OPENED-ZPB027N 09/11/2003

UP TO DEALER. C STATED THE LAST TIME C TOOK VEH TO DEALER ABOUT 1 MONTH AGO
AND THAT IS WHEN DEALER TOLD C THAT CONNECTORS FOR HEADLIGHTS KEEPS BURNING
OUT DUE TO HIGH VOLTAGE AMPS FLOWING THROUGH THE HEADLIGHTS. C STATED THAT
C WAS ADVISED BY DEALER THAT ISSUE WAS RELATED TO BULB WATTAGE SO C REPLACED
THE BULBS AND THE HEADLAMPS WENT OUT AGAIN. C STATED THAT C WAS ADVISED BY
DEALER THAT THERE IS SOME TYPE OF LITERATURE THAT DEALER RECEIVED ON
CONNECTOR ISSUE. C STATED THAT HEADLAMPS ARE OUT RIGHT NOW AND THAT THIS IS
THE SECOND TIME THAT C HAS HAD CONNECTORS REPLACED. @09/11-ZPB027N

C STATED THAT C CAN TAKE VEH TO DEALER ON 9/12/03. @09/11-ZPB027N
CRR-PB SPOKE WITH TL-AH WHO ADVISED CRR-PB THAT DEALER NEEDS TO CALL INTO
TECHLINE AND THAT THERE IS NO BULLETIN OUT ON 00 QUEST HEADLAMP ISSUE.
CRR-PB SPOKE WITH RAY AT RESP DLR AND CRR-PB ADVISED SA-RAY TO MAKE SURE THAT
TECHLINE IS NOTIFIED OF ISSUE AND THAT THEY WORK WITH TL TO GET ISSUE
RESOLVED BEFORE THE ISSUE GETS ANY WORSE. SA-RAY STATED THAT SA WILL CALL TL.
CRR-PB ADVISED C THAT DEALER WILL CONTACT TL AND THAT CRR-PB WILL CONTACT
DEALER IN AFTERNOON AND THEN CALL C BACK. C UNDERSTOOD. CRR-PB GAVE NAME,
EXT. AND FILE #. @09/11-ZPB027N

***CRR-PB CALLED OVER TO DEALERSHIP AND SERVICE DEPT. WAS ALREADY CLOSED.
CRR-PB CHECKED IN NOTES AND TL HAS NOT BEEN NOTIFIED OF ISSUE. CRR-PB CALLED
C AT EVE PHONE AND LEFT A MESSAGE FOR C TO CALL CRR-PB BACK. @09/12-ZPB027N
***CRR-PB RECEIVED INBOUND CALL FROM C. C STATED THAT C WAS RETURNING CRR-PB
CALL. @09/12-ZPB027N

C STATED THAT VEH IS READY AT DEALER NOW. C STATED THAT C IS GOING TO PICK UP
VEH ON 9/13/03. CRR-PB ADVISED C TO PICK VEH UP AND CRR-PB WILL GET IN
CONTACT WITH DEALER ON MONDAY TO FIND OUT WHAT EXACTLY HAS BEEN DONE TO VEH
THIS TIME AROUND. C UNDERSTOOD. @09/12-ZPB027N

CRR-PB CALLED OVER TO DEALER AND SPOKE WITH SA-RAY. SA-RAY STATED THAT TL WAS
NOTIFIED. SA-RAY STATED THAT DEALER SAUTERED THE WIRES/CONNECTORS TO MAKE
SURE THAT THERE WOULD NOT BE ANYMORE RESISTANCE AND DID CHECK TO CONFIRM THAT
BULBS IN VEH ARE OF THE CORRECT WATTAGE. @09/15-ZPB027N

CRR-PB LEFT MESSAGE FOR C TO CALL CRR-PB BACK. CRR-PB ADVISED C ON MESSAGE
THAT DEALER SAUTERED WIRES/CONNECTORS AND CHECKED BULB WATTAGE. @09/15-ZPB027N
CRR-PB LEFT MESSAGE ON C PHONE ADVISING C THAT IF ISSUE OCCURS AGAIN TO CALL
CRR-PB ABOUT IT BUT CRR-PB WILL CLOSE FILE FOR NOW. FILE CLOSED PENDING CALL
BACK FROM C. @09/16-ZPB027N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT8F	ROOT CAUSE: SCIF
CALLBACK: (Y/N) #: 0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00/00/00	USERID:
NEW INFO #: 0	DATE: 00/00/00	USERID:
OTHER #: 1	DATE: 9/16/2003	USERID: ZPB027N

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COMMENTS ONLY:
RESP DLR: 3258
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

#: 0 DATE: 00/00/00
EFFECTIVE: 9/11/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZPB027N
UPDATE DATE:
CLOSE DATE: 09/16/03
OLM: ROYSTER KAREN
OWNER FIRST:

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

MICROFILM:
DOM:
LANGUAGE:

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

DATE: 4/15/2004
TIME: 08:04:29 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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DATE: 4/16/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: PLYMOUTH
ST/ZIP: MN [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 47838
IN SVC DATE: 4/7/2000
RTL DLR: 3230 BURNSVILLE BUICK-NISSAN
SVC DLR: 3198 WAYZATA NISSAN, LLC
RESP DLR:
REGION: 24 DIST: SL/SV/PT: 05 05
VCAN:
PAID:
SUSP:
DENY:

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 00 OPEN DATE: 10/22/03 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 10/23/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10/22/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

PREVIOUS UNRELATED FILE 3935402 @10/22-ZFK275N
CRR-FK VERIFIED C'S NAME, ADDRESS, VIN, DAY/EVE PHONE, MILEAGE, DLR.
CRR-FK FOUND NO OPEN RECALLS. @10/22-ZFK275N
C STATES THAT HEADLIGHT HAS BURNED OUT 3 TIMES NOW AND HAS SOMEHOW AFFECTED
THE WIRING. C ALSO STATES THAT THE LIGHT ON C'S RADIO DOES NOT WORK.
CRR-FK STATED THAT SHE HAS TO CONTACT DLR FOR MORE INFO. C UNDERSTOOD.
FILE OPENED-ZFK275N 10/22/2003
CRR-FK GAVE C FILE NUMBER AND CRR-FK'S EXT. CRR-FK WILL CONTACT DLR.
CRR-FK CONTACTED DLR. DLR STATED THAT THERE IS NO PROBLEM WITH WIRING. DLR
STATES THAT SOCKET IS MELTING AND THAT DLR FOLLOWED THE TSB. DLR STATES THAT
SHE DOES NOT FEEL THAT RADIO HAS BEEN AFFECTED BY HEADLAMPS. DLR DID FOLLOW
TSB THIS TIME TO REPAIR PROBLEM. DLR HAS CALLED INTO TL. @10/22-ZFK275N
CRR-FK CONTACTED C AND RELAYED INFO TO C STATING THAT DLR FOLLOWED TSB AND
THAT PROBLEM SHOULD NOT OCCUR ANY LONGER. C ASKED QUESTION. "WHAT IF PROBLEM
HAPPENS AGAIN?" CRR-FK ADVISED C TO CALL CRR-FK DIRECTLY AND ASSISTANCE WILL
BE PROVIDED AT THAT TIME. C SATISFIED. CRR-FK CLOSED FILE. @10/22-ZFK275N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

BATISFIED: Y	ACTION CODE: RT1A	CONTACT(S):	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	DATE: 00/00/00		USERID:
OTHER #:	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 3196	EFFECTIVE: 10/22/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO
3RD PRY:	PART#:		CHECK ISSUED: NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZFK275N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 10/22/03		MICROFILM:
RESP CAA:	OLM:		DOM: J COPENHAVER
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:29 AM

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

CAR ID: CA4308238
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CONSUMER AFFAIRS

CA4308238

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:29 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: 08:04:29 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CA4309431

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 20318
IN SVC DATE: 5/17/2000
RTL DLR: 11030 JENKINS MOTORS INC
SVC DLR: 3794 NISSAN OF SLIDELL, LLC
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 03 03

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

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

OPEN DATE: 10/23/03
FOLLOWUP DATE: 10/24/03
CLOSE DATE: 10/30/03

XFER/RSPNSBLTY: 32 01 9
DATANET (Y/N): 0
DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	142500	TIMING BELT/CHAIN/GEAR/COVER
AG	ENGINE MECHANICAL	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	142500	TIMING BELT/CHAIN/GEAR/COVER
AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
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CA4305431

C. A. R. COMMENTS

NO PREVIOUS FILES

@10/23-ZDW181N

C STATES THAT SHE HAS HAD ISSUES WITH VEHICLE BATTERY AND THEN THE BELTS IN THE VEHICLE MAKING A NOISE. C STATES THE NOISE HAS PROGRESSED AND NOW SHE CAN NOT TAKE IT ANYMORE. C STATES THAT SHE WOULD LIKE ASSISTANCE IN GETTING THIS ISSUE RESOLVED ONCE AND FOR ALL. C STATES THAT THEY HAVE OWNED NISSAN'S FOR LAST 20 YEARS SINCE THEY HAVE BEEN MARRIED. C STATES THAT THEY HAVE OWED ABOUT FILE OPENED-ZDW181N 10/23/2003

7-10. C WAS NOT SURE WHAT SHE SHOULD DO AND UNCERTAIN ON WHAT SHE IS ASKING OF NNA

@10/23-ZDW181N

CRR DW VERIFIED C'S INFO AND NOTES C IS COW BY TIME. 5 MONTHS APPROX BUT ONLY HAS 20K ON VEHICLE. CRR DW ADVISED C THAT IF C WOULD LIKE TO TAKE VEHICLE INTO A DLR AND PAY FOR A DIAGNOSIS. CRR DW CAN SPEAK WITH DLR TO REVIEW FOR POSSIBLE GOODWILL ASSISTANCE. C STATES SHE MAY GO IN NEXT WEDS/THURSDAY AND WILL CALL CRR DW BACK WITH APPOINTMENT DATE AND TIME. CRR DW ADVISED C OF 2 NEAREST DLRS SINCE C JUST MOVED DOWN FROM MD IN APRIL. C WAS PLEASED. CRR DW ADVISED C OF FILE # AND DIRECT EXT.

@10/23-ZDW181N

CRR DW RECEIVED VM BACK FROM C STATING SHE HAS APPOINTMENT WITH NISSAN OF SLIDELL, 10/29 8AM. CRR DW TO FOLLOW UP WITH DLR ACCORDINGLY @10/23-ZDW181N CRR DW CONTACTED DLR ON THIS DATE AT 747AM PST AND SPOKE TO SERV STEVE. STEVE STATES THEY HAVE NOT YET DIAGNOSED VEHICLE BUT HE DID NOT HEAR ANY NOISE WHEN HE DROVE IT IN. DLR STATES THEY SHOULD HAVE SOME INFO AROUND LUNCH TIME. CRR DW TO CALL DLR BACK BETWEEN 10AM-12PM PST. CRR DW RECEIVED VM FROM C AND WILL RETURN CALL ONCE DLR DIAGNOSIS HAS BEEN OBTAINED.

@10/29-ZDW181N

**CRR-TL TOOK INBOUND FROM SM-STEVE JACKSON AT DLR. SM STATES THAT THE BELTS ARE DRY. SM STATES THAT THE HEADLAMP CONNECTOR IS MELTED. CRR ASKED WHAT THE SM RECOMMENDS FOR REPLACEMENT. SM STATES THAT DLR HAS FOUND THAT THE BELTS ARE IN NEED OF REPL. CRR ASKED IF THE DLR HAS RUN GRT. SM STATES DLR HAS NOT. CRR STATED THAT SM WILL WANT TO RUN THE GRT. AND THEN CONTACT CRR-DW. SM ACKNOWLEDGED: CRR GAVE CRR-DW DIRECT# TO SM. SM ACKNOWLEDGED. EML TO CRR-DW TO UPDATE.

@10/29-ZTL889N

CRR DW CONTACTED DLR AND SPOKE TO DLR STEVE JACKSON. CRR DW WAS ADVISED GRT WAS RUN AND APPROVED. CRR DW TO CONTACT C TO CLOSE OUT FILE. @10/30-ZDW181N CRR DW CONTACTED C AT ONLY # IN FILE. 738AM PST. C WAS VERY EXCITED AND HAPPY ABOUT VEHICLE BEING "BACK TO NORMAL" CRR DW THANKED C FOR BEING SUCH A LOYAL NISSAN C. CRR DW ADVISED C THAT STEVE IS VERY GOOD AND IT WAS NOT JUST CRR DW NNA AND DLRS WORK AS TEAM. C WAS EXCITED AND STATES SHE WILL BE GOING TO THIS DLR NOW FOR ALL OF HER REGULAR SERVICE. CRR DW THANKED, C THANKED.

@10/30-ZDW181N

FILE CLOSED

@10/30-ZDW181N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y	ACTION CODE: R718	CONTACT(S):	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: 3794	EFFECTIVE: 10/23/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO

DATE: 4/15/2004
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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: ZDW181N
UPDATE DATE:
CLOSE DATE: 10/30/03
OLM: SMIT AGNES
OWNER FIRST:

CHECK ISSUED: NO
MICROFILM:
DOM:
LANGUAGE:

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

DATE: 4/15/2004
TIME: 08:04:29 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
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REQUESTED BY: NHTSA

CAR ID: CA4313746
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: FEDERAL WAY
ST/ZIP: WA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 10500
IN SVC DATE: 3/8/2000
RTL DLR: 3587 CHAPMAN FORD L/M NISSAN
SVC DLR: 3587 CHAPMAN FORD L/M NISSAN
RESP DLR:
REGION: 38 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 00 OPEN DATE: 10/28/03 XFER/RSPNSBLTY: 11 00 8
CONTACT (S): FOLLOWUP DATE: 10/29/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 10/29/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

NO PREVIOUS FILES FOUND. @ 10/28-ZAG382N
NO OPEN RECALLS FOUND.
CRR-AG VERIFIED C NAME, ADDRESS, AND PHONE #'S.C
C CALLED IN STATING THAT C IS CURRENTLY HAS VEH AT DOWNTOWN SEATTLE NISSAN
PHONE: 206 828 4758 HAVING ISSUE WITH HEADLIGHT WIRES . C STATES C TOOK
VEH TO DLR DUE TO HEADLIGHTS TURNING OFF WHEN CONNECTION COMES APART.
FILE OPENED-ZAG382N 10/28/2003
C STATES DLR IS STATING THAT HEADLIGHT WIRES ARE MELTED.
C STATES DLR IS STATING THAT LIGHTS ARE AFTERMARKET AND THIS CAUSE VEH
HEADLIGHT WIRES TO MELT.
CRR-AG CALLED DLR AND SPOKE TO SA-DAMON WHO STATED TO CRR-AG THAT VEH HAS
AFTERMARKET LIGHT BULBS IN C VEH AND THIS CAUSE VEH WIRES TO BURN. DLR STATES
THAT DLR NEVER SEES THIS ISSUE UNLESS AFTERMARKET BULBS OR CAUSE.
C STATED TO CRR-AG THAT C ONLY HAS 10500MILES ON VEH AND THAT C HAS NEVER
CHANGED LIGHT BULBS. CRR-AG ASKED C TO ALLOW CRR-AG TO REVIEW ISSUE AND
STATED TO C THAT CRR-AG WOULD BE CONTACTING C SOON. @ 10/28-ZAG382N
CRR-AG CONTACTED DLR AGAIN TO REVIEW ISSUE SA-DAMON WHOM DID VERIFY THAT
BULBS ARE NOT ORIGINAL MANUFACTURER BULBS. SA-DAMON DID VERIFY THAT
SM IS AWARE OF ISSUE AND AGREES. SA-DAMON STATED THAT TECHNICIAN
SHOWED C VEH AND BULBS. @ 10/29-ZAG382N
CRR-AG CALLED C TO ADVISE THAT NNA AT THIS TIME COULD NOT PROVIDED ANY
ASSISTANCE AS DLR IS STATING ISSUE IS NOT NISSAN FAULT AND BULBS ARE AFTER
MARKET. CRR-AG STATED TO C THAT IF C WOULD LIKE NNA TO REVIEW ISSUE FURTHER
C WOULD HAVE TO GET A SECOND OPINION FROM ANOTHER NISSAN DLR. CRR-AG STATED
TO C THAT IF ANOTHER NISSAN DLR DETERMINES THAT ISSUE IS NISSAN ISSUE THAN
CRR-AG STATED NNA WOULD REVIEW FURTHER. CRR-AG DID STATE TO C THAT IF
SECOND OPINION COMES BACK WITH SAME CONCLUSION THEN C WOULD BE LIABLE FOR
REPAIRS. C UNDERSTOOD. FILE CLOSED. @ 10/29-ZAG382N
@ 10/29-ZAG382N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8D	ROOT CAUSE: LCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:
OTHER #:	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 3587	EFFECTIVE: 10/28/2003	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: ZAG382N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 10/29/03	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:29 AM


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CONSUMER AFFAIRS

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:29 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
22	RCDK00672378	3567	3/8/2000	3/8/2003	40,000.00		

Use Policy Id

RCDK00572378 3/8/2003 3567

RCDK00572378

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: JACKSONVILLE
ST/ZIP: AR [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 42000
IN SVC DATE: 8/31/2000
RTL DLR: 1983 JONES NISSAN-ISUZU, INC.
SVC DLR: 1983 JONES NISSAN-ISUZU, INC.
RESP DLR:
REGION: 32 DIST: SL/SV/PT: 09 09

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

ORIG CODE: 00 OPEN DATE: 10/28/03 XFER/RSPNSBLTY: 11 00 \$
CONTACT (S): FOLLOWUP DATE: 12/08/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 12/03/03 DATANET DATE:

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

GL VALUE CODE: 32GDWIL ACCOUNT: 1-630100-32150
GL DESCRIPTION:
CHECK AMOUNT: \$ 134.31

CHK REQUEST DATE: 11/24/03 REQUESTED BY: ZCB241N
CHECK APPROVED: 12/01/03 APPROVED BY: VALAD JOE VJV011N
CHECK ISSUE DATE: 12/04/03 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 FOUND. @10/26-ZCB241N
CRR-CB CONFIRMED C NAME, ADDRESS, BOTH DAY AND EVE PHONES, VIN#, RESPONSIBLE
DLR, & MILEAGE. @10/26-ZCB241N
CRR-CB CHECKED FOR RECALLS AND FOUND NO OPEN RECALLS. @10/26-ZCB241N
C STATES THAT C BROUGHT IN VEH TWICE ON SAME ISSUE REGARDING HEADLIGHTS.
C STATES THAT THE PLUG DEVELOPS HEAT AND CAUSES EVERYTHING TO MELT TOGETHER.
FILE OPENED-ZCB241N 10/28/2003
C STATES THAT THIS THEN CAUSES RIGHT HEADLIGHT NOT TO WORK. @10/26-ZCB241N
C STATES THAT THIS HAS BEEN UNDER WARRANTY UNTIL NOW THAT THIS PROBLEM HAS
HAPPENED A THIRD TIME. NOW C WOULD LIKE TO BE REIMBURSED.
COMPUTER PROBLEMS WERE OCCURRING AT TIME OF C CALL. CRR-CB WILL CALL C BACK
WITHIN 24HRS TO FURTHER DISCUSS THIS ISSUE. @10/26-ZCB241N
CRR-CB THANKED C FOR THE CALL. CALL ENDED. FILE OPEN. @10/26-ZCB241N
RECEIVED INBOUND CALL FROM C WITH FILE# REQUESTING TO SPEAK WITH CRR-CB.
CRR-CB NOT AVAILABLE. C WAS TRANSFERED TO CRR-CB VMX. CALL ENDED.
@10/31-ZDM319N
CRR-CB CONTACTED DLR AND SPOKE WITH SRVC MANAGERS BRETT AND NORMAN BOYETT.
CRR-CB ASKED BRETT TO RUN A GRT FOR THE C TO SEE IF C WILL GET REIMBURST.
FOR \$134.31 BRETT SAYS THAT THEY ARE VERY BUSY TODAY BUT WILL PULL HIS FILE
AND RUN THE GRT ON MONDAY NOV. 3RD. 2003. BRETT SAYS HE WILL CALL THE C ON
MONDAY AND LET C KNOW IF HE WILL BE REIMBURST OR NOT. @10/31-ZCB241N
CRR-CB THANKED SRVCS MANGERS FOR THEIR TIME. CRR-CB GAVE BRETT CRR-CB DIRECT
EXTENTION#. @10/31-ZCB241N
CRR-CB WILL FOLLOW UP ON THIS ON MONDAY. @10/31-ZCB241N
CALL ENDED. GRT WAS APPROVED. GOODWILL IS RECOMMENDED.
CRR-CB CONTACTED SM BRETT AND ASKED WHAT DATE DID VEH COME IN SM BRETT
STATES 10/25/03. CRR-CB ASKED SM BRETT THE MILEAGE AT TIME ON VEH BRETT STATED
44,226. REASON WORK WAS DONE BECAUSE C AUTHORIZED IT. SM BRETT STATED TO
CUST THAT PLUG WAS MELTED. AND THAT BUILDS RESISTANCE. @11/13-ZCB241N
SM BRETT ALSO STATED THAT C CAME IN IN JAN 2003 FOR CONNECTOR WHICH WAS
RELATED TO THESE REPAIRS. @11/13-ZCB241N
CRR-CB WILL CONTACT C. @11/13-ZCB241N
@11/13-ZCB241N @11/13-ZCB241N
CRR-CB CONTACTED C AND STATED TO C THAT IN ORDER FOR C TO GET AN REIMBURSEMENT
C NEEDS TO FAX OVER A COPY OF A SIGNED WRITTEN REQUEST, PROOF OF OWNERSHIP
& A COPY OF THE ORIGINAL WORK ORDER. @11/14-ZCB241N
CRR-CB GAVE C CRR-CB'S DIRECT FAX#. CALL ENDED. FILE REMAINS OPEN UNTIL C
FAXES OVER DOC. @11/14-ZCB241N
*****ALL DOCS RECVD. CHECK REQUESTED SENT TO CHECK REQUESTS*****
FILE PENDING CHECK APPROVAL. @11/24-ZCB241N
CRR-CB CONTACTED C AND STATED TO C THAT CHECK IS IN THE MAIL AND C SHOULD
RECIEVE IT IN 2 WEEKS. *****FILE CLOSED***** @12/03-ZCB241N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		ACTION CODE: RT8G		CONTACT(S):		ROOT CAUSE: SCPP	
SATISFIED: Y		0	DATE: 00/00/00			USERID:	
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:	

DATE: 4/15/2004
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COMMENTS ONLY:
RESP DLR: 1983
IIR-DATE: 00/00/00
3RD PRTY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

#: 0
DATE: 00/00/00
EFFECTIVE: 10/28/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZCB241N
UPDATE DATE:
CLOSE DATE: 12/03/03
OLM:
OWNER FIRST:

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

MICROFILM:
DOM: J COPENHAVER
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:28 AM

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

DATE: 4/15/2004
TIME: 08:04:28 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

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

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

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DATE: 4/15/2004
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NAME: [REDACTED] SC: [REDACTED]
STREET: [REDACTED] VIN: 4N2XN11T7YD [REDACTED]
CITY: HUSTONVILLE YR/MDL: 2000.0 QST MILEAGE: 42200
ST/ZIP: KY [REDACTED] IN SVC DATE: 6/6/2000
DAY PH: [REDACTED] VCAN: [REDACTED] RTL DLR: 2287 BOB ALLEN MOTOR MALL
EVE PH: [REDACTED] PAID: [REDACTED] SVC DLR: 2287 BOB ALLEN MOTOR MALL
DLR PH: [REDACTED] SUSP: [REDACTED] RESP DLR: [REDACTED]
DENY: [REDACTED] REGION: 36 DIST: SL/SV/PT: 08 08

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

ORIG CODE: 01 OPEN DATE: 11/07/03 XFER/RSPNSBLTY: 32 01 S
CONTACT (S): FOLLOWUP DATE: 11/11/03 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 11/07/03 DATANET DATE:

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE

DATE: 4/15/2004
TIME: 08:04:29 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4325551

C. A. R. COMMENTS

THREE PREVIOUS FILES: 3289979.3814685.4262231 (RADIO ISSUE) @11/07-ZJA726N
CRR VERIFIED NAME, ADDRESS,PHONE AND MILEAGE. @11/07-ZJA726N
NO OPEN RECALLS AT THIS TIME. @11/07-ZJA726N
C IS CALLING TO STATE THAT THE C IS HAVING ISSUES WITH THE HEADLIGHT ON HIS VE
VEH. C HAD HAD DRIVERS SIDE REPAIRED IN JAN 03, THEN PASSENGER SEPT 03, NOW
DRIVERS SIDE IS MALFUNCTIONING AT THIS TIME. @11/07-ZJA726N
FILE OPENED-ZJA726N 11/07/2003
C WILL BE TAKING THE VEHICLE TO THE DEALERSHIP FOR DUPLICATION AND WILL CALL
CRR IF ANY FURTHER ASSISTANCE IS NEEDED. C STATES THAT HE IS GOING THROUGH A
BACK INJURY AND HE HAS NOT GOTTEN A PAYCHECK. CRR ADVISES C THAT A PART THAT
IS A NISSAN PART THAT WAS REPLACED BY A NISSAN DEALERSHIP WOULD BE COVERED
BY THE 12/12 COVERAGE. C STARTS TO SPEAK OF A PREVIOUS FILE, IN WHICH C WAS
NOT ASSISTED FOR THE REPAIR OF THE RADIO. C STATES THAT C HAS NOT BEEN ASSISTED
THAT HE WILL NOT BE BUYING A NISSAN EVER AGAIN AND HAS ALREADY TOLD TWO FRIEND
NOT TO PURCHASE A NISSAN, BECAUSE THEY WILL HAVE NOTHING BUT PROBLEMS
@11/07-ZJA726N
CRR ADVISED C THAT THE PREVIOUS FILES DID HAVE THIS INFO INCLUDED AND THAT THE
CRR-JA COULD NOT ASSIST C WITH THE RADIO BUT THAT THE C SHOULD VISIT THE DLR
TO MAKE SURE THAT THE PART AND LABOR WOULD BE TAKEN CARE OF UNDER THE WARRANTY
UNLESS ANY SUBSEQUENT REPAIRS WERE CAUSED BY AN IMPACT OR SOMETHING OF THAT
NATURE. C STATES THAT THIS WAS NOT THE CASE. (UNDER 12/12 PARTS)
CRR PROVIDE NAME, EXT, FILE, FAX FOR FURTHER CONTACT AFTER THE C HAS THE
OPPORTUNITY TO VISIT THE DLR FOR FURTHER ASSISTANCE. @11/07-ZJA726N
CRR NOTES THAT PREVIOUS FILE HAD TURNED C DOWN FOR A RADIO REPAIR BECUASE, GRT
WAS RUN, DENIED, AND C DOES NOT DO MAINTENANCE AT THE DLRSHIP @11/07-ZJA726N
FILE CLSOED PENDING FURTHER CONTACT. @11/07-ZJA726N
@11/07-ZJA726N @11/07-ZJA726N
CRR-FK RECEIVED INBOUND CALL FROM C REQUESTING INFO ON C'S FILE. C STATES THAT
C JUST GOT BACK FROM DLR AND WAS CHARGED \$32.50 FOR DIAGNOSTIC. DLR STATED
THAT HEADLAMP SOCKET WAS REPLACED. C STATES THAT LIGHT WAS GOING OUT ON VEH
PREVIOUSLY AND THAT THE BLIND HARNESS NEEDED TO BE REPLACED. C STATES THAT C
IS AWARE THAT C IS OUT OF WTY BUT DOES NOT FEEL THAT C SHOULD HAVE TO PAY FOR
REPAIR. @11/13-ZFK275N-COMMENT
CRR-FK EMAILED CRR-JR. @11/13-ZFK275N-COMMENT
***CRR-JA CALLED JIM IN SERVICE. PER DLR THIS C CRUCIFYING ON SERVICES. NO C
PAY SEVICES. CRR SPOKE TO DAVE B-SERV MGR. C HAS ABUSED STAFF.
11/27/02 HEADLAMP SOCKET ORDERED
1/7/03 SOCKET REPLACED UNDERWARRANTY (PASSENGER)
9/17/03 RADIO DENIED*** DLR INTERNATLIZED HEADLAMPDAMAGE DUE TO C
ATTEMPTING TO INSTALL A BULB (PASSENGER)
11/13/03.NOW DRIVERS SIDE.HEADLAMP HARNESS TERMINAL DAMAGED MELTED.C DECLINES
ASSISTANCE.
GRT DOES NOT RECOMMEND. C HAS NEVER PAID FOR A HEADLAMP REPAIR.
***CRR-JA CALLS C TO ADVISE AGAIN, AS C HAS CALLED CRR TO GET A DIFFERENT
ANSWER. NNA IS NOT IN A POSITION TO ASSIST. FILE REMAINS CLOSED.
@11/14-ZJA726N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

ACTION CODE: RT8C

CONTACT(S):

ROOT CAUSE: SCPP

DATE: 4/15/2004
TIME: 08:04:29 AM

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

CAR ID:
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CA4325651

REQUESTED BY: NHTSA

CALLBACK: (Y/N) #: 0
REOPEN: CALLBACK #: 0
NEW INFO #: 0
OTHER #: 0
COMMENTS ONLY: #: 3
RESP DLR: 2287
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 11/14/2003
EFFECTIVE: 11/7/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZJA728N
UPDATE DATE:
CLOSE DATE: 11/07/03
OLM: ROYSTER KAREN
OWNER FIRST:

USERID:
USERID:
USERID:
USERID:
USERID: ZJA728N
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:30 AM

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

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CA4325551

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

GA4325551

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:30 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: GST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 08:04:30 AM

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

CAR ID: CA4330763
Page 1

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

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 0
IN SVC DATE: 9/7/1999
RTL DLR: 3642 SANDHILLS NISSAN/ROCKING
SVC DLR: 3642 SANDHILLS NISSAN/ROCKING
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 15 15

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 00 OPEN DATE: 11/12/03 XFER/RSPNSBLTY: 11 00 5
CONTACT (S): FOLLOWUP DATE: 11/13/03 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 11/12/03 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:30 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4330763

C. A. R. COMMENTS

CCR KW

@11/12-ZKW328N

C HAS NO OPEN FILES.

@11/12-ZKW328N

C ADDRESS BOTH DAY AND EVENING TELEPHONE NUMBER VERIFIED.
VIN AND MILAGE VERIFIED.

@11/12-ZKW328N

@11/12-ZKW328N

*C CALLED TO FIND OUT WHY C FAMILY MEMBER DID NOT PAY FOR SAME SVC.DONE TO C VEH. C WAS TOLD THERE COULD BE DIFFERENT REASONS AS TO WHY. THE C WAS FILE OPENED-ZKW328N 11/12/2003

GIVEN EXAMPLE OF WARRANTY COVERAGE. HOWEVER, THE C WAS ADVISED TO SAVE RECEIPT FOR FUTURE. C WAS TOLD IF EVER IN THE FUTURE A RECALL IS CALLED ON THAT COMPONET IT WILL BE REIMBURSED. THAT WAS ACCEPTABLE TO THE C. @11/12-ZKW328N

***CRF-JS RECEIVED E-MAIL ID 22742 DATED 11/12/03. C COMMENTS AS FOLLOWS:

HAS THERE BEEN A RECALL ON THE HEADLIGHTS? MY HEADLIGHTS HAVE BEEN GOING OUT. THE WIRING WAS FAULTY AND THE WIRES WERE SMOKING WHEN WE TOOK IT IN FOR REPAIRS. A FRIEND OF OURS HAS THE SAME MINIVAN BUT A 2000 MODEL. HE HAS BEEN HAVING THE SAME TROUBLE AND THE DEALERSHIP REPAIRED HIS FOR NO CHARGE AND THAT WAS AFTER CALLS MADE TO YOUR MAIN OFFICE. IF THERE ARE OTHERS HAVING THE SAME PROBLEMS. WHY IS THERE NO RECALL. IF THEY WERE TO GO OUT AT THE SAME TIME THIS COULD CAUSE A SERIOUS ACCIDENT. THE LOCAL DEALERSHIP HAS CHARGED ME \$137.82 FOR FAULTY WIRING. THIS TO ME SOUNDS LIKE AN ERROR MADE BY NISSAN WHY SHOULD I HAVE TO PAY FOR YOUR ERROR.</COMMENTS>

@11/19-ZJS233N-COMMENT

CRF-JS REPLY AS FOLLOWS:

@11/19-ZJS233N-COMMENT

DEAR VICTORIA BURNS:

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE.

THANK YOU FOR YOUR E-MAIL. I APOLOGIZE FOR THE DELAYED RESPONSE. THERE IS ONE OPEN RECALL(B0074) ON YOUR VEHICLE. IF THIS RECALL IS THE SAME REPAIR AS THE ONE YOU ALREADY PAID NISSAN WILL REIMBURSE YOU. PLEASE MAKE AN APPOINTMENT AT YOUR LOCAL NISSAN DEALERSHIP'S SERVICE DEPARTMENT.

IF YOU HAVE ANY FURTHER QUESTIONS OR COMMENTS, PLEASE FEEL FREE TO CONTACT US AT 800.NISSAN1 AND REFER TO FILE # 4330763. @11/19-ZJS233N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: Y		ACTION CODE: NT8G		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: #:	1	DATE: 11/19/2003		USERID: ZJS233N	
RESP DLR: 3642		EFFECTIVE: 11/12/2003		CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:		CHECK REQUESTED: NO	
3RD PRY:		PART#:		CHECK ISSUED: NO	
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY: ZKW328N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 11/12/03		MICROFILM:	
RESP CAA:		OLM:		DOM: J COPENHAVER	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:30 AM


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CA4390763

CONSUMER AFFAIRS

CA4390763

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:30 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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Var. Policy Id

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DATE: 4/15/2004
TIME: 08:04:30 AM

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

CAR ID: CA4341283
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: IRVING
ST/ZIP: TX [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: 5/25/2000
RTL DLR: 3676 NORTH TEXAS NISSAN
SVC DLR: 948 BANKSTON NISSAN IN IRVING
RESP DLR:
REGION: 32 DIST: SL/SVPT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 11/21/2003 WHERE: BANKSTON NISSAN IN IRVING
VEHICLE PURCHASED: NEW X FREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: BANKSTON NISSAN IN IRVING
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (FT) MONTHS: MILES:
ORIG CODE: 04 OPEN DATE: 11/21/03 XFER/RSPNSBLTY: 44 04 S
CONTACT (S): FOLLOWUP DATE: 11/25/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12/16/03 DATANET DATE: 11/24/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

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NISSAN MOTOR CORPORATION IN U.S.A
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CA4341283

C. A. R. COMMENTS

NO PREVIOUS FILE. C STATES AT 30K MILES. THE HEADLIGHT WAS TURNING ON AND OFF IT WAS IN MAY OR JUNE THIS YEAR. C STATES THAT C TOOK VEH TO THE DLR. THE HEADLIGHT SWITCH HAS MELTED AND THE OTHER SIDE IS MELTING. C STATES THAT DLR IS CHARGING C \$200. C STATES C HAS NEVER SEEN A MELTING HEADLIGHT. C STATES THAT THE RADIO LIGHTS DO NOT COME ON INTERMITTENTLY AND IT WOULD COST \$400 FOR RADIO REPLACEMENT UNIT PLUS LABOR. C STATES THAT WHEN DRIVING ON HIGHWAY, THE FILE OPENED-ZLS586N 11/21/2003

VEH WAS JERKING WHILE ON CRUISE CONTROL. C STATES THAT DLR ALSO CLEANED THE THROTTLE WAS ALSO CLEANED AND DLR CHANGED THE OIL. C STATES C IS DEALING WITH SA-EDDIE. **CRR VERIFIED C NAME, ADDRESS AND PHONE NUMBERS. CRR CHECKED FOR RECALLS, DLR AND MILEAGE. CRR ADVISED C THAT C THAT CRR WILL REVIEW FILE WITH DLR FOR POSSIBLE ASSISTANCE BUT CANNOT GUARANTEE IT. CRR PROVIDED C WITH FILE NUMBER AND EXTENSION. @11/21-ZLS586N

CRR-MW RECEIVED INBOUND CALL FROM C STATING C HAS NOT HAD A CALL BACK FROM CRR SINCE THE INITIAL CALL. C CALLING FOR AN UPDATE. NO UPDATE NOTED IN FILE CRR-MW TRIED TO CONNECT C TO CRR-. CRR NOT AVAILABLE. C PROVIDED CELL PHONE NUMBER [REDACTED] CRR-MW SENDNG EMAIL. @12/04-ZMW145N

@12/04-ZMW145N

@12/04-ZMW145N

**CRRAN RECEIVED CALL FROM C STATING HE HAS NOT RECEIVED RETURNED CALLS FROM CRR-LE. C REQUEST TO MAKE CONTACT OR SPEAK WITH ANOTHER CRR. CRRAN TRIED EXT BUT NOT AVAILABLE. C REQUEST CALLBACK TODAY TO CELL# [REDACTED] EMAIL SENT. @12/05-ZAN597N

@12/05-ZAN597N

***CRR-KT RECEIVED A CALL FROM C REQUESTING TO SPEAK TO CRR-LE. CRR-LE IS NOT AVAILABLE AND CRR WAS NOT AVAILABLE AND C STATES THAT THE C IT IS NOT AT ALL ACCEPTABLE TO BE TRANSFERRED TO VMX BECAUSE C STATES THAT THE C IS NEVER EVER CONTACTED. CRR APOLOGIZED. C WAS UPSET AND DISCONNECTED THE CALL. CRR-KT SENT AN E-MAIL TO CRR-LE. @12/18-ZKT925N

@12/18-ZKT925N

CRR CONTACTED DLR AND SPOKE WITH SA-EDDIE STATES THAT SA COULDN'T VERIFY ISSUE WITH THE CRUISE CONTROL. SA STATES THAT THE RADIO HAD AN INTERNAL FAILURE AND NO ASSISTANCE COULD BE PROVIDED. ON THE HEADLIGHT. SA STATES DLR @12/18-ZLS586N

HAS SEEN THIS HAPPEN ON MULTIPLE VEHs AND THE PLASTIC PLUG IS TOO CLOSE TO THE BULB THAT IT MELTS. SA STATES THAT SA DISCUSSED WITH SM AND SM AGREED TO ASSIST C. SA STATES THAT THE LAST TIME C WAS IN, C ONLY HAD A DIAGNOSIS AND NO REPAIRS. SA STATES THAT SA CONTACTED C TO SET UP AN APPT TO COME IN BUT C WAS WAITING FOR NNA DECISION. CRR ADVISED SA TO RUN GRT FOR OTHER GOODWILL REQUEST SA AGREED. CRR THANKED SA. @12/16-ZLS586N

@12/16-ZLS586N

CRR CONTACTED C AND ADVISED OF UPDATE. C THANKED CRR AND CRR REQUESTED FOR C TO SET UP APPT WITH DLR. C UNDERSTOOD. FILE CLOSED. @12/16-ZLS586N

@12/16-ZLS586N

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE RUN GRT FOR C'S REQUEST FOR GOODWILL ASSISTANCE AND CONTACT LESLIE AT 310-771-3752. THANK YOU.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA4341283

SATISFIED: Y
CALLBACK: (Y/N) #:
REOPEN: CALLBACK #:
NEW INFO #:
OTHER #:
COMMENTS ONLY: #:
RESP DLR: 946
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

ACTION CODE: NTBE
0 DATE: 00/00/00
0 DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
0 DATE: 00/00/00
EFFECTIVE: 11/21/2003
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZLS588N
UPDATE DATE:
CLOSE DATE: 12/18/03
OLM: SMIT AGNES
OWNER FIRST:

ROOT CAUSE: SNPP
USERID:
USERID:
USERID:
USERID:
USERID:
CHANGED BY:
CHECK REQUESTED: NO
CHECK ISSUED: NO
MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:30 AM

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CONSUMER AFFAIRS

CA4341283

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:30 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
4	NBDE00780691	3678	5/26/2000	5/25/2008	100,000.00		

Use Policy ID

NBDE00780691 5/25/2008 3678

NBDE00780691 [REDACTED]

DATE: 4/15/2004
TIME: 08:04:30 AM

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

CAR ID: CA4348671
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: ROSELAND
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

SC:
VIN: 4N2XN11T3XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 43000
IN SVC DATE: 9/7/1999
VCAN: RTL DLR: 3246 ROUTE 22 NISSAN, INC.
PAID: SVC DLR: 3078 HILLTOP NISSAN, INC.
SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 6/13/2002 WHERE: DLR # 3078
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: DLR-3078
OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: 11 OPEN DATE: 12/01/03 XFER/RSPNSBLTY: 26 11 \$
CONTACT (S): FOLLOWUP DATE: 12/24/03 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12/29/03 DATANET DATE: 12/1/2003

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROSELAND NJ [REDACTED]
VIN: 4N2XN11T3XD [REDACTED] MODEL LINE/YEAR: QST 1999.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 1-630100-26150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 474.16

CHK REQUEST DATE: 12/03/03 REQUESTED BY: ZBM307N
CHECK APPROVED: 12/17/03 APPROVED BY: SMIT AGN ZAS132N
CHECK ISSUE DATE: 12/18/03 CHECK NUMBER:

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA AC VEHICLE CONCERNS BODY ELECTRICAL	112000 BODY WIRING HARNESS YE MULTIPLE REPAIR ATTEMPTS
OA AC VEHICLE CONCERNS BODY ELECTRICAL	112000 BODY WIRING HARNESS YX POOR OR IMPROPER OPERATION
OA AC VEHICLE CONCERNS BODY ELECTRICAL	113500 HEADLAMP YE MULTIPLE REPAIR ATTEMPTS

DATE: 4/15/2004
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NISSAN MOTOR CORPORATION IN U.S.A
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CA4348671

C. A. R. COMMENTS

NO PREVIOUS FILES

C CALLED IN STATING THERE WAS A PROBLEM WITH THE WIRING AND THE HEADLIGHTS
C STATES SHE DOESNT REMEMBER IF THERE WAS A RECALL OR NOT. C STATES THE
DLR REPAIRED THE VEH AND NOW THE SAME PROBLEM HAS HAPPENED AGAIN.

* JERRY-SERVICE ADVISOR

@ 12/01-ZBM307N

@ 12/01-ZBM307N

FILE OPENED-ZBM307N 12/01/2003

** C STATES THE DLR ADVISED THERE IS FAULTY WIRING AND A YEAR AND A HALF
LATER THE DLR HAS ADVISED THE WIRES HAVE BURNED AND THE CHASSIS AND THE
HEADLIGHT. C STATES C WOULDNT MIND IF IT WAS ANY OTHER PROBLEM BUT C ADVISES
THIS WAS REPAIED BY THIS DLR LESS THAN 2 YEARS AGO SO THIS IS NOT C'S
FAULT.

@ 12/01-ZBM307N

CRR BM AGREED. CRR BM ADVISED CRR IS WILLING TO DISCUSS THE CASE WITH THE
SERVICE MANAGER TO SEE IF NNA IS ABLE TO ASSIST.

@ 12/01-ZBM307N

CR BM TO ALSO OBTAIN THE VIN NUMBER.

@ 12/01-ZBM307N

FILE NUMBER. CRR'S NAME AND EXTENSION PROVIDED.

@ 12/01-ZBM307N

** CRR BM RCVD A CALL FROM JERRY-SERVICE. CRR BM WAS ADVISED THE HEADLIGHT
HARNES. HEADLIGHTS AND THE BULB DOES NEED TO BE REPLACED.

@ 12/01-ZBM307N

** CRR BM ASKED ABOUT SERVICE HISTORY:

ONLY WARRANTY WORK AND 1 SET OF DRIVE BELTS.

@ 12/01-ZBM307N

NO OIL CHANGES.

@ 12/01-ZBM307N

@ 12/01-ZBM307N

@ 12/01-ZBM307N

ESTIMATE FOR REPAIRS \$526.00. DLR HAS ORDERED PARTS FOR C.

@ 12/01-ZBM307N

PARTS - B80807B000 HEADLIGHT

\$315.16 AND \$28.50 ON HARNES.

LABOR- \$150.00

@ 12/01-ZBM307N

VEH IS OUT OF THE REPLACEMENT WARRANTY BY 6 MONTHS AND 7428 MILES.

@ 12/01-ZBM307N

@ 12/01-ZBM307N

* CRR BM CALLED TECHLINE AND WAS ADVISED THERE HAS NOT BEEN A PROBLEM WITH
THE HEADLIGHTS AND THE WIRING HARNESSES. TECHLINE SUGGESTS THE DLR GIVE THEM

@ 12/01-ZBM307N

A CALL AS A VEH SHOULD NOT BE GOING THROUGH HARNESSES LIKE THIS.

@ 12/01-ZBM307N

@ 12/01-ZBM307N

CRR BM CALLED THE DLR BACK AND SPOKE WITH JERRY-SERVICE. JERRY STATED THE
VEH HAS BEEN TO THE DLR ALL OF 2 TIMES AND THEY ARE NOT WAISTING GOODWILL
ON THIS CUSTOMER.

@ 12/01-ZBM307N

CRR BM ASKED THE DLR TO RUN GRT SO CRR-BM CAN MAKE A DECISION TO ASSIST OR
NOT.

@ 12/01-ZBM307N

DLR FINALLY AGREED AND WILL RUN GRT.

@ 12/01-ZBM307N

** CRR BM RCVD TRANSFERRED CALL FROM C. CRR BM ADVISED CRR HAS SPOKEN WITH
THE DLR AND REVIEWED THE SERVICING HISTORY. CRR BM ADVISED BASED ON THE
INFORMATION GIVEN THE DLR ISNT WILLING TO ASSIST C OR NNA WITH THE THE
REPAIRS. CRR BM EXPLAINED THIS IS A DECISION BASED ON LACK OF MAINTENANCE
HISTORY WITH THIS DLR. C STATED C HAS HAD EITHER THE 15,000 OR 30,000

@ 12/02-ZBM307N

SERVICING PERFORMED AT THIS DLR.

@ 12/02-ZBM307N

* CRR BM ASKED IF C COULD VERIFY THIS AND CONTACT C BACK.

@ 12/02-ZBM307N

@ 12/02-ZBM307N

CRR-EA SENT AN E-MAIL TO CRR-BM TO ADVISE TO GIVE C A CALL BACK.

@ 12/02-ZEA701N

CRR-EA TRANSFERED CALL TO CRR-BM.

@ 12/02-ZEA701N

*** CRR BM RCVD A CALL FROM C STATING SHE DID HAVE HER 30K SERVICING AT THIS
DLR.

@ 12/02-ZBM307N

@ 12/02-ZBM307N

1. 06/17/02 30,000 SERVICING

@ 12/02-ZBM307N

C STATES THE DLR ADVISED HE IS NOT THE BAD GUY AND NNA HAS THE POWER. CRR BM
ADVISED CRR WILL CALL THE DLR LATER TODAY.

@ 12/02-ZBM307N

**** CRR BM RCVD A CALL FROM JERRY-SERVICE MANAGER. JERRY STATED HE WAS
MISTAKEN. C DID HAVE THE 30K SERVICE PERFORMED. CRR BM WAS ADVISED THE

DATE: 4/15/2004
TIME: 08:04:30 AM

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HEADLIGHT ASSEMBLY WAS \$300.57 FOR PARTS AND LABOR. CRR BM ADVISED CRR
@12/02-ZBM307N
WILL REIMBURSE C THIS AMOUNT AS THE DLR DIDNT WANT TO LOSE MONEY ON
LABOR. @12/02-ZBM307N
DLR WILL CALL C AND ADVISE. @12/02-ZBM307N
** CRR BM CALLED C @ 12:37PM. MSG LEFT. @12/02-ZBM307N
** CRR BM RCVD FAXES FROM THE DLR. RO 106289. DATED 12/02/03. @12/03-ZBM307N
FOLLOW-UP IS DUE ON OR BEFORE
DEALER. PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE
CUSTOMER.
CA BIANCA (310) 771-3695
** CRR BM REQUESTED REIMBURSEMENT OF \$300.57 OUT OF CUSTOMER SATISFACTION
AS THIS THE THE SECOND REPLACEMENT OF THE MAJN WIRING HARNESS CONNECTED TO
THE HEADLIGHTS. DLR FELT BOTH REPAIRS WERE RELATED BUT WERENT INCLINED TO
OFFER ASSISTANCE. GRT RECOMMENDED ASSISTANCE PER THE DLR. @12/03-ZBM307N
@12/03-ZBM307N
** CRR BM CALLED C @ 1:13PM AND LEFT A MSG REQUESTING CONTACT. @12/08-ZBM307N
CRR-EA TRANSFERED CALL TO CREE-BM VM. @12/09-ZEA701N
** CRR BM REVIEWED FILE WITH MGR-AS. AS SUGGESTED THAT CRR CONTACT THE
DPSM AS A COACHING OPPORTUNITY FOR THE DLR AS GRT RECOMMENDED ASSISTANCE
@12/10-ZBM307N
AND THE DLR STILL DECLINED TO ASSIST C AND FOSTER A FUTURE RELATIONSHIP.
@12/10-ZBM307N
CRR BM CALLED THE REGIONAL OFFICE TO OBTAIN THE DPSM'S NAME FOR REGION 26
DISTRICT 4. @12/10-ZBM307N
CRR BM SENT AN EMAIL TO DPSM-JH DIST-4. @12/10-ZBM307N
CRR BM WAS ADVISED THE NEW DPSM IS JW. EMAIL SENT. @12/11-ZBM307N
CRR BM RCVD A CALL FROM DPSM -JW. CRR BM DISCUSSED FILE THOROUGHLY AND WAS
ADVISED HE WOULD CONTACT THE SERVICE MANAGER AS HE IS SURE THERE ARE TWO
SIDES TO THE STORY. @12/11-ZBM307N
JW THANKED CRR BM FOR BRINGING THE CONCERNS UP AS THERE HAVE BEEN
CONCERNS WITH THE GRT PREVIOUSLY. @12/11-ZBM307N
CRR BM RESUBMITTED THE REQUEST FOR REIMBURSEMENT. @12/11-ZBM307N
* CRR BM SENT AN EMAIL TO DPSM-JW FOR DLR'S RESPONSES AND RESOLUTION OF
CONVERSATION. @12/16-ZBM307N
** CRR BM CALLED DPSM-JW MSG LEFT REQUESTING FOLLOW UP FROM CALL WITH THE DLR.
CRR BM CLOSING FILE AND CRR WILL UPDATE COMMENTS FROM THE DLR WHEN CONTACTED.
@12/23-ZBM307N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):	
SATISFIED: Y		ACTION CODE: RT2A	ROOT CAUSE: SRMV
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:
OTHER #:		DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:
RESP DLR: 3078		EFFECTIVE: 12/1/2003	CHANGED BY:
IIR-DATE: 00/00/00		TRANS DATE:	CHECK REQUESTED: YES
3RD PRTY:		PART#:	CHECK ISSUED: YES
BYBACK ST:		OPENED BY:	
HISTORY:		UPDATE BY: ZBM307N	

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

UPDATE DATE:
CLOSE DATE: 12/23/03
OLM: ROYSTER KAREN
OWNER FIRST:

MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:30 AM

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CONSUMER AFFAIRS

CA4348671

SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:30 AM
MODEL YEAR: 1999.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T3XD [REDACTED]
IN SCV DATE:

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

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DATE: 4/15/2004
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: VA BEACH
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: 48954
IN SVC DATE: 5/5/2000
RTL DLR: 3369 HALL NISSAN
SVC DLR: 3369 HALL NISSAN
RESP DLR:
REGION: 36 DIST: SL/SV/PT: 11 11

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 11
CONTACT (S):
SEVERITY: 9

OPEN DATE: 12/08/03
FOLLOWUP DATE: 12/09/03
CLOSE DATE: 12/17/03

XFER/RESPNSBLTY: 36 11 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

CRR-EM VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE AND VIN @ 12/08-ZEM799N
@ 12/08-ZEM799N

C STATES THAT 2 WEEKS AGO C PULLED OVER BECAUSE A TAIL LIGHT WAS OUT. C TOOK THE VEH TO THE DLR TO HAVE LIGHT REPAIRED. SHORTLY AFTER THIS VISIT C STATES THAT THE DISPLAY PANEL WENT OUT, BUTTON LIGHTS, AND THE RADIO. C STATES THAT ON SATURDAY EVENING C WAS PULLED OVER FOR A HEADLIGHT BEING OUT AFTER JUST FILE OPENED-ZEM799N 12/08/2003

BEING IN THE DLR THAT MORNING. C STATES THAT THE DLR ADVISED C THAT THE WIRES WERE MELTED. C WAS ADVISED BY DLR THAT THIS IS NOT COVERED UNDER C'S ESC. C ALSO FEARS THAT THE HEADLIGHTS WILL GO OUT AGAIN IF THIS IS A BIGGER ISSUE.

@ 12/08-ZEM799N

CRR-EM ADVISED C THAT THE ESC COVER SERTIAN COMPONENTS. HOWEVER IF THE COMPONENT IS NOT COVERED BY THE ESC THAN THE THE REPAIR IS UP TO THE C. FIEL CLOSED.

@ 12/12-ZEM799N

@ 12/17-ZEM799N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: N	ACTION CODE: RT8G	CONTACT(S):	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00		USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00		USERID:
NEW INFO #:	DATE: 00/00/00		USERID:
OTHER #:	DATE: 00/00/00		USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00		USERID:
RESP DLR: 3369	EFFECTIVE: 12/8/2003		CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:		CHECK REQUESTED: NO
3RD PRY:	PART#:		CHECK ISSUED: NO
BYBACK ST:	OPENED BY:		
HISTORY:	UPDATE BY: ZEM799N		
SVC CALL#:	UPDATE DATE:		
CLOSE: Y (Y/N)	CLOSE DATE: 12/17/03		MICROFILM:
RESP CAA:	OLM: ROYSTER KAREN		DOM:
PHONE:	OWNER FIRST:		LANGUAGE:

DATE: 4/15/2004
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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:30 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
10	NCDC00737688	3369	5/5/2000	5/5/2005	100,000.00		
21	RCDJ00737685	3369	5/5/2000	5/5/2002	40,000.00		

Use Policy Id

NCDC00737688 5/5/2005 3369

NCDC00737688

DATE: 4/15/2004
TIME: 08:04:30 AM

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Use Policy Id

RCDJ00737685 5/5/2002

3369

RCDJ00737685		
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TIME: 08:04:30 AM

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REQUESTED BY: NHTSA

CAR ID: CA4378948
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: YUCCA VALLEY
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 34000
IN SVC DATE: 4/4/2000
RTL DLR: 3477 PHELPS NISSAN
SVC DLR: 3477 PHELPS NISSAN
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 13
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

OPEN DATE: 12/30/03
FOLLOWUP DATE: 12/31/03
CLOSE DATE: 01/15/04

XFER/RSPNSBLTY: 11 00 S
DATANET (Y/N): 1
DATANET DATE: 12/30/2003

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

NO PREVIOUS FILES FOUND
NO OPEN RECALLS. INBOUND CALL REC'VE C NAME, ADDRESS, DAY, EVE, VIN#, MILES, DLR
C REUEST GDWILL FOR REPAIRS TO HEADLAMP FOR OUT OF WARRANTY CONCERN.
CRR SA ADVISED BASED ON INFORMATION PROVIDED C DOES WARRANTY GDWILL
CONSIDERATION. CRR WILL CONTACT DLR TO DISCUSS POSSIBLE OPTIONS FOR C.
UNDERSTOOD AND THANKED CRR SA FOR TIME. FILE # AND EXT PROVIDED. CRR
FILE OPENED-ZST896N 12/30/2003
VERIFIED C NAME, ADDRESS, DAY, EVE, VIN# AND MILES. AND DLR-PHELPS. @ 12/30-ZST896N
**CRR SA PLACED CALL TO DLR. DLR CONFIRMS WIRE HARNESS BURN IS A DEFECT
NOT FROM WEAR AND TEAR. DLR CONFIRMS SIGNIFICANT SERVICE AND MAINTENANCE
HISTORY. AND CONFIRMS AT LEAST 2 VEH NSN VEH OWNED. DLR ADVISED GRT-NOT REC.
CRR SA SURPRISED FOR SUCH A GOOD C. DLR STATES COST OF REPAIR @ WARRANTY
CLOSE TO \$1,000. CRR SA AGREES TO ASSIT C WITH COST OF REPAIR. CRR WILL
SUBMITT REQUEST TO OVERRIDE GRT AND ISSUE VCAN FOR 50% COST OF REPAIR. CRR
WILL CONTACT AND PRESENT OFFER TO C. END OF CALL. @ 12/30-ZST896N
**CRR SA SPOKE TO C AND DID VERIFY AT LEAST 4 PREVIOUS VEH OWNED.
JN6ND06Y7FW009935 1985 TRUCK
JN8HD17Y4LW231546 1990 PATHFINDER
1N6ED29YX2C315451 2002 FRONTIER
CRR SA ADVISED CRR WILL COVER 50% ON REPAIRS. C PLEASD WITH OFFER AND THANKS
CRR SA. CRR ADVISED C TO SCHEDULE APPOINT WITH DLR FOR REPAIRS AND PAY
\$500.00 TO PICK UP VEH. C THANKED CRR SA END OF CALL @ 12/30-ZST896N
**CRR SA CLOSING FILE PENDING DLR CONTACT FOR VCAN. @ 12/30-ZST896N
@ 01/15-ZST896N
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):

SATISFIED: Y	ACTION CODE: RL1C	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: 3477	EFFECTIVE: 12/30/2003	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: ZST896N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 01/15/04	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:31 AM

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SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:31 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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

SC:
VIN: 4N2XN11T4YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 43000
IN SVC DATE: 3/21/2000
RTL DLR: 3646 AMITY NISSAN SUPERSTORE
SVC DLR: 3719 MAGUIRE NISSAN, INC
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 15 15

VCAN:
PAID:
SUSP:
DENY:

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNER X MILES 23000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 02 OPEN DATE: 01/09/04 XFER/RSPNSBLTY: 26 . 02 6
CONTACT (S): FOLLOWUP DATE: 01/13/04 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 01/15/04 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

DATE: 4/15/2004
TIME: 06:04:31 AM

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C. A. R. COMMENTS

NO PREVIOUS FILES @01/09-ZJB788N
CRR-JP VERIFIED C NAME, ADDRESS, PHONE#, VIN, MILEAGE, RECALLS @01/09-ZJB788N
NO OPEN RECALLS @01/09-ZJB788N
C STATES THAT C PURCHASED VEH USED FROM ROYAL NISSAN AND FROM THE DAY
C RECEIVED THE VEH C HAS BEEN HAVING PROBLEMS WITH THE FRONT HEADLIGHTS.
C STATES THAT THE FRONT HEADLIGHTS HAVE LITERALLY MELTED FOR SOME REASON
FILE OPENED-ZJB788N 01/08/2004
AND C HAS HAD TO CHANGE THE FRONT HEADLIGHTS NUMEROUS TIMES. C STATES C
HAS CHECKED THAT C IS PLACING THE PROPER BULBS IN THE HEADLIGHTS HOWEVER
THE PROBLEM CONTINUES TO OCCUR. @01/09-ZJB788N
C STATES C TOOK VEH TO ROYAL AND DLR DID NOT EVEN WANT TO ASSIST C WITH
ANYTHING. C STATES C THEN TOOK VEH TO VAN BRUNDT AND DLR WAS GOING TO
CHARGE C FOR A DIAGNOSTICS. C STATES C DID NOT FEEL C SHOULD HAVE TO BE
CHARGED A DIAGNOSTICS FEE JUST TO INSPECT THE VEH. @01/09-ZJB788N
CRR-JP EXPLAINED THAT CONSIDERING THE CIRCUMSTANCES CRR WOULD LIKE TO
@01/09-ZJB788N
ASSIST C AS MUCH AS POSSIBLE.
CRR-JP EXPLAINED THAT IN THE INTEREST OF CUSTOMER SATISFACTION, CRR WOULD
LIKE TO C MAKE AN APPT AT DLR OF C CHOICE TO HAVE VEH DIAGNOSTICS RUN
AND CRR-JP WOULD REIMBURSE C FOR THE COST OF THE DIAGNOSTICS. @01/09-ZJB788N
CRR-JP EXPLAINED THAT CRR COULD NOT MAKE ANY GUARANTEE'S ON ASSISTING WITH
THE NECESSARY REPAIRS, WHATEVER THOSE MAY BE, HOWEVER CRR WOULD BE MORE
THAN HAPPY TO AT LEAST TAKE CARE OF THE DIAGNOSTICS TO GET THE VEH IN
AND GET INSPECTED. @01/09-ZJB788N
C THANKED @01/09-ZJB788N
C STATES C WOULD LIKE TO TAKE VEH TO MAGUIRE NISSAN. CRR-JP GAVE C THE
PHONE# TO DLR AND ASKED C TO MAKE AN APPT AND CONTACT CRR BACK WITH
APPOINTMENT DATE SO CRR CAN FOLLOW UP WITH DLR BEFORE AND AFTER VEH IS
DROPPED OFF.
C AGREED TO DO SO. CRR-JP PROVIDED C WITH FILE#/EXT/NAME FOR FUTURE REFERENCE
@01/09-ZJB788N
C THANKED @01/09-ZJB788N
CRR-JP RECEIVED VMX FROM C STATING C HAD AN APPT WITH DLR TOMORROW MORNING.
@01/13-ZJB788N
CRR-JP ATTEMPTED TO CONTACT SVM-PAUL. CRR-JP LEFT VMX FOR SVM-PAUL REQUESTING
CALLBACK REGARDING VEH REPAIRS AND DIAGNOSIS. @01/15-ZJB788N
CRR-JP LEFT NAME/EXT FOR FOLLOWUP. @01/15-ZJB788N
CRR-JP RECEIVED VMX FROM SVM-PAUL STATING THAT DLR REPLACED BOTH SOCKETS
WITH NISSAN SOCKETS AND REPLACED THE BULBS. SVM-PAUL STATES DLR COVERED
ENTIRE REPAIR UNDER GRT.
CRR-JP CONTACTED C. C STATES C IS SO HAPPY WITH EVERYTHING. C STATES IT WENT
VERY WELL AND C DEFINITELY WAS EXTREMELY HAPPY WITH THE DLR AND THE SERVICE
C RECEIVED. @01/15-ZJB788N
CRR-JP THANKED C AGAIN. C THANKED ALSO.
FILE CLOSED @01/15-ZJB788N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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

ACTION CODE: NT1B
0 DATE: 00/00/00

CONTACT(S):

ROOT CAUSE: SCLT
USERID:

DATE: 4/15/2004
TIME: 08:04:31 AM

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REOPEN: CALLBACK #: 0
NEW INFO #: 0
OTHER #: 0
COMMENTS ONLY: # 0
RESP DLR: 3719
IIR-DATE: 00/00/00
3RD PRY:
BYBACK ST:
HISTORY:
SVC CALL#:
CLOSE: Y (Y/N)
RESP CAA:
PHONE:

DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
DATE: 00/00/00
EFFECTIVE: 1/9/2004
TRANS DATE:
PART#:
OPENED BY:
UPDATE BY: ZJB788N
UPDATE DATE:
CLOSE DATE: 01/15/04
OLM: ROYSTER KAREN
OWNER FIRST:

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

DATE: 4/15/2004
TIME: 08:04:31 AM

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CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:31 AM
MODEL YEAR: 2000.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED]

VIN:
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 08:04:31 AM

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

CAR ID: CA4417164
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T5YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 40910
IN SVC DATE: 6/19/2000
RTL DLR: 3246 ROUTE 22 NISSAN, INC.
SVC DLR: 3246 ROUTE 22 NISSAN, INC.
RESP DLR:
REGION: 26 DIST: SL/SV/PT: 04 04

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 3246 AND INDY
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

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

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

XFER/RSPNSBLTY: 26 04 S
DATANET (Y/N): 1
DATANET DATE: 2/4/2004

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

DATE: 4/15/2004
TIME: 08:04:31 AM

NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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C. A. R. COMMENTS

NO PREVIOUS FILES

CRR-ML CONFIRMED C NAME, ADDRESS, PHONES, DLR, VIN AND MILEAGE

NO OPEN RECALLS

02/03-ZML230N

C STATES C WAS ON A FARM ROAD THE OTHER DAY, AND IT WAS A BUMPY ROAD.
C STATES THE HEADLIGHT WENT OUT, AND THEN COMING BACK ON THE ROAD, THE
OTHER HEADLIGHT WENT OFF. C TOOK IT TO SEARS, AND THEY TIGHTENED THE VEH
FILE OPENED-ZML230N 02/03/2004

BOLTS UP, AS C WAS LEAVING THE SHOP THE HEADLIGHTS WENT OUT AGAIN, AND
DASH BOARD (BLUE HEADLIGHT) LIGHT WENT ON. C STATES THE INDY ADVISED C THAT
IT WAS A WIRING ISSUE. C CALLED ROUTE22, AND TALKED TO SM-ED.

SM ADVISED C TO BRING THE VEH RIGHT IN TO LOOK AT IT.

C STATES C WAS NOT TOLD ABOUT THE \$100 DIAGNOSTIC FEE, AND THEN THE DLR
ADVISED C THAT IT WAS APPROX \$300 AS THERE IS SOMETHING ON THE BACK OF THE
BULB THAT IS HEATING IT UP. C WAS NOT HAPPY WITH THAT.

C STATES C DOES NOT HAVE \$300 TO FIX THE CAR TODAY, AND THEN C BROUGHT THE VEH
BACK HOME AND WAS GOING TO GO BACK ON FRIDAY. DLR CHARGED \$89 FOR DIAGNOSTIC
FEE, AFTER C INFORMED DLR THAT C WOULD NOT BE DOING WORK THE DIAGNOSTIC
FEE WAS \$100. C STATES C DOES NOT HAVE A PROBLEM WITH THE FEE ITS JUST THAT
IT SHOULD HAVE BE DISCLOSED.

C STATES THERE IS ALSO A \$5 FEE ON THE BILL THAT NO ONE CAN EXPLAIN, FOR A
SHOP CHARGE. MISC. NO EXPLANATION.

C STATES THERE WAS NEVER ANY NEGATIVE FEELINGS PRIOR TO THE EXPERIENCE WITH

SM-ED. C STATES C LOVES NISSAN AND HAS LOVED C'S VEH. 02/03-ZML230N

C STATES THE WHOLE THING STINKS, AND C WAS ADVISED THAT IF C DOES THE WORK
THAT THE DIAGNOSTIC FEE WILL BE WAIVED. 02/03-ZML230N

CRR-ML ADVISED C THAT CRR WILL LOOK INTO

1. \$5 MISC FEE

2. DIAGNOSTIC FEE GOING UP FROM \$89-88

3. HEADLIGHTS (POSSIBLE GRT?)

AND GET BACK TO C BY WED 2/4. CRR PROVIDED CONTACT INFO. 02/03-ZML230N

CRR-ML CALLED DLR AT 740AM PST ON 2/3. SPOKE TO SM-JOE. SM STATES C IS

NOT A GOOD SERVICING CUSTOMER.

SM STATES THE VEH WAS DIAGNOSED TO NEED NEW BRAKES, 45K. FUEL INJECTOR SERVICE
2 FRONT TIRES, AND ALIGNMENT.

THE HEADLIGHT SOCKETS AND BULBS NEED REPLACEMENT, AS THE SOCKETS WERE MELTING
AND THE BULBS GOT TOO HOT.

1. \$5 MISC FEE. IS A SHOP FEE TO HANDLE DISPOSAL OF ITEMS SUCH AS OIL, BATTERY
. ETC.

2. DIAGNOSTIC FEE WILL BE CREDITED TO C WHEN THE REPAIRS ARE MADE.

3. HEADLIGHT ISSUE MAY BE ASSISTED WITH IF THE OTHER RECOMMENDED SERVICES
ARE PERFORMED. NEEDS TO BE NEGOTIATED WITH SM-J. 02/04-ZML230N

CRR-ML ATTEMPTED TO CALL C AT DAY/EVE# AT 130PM, NUMBER BUSY. 02/04-ZML230N

CRR-ML CALLED C AT 310PM, CRR INFORMED C OF THE UPDATES IN THE FILE.

C STATES C THINKS NISSAN IS A GOOD PRODUCT, BUT IF THIS IS THE SERVICE THAT
C IS GOING TO RECEIVE C WOULD RATHER GO TO ANOTHER MANUFACTURER PRODUCT.

02/04-ZML230N

C STATES C CANNOT AFFORD THE REPAIRS, AND THINKS THE DLR IS NICKLE AND DIMING
ITS CUSTOMER'S FOR "MISC FEES"

FILE CLOSED.

02/04-ZML230N

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW AND CONTACT [REDACTED] IN CONSUMER AFFAIRS.
THANKS.

SPECIAL REMARKS:

DATE: 4/15/2004
TIME: 08:04:31 AM

NISSAN MOTOR CORPORATION IN U.S.A
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DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S): /

SATISFIED: N

CALLBACK (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 3246

IIR-DATE: 00/00/00

3RD PRY:

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA:

PHONE:

ACTION CODE: RT3A

0 DATE: 00/00/00

0 DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

0 DATE: 00/00/00

EFFECTIVE: 2/3/2004

TRANS DATE:

PART#:

OPENED BY:

UPDATE BY: ZML230N

UPDATE DATE:

CLOSE DATE: 02/04/04

OLM: ROYSTER KAREN

OWNER FIRST:

ROOT CAUSE: SDPP

USERID:

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM:

DOM:

LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:31 AM

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REQUESTED BY: NHTSA

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

DATE: 4/15/2004
TIME: 08:04:31 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							

Visc Policy Id

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DATE: 4/15/2004
TIME: 08:04:31 AM

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

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NAME: [REDACTED] SC:
STREET: [REDACTED] VIN: 4N2XN11T2XD [REDACTED]
CITY: PEEKSKILL YR/MDL: 1999.0 QST MILEAGE: 48000
ST/ZIP: NY [REDACTED] IN SVC DATE: 5/28/1999
DAY PH: [REDACTED] VCAN: RTL DLR: 07167 GEIS NISSAN, INC.
EVE PH: [REDACTED] PAID: SVC DLR: 07167 GEIS NISSAN, INC.
DLR PH: [REDACTED] SUSP: RESP DLR:
DENY: REGION: 26 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: LOCAL INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:
ORIG CODE: 01 OPEN DATE: 02/11/04 XFER/RESPNSBLTY: 28 01 8
CONTACT (S): FOLLOWUP DATE: 02/12/04 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02/11/04 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	113500	HEADLAMP
AC	BODY ELECTRICAL	YX	POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 08:04:31 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4427545

C. A. R. COMMENTS

NO PREVIOUS FILES. C STATES THAT THE VEH HEADLAMPS WENT OUT. C WIFE TOOK VEH TO DLR 07167 THIS DATE. WAS TOLD FOLLOWING INSPECTION THAT THE HEDLIGHT WIRES BURNED OUT AND REQUIRED REPLACEMENT. C STATES WIFE AUTHORIZED THE REPAIR. DLR CHARGED \$280 PLUS COST FOR THE PART. \$56. C IS CALING BECAUSE HE CAN NOT BELIEVE THAT THIS TYPE OF REPAIR WHO BE NEEDED SO SOON. AND BECAUSE C HAS A PROBLEM WITH THE COST FOR THE REPAIR. C HAS NOT DISCUSSED THE ISSUE WITH THE FILE OPENED-ZMN446N 02/11/2004

DLR AT THIS TIME.DLR ADVISED REPAIR WAS NOT COVERED BY GOLD SECURITY PLUS PLAN CRR VERIFIED C NAME, ADDRESS, DAY/EVENING PHONE NUMBER AND VEH MILEAGE. CRR CHECKED FOR RECALLS AND FOUND NONE. ADVISED C. CRR EXPLAINED TO THE C THAT THE NISSAN DLR WAS IN THE BEST POSITION TO INSPECT THE VEH AND DETERMINE THE CAUSE FOR THE FAILURE. CRR ADVISED C THAT IF C HAS CONCERNS AS TO HOW THE PROBLEM OCCURED, CRR SUGGESTED C DISCUSS WITH DLR SERVICE MGR. CRR ALSO RECOMMENDED THAT THE C CONTACT THE DLR TO PROVIDE BREAKDOWN ON THE COST OF THE REPAIR. CRR MENTIONED THAT DLR SETS THEIR OWN SERVICE REPAIR PRICES. CRR ASSURED C THAT @02/11-ZMN446N

THE ISSUE HAD BEEN NOTED AND WAS NOW PART OF RECORD. CRR PROVIDED C WITH THE FILE NUMBER, CRR NAME AND DIRECT EXTENSION AS REFERENCE. FILE CLOSED.
@02/11-ZMN446N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):			
SATISFIED: N		ACTION CODE: RT8E		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: 07167		EFFECTIVE: 2/11/2004		CHANGED BY:	
IIR-DATE: 00/00/00		TRANS DATE:		CHECK REQUESTED:	NO
3RD PRY:		PART#:		CHECK ISSUED:	NO
BYBACK ST:		OPENED BY:			
HISTORY:		UPDATE BY: ZMN446N			
SVC CALL#:		UPDATE DATE:			
CLOSE: Y (Y/N)		CLOSE DATE: 02/11/04		MICROFILM:	
RESP CAA:		OLM: ROYSTER KAREN		DOM: YAKIM DAVID N	
PHONE:		OWNER FIRST:		LANGUAGE:	

DATE: 4/15/2004
TIME: 08:04:31 AM

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

DATE: 4/15/2004
TIME: 08:04:31 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
12	NCDF05128750	07167	5/28/1999	5/28/2006	100,000.00		

Use Policy 30

NCDF05128750 5/28/2006 07167

NCDF05128750		
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DATE: 4/15/2004
TIME: 08:04:31 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CAR ID: CA4433154
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: SAN JOSE
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T9XD [REDACTED]
YR/MDL: 1999.0 QST MILEAGE: 63000
IN SVC DATE: 5/27/1999
RTL DLR: 2785 STEVENS CREEK NISSAN
SVC DLR: 3474 CAPITOL NISSAN
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 05 05

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

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

OPEN DATE: 02/16/04
FOLLOWUP DATE: 02/17/04
CLOSE DATE: 02/20/04

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AC BODY ELECTRICAL

113500 HEADLAMP
YI OOW GOODWILL ASSISTANCE REQUEST

DATE: 4/15/2004
TIME: 08:04:31 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA4433154

C. A. R. COMMENTS

ONE PREVIOUS FILE.....CA3453504

CRR-ST CONFIRMED C ADDRESS/PHONE/MILEAGE/DLR.
NO RECALLS.

C CALLED STATING THAT C HAS AN ESC AND WAS TOLD BY THE DLR THAT THE PART THAT C NEEDS TO HAVE REPLACED IS NOT COVERED UNDER THE POLICY THAT C HAS. C IS GOING TO HAVE TO PAY ~300.00 TO HAVE THE HEADLIGHT CONNECTORS BE REPLACED. C FILE OPENED-ZST243N 02/18/2004

STATES THAT IT SEEMS UNREASONABLE THAT NNA WILL NOT COVER THESE PARTS. C HAS A 100K SILVER PLAN ON THE VEH. THE PART IS A HEADLIGHT CONNECTOR AND THE PART # IS B43430UFB0

C'S CONTACT IS SA-EARL AND THE BEST WAY TO GET SA-EARL IS THE CELL [REDACTED]

CRR-ST GAVE C FILE# CRRNAME. CRR EXT FOR FUTURE REFERENCE.

C STATES THAT THIS WILL PROBABLY BE C'S LAST NISSAN. C STATES THAT C WILL GO BACK TO HONDA. C STATES THAT C IS ALL ALONE AND FRUSTRATED. @02/18-ZST243N C HAS HAD MANY WARRANTY CLAIMS AND FEELS THAT THIS SHOULD BE COVERED BECAUSE NNA IS SPLITTING HAIRS BETWEEN WIRING HARNESS AND CONNECTORS. CRR-ST TO CALL DLR TO GET MORE INFO ABOUT THIS C'S VEH AND WHY THE CLAIM WAS DECLINED.

***CRR-ST CALLED DLR SA-EARL STATES THAT THE VEH IS OOW AND SA-EARL STATES THAT SA CALLED THE WARRANTY ADMINISTRATOR 3 TIMES ABOUT THIS CASE. SA-EARL STATES THAT C CONSTANTLY BADMOUTHS THE COMPANY AND THREATENS TO SUE. C IS NOT HAPPY AND STATED THAT C WOULD NOT BE HAPPY ON MANY OCCASIONS. SA-EARL THINKS THAT NOTHING NNA WILL DO WILL MAKE C HAPPY. CRR-ST TO CALL WARRANTY-DONNA @ 408.979.4110 TO GET WARRANTY SIDE OF THE STORY. WARRANTY-DONNA STATES THAT THE CONNECTORS WERE MELTED AND CONNECTORS ARE NOT COVERED ANYWAY, ONLY THE HARNESS. WARRANTY-DONNA THINKS THAT SA-EARL SHOULD RUN THE GRT FOR THE REPAIR SA-EARL NEEDS TO DO A TICKET AND WARRANTY-DONNA WILL RUN THE GRT. SA-EARL HAS AN OPEN R/O AND WILL CONTACT WARRANTY-DONNA TO TRY AND GET THE GRT RUN RIGHT NOW. CRR-ST GAVE SA-EARL CRR-ST # TO CALL BACK IF THERE IS FURTHER INFO.

@02/18-ZST243N

***CRR-ST CALLED DLR WARRANTY-DONNA RAN THE GRT AND IT WAS RECOMMENDED AND THE VEH IS DONE. C IS HAPPY. @02/19-ZST243N

***CRR-ST CALLED C(NO ANSWER AT C WORK #) CRR-ST TRIED THE EVE# AND WAS TOLD TO CALL C AT WORK. CRR-ST TRIED C WORK # AGAIN AND LEFT VMX WITH CRR NAME AND # REQUESTING CALL BACK IF THERE ARE ANY QUESTIONS. @02/19-ZST243N

***CRR-ST RECEIVED VMX FROM C STATING THAT C WAS VERY HAPPY WITH THE OUTCOME AND C HAS NO OTHER QUESTIONS. @02/20-ZST243N

FILE CLOSED

@02/20-ZST243N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 3474

IIR-DATE: 00/00/00

3RD PRY:

BYBACK ST:

ACTION CODE: RT1B

0 DATE: 00/00/00

0 DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

DATE: 00/00/00

EFFECTIVE: 2/18/2004

TRANS DATE:

PART#:

OPENED BY:

CONTACT(S):

ROOT CAUSE: SDCP

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

DATE: 4/15/2004
TIME: 08:04:31 AM

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

UPDATE BY: ZST243N
UPDATE DATE:
CLOSE DATE: 02/20/04
OLM:
OWNER FIRST:

MICROFILM:
DOM: J COPENHAVER
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:31 AM

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

DATE: 4/15/2004
TIME: 08:04:31 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
7	NBDF48405885	2785	5/27/1999	5/27/2008	100,000.00		

Use Policy Id

NBDF48405885 5/27/2008 2785

NBDF48405885		
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DATE: 4/15/2004
TIME: 08:04:32 AM

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

CAR ID: CA4497889
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: NEWTOWN
ST/ZIP: PA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: [REDACTED]

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11TXYD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 70000
IN SVC DATE: 3/6/2000
RTL DLR: 09071 COLONIAL NISSAN INC
SVC DLR: 09101 THOMPSON NISSAN INC
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: (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: THOMPSONNISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: .00 OPEN DATE: 02/19/04 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 02/20/04 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02/20/04 DATANET DATE:

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 113500 HEADLAMP
AC BODY ELECTRICAL VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

DATE: 4/15/2004
TIME: 08:04:32 AM

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

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CA4437869

C. A. R. COMMENTS

NO PREVIOUS FILES FOUND. @02/19-ZAG382N
NO OPEN RECALLS FOUND. @02/19-ZAG382N
CRR-AG VERIFIED C NAME, ADDRESS, AND PHONE #'S. @02/19-ZAG382N
C CALLED IN REQUESTING ASSISTANCE AS C HAS OWNED NUMEROUS NISSAN VEHS AND IS CURRENTLY GOING TO BE TURNING IN LEASE AND OBTAINING ANOTHER.
C STATES THAT C HEADLAMP WIRES ARE BURNT AND HEADLIGHTS ARE NOT FUNCTIONING
FILE OPENED-ZAG382N 02/19/2004
C STATES THAT DLR STATED TO C THAT WIRES BECAME LOOSE AND SAT ON ENGINE COMPONENT CAUSING WIRES TO BURN. CRR-AG PROVIDED C WITH CRR-AG NAME, DIRECT #, AND C FILE #. CRR-AG ASKED C TO ALLOW CRR-AG OPPORTUNITY TO DISCUSS ISSUE WITH DLR AND GET BACK TO C. CRR-AG STATED TO C THAT NOTHING IS GUARANTEED BUT THAT CRR-AG WOULD TRY TO ASSIST. C THANKED. @02/19-ZAG382N
CRR-AG CALLED DLR AND ASKED TO RUN GRT. CRR-AG LEFT CRR-AG # AND IS AWAITING OUTCOME OF GRT. @02/19-ZAG382N
CRR-AG RECIEVED CALL FROM SM-JOE AT DLR STATING THAT DLR HAS NO INTENTION OF ASSISTING C AS FIRST R.O HAS BEEN CLOSED . SECOND AS C DOES NOT SERVICE C VEH AT DLR EVER. SM-JOE ALSO BROUGHT TO CRR-AG ATTENTION THAT DLR ALSO REPLACED HEADLIGHT ASSEMBLY AS THERE WAS DAMAGE. SM-JOE STATED THAT BULBS IN C VEH WERE AFTERMARKET AS WELL. CRR-AG THANKED.
CRR-AG CALLED C TO EXPLAIN TO C THAT CRR-AG ATTEMPTED TO REVIEW ISSUE FOR POSSIBLE ASSISTANCE AND THAT AT THIS TIME NNA WOULD NOT BE ABLE TO ASSIST AS C IS OUT OF WARRANTY. C REQUESTED HEADQUARTERS MAILING ADDRESS. CRR-AG PROVIDED ADDRESS. FILE CLOSED. @02/20-ZAG382N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	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: 09101	EFFECTIVE: 2/19/2004	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: ZAG382N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 02/20/04	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:32 AM

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

CAR ID:
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CA4437869

CA4437869

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

DATE: 4/15/2004
TIME: 08:04:32 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							

View Policy Id

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DATE: 4/15/2004
TIME: 08:04:32 AM

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

CAR ID: CA4443262
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T4XD [REDACTED]
YR/MDL: 1999.D QST MILEAGE: 88000
IN SVC DATE: 9/3/1999
RTL DLR: 2848 FUTURE NISSAN, INC.
SVC DLR: 2848 FUTURE NISSAN, INC.
RESP DLR:
REGION: 48 DIST: SL/SV/PT: 07 07

LETTER RECEIVED 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (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: 07 OPEN DATE: 02/24/04, XFER/RSPNSBLTY: 48 07 S
CONTACT (S): FOLLOWUP DATE: 03/11/04 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 03/04/04 DATANET DATE:

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: ROSEVILLE CA [REDACTED]
VIN: 4N2XN11T4XD [REDACTED] MODEL LINE/YEAR: QST 1999.0

G/L VALUE CODE: 44GDWIL ACCOUNT: 1-830100-44150
G/L DESCRIPTION:
CHECK AMOUNT: \$ 152.62

CHK REQUEST DATE: 03/03/04 REQUESTED BY: ZCM966N
CHECK APPROVED: 03/04/04 APPROVED BY: VALAD JOE VJV011N
CHECK ISSUE DATE: 03/09/04 CHECK NUMBER:

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
OA VEHICLE CONCERNS AC BODY ELECTRICAL	113500 HEADLAMP YX POOR OR IMPROPER OPERATION

DATE: 4/15/2004
TIME: 06:04:32 AM

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

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C. A. R. COMMENTS

VERIFIED NAME ADDRESS PHONE VIN AND MILEAGE @02/24-ZCM966N
PREVIOUS FILE 3117067 AND NO OPEN RECALLS @02/24-ZCM966N
-- @02/24-ZCM966N

C STATES THAT C IS HAVING PROBLEMS WITH THE HEADLAMPS ON THE VEH GOING OUT,
C STATES THAT THIS IS A KNOWN PROBLEM AND THAT NNA SHOULD TAKE CARE OF THE
SITUATION. C STATES THAT IT IS A SHORT ON SOME SORT. THE DLR TOLD C THAT THERE
FILE OPENED-ZCM966N 02/24/2004

IS A HARNESS REPAIR KIT FOR THE LAMP ON THE FRONT OF THE VEH. C STATES THAT IT
SEEMS LIKE A SHORT. C STATES THAT C DOES A LOT OF SERVICE WITH THE DLR AND
STATES THAT C SHOULD NOT HAVE TO PAY FOR A KNOWN PROBLEM WITH THE VEH AT THIS
TIME. @02/24-ZCM966N

MICHAEL NODEEN IS THE SA THAT IS WORKING ON THE VEH. THE DLR TOLD C TO CALL IN
BEFORE C GOES INTO THE DLR. @02/24-ZCM966N

-- @02/25-ZCM966N
CRR-CM CALLED THE DLR AND ASKED TO SPEAK WITH MICHAEL IN SERVICE. MICHAEL IS
@02/25-ZCM966N @02/25-ZCM966N

AT LUNCH. RICH STATES THAT ON THE RIGHT SIDE THEY HAD TO REPLACE THE CONNECTOR
RICH STATES THAT THEY MELT DOWN AND YOU HAVE TO REPLACE THE CONNECTOR ON THE
HEADLAMPS. RICH STATES THAT RICH HAS SEEN THIS ALOT. RICH ALSO STATES THAT HE
WILL HAVE MICHAEL CALL CRR-CM BACK. CRR-CM THANKED MICHAEL AND HUNG UP.

-- @02/25-ZCM966N
CALLED MICHAEL. MICHAEL STATES IT IS A COMMON THING THAT THE TECHS LOOK FOR.
MICHAEL STATES THAT IT IS VERY COMMON THAT WHEN ONE GOES OUT THEN THEY TELL C
TO DO BOTH. MICHAEL STATES THAT IF YOU LOOK AT THE HARNESS THEN THE CENTER
HARNESS IS COMPLETELY BURNED OUT. THE OTHER HARNESS LOOKED FINE AT THE TIME SO
THEY DID NOT SUGGEST THAT C HAVE IT REPLACED. MICHAEL STATES THAT THE HARNESS
KIT COSTS 126 DOLLARS FOR THE HARNESS. MICHAEL STATES THAT C IS A GREAT
SERVICING CUSTOMER. THEY JUST DID THE TRANSMISSION SERVICE. C PUT IN 1100
DOLLARS IN THE VEH IN THE LAST SERVICE. BULB 24 DOLLARS REPAIR KIT-202

@02/25-ZCM966N @02/25-ZCM966N
CRR-CM CALLED C AND LET C KNOW WHAT WAS GOING ON. C THANKED AND WILL TAKE IT
INTO THE DLR AND HAVE THEM TAKE CARE OF THE REPAIR. THEN CRR-CM WILL REIMBURSE
C. C THANKED AND HUNG UP. @02/25-ZCM966N

--- @03/02-ZCM966N
FILE CLOSED PENDING C GOES TO DLR AND FAXES IN DOCS @03/02-ZCM966N
RECEIVED DOC @03/03-ZCM966N

-- @03/04-ZCM966N
CRR-CM CALLED C AND TOLD C THAT THE CHECK HAS BEEN APPROVED. C THANKED FOR
EVERYTHING AND HUNG UP. @03/04-ZCM966N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	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 #:	1 DATE: 3/3/2004	USERID: ZCM966N
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 2648	EFFECTIVE: 2/24/2004	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE:	CHECK REQUESTED: YES

DATE: 4/15/2004
TIME: 08:04:32 AM

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

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

PART#:
OPENED BY:
UPDATE BY: ZCM966N
UPDATE DATE:
CLOSE DATE: 03/04/04
OLM: SMIT AGNES
OWNER FIRST:

CHECK ISSUED: YES
MICROFILM:
DOM:
LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:32 AM

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

CAR ID: CA4443262
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----- CONSUMER AFFAIRS -----
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:32 AM
MODEL YEAR: 1998.0
MAKE:
MODEL LINE: QST

NAME: [REDACTED] VIN: 4N2XN11T4XD [REDACTED]
IN SCV DATE:

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

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DATE: 4/15/2004
TIME: 09:04:32 AM

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

CAR ID: CA4449021
Page 1

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

VCAN:
PAID:
SUSP:
DENY:

SC:
VIN: 4N2XN11T2YD [REDACTED]
YR/MDL: 2000.0 QST MILEAGE: 0
IN SVC DATE: 4/4/2000
RTL DLR: 3477 PHELPS NISSAN
SVC DLR: 3477 PHELPS NISSAN
RESP DLR:
REGION: 44 DIST: SL/SV/PT: 01 01

LETTER RECEIVED 2/27/2004 EXEC: 00/00/00 EMAIL: 00/00/00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00/00/00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: 00 OPEN DATE: 02/27/04 XFER/RSPNSBLTY: 11 00 S
CONTACT (S): FOLLOWUP DATE: 03/05/04 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03/04/04 DATANET DATE: 3/1/2004

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

DATE: 4/15/2004
TIME: 08:04:32 AM

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

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CA4449021

C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
C.A.R. CA4378948 WAS CLOSED WHEN THIS C.A.R. WAS CREATED
I FEEL THAT THIS WORK SHOULD HAVE BEEN DONE UNDER THE WARRANTY, SINCE WE HAD
THE QUEST IN ABOUT A PROBLEM IN SEPTEMBER 2002 (SMOKE AND ODOR COMING FROM THE
RIGHT FRONT OF THE CAR). SINCE WE RARELY DRIVE AT NIGHT, THE PROBLEM WAS NOT
DISCOVERED UNTIL JANUARY 2004. THE PROBLEM WAS BURNED WIRING TO THE RIGHT
FRONT HEADLIGHT. THE PARTS WERE ORDERED AND I TOOK THE CAR IN ON JANUARY 13,
IN THE MORNING. REPAIRS WERE TO TAKE A COUPLE OF HOURS. THE WRONG PARTS WERE
INSTALLED. THESE HAD TO BE REMOVED AND NEW PARTS ORDERED. THE VEHICLE WAS
FINALLY COMPLETED IN THE LATE AFTERNOON ON JANUARY 15. AT A COST OF \$383 TO
ME. FOR WORK THAT SHOULD HAVE BEEN COMPLETED DURING THE WARRANTY PERIOD. SINCE
WE HAD COMPLAINED ABOUT THE PROBLEM TWICE.
CRR/WJ REVIEWED FILE/VEH REPAIRED
FILE CLOSED ©03/04-ZWJ897N
FOLLOW-UP IS DUE ON OR BEFORE 03/01/04
THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER
FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF
CONCERN.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NL1A	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: 3477	EFFECTIVE: 2/27/2004	CHANGED BY:
IIR-DATE: 00/00/00	TRANS DATE:	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY:	
HISTORY:	UPDATE BY: ZWJ897N	
SVC CALL#:	UPDATE DATE:	
CLOSE: Y (Y/N)	CLOSE DATE: 03/04/04	MICROFILM:
RESP CAA:	OLM:	DOM: J COPENHAVER
PHONE:	OWNER FIRST:	LANGUAGE:

DATE: 4/15/2004
TIME: 08:04:32 AM

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

CAR ID: CA4449021
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CA4449021

CONSUMER AFFAIRS
SERVICE CONTRACTS SUMMARY

DATE: 4/15/2004
TIME: 08:04:32 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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