

PE04-020

NISSAN

05/03/04

ATTACHMENT

D.1, D2, E, G(G IS ON A CD), H, I, J, K, & L

PART 6 OF 6

ATTACHMENT D.1

Field reports that may relate to the alleged defect.



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|--|---|---|--|---|---------------------------------------|--|--|
| ID-Report TL F10429825 | | | | | | | |
| ID-Report TL F10429825 | Code-Record Type TL Desc MINI | Number-Revision TL 0 | Date-Open TL 8/25/2000 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Prod Desc TL LEFT H/L CONNECTOR OVERHEATING | | | | | | | |
| Code-TSS1 TL 151 | | Code-TSS1 TL Name Z - TIMOTHY ZINGERMAN | | | Name-Caller TL GUY BONDJOUR | | |
| Code-Series TL V48 | MY Full TL 2000 | Code-Model Line TL QST | VIN-TL 4N2Z0N11T3YE [REDACTED] | Installed Options C01 CAL EMISSIONS Q84 VIDEO ENT CENTER N97 GXE COMFORT PLUS | | | |
| Message-Initial TL D | Message-Current TL 12,123 | Code-NNA Model VC 10310 | Code-Body Type TL NVP | | | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC B | Code-Trans Type VC 1 | Code-Vehicle Color VC YV6 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 8/7/1999 | Date-In Service VC 1/31/2000 | Code-Distributor TL USA | | | | |
| Dir Ref Last VC | | | | | | | |
| Code 3581 | Region 28 | Name QUEENS NISSAN | City OZONE PARK | State NY | | | |
| Serv Dir TL | | | | | | | |
| Code 3581 | Region 28 | Name QUEENS NISSAN | City OZONE PARK | State NY | | | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Prod TL Desc | Date-Prod TL | | |
| Code-TREAD TL 12 | | Flag-FSSS TL N | Flag-NNA Inspection TL N | Number-Project TL | | | |
| Code-Reason For Call TL Desc: - | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| ** CUSTOMER COMMENT: -CUSTOMER STATES THE LEFT HEADLAMP IS NOT WORKING. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: -VERIFIED. -TECH STATES THE HEADLIGHT DOES NOT WORK BECAUSE THE CONNECTOR HAS BEEN OVERHEATED. -TECH STATES THE INCIDENT HAPPENED BEFORE AND A DIFFERENT TECH HAD REPLACED THE CONNECTOR AND REPAIRED THE WIRES. -TECH STATES THE VEH IS IN FOR THE SAME COMPLAINT. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: -REPLACE THE ENGINE ROOM HARNESS. PROBABLE BAD CONNECTION AT THE HEADLAMP CONNECTOR. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | |
|--|---------------------------------|-------------------------------|------------------------------|---|-------------------------------|
| ID-Report TL FI0437028 | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL |
| FI0437028 | MINI | 2 | 11/16/2000 | 12/17/2002 | |
| Text-Inst Desc TL | | | | | |
| LH HLAMP CONNECTOR OVERHEATED | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | Name-Caller TL | |
| 181 | | Z - TIMOTHY ZINGERMAN | | VINNE BARBADO | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | |
| V40 | 2800 | Q57 | 4N2JQ111TYE [REDACTED] | C81 CAL EMISSIONS 804 VIDEO ENT CENTER | |
| Mileage-Initial TL | Mileage-Current TL | Code-NNA Model VC | Code-Body Type TL | | |
| 0 | 18,841 | 10410 | MVP | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | |
| VG33 | 0 | 1 | KL2 | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | |
| Avon Lake | 12/14/1999 | 12/29/1999 | USA | | |
| Dir Reti Last VC | | | | | |
| Code | Region | Name | City | State | |
| 3961 | 28 | QUEENS NISSAN | OZONE PARK | NY | |
| Serv Dir TL | | | | | |
| Code | Region | Name | City | State | |
| 3581 | 28 | QUEENS NISSAN | OZONE PARK | NY | |
| Code-Component TL Desc | | Code-Symp TL Desc | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc |
| EXTERIOR LAMP@ | | IMPROPER OPERATION | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Inst TL Desc | Date-Inst TL | |
| | | | | | |
| Code-TREAD TL | Flag-FSS6 TL | Flag-NNA Inspection TL | Number-Project TL | | |
| 12 | N | N | | | |
| Code-Reason For Call TL Desc: - | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | |
| | | | | | |
| Text-Solution TL: | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | |
| Text-Dealer Followup Comment TL: | | | | | |
| REPLACE HARNESS-CHECK GROUND | | | | | |
| ** CUSTOMER COMMENT: | | | | | |
| -CUSTOMER STATES THE LEFT HEAD LAMP IS INOP. | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | |
| -VERIFIED. | | | | | |
| -UPGRADED FROM QUICK REPORT. T68 151 TMI Z 11-17-00 | | | | | |
| -TECH FOUND THE LEFT HEADLAMP CONNECTOR OVERHEATED. | | | | | |
| -TECH WAS TOLD TO CHECK THE GROUNDS FOR THE HEAD LIGHTS AND REPLACE THE HARNESS. | | | | | |
| -TECH CALLED BACK TO SAY THE CONNECTOR FOR THE LEFT HLIGHT HAD OVERHEATED AGAIN. | | | | | |
| -IT TOOK 2 DAYS. | | | | | |
| -TECH STATES HE CHECKED THE GROUNDS. THEY WERE TIGHT. | | | | | |
| -TECH DID NOT PERFORM A VOLT DROP TEST ON THE GROUNDS. | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | |
| -TECH WILL CHECK THE GROUNDS FOR THE HEAD LAMPS AGAIN. | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



ID-Report TL F10437028

- THIS TIME HE WILL PERFORM THE VOLTAGE DROP TEST.
- THE GROUNDS ARE E30, E3, AND E90.
- TECH WILL FOLLOW UP.
- ™ 11-21-00 TIM Z (UPDATE)
- TECH ADDED AN EXTRA GROUND TO THE ABOVE GROUNDS. TECH DID NOT STATE THE VOLTAGE DROP.
- TECH WILL ALSO REPLACE THE HEAD LAMP BULBS.
- THESE BULBS COULD HAVE A LOOSE FIT AND CAUSE OVERHEATING ON THE CONNECTOR.
- TECH WILL FOLLOW UP.



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | |
|---|--|---|--|---|--|
| ID-Report TL F10438759 | | | | | |
| ID-Report TL F10438759 | Code-Record Type TL Desc FULL | Number-Revision TL 2 | Date-Open TL 12/1/2000 | Date-Revision TL 12/17/2002 | Date-Close TL 12/11/2009 |
| Text-Prod Desc TL HEAD LAMP HARNESS MELTED | | | | | |
| Code-TSS1 TL 128 | | Code-TSS1 TL Name Z - ROCK FIGGER | | Name-Caller TL FRANK F | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL QST | VIN-TL 4N2XN11T8YD [REDACTED] | Installed Options 094 VIDEO ENT CENTER N92 SPLASH GUARD910 | |
| Mileage-Initial TL 0 | Mileage-Current TL 27,200 | Code-NMA Model VC 10410 | Code-Body Type TL MVP | | |
| Code-Engine Prefix VC VG33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC AP4 | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 12/12/1999 | Date-In Service VC 12/29/1999 | Code-Distributor TL UBA | | |
| Dir Retail Last VC | | | | | |
| Code 2286 | Region 24 | Name CONTINENTAL MOTORS INC | City COUNTRYSIDE | State IL | |
| Serv Dir TL | | | | | |
| Code 2286 | Region 34 | Name REGAL AUTO PLAZA | City HUNTSVILLE | State AL | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc IDLE | Code-Oper Temp TL Desc ALL TEMPS |
| Code-Amb Humidity TL Desc DRY | Code-Amb Temp TL Desc 33/80F-81/8C | Code-Prob Freq TL Desc INTERMITTENT | Category-Incd TL Desc ELECTRICAL | Date-Incd TL 12/1/2000 | |
| Code-TREAD TL 12 | Flag-FSSS TL N | Flag-NMA Inspection TL N | Number-Project TL | | |
| Code-Reason For Call TL Desc: | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | |
| Text-Solution TL: REPL MAIN HARNESS | | | | | |
| Code-Status TL Desc: P- CLOSED (RESOLVED) | | | | | |
| Text-Dealer Followup Comment TL: | | | | | |
| ** CUSTOMER COMMENT: - CUSTOMER SMELL ELECTRICAL OVERHEATED WIRING | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED: - TECH STATES THAT HEAD LAMP SWITCH HAS BEEN OVERHEATED - VEHICLE FIRST CAME IN TWO MONTHS AGO WITH BOTH HARNESS CONNECTORS OVERHEATED - AT THAT TIME HE REPAIRED HARNESS ENDS AND RETURNED VEHICLE TOO CUSTOMER - TECHNICAL ASSISTANCE REQUESTED | | | | | |
| ** STC RECOMMENDATION/RESULT: - ADVISE TO REPLACE MAIN HARNESS AND HEADLAMP SWITCH - MAKE SURE ALL GROUNDS ARE GOOD AND TIGHT | | | | | |
| ** 12.11.08 128 | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



ID-Report TL: F0438759

- TECH STATES THAT REPLACING THE MAIN HARNESS RESOLVED INCIDENT AT THIS TIME
- TECH ALSO NOTED THAT HE HAD ANOTHER INCIDENT WITH THE SAME MELTED HARNESS AT LAMP
- HE THINKS CUSTOMER REPLACED HIS HEAD LAMP BULBS AND DID NOT GET CONNECTOR FASTEN TIGHTLY ON BULB, CAUSING HIGH VOLTAGE DROP AT THE BULB
- HE TIGHT CONNECTION ON THAT VEHICLE AND WILL CALL IF IT COMES BACK WITH INCIDENT



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|---|---|---|---|---------------------------------------|--------------------------------------|--|--|
| ID-Report TL FID466236 | | | | | | | |
| ID-Report TL FID466236 | Code-Record Type TL Desc MINR | Number-Revision TL 0 | Date-Open TL 6/11/2001 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Prod Desc TL NEED PART # FOR HL SOCKET KIT | | | | | | | |
| Code-TSS1 TL 181 | | Code-TSS1 TL Name Z - TIMOTHY ZINGERMAN | | | Name-Caller TL DAVID BROWN | | |
| Code-Series TL V40 | MY Full TL 1900 | Code-Model Line TL QST | VIN-TL 4N220N11D6XC[REDACTED] | Installed Options | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 23,300 | Code-NNA Model VC | Code-Body Type TL MVP | | | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | | | |
| Dir Retail Last VC | | | | | | | |
| Code 3446 | Region | Name | City | State | | | |
| Serv Dir TL | | | | | | | |
| Code 3446 | Region 32 | Name J.P. THIBODEAUX LAKE CHAS | City LAKE CHARLES | State LA | | | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | | Category-Incd TL Desc | Date-Incd TL | | |
| Code-TREAD TL 12 | Flag-FSBS TL N | Flag-NNA Inspection TL N | Number-Project TL | | | | |
| Code-Reason For Call TL Desc | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| Text-Solution TL | | | | | | | |
| Code-Status TL Desc A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL | | | | | | | |
| ** CUSTOMER COMMENT: -CUSTOMER STATES THE HEADLIGHT DOES NOT WORK. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: -VERIFIED. -TECH STATES THE HEADLIGHT SOCKET (UNKNOWN WHICH SIDE) HAS OVERHEATED AND HE NEEDS TO KNOW WHAT THE PART NUMBER IS. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: -TSS DIRECTED TECH TO TSB USING ASIST. -TECH FOUND TSS NTB01-020 AND WILL USE THE INFORMATION FOUND IN THE BULLETIN. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|--|---|--|--|--|--|-------------------------------|--|
| ID-Report TL F10471048 | | | | | | | |
| ID-Report TL F10471048 | Code-Record Type TL Desc MINI | Number-Revision TL 0 | Date-Open TL 7/19/2001 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Incd Desc TL H/LAMP SOCKET OVERHEAT AFTER RPLMNT | | | | | | | |
| Code-TSS1 TL 142 | | Code-TSS1 TL Name Z - NORM AMMERMAN | | | Name-Caller TL JASON STOMPER | | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL Q8T | VIN-TL 4N2ZK11T0YD[REDACTED] | Installed Options C91 CAL EMISSIONS E10 TWO-TONE PAINT F09 BK CONV PKG G84 VIDEO ENT CENTER | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 28,877 | Code-NNA Model VC 10410 | Code-Body Type TL MVP | | | | |
| Code-Engine Prefix VC V833 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC 9P2 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 11/4/1998 | Date-In Service VC 12/19/1999 | Code-Distributor TL USA | | | | |
| Dir Ret Last VC | | | | | | | |
| Code 3728 | Region 44 | Name ANTELOPE VALLEY NISSAN | City PALMDALE | State CA | | | |
| Serv Dir TL | | | | | | | |
| Code 3728 | Region 44 | Name ANTELOPE VALLEY NISSAN | City PALMDALE | State CA | | | |
| Code-Component TL Desc ELECTRICAL | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | | Code-Prob Freq TL Desc | | Category-Incd TL Desc | |
| Code-TREAD TL 11 | | Flag-FSSS TL N | | Flag-NNA Inspection TL N | | Number-Project TL | |
| Code-Reason For Call TL Desc: | | | | | | | |
| Flag-Parts Avail | | Date-Parts Request TL | | Name-Parts For TL | | Date-Parts Recvd TL | |
| Date-Parts Shipped TL | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: I - INFORMATION ONLY-ASSISTANCE NOT REQUESTED | | | | | | | |
| Text-Dealer Followup Comment TL: N | | | | | | | |
| ** CUSTOMER COMMENT: - NONE GIVEN. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - THE LH HEADLAMP DOES NOT WORK. - ITS SOCKET IS OVERHEATED. - A WHILE AGO, THIS SOCKET WAS REPLACED FOR THE SAME INCIDENT. - A WEEK AFTER THAT TIME, THE VEHICLE CAME IN FOR THE SAME INCIDENT ON THE RH H/LAMP. - THE SOCKET WAS REPLACED AT THAT TIME. - CALLING FOR ASSISTANCE. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: - REFER TO NTB01-028. - REPLACE BOTH H/LAMP BULBS, TOO. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|---|---|--|--|--|-------------------------------------|-------------------------------|--|
| ID-Report TL F10481787 | | | | | | | |
| ID-Report TL F10481787 | Code-Record Type TL Desc MMNI | Number-Revision TL 0 | Date-Open TL 9/27/2001 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Inst Desc TL HEADLIGHT CONNECTOR BURNS UP | | | | | | | |
| Code-TSS1 TL 188 | | Code-TSS1 TL Name Z * CRAIG BELLE | | | Name-Caller TL STEVE FUNK | | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL Q3T | VIN-TL 4N20M1T8YD [REDACTED] | Installed Options C82 PFD EMIS Q84 VIDEO ENT CENTER | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 27,843 | Code-NNA Model VC 10010 | Code-Body Type TL MVP | | | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC JT1 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 4/28/2000 | Date-In Service VC 5/29/2000 | Code-Distributor TL USA | | | | |
| Dir Reti Last VC | | | | | | | |
| Code 3120 | Region 48 | Name MELODY'S BELLEVUE NISSAN | City BELLEVUE | State WA | | | |
| Serv Dir TL | | | | | | | |
| Code 3120 | Region 48 | Name MELODY'S KIRKLAND NISSAN | City KIRKLAND | State WA | | | |
| Code-Component TL Desc ELECTRICAL | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | | Code-Prob Freq TL Desc | | Category-Inst TL Desc | |
| Code-TREAD TL 11 | | Flag-FSSS TL N | | Flag-NNA Inspection TL N | | Number-Project TL | |
| Code-Reason For Call TL Desc: - | | | | | | | |
| Flag-Parts Avail | | Date-Parts Request TL | | Name-Parts For TL | | Date-Parts Recvd TL | |
| Date-Parts Shipped TL | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: F | | | | | | | |
| ** CUSTOMER COMMENT: - DRIVERS SIDE HEAD LIGHT OUT. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED - DRIVERS SIDE HEAD LIGHT OUT AGAIN. - TECH STATES HE HAS ALREADY REPLACED CONNECTOR. - TECH DID NOT REPLACE HEAD LIGHT BULB. - NO FURTHER WORK PERFORMED. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: - REPLACE CONNECTORS AGAIN. - REPLACE BOTH FRONT HEAD LIGHT BULBS. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|---|--|--|---|---|-------------------------------------|-------------------------------|--|
| ID-Report TL F10483430 | | | | | | | |
| ID-Report TL F10483430 | Code-Record Type TL Desc MNS | Number-Revision TL 0 | Date-Open TL 10/9/2001 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Prod Desc TL INFO ON HEAD LMP CONNECTORS MELTED | | | | | | | |
| Code-TSS1 TL 134 | | Code-TSS1 TL Name Z - ED KITTS | | | Name-Caller TL STEVE HAYS | | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL QBT | VIN-TL 4N2XN11T8YD [REDACTED] | Installed Options 810 TWO-TONE PAINT 804 VIDEO ENT CENTER J01 BUNEROOF PKG 803 SPLASH GUARD/801 P90 FOG LIGHTS R00 GLS PCP PKG 802 RUN BOARD/REAR S | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 23,877 | Code-NMA Model VC 10B10 | Code-Body Type TL NVP | | | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC 1W4 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 12/26/1999 | Date-In Service VC 1/31/2000 | Code-Distributor TL USA | | | | |
| Dir Reti Lead VC | | | | | | | |
| Code 2298 | Region 24 | Name MILES NISSAN | City DECATUR | State IL | | | |
| Serv Dir TL | | | | | | | |
| Code 2298 | Region 24 | Name MILES NISSAN | City DECATUR | State IL | | | |
| Code-Component TL Desc ELECTRICAL | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | | Code-Prob Freq TL Desc | | Category-Incd TL Desc | |
| Code-TREAD TL 11 | | Flag-FSSS TL N | | Flag-NMA Inspection TL N | | Number-Project TL | |
| Code-Reason For Call TL Desc | | | | | | | |
| Flag-Parts Avail | | Date-Parts Request TL | | Name-Parts For TL | | Date-Parts Recvd TL | |
| Date-Parts Shipped TL | | | | | | | |
| Text-Solution TL | | | | | | | |
| Code-Status TL Desc I- INFORMATION ONLY-ASSISTANCE NOT REQUESTED | | | | | | | |
| Text-Dealer Followup Comment TL N | | | | | | | |
| ** CUSTOMER COMMENT: - HEAD LAMP SOCKETS MELTED | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED | | | | | | | |
| ** BTG RECOMMENDATION/RESULT: - REFERRED TECH TO TSB | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | |
|---|---------------------------------|-------------------------------|------------------------------|--|-------------------------------|--|
| ID-Report TL F0492185 | | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL | |
| F0492185 | MINI | 0 | 11/30/2001 | 12/17/2002 | | |
| Text-Inst Desc TL | | | | | | |
| LEFT HEADLAMP HARNESS BURNED | | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | Name-Caller TL | | |
| 131 | | Z * LOC PHAM | | JIM EDGOD | | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | | |
| V40 | 2000 | CBT | 4N2KN11T9YD [REDACTED] | 004 VIDEO ENT CENTER 002 SPLASH GUARDS141 007 GXE COMFORT PLUS | | |
| Mileage-Initial TL | Mileage-Current TL | Code-NNA Model VC | Code-Body Type TL | | | |
| 0 | 32,883 | 10310 | MYP | | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | | |
| V033 | 0 | 1 | YV0 | | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | | |
| Avon Lake | 10/28/1999 | 3/30/2000 | USA | | | |
| Dir Ref Last VC | | | | | | |
| Code | Region | Name | City | State | | |
| 2890 | 32 | HAMON NISSAN | TEXAS CITY | TX | | |
| Serv Dir TL | | | | | | |
| Code | Region | Name | City | State | | |
| 2890 | 32 | HAMON NISSAN | TEXAS CITY | TX | | |
| Code-Component TL Desc | | Code-Symp TL Desc | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | |
| EXTERIOR LAMPS | | LIGHT RELATED (IMPROPER OPE | | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | |
| | | | | | | |
| Code-TREAD TL | Flag-FSSS TL | Flag-NNA Inspection TL | Number-Project TL | | | |
| 12 | N | N | | | | |
| Code-Reason For Call TL Desc: | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | |
| | | | | | | |
| Text-Solution TL: | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | |
| N | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | |
| - HEADLAMP INOP. | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | |
| - VERIFIED | | | | | | |
| - TECH REPLACE BOTH HARNESS & BULB ACCORDING TO TSB01-028 ON 08/01. | | | | | | |
| - CUST RETURNED 10/01 WITH RIGHT HEADLAMP INOP. | | | | | | |
| - TECH TIGHTEN LOOSE PIN AT CONNECTOR. | | | | | | |
| - CUST HAS RETURNED AGAIN FOR RIGHT HEADLAMP INOP. | | | | | | |
| - GROUND WIRE FOR HARNESS SHOW SIGN OF THERMO INCIDENT. | | | | | | |
| - CALLED FOR DATA SEARCH. | | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | | |
| - CHECK GROUND E30,E3, & E50. | | | | | | |
| - ALSO TRY TO USE SYLVANIA BULBS. | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|--|---|---|---|---|--------------------------------------|-------------------------------|--|
| ID-Report TL F10493939 | | | | | | | |
| ID-Report TL F10493939 | Code-Record Type TL Desc MINI | Number-Revision TL 0 | Date-Open TL 12/11/2001 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Tech-Inst Desc TL HEAD LIGHT HARNESS KEEP BURNING | | | | | | | |
| Code-TSS1 TL 191 | | Code-TSS1 TL Name Z * LOC PHAM | | | Name-Callr TL DENNIS CONON | | |
| Code-Series TL V40 | MY Full TL 1998 | Code-Model Line TL QBT | VIN-TL 4N2XN11T9X1 [REDACTED] | Installed Options C01 CAL EMISSIONS E10 TWO-TONE PAINT F08 CDWY PRG H08 AUDIO UPGRADE J01 SUNROOF | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 46,437 | Code-MNA Model VC 19419 | Code-Body Type TL MVP | | | | |
| Code-Engine Prefix VC V033 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC SP6 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 8/3/1999 | Date-In Service VC 8/18/1999 | Code-Distributor TL USA | | | | |
| Dir Retail Last VC | | | | | | | |
| Code 3512 | Region 36 | Name BROWN'S FAIRFAX NISSAN | City FAIRFAX | State VA | | | |
| Serv Dir TL | | | | | | | |
| Code 3512 | Region 32 | Name E TOURELLE'S NORTHPRK MS | City COVINGTON | State LA | | | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Inst TL Desc | | Date-Inst TL | | |
| Code-TREAD TL 12 | Flag-FSSS TL N | Flag-MNA Inspection TL N | Number-Project TL | | | | |
| Code-Reason For Call TL Desc: - | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| M | | | | | | | |
| ** CUSTOMER COMMENT: - HEAD LIGHT ARE INOP. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED - TECH HAS REPLACE HARNESS 8 TIME. - BOTH HARNESS ARE BURNED. - TECH HAS BEEN USING FACTORY BULBS. - NO FURTHER DIAGNOSIS. - CALL FOR DATA SEARCH. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: - ADVISED TO USE SYLVANIA BULBS. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|--|---|--|---|---|-------------------------------------|-------------------------------|--|
| ID-Report TL F10496371 | | | | | | | |
| ID-Report TL F10496371 | Code-Record Type TL Desc NPNH | Number-Revision TL 0 | Date-Open TL 1/18/2002 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Incd Desc TL HEAD LIGHT CONNECTOR KEEPS BURNING | | | | | | | |
| Code-TSS1 TL 159 | | Code-TSS1 TL Name Z * CRAIG BELLE | | | Name-Caller TL BOB GARNER | | |
| Code-Series TL V40 | MY Full TL 1999 | Code-Model Line TL QST | VIN-TL 4N23N11T4JC [REDACTED] | Installed Options E19 TWO-TONE PAINT F05 CDVY PKG N08 AUDIO UPGRADE J01 SUNROOF P05 Fog Lamps | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 44,242 | Code-NNA Model VC 10419 | Code-Body Type TL NVP | | | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC 4T2 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 8/11/1998 | Date-In Service VC 3/5/2000 | Code-Distributor TL USA | | | | |
| Dtr Ref Last VC | | | | | | | |
| Code 3227 | Region 34 | Name ACTION NISSAN, INC. | City NASHVILLE | State TN | | | |
| Serv Dir TL | | | | | | | |
| Code 3227 | Region 34 | Name ACTION NISSAN, INC. | City NASHVILLE | State TN | | | |
| Code-Component TL Desc ELECTRICAL | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | | |
| Code-TREAD TL 11 | Flag-FSSS TL N | Flag-NNA Inspection TL N | Number-Project TL | | | | |
| Code-Reason For Call TL Desc: | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| ** CUSTOMER COMMENT: - HEADLIGHT HARNESS KEEPS MELTING. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED - DEALER HAS PERFORMED NTB SEVERAL TIMES AND REPLACED BOTH BULBS. - INCIDENT RETURNS. - ASKING FOR A DATA BASE SERCH. - NO FURTHER WORK PERFORMED. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: - PERFORM NTB AGAIN AND MAKE TO USE SYLVANIA BULBS. | | | | | | | |



TECH LINE INCIDENT REPORT - CONFIDENTIAL



| | | | | | | | |
|---|---|---|-------------------------------------|--|-------------------------------|--|--|
| ID-Report TL F0800835 | | | | | | | |
| ID-Report TL F0800835 | Code-Record Type TL Desc MRM | Number-Revision TL 0 | Date-Open TL 1/28/2002 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Incd Desc TL HEADLIGHTS INOP - 2ND TIME | | | | | | | |
| Code-TSS1 TL 182 | | Code-TSS1 TL Name Z - DAVID HANENBERGER | | | Name-Caller TL RAFI | | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL CST | VIN-TL 4N2KN11T2Y0 | Installed Options C00 FWD BRK 004 VIDEO ENT CENTER M02 SPLASH GUARDIAN | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 22,252 | Code-NVA Model VC 10410 | Code-Body Type TL RVP | | | | |
| Code-Engine Prefix VC VG33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC KL2 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 4/19/2000 | Date-In Service VC 5/31/2000 | Code-Distributor TL USA | | | | |
| Dir Ret Last VC | | | | | | | |
| Code 3801 | Region 34 | Name MARONE NISSAN OF MIAMI | City MIAMI | State FL | | | |
| Serv Dir TL | | | | | | | |
| Code 3801 | Region 44 | Name SUPERIOR NISSAN/MISSION | City MISSION HILLS | State CA | | | |
| Code-Component TL Desc ELECTRICAL | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | | |
| Code-TREAD TL 11 | Flag-FSSS TL N | Flag-NVA Inspection TL N | Number-Project TL | | | | |
| Code-Reason For Call TL Desc | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| Tech-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: NMI | | | | | | | |
| ** CUSTOMER COMMENT: - C/S LEFT HEADLIGHT INOP. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED. - LEFT HEADLIGHT CONNECTER DEFORMED. - RIGHT CONNECTER SHOW SIGNS BECOMING DEFORMED. - BOTH SIDES HAVE BEEN REPLACED PER NTB01-028. - NO OTHER WORK OR DIAGNOSIS HAS BEEN DONE. | | | | | | | |
| ** BTC RECOMMENDATION/RESULT: - RECOMMEND PERFORMING NTB01-028 HEADLIGHT CONNECTOR REPLACEMENT AND INSTALLING SYLVANIA HEADLIGHT BULBS. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | |
|--|--|--|----------------------------------|---|--|-------------------------------|
| ID-Report TL FID506126 | | | | | | |
| ID-Report TL FID506126 | Code-Record Type TL Desc MINI | Number-Revision TL 0 | Date-Open TL 2/28/2002 | Date-Revision TL 12/17/2002 | Date-Close TL | |
| Text-Inst Desc TL LH HIGH BEAM DIM,HAS NEW CONNECTOR | | | | | | |
| Code-TSS1 TL 187 | | Code-TSS1 TL Name Z * ANDREW DONACHE | | Name-Caller TL JOSEPH AUTON | | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL QST | | VIN-TL 4N2X0H1TXYL [REDACTED] | Installed Options C01 CAL EMISSIONS FD6 SE CONV PKG 094 WIDE ENT CENTER H08 SE AUDIO UPGRADE J01 SUNROOF PKG M89 SPLASH GUARDS(Z) 8F2 RLH BOARD/REAR S | |
| Mileage-Initial TL 0 | Mileage-Current TL 35,717 | Code-NNA Model VC 10410 | | Code-Body Type TL MVP | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | | Code-Vehicle Color VC BV2 | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 12/15/1999 | Date-In Service VC 12/30/1999 | | Code-Distributor TL USA | | |
| Dir Ret Last VC | | | | | | |
| Code 2978 | Region 38 | Name EMPIRE REGIONAL AUTO CNTR | | City WILKESBORO | State NC | |
| Serv Dir TL | | | | | | |
| Code 2978 | Region 38 | Name EMPIRE REGIONAL AUTO CNTR | | City WILKESBORO | State NC | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | | Code-Prob Freq TL Desc | | Category-Inst TL Desc |
| Code-TREAD TL 12 | | Flag-FSSS TL N | | Flag-NNA Inspection TL N | | Number-Project TL |
| Code-Reason For Call TL Desc | | | | | | |
| Flag-Parts Avail | | Date-Parts Request TL | | Name-Parts For TL | | Date-Parts Recvd TL |
| Date-Parts Shipped TL | | | | | | |
| Text-Solution TL: | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | |
| ** CUSTOMER COMMENT: - LH HEADLAMP IS DIM | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED LH HIGH BEAM IS DIM.FOUND MELTED CONNECTOR.REPLACED CONNECTOR PER NTB01-028 AND RECK,HIGH BEAM IS STILL DIM - TECH FOUND AVAILABLE VOLTAGE IS ONLY 7.8V FOR HIGH BEAM,11.5V FOR LOW | | | | | | |
| ** STC RECOMMENDATION/RESULT: - TSS REFER TO ESM EL-34.SUGGEST CK AVAILABLE VOLTAGE COMING OUT OF HEADLAMP CONTROL UNIT.IF VOLTAGE IS 12V THEN CK FOR HARNESS PROBLEM - IF VOLTAGE IS LOW,CK INPUT VOLTAGE TO CONTROL UNIT.IF INPUT VOLTAGE IS CORRECT,REPLACE CONTROL UNIT | | | | | | |



TECH LINE INCIDENT REPORT



| | | | | | | |
|--|---|--|-------------------------------------|---|-------------------------------|--|
| ID-Report TL F10622802 | | | | | | |
| ID-Report TL F10622802 | Code-Record Type TL Desc NRN | Number-Revision TL 0 | Date-Open TL 8/13/2002 | Date-Revision TL 12/17/2002 | Date-Close TL | |
| Text-Prod Desc TL LT HEADLIGHT CONNECTOR MELTED. | | | | | | |
| Code-TSS1 TL 128 | | Code-TSS1 TL Name Z - DANIEL GUZMAN | | Name-Callr TL JOE SCHUFF | | |
| Code-Series TL V40 | MY F&B TL 2000 | Code-Model Line TL QBT | VIN-TL 4N2ZK1117TYE | Installed Options C02 FED EMS P18 TWO-TONE PAINT Q84 VIDEO ENT CENTER M82 SPLASH GUARDS/IN M87 GXE COMFORT PLUS | | |
| Mileage-Initial TL 0 | Mileage-Current TL 35,296 | Code-NNA Model VC 10310 | Code-Body Type TL MVP | | | |
| Code-Engine Prefix VC V833 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC 9P2 | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 3/20/2000 | Date-In Service VC 8/16/2000 | Code-Distributor TL USA | | | |
| Dir Retr Last VC | | | | | | |
| Code 1816 | Region 32 | Name JIM CARR MOTORS | City PORT ARTHUR | State TX | | |
| Serv Dir TL | | | | | | |
| Code 1816 | Region 32 | Name JIM CARR MOTORS | City PORT ARTHUR | State TX | | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | |
| Code-TREAD TL 12 | Flag-FUSS TL N | Flag-NNA Inspection TL N | Number-Project TL | | | |
| Code-Reason For Call TL Desc - | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | |
| Text-Solution TL: | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | |
| M | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | |
| - LT FRONT HEADLIGHT IS INOP. | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | |
| - VERIFIED. | | | | | | |
| - INSPECTED HEDLAMP CONNECTOR AND FOUND IT TO BE MELTED. | | | | | | |
| - VEHICLE HAS BEEN IN ONCE BEFORE FOR THE SAME INCIDENT. | | | | | | |
| - DEALER HAS APPLIED NTB01-428 LAB TIME IN. | | | | | | |
| - NO OTHER WORK OR DIAGNOSIS HAS BEEN DONE. | | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | | |
| - TECH TO FOLLOW NTB01-028. | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|---|---------------------------------|-------------------------------|------------------------------|---|-------------------------------|--|--|
| ID-Report TL F0526926 | | | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL | | |
| F0526926 | MRM | 0 | 7/11/2002 | 12/17/2002 | | | |
| Text-Incd Desc TL | | | | | | | |
| LEFT HEADLIGHT INOP | | | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | Name-Caller TL | | | |
| 141 | | Z - DEVIN BOELMAN | | WEB KAYULO | | | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | | | |
| V40 | 2800 | GBT | 4N2XN1T2YC [REDACTED] | C01 CAL EMISSIONS E10 TWO-TONE PAINT F08 SE CONV PKG G04 VIDEO NAV CENTER H08 SE AUDIO UPGRADE J01 SUNROOF PKG M00 SPLASH GUARDS(B) S02 BLN BOARDERMAN B | | | |
| Mileage-Initial TL | Mileage-Current TL | Code-AMA Model VC | Code-Body Type TL | | | | |
| 0 | 27,004 | 10410 | MVP | | | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | | | |
| VG33 | 0 | 1 | 1W3 | | | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | | | |
| Avon Lake | 4/7/2000 | 4/29/2000 | USA | | | | |
| Dir Retail Last VC | | | | | | | |
| Code | Region | Name | City | State | | | |
| 13022 | 36 | FREEDOM CHEVROLET-NISSAN | CHESAPEAKE | VA | | | |
| Serv Dir TL | | | | | | | |
| Code | Region | Name | City | State | | | |
| 13022 | 36 | GREEN-GIFFORD NISSAN | NORFOLK | VA | | | |
| Code-Component TL Desc | | Code-Symp TL Desc | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| EXTERIOR LAMPS | | LIGHT RELATED (IMPROPER OPE | | | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | | |
| | | | | | | | |
| Code-TREAD TL | Flag-FSSS TL | Flag-AMA Inspection TL | Number-Project TL | | | | |
| 12 | N | N | | | | | |
| Code-Reason For Call TL Desc: - | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| N | | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | | |
| -CUSTOMER STATES LEFT HEADLIGHT IS INOP. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | | |
| -VERIFIED. | | | | | | | |
| -3RD TIME IN FOR THIS INCIDENT. | | | | | | | |
| -1ST TIME REPLACED BULB AND HARNESS CONNECTOR(MELTED). | | | | | | | |
| -2ND TIME REPLACED BULB AND CONNECTOR AGAIN. ALSO ADDED GROUND TO BODY. | | | | | | | |
| -CALLING FOR DATA SEARCH. | | | | | | | |
| -VEHICLE NOT AT DEALER. | | | | | | | |
| -THIS TIME REPLACED BULB AND CONNECTOR AGAIN. | | | | | | | |
| -CUSTOMER NOT USING AFTERMARKET BULBS. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | | | |
| -NO OTHER REPORTED INCIDENTS USING FACTORY BULBS. | | | | | | | |
| -ONLY INCIDENTS ON QUEST ARE WITH AFTERMARKET BULBS. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|---|---|---|---|---|---------------------------------------|-------------------------------|--|
| ID-Report TL F0533861 | | | | | | | |
| ID-Report TL F0533861 | Code-Report Type TL Desc MINI | Number-Revision TL 0 | Date-Open TL 8/28/2002 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Inst Desc TL LEFT LOW BEAM INOP CONN MELTED. | | | | | | | |
| Code-TSS1 TL 141 | | Code-TSS1 TL Name Z - DEVIN BOELMAN | | | Name-Caller TL ART CRAWFORD | | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL CST | VIN-TL 4N2J0M1T6YD [REDACTED] | Installed Options C01 CAL EMISSIONS F06 SE CONV PKG G04 VIDEO ENT CENTER H02 SE AUDIO UPGRADE J01 BLINDSPOT PKG | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 33,417 | Code-NVA Model VC 10410 | Code-Body Type TL NVP | | | | |
| Code-Engine Prefix VC V033 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC AP4 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 1/18/2000 | Date-In Service VC 5/28/2000 | Code-Distributor TL USA | | | | |
| Dir Reti Last VC | | | | | | | |
| Code 3831 | Region 36 | Name MORROW NISSAN | City BEAVER FALLS | State PA | | | |
| Serv Dir TL | | | | | | | |
| Code 3831 | Region 36 | Name MORROW NISSAN | City BEAVER FALLS | State PA | | | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | | Code-Prob Freq TL Desc | | Category-Inst TL Desc | |
| Code-TREAD TL 12 | | Flag-FSS19 TL N | | Flag-NVA Inspection TL N | | Number-Project TL | |
| Code-Reason For Call TL Desc: - | | | | | | | |
| Flag-Parts Avail | | Date-Parts Request TL | | Name-Parts For TL | | Date-Parts Recvd TL | |
| Date-Parts Shipped TL | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| M | | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | | |
| -CUSTOMER STATES THE LEFT LOW BEAM IS INOP. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | | |
| -END TIME IN FOR THIS INCIDENT. | | | | | | | |
| -FIRST TIME REPLACED BULB AND HARNESS CONNECTOR. | | | | | | | |
| -THIS TIME CONNECTOR MELTED AGAIN. | | | | | | | |
| -FACTORY BULBS USED IN THIS VEHICLE. | | | | | | | |
| -CALLING FOR ASSISTANCE. | | | | | | | |
| ** BTC RECOMMENDATION/RESULT: | | | | | | | |
| -RECOMMEND TO CHANGE HARNESS CONNECTOR AGAIN. | | | | | | | |
| -MAKE SURE THERE ARE GOOD CONNECTIONS WHEN REPLACING. | | | | | | | |



TECH LINE INCIDENT REPORT



| | | | | | | | |
|--|---------------------------------|-------------------------------|------------------------------|--|-----------------------|-------------------------------|--|
| ID-Report TL FID638467 | | | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL | | |
| FID638467 | MINI | 0 | 9/24/2002 | 12/17/2002 | | | |
| Text-Incd Desc TL | | | | | | | |
| HIGH BEAM RND ON ALL THE TIME. | | | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | | Name-Caller TL | | |
| 141 | | Z - DEVIN BOELMAN | | | GARY HANES | | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | | | |
| V40 | 2000 | QST | 4N2XN11TDYU | C01 CAL EMISSIONS Q84 WDED ENT CENTER R93 SPLASH GUARD/21 N07 GXE COMFORT PLUS 892 RRN BOARDS/PEAR 5 | | | |
| Mileage-Initial TL | Mileage-Current TL | Code-NNA Model VC | Code-Body Type TL | | | | |
| 0 | 44,038 | 10310 | MVP | | | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | | | |
| VQ83 | 0 | 1 | AP4 | | | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | | | |
| Avon Lake | 4/20/2000 | 6/30/2000 | USA | | | | |
| Dir Ret Last VC | | | | | | | |
| Code | Region | Name | City | State | | | |
| 1831 | 36 | EAST TENNESSEE NISSAN INC | MORRISTOWN | TN | | | |
| Serv Dir TL | | | | | | | |
| Code | Region | Name | City | State | | | |
| 1831 | 34 | POLLOCK NISSAN | GADSDEN | AL | | | |
| Code-Component TL Desc | | Code-Symp TL Desc | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| EXTERIOR LAMPS | | LIGHT RELATED (IMPROPER OPE | | | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | | |
| | | | | | | | |
| Code-TREAD TL | Flag-FSSS TL | Flag-NNA Inspection TL | Number-Project TL | | | | |
| 12 | N | N | | | | | |
| Code-Reason For Call TL Desc: | | | | | | | |
| | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| M | | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | | |
| -CUSTOMER STATES THE HIGH BEAM INDICATOR IS ON ALL THE TIME. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | | |
| -VERIFIED. | | | | | | | |
| -FOUND BOTH HEADLAMP SOCKETS MELTED. | | | | | | | |
| -REPLACED BOTH SOCKETS, BULBS, HEADLAMP SWITCH AND COMBO SWITCH. | | | | | | | |
| -INCIDENT STILL THERE. | | | | | | | |
| -SWAPPED HEADLAMP CONTROL UNIT. NO CHANGE. | | | | | | | |
| -CALLING FOR ASSISTANCE. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | | | |
| -RECOMMEND UNPLUG LEFT HEADLIGHT AND CHECK FOR POWER ON TERMINAL 1 WITH LIGHT ON LOW BEAM. | | | | | | | |
| -IF POWER PRESENT, UNPLUG CONTROL UNIT. | | | | | | | |
| -IF POWER STILL THERE UNPLUG CLUSTER. | | | | | | | |
| -IF STILL THERE FIND SHORT TO POWER IN HARNESS. | | | | | | | |



TECH LINE INCIDENT REPORT - CONFIDENTIAL



| | | | | | | | |
|--|---------------------------------|-------------------------------|------------------------------|--|-------------------------------|--|--|
| ID-Report TL F10541515 | | | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL | | |
| F10541515 | MINI | 0 | 10/15/2002 | 12/17/2002 | | | |
| Text-Prod Desc TL | | | | | | | |
| RT HEADLITE CONN DEFORMED. | | | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | | Name-Caller TL | | |
| 141 | | Z - DEVIN BOELMAN | | | JOHNNY KELLY | | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | | | |
| V40 | 2000 | QST | 4N2KNH1T9Y0 | C02 FOG LAMP 094 VIDEO EXT CENTER J01 SUNROOF PKG M92 SPLASH GUARD3/4 P05 FOG LIGHTS | | | |
| Mileage-Initial TL | Mileage-Current TL | Code-NVA Model VC | Code-Body Type TL | | | | |
| 0 | 34,433 | 10010 | AFVP | | | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | | | |
| V633 | 0 | 1 | KL2 | | | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | | | |
| Avon Lake | 4/14/2000 | 5/15/2000 | USA | | | | |
| Dir Ret Last VC | | | | | | | |
| Code | Region | Name | City | State | | | |
| 3847 | 34 | MARDONE NIS/PT LAUDERDALE | FORT LAUDERDALE FL | | | | |
| Serv Dir TL | | | | | | | |
| Code | Region | Name | City | State | | | |
| 3547 | 34 | HAMPTON NISSAN | FORT WALTON BEA FL | | | | |
| Code-Component TL Desc | | Code-Symp TL Desc | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| EXTERIOR LAMPS | | LIGHT RELATED (IMPROPER OPE | | | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Prod TL Desc | Date-Prod TL | | | |
| | | | | | | | |
| Code-TREAD TL | Flag-FSSS TL | Flag-NVA Inspection TL | Number-Project TL | | | | |
| 12 | N | N | | | | | |
| Code-Reason For Call TL Desc: - | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| M | | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | | |
| - CUSTOMER STATES THE RIGHT FRONT HEADLIGHT DOES NO WORK. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | | |
| - VERIFIED. | | | | | | | |
| - TECH FOUND RIGHT FRONT HEADLIGHT CONNECTOR DEFORMED FROM HEAT. | | | | | | | |
| - 3RD TIME IN FOR THIS INCIDENT. | | | | | | | |
| - 1ST 2 TIMES IN REPLACED CONNECTOR. | | | | | | | |
| - CALLING FOR ASSISTANCE. | | | | | | | |
| ** BTG RECOMMENDATION/RESULT: | | | | | | | |
| - RECOMMEND REPLACE BULB AND CONNECTOR. | | | | | | | |
| - CHECK GROUNDS FOR HEADLIGHTS FOR POOR GROUND. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|--|--|---|--|---|--------------------------------------|-------------------------------|--|
| ID-Report TL F10542757 | | | | | | | |
| ID-Report TL F10542757 | Code-Report Type TL Desc NRN | Number-Revision TL 0 | Date-Open TL 10/24/2002 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Prod Desc TL HEADLIGHT SOCKETS MELT | | | | | | | |
| Code-TSS1 TL 141 | | Code-TSS1 TL Name Z - DEVIN BOELMAN | | | Name-Caller TL JOHN MORRIS | | |
| Code-Series TL V40 | MY Full TL 1800 | Code-Model Line TL QST | VIN-TL 4N2XN1170X1[REDACTED] | Installed Options C01 CAL EMISSIONS E19 TWO-TONE PAINT F08 CONV PKG H03 ALLOY UPGRADE J01 SUNROOF | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 43,000 | Code-NVA Model VC 10410 | Code-Body Type TL MVP | | | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC BP4 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 5/5/1999 | Date-In Service VC 7/7/1999 | Code-Distributor TL USA | | | | |
| Dir-Retail Last VC | | | | | | | |
| Code 3439 | Region 44 | Name MOSSY NISSAN, INC. | City NATIONAL CITY | State CA | | | |
| Serv Dir TL | | | | | | | |
| Code 3439 | Region 44 | Name MOSSY NISSAN EL CAJON | City EL CAJON | State CA | | | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Prod TL Desc | Date-Prod TL | | | |
| Code-TREAD TL 12 | Flag-FSSS TL N | Flag-NVA Inspection TL N | Number-Project TL | | | | |
| Code-Reason For Call TL Desc | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| M | | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | | |
| - CUSTOMER STATES THE HEADLIGHTS ARE INOP. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | | |
| - VERIFIED. | | | | | | | |
| - 4TH TIME IN FOR THIS INCIDENT. | | | | | | | |
| - 1ST TIME REPLACED BOTH HEADLIGHT SOCKETS FOR DISTORTION. | | | | | | | |
| - 2ND TIME REPLACED LEFT SIDE SOCKET FOR DISTORTION. | | | | | | | |
| - 3RD TIME REPLACED RIGHT SIDE SOCKET FOR DISTORTION. | | | | | | | |
| - THIS TIME THE LEFT SIDE SOCKET IS DISTORTED AGAIN. | | | | | | | |
| - CALLING FOR ASSISTANCE. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | | | |
| - RECOMMEND PERFORM VOLT DROP ON GROUND CIRCUITS FOR HEADLIGHTS. | | | | | | | |
| - IF READING IS TOO HIGH, ADD GROUND TO HEADLIGHT CIRCUITS. | | | | | | | |
| - WHEN REPLACING CONNECTORS, SOLDER CONNECTIONS FOR LESS RESISTANCE. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|---|---|---|---|---|--------------------------------------|--|--|
| ID-Report TL F10548485 | | | | | | | |
| ID-Report TL F10548485 | Code-Record Type TL Desc MINI | Number-Revision TL 0 | Date-Open TL 11/18/2002 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Incd Desc TL HEADLIGHT SOCKETS MELTED AGAIN | | | | | | | |
| Code-TSS1 TL 141 | | Code-TSS1 TL Name Z - DEVIN BOELMAN | | | Name-Caller TL LARRY SPANO | | |
| Code-Series TL V40 | MY FUR TL 2000 | Code-Model Line TL CST | VIN-TL 4N2ZK1110YD [REDACTED] | Installed Options C01 CAL EMISSIONS E18 TWO-TONE PAINT P05 BS CONV PKG G84 VIDEO ENT CENTER N93 SPLASH GUARD/BS P98 FOG LIGHTS S82 RLW BOARD/REAR B | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 25,948 | Code-NVA Model VC 10410 | Code-Body Type TL MVP | | | | |
| Code-Engine Prefix VC V633 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC BP4 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 6/8/2000 | Date-In Service VC 6/29/2000 | Code-Distributor TL USA | | | | |
| Dir Retail Last VC | | | | | | | |
| Code 3744 | Region 28 | Name BERGENFIELD NISSAN | City BERGENFIELD | State NJ | | | |
| Serv Dir TL | | | | | | | |
| Code 3744 | Region 28 | Name FISHER NISSAN/BERGENFIELD | City BERGENFIELD | State NJ | | | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | | |
| Code-TREAD TL 12 | Flag-FSSS TL N | Flag-NVA Inspection TL N | Number-Project TL | | | | |
| Code-Reason For Call TL Desc: - | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: N | | | | | | | |
| ** CUSTOMER COMMENT: - CUSTOMER STATES THE HEADLIGHTS ARE INOP. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED. - HEADLIGHT CONNECTOR FOR LEFT HEADLIGHT IS DEFORMED. - 3RD TIME IN FOR THIS INCIDENT. - CONNECTORS HAVE BEEN REPLACED IN PAST. - CALLING FOR ASSISTANCE. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: - RECOMMEND CHECK FOR FACTORY BULBS. REPLACE IF NOT FACTORY. - CHECK FOR EXCESSIVE RESISTANCE ON GROUND CIRCUIT. REPAIR AS NECESSARY. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



ID-Report TL F10581244

| | | | | | |
|---|-----------------------------|------------------------|------------------------|---|---------------|
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL |
| F10581244 | MINI | 0 | 2/26/2003 | 2/26/2003 | |
| Text-Prod Desc TL H/LITE SOCKETS MELTED | | | | | |
| Code-TSS1 TL | Code-TSS1 TL Name | Name-Caller TL | | | |
| 141 | Z - DEVIN BOELMAN | JOHN GIBSON | | | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | |
| V40 | 2000 | QST | 4N2ZN11T8YD [REDACTED] | C01 CAL SESSONS R18 TWO-TONE PAINT P06 SE CONV PKG Q24 VEHIC ENT CENTER H08 BE ALLOID UPGRADE J01 BURROOF PKG N02 SPLASH GUARDIAN | |
| Mileage-Initial TL | Mileage-Current TL | Code-NNA Model VC | Code-Body Type TL | | |
| 0 | 44,501 | 18410 | MVP | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | |
| V033 | 0 | 1 | 1W4 | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | |
| Avon Lake | 10/22/1999 | 3/18/2000 | USA | | |
| Dir Ret Last VC | | | | | |
| Code | Region | Name | City | State | |
| 3145 | 38 | YORK NISSAN, INC. | YORK | PA | |
| Serv Dir TL | | | | | |
| Code | Region | Name | City | State | |
| 3145 | 38 | YORK NISSAN, INC. | YORK | PA | |
| Code-Component TL Desc | Code-Symp TL Desc | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| EXTERIOR LAMPS | LIGHT RELATED (IMPROPER OPE | | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Frsq TL Desc | Category-Incd TL Desc | Date-Incd TL | |
| | | | | | |
| Code-TREAD TL | Flag-FSSS TL | Flag-NNA Inspection TL | Number-Project TL | | |
| 12 | N | N | | | |
| Code-Reason For Call TL Desc: 4- UNRESOLVED WITHOUT RELATED GA REPORT | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | |
| | | | | | |
| Text-Solution TL: | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | |
| Text-Dealer Followup Comment TL: | | | | | |
| M | | | | | |
| ** CUSTOMER COMMENT: | | | | | |
| - HEADLIGHTS DONT WORK. | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | |
| ** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1 | | | | | |
| - FOUND BOTH HEADLIGHT SOCKETS MELTED. | | | | | |
| - PREVIOUS REPAIRS WERE REPLACED LEFT SOCKET. | | | | | |
| - CAME BACK LATER FOR RIGHT SOCKET. | | | | | |
| - CAME BACK FOR BOTH SOCKETS. | | | | | |
| - NOW BACK FOR BOTH SOCKETS AGAIN. | | | | | |
| - HEADLIGHTS HAVE 14 VOLTS. | | | | | |
| - CALLING FOR ASSISTANCE. | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | |
| - RECOMMEND REPALCE SOCKETS. | | | | | |
| - CHECK PIN PNT ON NEW SOCKETS. | | | | | |
| - CHECK VOLT DRDP ACROSS GROUND CIRCUIT. | | | | | |



TECH LINE INCIDENT REPORT



| | | | | | |
|---|---|---|-------------------------------------|---|-------------------------------|
| ID-Report TL F10574566 | | | | | |
| ID-Report TL F0674566 | Code-Record Type TL Desc MIN | Number-Revision TL 0 | Date-Open TL 5/18/2003 | Date-Revision TL 5/16/2003 | Date-Close TL |
| Text-Prod Desc TL VEH NOT THERE HLAMP HRNG SOCKETS | | | | | |
| Code-TSS1 TL 141 | | Code-TSS1 TL Name Z - DEVIN BOELMAN | | Name-Caller TL CHRIS CORNETT | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL QST | VIN-TL AN2XN1178Y | Installed Options C02 RED EMS Q34 VIDEO NAV CENTER M02 SPLASH GUARDOR N07 602 COMFORT PLUS | |
| Mileage-Initial TL 0 | Mileage-Current TL 33,118 | Code-NVA Model VC 10310 | Code-Body Type TL MVP | | |
| Code-Engine Prefix VC V033 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC KL2 | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 5/12/2000 | Date-In Service VC 7/27/2000 | Code-Distributor TL USA | | |
| Dir Retl Last VC | | | | | |
| Code 2758 | Region 34 | Name HERITAGE NISSAN | City ROME | State GA | |
| Serv Dir TL | | | | | |
| Code 2758 | Region 34 | Name HERITAGE NISSAN | City ROME | State GA | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Prod TL Desc | Date-Prod TL | |
| Code-TREAD TL 12 | Flag-FSSS TL N | Flag-NVA Inspection TL N | Number-Project TL | | |
| Code-Reason For Call TL Desc: 7- TECH LACKS TRNG, KNOWHOW, EXPER OR DRIVE | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | |
| Text-Solution TL: | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | |
| Text-Dealer Followup Comment TL: N | | | | | |
| ** CUSTOMER COMMENT: - HEADLIGHTS INOP. | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED Y REPAIR ATTEMPTS 4_ DAYS DOWN 4 - TECH STATES HEADLIGHT CONNECTOR IS MELTED AGAIN. - PREVIOUS REPAIRS WERE REPLACING RH SOCKET 3 TIMES AND LH SOCKET 2 TIME - CALLING FOR ASSISTANCE | | | | | |
| ** STC RECOMMENDATION/RESULT: - RECOMMEND SOLDER CONNECTIONS AT SOCKET. - CHECK VOLT DROP ON GROUND CIRCUIT. SHOULD BE LESS THAN 20 MV. - IF NOT, ADD GROUND. | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|---|---|--|---|---|---------------------------------------|-------------------------------|--|
| ID-Report TL F10508437 | | | | | | | |
| ID-Report TL F10508437 | Code-Record Type TL Desc MMNI | Number-Revision TL 0 | Date-Open TL 08/2003 | Date-Revision TL 08/2003 | Date-Close TL | | |
| Text-Prod Desc TL HDLAMP SOCKETS MELTED AGAIN | | | | | | | |
| Code-TSS1 TL 134 | | Code-TSS1 TL Name Z - ED KITTS | | | Name-Dealer TL DAVE REDMOND | | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL Q8T | VIN-TL 4N20N11T8YD [REDACTED] | Installed Options C01 CAL EMISSIONS P05 88 CONV PKG Q94 WOOD ENT CENTER H04 88 AUDIO UPGRADE J01 SUNROOF PKG N83 SPLASH GUARD/DR P86 FOG LIGHTS 882 RUN BOARD/REAR B | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 28,978 | Code-NVA Model VC 10410 | Code-Body Type TL MVP | | | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC K12 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 6/24/2000 | Date-In Service VC 6/25/2000 | Code-Distributor TL USA | | | | |
| Dir Reti Last VC | | | | | | | |
| Code 228 | Region 44 | Name MILLER NISSAN, INC. | City VAN NUYS | State CA | | | |
| Serv Dir TL | | | | | | | |
| Code 228 | Region 44 | Name MILLER NISSAN, INC. | City VAN NUYS | State CA | | | |
| Code-Component TL Desc ELECTRICAL | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | | Code-Prob Freq TL Desc | | Category-Prod TL Desc | |
| Code-TREAD TL 11 | | Flag-FSSS TL N | | Flag-NVA Inspection TL N | | Number-Project TL | |
| Code-Reason For Call TL Desc: 1- LEGITIMATE CALL FOR HELP, DIAG. DONE. | | | | | | | |
| Flag-Parts Avail | | Date-Parts Request TL | | Name-Parts For TL | | Date-Parts Recvd TL | |
| Date-Parts Shipped TL | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: I- INFORMATION ONLY-ASSISTANCE NOT REQUESTED | | | | | | | |
| Text-Dealer Followup Comment TL: N | | | | | | | |
| ** CUSTOMER COMMENT: - IMPROPER HEADLAMP OPERATION. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: ** VERIFIED Y REPAIR ATTEMPTS ... DAYS DOWN ... - 2 TIME IN FOR HEADLAMP SOCKETS MELTED, SUB HARNESSSES REPLACED, STILL HAS PHILLIPS BULBS | | | | | | | |
| ** TSB RECOMMENDATION/RESULT: - USE PROPER SOCKETS AS PER TSB, REPLACE BULBS WITH SILVANIA BULBS AND VERIFY PROPER GROUND TO HEADLAMPS. | | | | | | | |



TECH LINE INCIDENT REPORT



| | | | | | | | |
|---|---------------------------------|-------------------------------|------------------------------|-------------------------------|-------------------------------|--|--|
| ID-Report TL F10599288 | | | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL | | |
| F10599288 | MINI | 0 | 01/2/2003 | 01/2/2003 | | | |
| Text-Incd Desc TL | | | | | | | |
| HL CONNECTORS OVERHEATED | | | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | | Name-Caller TL | | |
| 181 | | Z - TIMOTHY ZINGBERMAN | | | MARVIN HALL | | |
| Code-Status TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | | | |
| | 2008 | QST | 4N2XN11T0YD | | | | |
| Mileage-Initial TL | Mileage-Current TL | Code-NNA Model VC | Code-Body Type TL | | | | |
| 0 | 81,608 | | MVP | | | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | | | |
| | | | | | | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | | | |
| | | | USA | | | | |
| Dir Reti Last VC | | | | | | | |
| Code | Region | Name | City | State | | | |
| 3288 | | | | | | | |
| Serv Dir TL | | | | | | | |
| Code | Region | Name | City | State | | | |
| 3288 | 38 | WALLACE NISSAN OLDSMOBILE | KINGSPORT | TN | | | |
| Code-Component TL Desc | | Code-Symp TL Desc | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| EXTERIOR LAMPS | | LIGHT RELATED (IMPROPER OPE | | | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | | |
| | | | | | | | |
| Code-TREAD TL | Flag-FSSS TL | Flag-NNA Inspection TL | Number-Project TL | | | | |
| 11 | Y | N | | | | | |
| Code-Reason For Call TL Desc 7- TECH LACKS TRNG, KNOWHOW, EXPER OR DRIVE | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| M | | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | | |
| -C/S THE HEADLIGHTS DON'T WORK. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | | |
| ** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1 | | | | | | | |
| -TECH STATES THE HEADLIGHT CONNECTORS ARE OVERHEATED. | | | | | | | |
| -THIS IS THE 3RD TIME. | | | | | | | |
| -NEW CONNECTORS WERE INSTALLED LAST TIME. | | | | | | | |
| -TECH STATES HIS REPAIR ORDER SAID TO JUST CALL TECH LINE. | | | | | | | |
| ** TSS RECOMMENDATION/RESULT: | | | | | | | |
| -TECH NEEDS TO REPLACE THE HEADLIGHT BULBS AND APPLY NTB01-028 | | | | | | | |
| FOR THE CORRECT CONNECTOR/HARNESS REPAIR. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | |
|---|---|---|--|--|-------------------------------|
| ID-Report TL FID629828 | | | | | |
| ID-Report TL F8929828 | Code-Record Type TL Desc MINI | Number-Revision TL 8 | Date-Open TL 2/23/2004 | Date-Revision TL 2/23/2004 | Date-Close TL |
| Text-Incd Desc TL LH HEADLIGHT INOP/ THERMO NO CONNTR | | | | | |
| Code-TSS1 TL 152 | | Code-TSS1 TL Name Z - DAVID HANENBERGER | | Name-Caller TL ANDY HUDSON | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL GST | VIN-TL 4N22XN1FT1Y[REDACTED] | Installed Options C02 FED EMB B10 TWO-TONE PAINT G04 VIDEO EMT CHTER J01 SUNROOF PRG M02 SPLASH GUARD04 R00 GLE POP PKG | |
| Mileage-Initial TL 0 | Mileage-Current TL 83,887 | Code-AVA Model VC 10810 | Code-Body Type TL MVP | | |
| Code-Engine Prefix VC V033 | Number-Engine Serial VC 8 | Code-Trans Type VC 1 | Code-Vehicle Color VC FW4 | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 5/18/2000 | Date-In Service VC 6/15/2000 | Code-Distributor TL USA | | |
| Dir Retl Last VC | | | | | |
| Code 3851 | Region 34 | Name MIDWAY NISSAN, INC. | City PARIS | State TN | |
| Serv Dir TL | | | | | |
| Code 3851 | Region 34 | Name PREMIER NISSAN, INC. | City PARIS | State TN | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Made TL Desc | Code-Oper Temp TL Desc |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | |
| Code-TREAD TL 12 | Flag-FSSS TL N | Flag-NNA Inspection TL N | Number-Project TL | | |
| Code-Reason For Call TL Desc 1- LEGITIMATE CALL FOR HELP, DIAG. DONE. | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | |
| Text-Solution TL: | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | |
| Text-Dealer Followup Comment TL: | | | | | |
| MINI | | | | | |
| ** CUSTOMER COMMENT: | | | | | |
| - C/S LEFT HEADLIGHT NOT WORKING. | | | | | |
| **** | | | | | |
| **** | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | |
| ** VERIFIED Y REPAIR ATTEMPTS 04 DAYS DOWN DO | | | | | |
| - WITHIN THE LAST THREE WEEKS THREE HEADLIGHT CONNECTOR HAS BEEN REPLACED FOR THERMAL ISSUES. | | | | | |
| - HEADLIGHT BULB AND HEADLIGHT SWTCH HAS BEEN REPLACED ALSO. | | | | | |
| - NO ISSUES WITH RIGHT HEADLIGHT. | | | | | |
| - NO OTHER WORK OR DIAG HAS BEEN DONE. | | | | | |
| ** TSS RECOMMENDATION/RESULT: | | | | | |
| - RECOMMEND REPLACING CONNECTOR AND INSTALLING A SYLVANIA HEADLIGHT BULB. | | | | | |

ATTACHMENT D.2

Field reports that may or may not relate to the alleged defect.



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|--|---------------------------------|-----------------------------------|------------------------------|--|-------------------------------|--|--|
| ID-Report TL F10458874 | | | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL | | |
| F10458874 | MINI | 0 | 4/27/2001 | 12/17/2002 | | | |
| Text-Incd Desc TL | | | | | | | |
| HEADLIGHTS INOP AT TIMES | | | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | | Name-Center TL | | |
| 981 | | Y * TERRY STANG NCI TECHLINE 2/01 | | | JUSTIN | | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | | | |
| V40 | 2000 | QST | 4N200H1T1YD [REDACTED] | C06 E10 TWO-TONE PAINT J82 SUN & SOUND | | | |
| Mileage-Initial TL | Mileage-Current TL | Code-NNA Model VC | Code-Body Type TL | | | | |
| 0 | 13,845 | 20510 | NVP | | | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | | | |
| VQ33 | 6 | 1 | 1W4 | | | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | | | |
| Avon Lake | 4/14/2000 | | USA | | | | |
| Dir Ret Last VC | | | | | | | |
| Code | Region | Name | City | State | | | |
| A200 | | | | | | | |
| Serv Dir TL | | | | | | | |
| Code | Region | Name | City | State | | | |
| A200 | 46 | NISSAN CANADA - ACCT PAY | MISSISSAUGA, ONT | | | | |
| Code-Component TL Desc | | Code-Symm TL Desc | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc | | |
| EXTERIOR LAMPS | | LIGHT RELATED (IMPROPER OPE | | | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Incd TL Desc | Date-Incd TL | | | |
| | | | | | | | |
| Code-TREAD TL | Flag-FSSS TL | Flag-NNA Inspection TL | Number-Project TL | | | | |
| | N | N | 413 | | | | |
| Code-Reason For Call TL Desc: | | | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | | | |
| | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: | | | | | | | |
| ONE OR BOTH AT TIMES | | | | | | | |
| ** CUSTOMER COMMENT: | | | | | | | |
| -HEADLIGHTS ARE INOP AT TIMES. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | | | |
| 04-27-01 STC 981 | | | | | | | |
| -TECH VERIFIED HEADLIGHTS ARE INOP AT TIMES. -SOMETIMES ONE HLIGHT OTHER TIMES BOTH HLIGHTS. | | | | | | | |
| -UNPLUGGING AND RECONNECTING HLIGHT BULB CONNECTOR CAUSES HLIGHT TO START WORKING. | | | | | | | |
| -REPLACING HLIGHT CONTROL UNIT DID NOT RESOLVE PROBLEM. | | | | | | | |
| -RIGHT HLIGHT SEEMS TO QUIT FIRST. | | | | | | | |
| ** BTC RECOMMENDATION/RESULT: | | | | | | | |
| 04-27-01 STC 981 | | | | | | | |
| -CHECK GROUNDS FOR HLIGHTS, POSSIBLY LOOSE OR HAVE RESISTANCE. | | | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | | | |
|--|---|---|-------------------------------------|--|-------------------------------------|-------------------------------|--|
| ID-Report TL F10467226 | | | | | | | |
| ID-Report TL F10467226 | Code-Record Type TL Desc MINI | Number-Revision TL 1 | Date-Open TL 8/22/2001 | Date-Revision TL 12/17/2002 | Date-Close TL | | |
| Text-Incd Desc TL HEADLIGHTS ARE INOP/CONNECTER DAMAG | | | | | | | |
| Code-TSS1 TL 162 | | Code-TSS1 TL Name Z - DAVID HANENBERGER | | | Name-Caller TL JOHN MACKY | | |
| Code-Service TL V40 | MY Full TL 2000 | Code-Model Line TL QBT | VIN-TL 4N2DN11T8YE | Installed Options C01 CAL. EMISSIONS P05 SE COMV PKG Q94 VISED INT CENTER R02 SPLASH GUARD(S) | | | |
| Mileage-Initial TL 0 | Mileage-Current TL 23,882 | Code-NNA Model VC 10418 | Code-Body Type TL NVP | | | | |
| Code-Engine Prefix VC VG33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC QV0 | | | | |
| Name-Plant VC Avon Lake | Date-Manufacture VC 4/3/2000 | Date-In Service VC 5/1/2000 | Code-Distributor TL USA | | | | |
| Dir Ref Last VC | | | | | | | |
| Code 2878 | Region 26 | Name THE NISSAN CENTER | City BROCKTON | State MA | | | |
| Serv Dir TL | | | | | | | |
| Code 2878 | Region 26 | Name THE NISSAN CENTER | City BROCKTON | State MA | | | |
| Code-Component TL Desc ELECTRICAL | | Code-Symp TL Desc IMPROPER OPERATION | | Code-Oper Mode TL Desc | | Code-Oper Temp TL Desc | |
| Code-Amb Humidity TL Desc | | Code-Amb Temp TL Desc | | Code-Prob Frsq TL Desc | | Category-Incd TL Desc | |
| Code-TREAD TL 11 | | Flag-FSSS TL N | | Flag-NNA Inspection TL N | | Number-Project TL | |
| Code-Reason For Call TL Desc - | | | | | | | |
| Flag-Parts Avail | | Date-Parts Request TL | | Name-Parts For TL | | Date-Parts Recvd TL | |
| Date-Parts Shipped TL | | | | | | | |
| Text-Solution TL: | | | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | | | |
| Text-Dealer Followup Comment TL: MINI | | | | | | | |
| ** CUSTOMER COMMENT: - C/S HEADLIGHTS ARE NOT WORKING. | | | | | | | |
| ** DEALER ACTION/OBSERVATION: - VERIFIED. - 3RD TIME HEADLIGHTS BULB HAVE BEEN REPLACED BY DEALER. - CUSTOMER REPLACED BULBS ONCE. - SOCKETS HAVE BEEN REPLACED. - INCIDENT RECURRED, LH BULB OPEN AND GROUND CONNECTER DAMAGED. | | | | | | | |
| ** STC RECOMMENDATION/RESULT: - RECOMMEND FOLLOWING NTB01-028, REPLACE BOTH HEADLIGHT WIRE HARNESS CONNECTORS AND INSTALL GENUINE NISSAN HEADLIGHT BULBS. - BULLETIN HAS NOT RELEASE BEFORE LAST REPAIR. | | | | | | | |



TECH LINE INCIDENT REPORT



| | | | | | |
|--|---|---|--|---|---|
| ID-Report TL FID472740 | | | | | |
| ID-Report TL FID472740 | Code-Record Type TL Desc FULL | Number-Revision TL 1 | Date-Open TL 7/31/2001 | Date-Revision TL 12/17/2002 | Date-Close TL 7/31/2001 |
| Text-Prod Desc TL CA ISSUE; TSS CONTACTED THE DEALER | | | | | |
| Code-TSS1 TL 143 | | Code-TSS1 TL Name Z - NORM AMMERMAN | | Name-Callr TL GREG O'GRADY | |
| Code-Series TL V40 | MY Full TL 2000 | Code-Model Line TL GST | VIN-TL 4N2DN11XYE | Installed Options C01 CAL EMISSIONS 994 VIDEO ENT CENTER J01 SUNROOF PKG R06 BLE POP PKG | |
| Mileage-Initial TL 0 | Mileage-Current TL 34,000 | Code-NMA Model VC 10510 | Code-Body Type TL 3RVP | | |
| Code-Engine Prefix VC VQ33 | Number-Engine Serial VC 0 | Code-Trans Type VC 1 | Code-Vehicle Color VC BV2 | | |
| Name-Plant VC Avon Lata | Date-Manufacture VC 11/22/1998 | Date-In Service VC 2/26/2000 | Code-Distributor TL USA | | |
| Dir Retl Last VC | | | | | |
| Code 180E | Region 44 | Name CERRITOS NISSAN | City CERRITOS | State CA | |
| Serv Dir TL | | | | | |
| Code 185B | Region 44 | Name BARMICK IMPORTS, INC. | City SAN JUAN CAPISTR | State CA | |
| Code-Component TL Desc EXTERIOR LAMPS | | Code-Symp TL Desc LIGHT RELATED (IMPROPER OPE | | Code-Oper Mode TL Desc IDLE | Code-Oper Temp TL Desc OVERHEATED |
| Code-Amb Humidity TL Desc HUMID | Code-Amb Temp TL Desc 81/80F=27/38C | Code-Prob Frq TL Desc INTERMITTENT | Category-Inst TL Desc ELECTRICAL | Date-Inst TL 7/26/2001 | |
| Code-TREAD TL 12 | Flag-FSSS TL N | Flag-NMA Inspection TL N | Number-Project TL CAR | | |
| Code-Reason For Call TL Desc: - | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | |
| Text-Solution TL: INSTALLED HLAMP SOCKETS-SEE TEXT | | | | | |
| Code-Status TL Desc: Z- CLOSED (REFERED FROM C.A.) | | | | | |
| Text-Dealer Followup Comment TL: F | | | | | |
| ** CUSTOMER COMMENT: - CUSTOMER STATES HE WAS JUST DRIVING THE VEHICLE AND THE HEAD LIGHTS JUST TURNED OFF. | | | | | |
| ** DEALER ACTION/OBSERVATION: - TSS CONTACTED THE DEALER BY REQUEST OF TT-TSS AND CA. - TSS TALKED TO GREG O'GRADY. - THE VEHICLE CAME IN A FEW MONTHS AGO WITH ONE OF THE HEAD LAMPS NOT WORKING. - THE HLAMP WAS REPLACED. - THE VEHICLE CAME BACK ABOUT A MONTH LATER WITH THE OTHER HLAMP NOT WORKING. - ONE OF THE TERMINALS DID NOT HAVE A TIGHT CONNECTION TO THE HLAMP'S TERMINAL. - THE TERMINAL WAS TIGHTENED, AND THAT LAMP REPLACED. - AT THAT TIME, THE ISSUE WAS RESEARCHED IN ASIST. | | | | | |



TECH LINE INCIDENT REPORT - [REDACTED]



ID-Report TL F10472740

- THE TSB REGARDING HLAMP SOCKET REPLACEMENT WAS DISCOVERED. >>>>>>>>>>
- PARTS WERE ORDERED FOR THE CUSTOMER'S VEHICLE.
- A MESSAGE WAS LEFT ON THE CUSTOMER'S WORK VHX.
- APPARENTLY, THE CUSTOMER NEVER HEARD THIS MESSAGE.
- CURRENTLY, THESE PARTS HAVE BEEN INSTALLED.
- THE VEHICLE IS BEING WASHED AND CLEANED CURRENTLY.
- THE VEHICLE WILL BE DELIVERED TO THE CUSTOMER AT THEIR WORK.

ETC RECOMMENDATION/RESULT:

- REPORT GENERATED FOR DOCUMENTATION.
- INCIDENT CLOSED, PENDING RETURN OF THE VEHICLE.



TECH LINE INCIDENT REPORT - [REDACTED]



| | | | | | |
|---|---------------------------------|-------------------------------|------------------------------|--|-------------------------------|
| ID-Report TL F10479458 | | | | | |
| ID-Report TL | Code-Record Type TL Desc | Number-Revision TL | Date-Open TL | Date-Revision TL | Date-Close TL |
| F10479458 | MMN | 0 | 9/13/2001 | 12/17/2002 | |
| Text-Inst Desc TL | | | | | |
| HEADLIGHT & DASH LIGHT WILL CUT OUT | | | | | |
| Code-TSS1 TL | | Code-TSS1 TL Name | | Name-Caller TL | |
| 131 | | Z* LOG PHAM | | BENNY JONES | |
| Code-Series TL | MY Full TL | Code-Model Line TL | VIN-TL | Installed Options | |
| V44 | 2000 | Q8T | 4N22XN11T5YD [REDACTED] | C82 PBD EMIS G84 VIDEO ENT CENTER N87 QX8 COMFORT PLUS | |
| Mileage-Initial TL | Mileage-Current TL | Code-NMA Model VC | Code-Body Type TL | | |
| 0 | 20,185 | 10310 | NYP | | |
| Code-Engine Prefix VC | Number-Engine Serial VC | Code-Trans Type VC | Code-Vehicle Color VC | | |
| VQ33 | 0 | 1 | QV6 | | |
| Name-Plant VC | Date-Manufacture VC | Date-In Service VC | Code-Distributor TL | | |
| Avon Lake | 4/27/2000 | 06/2000 | USA | | |
| Dir Retl Last VC | | | | | |
| Code | Region | Name | City | State | |
| 2855 | 38 | CLAYTON NISSAN, INC. | KNOXVILLE | TN | |
| Serv Dir TL | | | | | |
| Code | Region | Name | City | State | |
| 2855 | 38 | EAST TENNESSEE NISSAN INC | MORRISTOWN | TN | |
| Code-Component TL Desc | | Code-Symp TL Desc | | Code-Oper Mode TL Desc | Code-Oper Temp TL Desc |
| EXTERIOR LAMPS | | LIGHT RELATED (IMPROPER OPE | | | |
| Code-Amb Humidity TL Desc | Code-Amb Temp TL Desc | Code-Prob Freq TL Desc | Category-Inst TL Desc | Date-Inst TL | |
| | | | | | |
| Code-TREAD TL | Flag-F88S TL | Flag-NMA Inspection TL | Number-Project TL | | |
| 12 | N | N | | | |
| Code-Reason For Call TL Desc: - | | | | | |
| Flag-Parts Avail | Date-Parts Request TL | Name-Parts For TL | Date-Parts Recvd TL | Date-Parts Shipped TL | |
| | | | | | |
| Text-Solution TL: | | | | | |
| Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP | | | | | |
| Text-Dealer Followup Comment TL: | | | | | |
| M | | | | | |
| ** CUSTOMER COMMENT: | | | | | |
| - HEAD LIGHT AND DASH LIGHT WILL CUT OUT WHILE DRIVING. | | | | | |
| ** DEALER ACTION/OBSERVATION: | | | | | |
| - NOT VERIFIED | | | | | |
| - CALLED FOR DATA SEARCH. | | | | | |
| ** STC RECOMMENDATION/RESULT: | | | | | |
| - NO SIMILAR INCIDENT. | | | | | |
| - HAD INCIDENT ON HEAD LAMP SOCKETS. | | | | | |

ATTACHMENT E

Third-party arbitration proceedings

BBB AUTOLINE ARBITRATION HEARING

CUSTOMER: [REDACTED]

LOCATION/case NUMBER: Encino/NI09-0160

HEARING DATE: 8/8/01

VEHICLE MODEL/MODEL YEAR: Quest/2000

VIN: 4N2XN11T5YU [REDACTED]

SUMMARY:

The customer elected to participate in the Better Business Bureau AUTOLINE program. She had complaints about several aspects of her vehicle, including unspecified headlight(s). She sought a replacement for the subject vehicle.

NISSAN COMMENT: No engineering assessment was made of the allegations in this arbitration.

NOTICE OF HEARING

Date: 07/25/01 Case Number: NIS0170484
Customer: [REDACTED]
Manufacturer: Nissan North America, Inc.
Mfr-Info: 1900 CA 4N2XN11T5YD [REDACTED]

Arbitrator(s): Mr. Louis C. Ray

Hearing Date, Time, Place: 08/08/01 1:00 PM PDT
Encino BBB
17609 Ventura Blvd., Suite LL03
Encino CA 913160000

Manner in Which Parties Will Participate:

Customer: in person by phone in writing
Manufacturer: in person by phone in writing

INSTRUCTIONS

1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
2. Bring all witnesses you want to testify.
3. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring any documents that you did not previously provide, please bring extra copies for the arbitrator and the other party.
4. We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect or test drive it.
5. NOTIFY THE BBB AT LEAST 5 DAYS PRIOR TO THE HEARING IF YOU DECIDE TO HAVE A LAWYER REPRESENT YOU AT THE HEARING OR THE INSPECTION.
6. Notify the BBB at once if you cannot be present at the hearing. The hearing may be conducted in your absence should you fail to participate in person or by phone.
7. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.
8. Current vehicle registration and insurance are required for all test drives.

Hearing Site Phone Number: 8183005514

July 12, 2001

Re: oam8 1900 X 1902 NISO [REDACTED] vs Nissan North America, Inc.

Ms. Wendy Herr
Nissan North America, Inc.
PO BOX 191 (G-1G)
Gardena, CA 90248-0191

Dear Ms. Herr:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form*, a *Manufacturer's Response Form (MRF)*, and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our assistance sooner, please contact me.

Please send us:

- (a) your position in this dispute in writing on the attached *MRF*; and
- (b) provide copies of any documents relevant to this dispute including the following:
 - Technical service bulletins (if any);
 - Recall notices (if any);
 - Vehicle repair records; and
 - Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to a hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see extension listed below) if you have any questions.

Sincerely,

Kiry Peng at Extension 210

Customer Claim Form

Case Number : NIS0170484
Contact Date : 07/11/01
Start Date : 07/11/01

Customer Name Address

VAN NUYS, CA

Day Phone :
Fax Number:

Evening Phone:
E-mail address :

Vehicle Information

Name(s) that appear on vehicle title:
Is Vehicle titled to a business: no Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business : 0
Make: Nissan Model: Quest Model Year: 2000 Current Mileage: 33000
Vehicle Identification Number: 4N2XN11T5YD
Servicing Dealer/City/State : MILLER NISSAN, INC.,
Selling Dealer/City/State : Miller Nissan Inc., Van Nuys, CA
Insurance Carrier : Odium Insurance Policy Number:
Has vehicle been in an accident/had body damage? Yes ___ No Date of accident:
Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: 12/07/99 Mileage at purchase: Lease Date: Mileage at lease:
Purchased As : New Leased As :
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: Leasing Company's Name:
Address: Address:
City/St/Zip: City/St/Zip:
Phone: () - Phone:

Resolution Sought

Consumer wants the manufacturer to replace the vehicle with one that it is not defective. He is very upset since the dealership has not been able to resolve this problem and has also lost time from work. He also has spend over \$1,800 on car rentals while his vehicle has been in the shop. He is not satisfied with the service at the dealer since he has felt that they do not care about him as a paying customer.

Signature of Owner(s): Date

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: [Redacted]

Case Number: NIS0170484

| Problems | Serviceing Dealer(s) | Repair Date(s) | Mileage on Date(s) | Days Out of Service |
|---|----------------------|----------------|--------------------|---------------------|
| head, signal, brake and dash board lighte do not work | | 10 | | |
| left side brakes wear out excessively | | | | |
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(Place an asterisk (*) next to any current problems)

BBB AUTOLINE ARBITRATION HEARING

CUSTOMER: [REDACTED]

LOCATION/CASE NUMBER: Los Angeles/NIS0177375

HEARING DATE: 10/10/01

VEHICLE MODEL/MODEL YEAR: Quest/2000

VIN: 4N2XN11T3YD [REDACTED]

SUMMARY:

The customer elected to participate in the Better Business Bureau AUTOLINE program. She had complaints about several aspects of her vehicle, including the right front headlight. She sought a replacement for the subject vehicle.

NISSAN COMMENT: No engineering assessment was made of the allegations in this arbitration.



October 1, 2001

Ms. Wendy Herr
Nissan North America, Inc.
PO BOX 191 (G-1G)
Gardena, CA 90248-0191

Dear Ms. Herr:

Enclosed are:

- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline; and
- * *Notice of Hearing*.

The *Notice of Hearing* lists the date, time and location of your arbitration hearing. The manner in which each party will participate in the hearing is indicated on the *Notice of Hearing*.

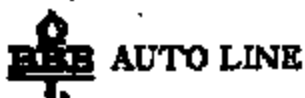
We are enclosing supporting documentation, if any, submitted by the consumer and not previously sent to you.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Rosa Tinoco at Extension 210

TO: Wendy Herr COMPANY: NISS North America, Inc.



ARBITRATOR SELECTION LISTCustomer: [REDACTED]Case Number: NIS0177375

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Neil Banta-Blocker

Arbitrator's Occupation:

Arbitrator's Biography:

An arbitrator for the BBB since 1995, Neil Banta-Blocker has conducted BBB AUTO LINE, construction and moving company arbitrations in four states. She has also served as an arbitrator for the Alternative Dispute Resolution Unit of the New Jersey Department of Law and Public Safety. Her dispute resolution experience includes acting as a mediator for the EEOC and for the New Jersey Department of Law and Public Safety Division on Civil Rights. Ms. Banta-Blocker is retired from a career in non-profit agencies.



NOTICE OF HEARING

Date: 10/01/01 Case Number: NIS0177375

Customer: [REDACTED]

Manufacturer: Nissan North America, Inc.

Mfr-Info: 1900 CA 4N2XN11T3YD [REDACTED]

Arbitrator(s): Ms. Neil Banta-Blackler

Hearing Date, Time, Place: 10/10/01 1:00PM
The Better Business Bureau
3727 West Sixth St., Suite 807
Los Angeles CA 900200000

Manner in Which Parties Will Participate:

Customer: [X] in person [] by phone [] in writing
Manufacturer: [X] in person [] by phone [] in writing

INSTRUCTIONS

- 1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
2. Bring all witnesses you want to testify.
3. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring any documents that you did not previously provide, please bring extra copies for the arbitrator and the other party.
4. We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect or test drive it.
5. NOTIFY THE BBB AT LEAST 5 DAYS PRIOR TO THE HEARING IF YOU DECIDE TO HAVE A LAWYER REPRESENT YOU AT THE HEARING OR THE INSPECTION.
6. Notify the BBB at once if you cannot be present at the hearing. The hearing may be conducted in your absence should you fail to participate in person or by phone.
7. Refer to How BBB AUTO LINE Works for more detailed information on the arbitration process.
8. Current vehicle registration and insurance are required for all test drives.

Hearing Site Phone Number: 2132519884



Suggested Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es)
- B. Presentation of business' testimony, evidence and witness(es)
- C. Questions, comments and rebuttals by consumer
- D. Questions, comments and rebuttals by business
- E. Questions by arbitrator

Inspection (If requested by arbitrator)

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer
- D. Questions or comments about inspection (and test drive) by business
- E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

- A. Any last questions, testimony or evidence by either party
- B. Any last questions by arbitrator
- C. Closing statement by business
- D. Closing statement by consumer

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.



September 7, 2001

Re: cam8 1800 1802 NIS0177375 [REDACTED] vs Nissan North America, Inc.

Ms. Wendy Herr
Nissan North America, Inc.
PO BOX 191 (G-1G)
Gardena, CA 90248-0191

Dear Ms. Herr:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form*, a *Manufacturer's Response Form (MRF)*, and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our assistance sooner, please contact me.

Please send us:

- (a) your position in this dispute in writing on the attached *MRF*; and
- (b) provide copies of any documents relevant to this dispute including the following:
 - Technical service bulletins (if any);
 - Recall notices (if any);
 - Vehicle repair records; and
 - Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to a hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see extension listed below) if you have any questions.

Sincerely,

Rosa Tinoco at Extension 210

3537513

Customer Claim Form

Case Number: NIS0177375

Contact Date: 08/07/01

Start Date: 08/07/01

Customer Name Address

GARDENA, CA

Day Phone:

Evening Phone:

Fax Number:

E-mail address:

Vehicle Information

Name(s) that appear on vehicle title:

Is vehicle titled to a business? no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles registered in California by vehicle owner/lessee: 0

Make: Nissan

Model: Quest

Model Year: 2000

Current Mileage: 35000

Vehicle Identification Number: 4N2XN11T3YD

Selling Dealer/City/State: GARDENA NISSAN, INC.

Selling Dealer/City/State: Universal City Nissan, North Hollywood

Insurance Carrier:

GMAC Insurance

Policy Number:

Has vehicle been in an accident? Yes ___ No Date of accident:

Description of Damage:

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 07/08/00 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As: New

Leased As:

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Licenholder's Name:

Leasing Company's Name:

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone: () -

Phone:

Resolution Sought

Consumer wants the manufacturer to give her two vehicles for the price of this van. She does not want another van since she feels this models are not reliable.

Signature of Owner(s):

I am authorizing my Resholder/lessee to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: [REDACTED]

Case Number: NIS0177375

| Problems | Servicing Dealer(s) | Repair Date(s) | Mileage on Date(s) | Days Out of Service |
|-----------------------------------|---------------------|----------------|--------------------|---------------------|
| lvr went out | | | | |
| right front head light went out | | 8 | | |
| vehicle was making ticking noises | | | | |
| vehicle makes noises when turning | | | | |
| vehicle accelerates | | | | |
| a/c has a bad odor when working | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
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| | | | | |
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| | | | | |
| | | | | |
| | | | | |

(Place an asterisk (*) next to any current problems)

Nissan North America, Inc.

MANUFACTURER RESPONSE FORM (CALIFORNIA)

Case Number: NIS0177375

Vehicle: 2000 Quest

Customer Name: [REDACTED]

VIN: 4N2XN11T3YD [REDACTED]

Manufacturer's Position: Records indicate the vehicle has been repaired under warranty. Nissan does apologize for the the concerns and offers reimbursement of three (3) months car payment due to inconvenience and as mediation settlement. Nissan also willing to have a factory technician inspect the vehicle for any current complaints.

Documentation Provided (please check):

- Technical Service Bulletin(s)
Recall Notice(s)
Vehicle Repair Records
Purchase/Lease documentation
Other:

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing [] By phone [X] In person [] In writing

Form completed by: Ken Carter Date: 9/20/01
Future Contact:

Phone: 310) 771-5951 Fax: 310) 771-4225

Please return this form as soon as possible to: BBB AUTO LINE
Fax: 703.247.9700

ATTACHMENT F

Lawsuits

LAWSUIT SUMMARY

CASE CAPTION: [REDACTED] v. Nissan Motor Corporation in U.S.A., Inc.

COURT/DOCKET NUMBER: Court of Common Pleas: Philadelphia County; Docket No.: 002194

DATE FILED/DATE SERVED: 02/14/02/ 02/25/02

VEHICLE MODEL/MODEL YEAR: Quest/2000

VIN: 4N2XN11T5YD [REDACTED]

SUMMARY:

The lawsuit arises out of the purchase of a 2000 model year Quest. The Complaint contains causes of action under the New Jersey Motor Vehicle Warranty Act, the Magnuson-Moss (FTC) Warranty Improvement Act, and the New Jersey Consumer Fraud Act. It alleged that a number of vehicle components, including headlights, were not repaired in accordance with the vehicle warranty. Economic damages were sought.

NISSAN COMMENT:

No engineering assessment was made of the allegations in this lawsuit.

Court of Common Pleas of Philadelphia County
 Trial Division
Civil Cover Sheet

002194

For Prothonotary Use Only (Docket Number)

FEBRUARY 2002

| | |
|---|---|
| PLAINTIFF'S NAME [REDACTED] | DEFENDANT'S NAME Nissan Motor Corporation in U.S.A. |
| PLAINTIFF'S ADDRESS South Plamfield, NJ [REDACTED] | DEFENDANT'S ADDRESS 18501 South Figueroa Street P.O. Box 191 Carson, CA 90248-0191 |
| PLAINTIFF'S NAME | DEFENDANT'S NAME |
| PLAINTIFF'S ADDRESS | DEFENDANT'S ADDRESS |
| PLAINTIFF'S NAME | DEFENDANT'S NAME |
| PLAINTIFF'S ADDRESS | DEFENDANT'S ADDRESS |

| | | |
|---------------------------------|------------------------------|---|
| TOTAL NUMBER OF PLAINTIFFS 1 | TOTAL NO. OF DEFENDANTS 1 | COMMENCEMENT OF ACTION <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Writ of Sequestration <input type="checkbox"/> Petition Action <input type="checkbox"/> Transfer From Other Jurisdiction <input type="checkbox"/> Notice of Appeal |
|---------------------------------|------------------------------|---|

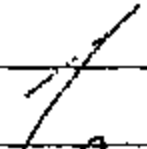
| | | | | |
|---|---|--|--|--|
| AMOUNT IN CONTROVERSY <input type="checkbox"/> \$50,000.00 or less <input type="checkbox"/> More than \$50,000.00 | COURT PROGRAMS <input checked="" type="checkbox"/> Arbitration <input type="checkbox"/> Jury <input type="checkbox"/> Non-Jury <input type="checkbox"/> Other | <input type="checkbox"/> Mass Tort <input type="checkbox"/> Savings Action <input type="checkbox"/> Petition | <input type="checkbox"/> Commercial <input type="checkbox"/> Minor Court Appeal <input type="checkbox"/> Statutory Appeals | <input type="checkbox"/> Settlement <input type="checkbox"/> Minor <input type="checkbox"/> W/D/Survival |
|---|---|--|--|--|

CASE TYPE AND CODE (SEE INSTRUCTIONS)
 10 - Contract - Other

STATUTORY BASIS FOR CAUSE OF ACTION (SEE INSTRUCTIONS)

| | |
|--|--|
| RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER) | IS CASE SUBJECT TO COORDINATION ORDER? Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
|--|--|

TO THE PROTHONOTARY:
 Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant.
 Papers may be served at the address set forth below.

| | |
|--|---|
| NAME OF PLAINTIFF/PETITIONER/APPELLANT'S ATTORNEY Craig Thor Kimmel, Esquire | ADDRESS (SEE INSTRUCTIONS) Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA 19002 |
| PHONE NUMBER (215) 540-8888 | FAX NUMBER (215) 540-8817 |
| SUPREME COURT IDENTIFICATION NO. 57100 | E-MAIL ADDRESS ckimmel@lemonlaw.com |
| SIGNATURE  | DATE 2.13.02 |

Craig Thor Kimmel, Esq.
Identification No. 571005
KIMMEL & SILVERMAN
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

RECIBIDA ORDENADO
COMPARACION DE JUROS
CONVENIO DE JUROS
1801 MARKET STREET, 2ND FLOOR
PHILADELPHIA, PA 19104
TIME: 11:30 AM
OCT 11 2002
YOU MUST STILL COMPLY
WITH THE NOTICE BELOW
LISTED TOMORROW DESP
OF THIS DATE. AVISO
DEBES DESEMPLEGAR

ATTORNEY FOR PLAINTIFF

THIS IS AN ARBITRATION
MATTER. ASSESSMENT OF
DAMAGES HEARING IS
REQUESTED.

[REDACTED]
SOUTH PLAINFIELD, NJ [REDACTED]

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY 002194

FEBRUARY 2002

v.

ATTEST
FEB 14 2002
M. SIMMONS
PRO. PROTHY

CIVIL ACTION

NISSAN MOTOR CORPORATION
18501 South Figueroa Street
P.O. Box 191
Carson California 90248-0191

THIS MATTER WILL BE HEARD BY A
BOARD OF ARBITRATORS
AT THE TIME, DATE AND PLACE
SPECIFIED HEREIN. IF YOU DO NOT
APPEAR AT THE HEARING, THE
ARBITRATORS WILL MAKE A
DECISION BASED ON THE
EVIDENCE SUBMITTED TO THEM.

NOTICE TO DEFEND
CODE: 1900

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.

**PHILADELPHIA BAR ASSOCIATION
LAWYER REFERRAL & INFORMATION SERVICE
ONE READING CENTER
PHILADELPHIA, PA 19107
TELEPHONE: 215-238-1701**

AVISO

Le han demandado a usted en la corte. Si usted quiere defenderse de estas de estas demandas expuestas en las paginas siguientes, usted tiene veinte (20) dias de plazo al partir de la fecha de la demanda y la notificacion. Hace falta asentar una comparencia escrita o en persona o con un abogado y entregar a la corte en forma escrita sus defensas o sus objeciones a las demandas en contra de su persona. Sea avisado que si usted no se defiende, le corte tomara medidas y puede continuar la demanda en contra suya sin previo aviso o notificacion. Ademas, la corte puede decidir a favor del demandante y requiere que usted cumpla con todas las provisiones de esta demanda. Usted puede perder dinero o sus propiedades u otros derechos importantes para usted.

LLEVE ESTA DEMANDA A UN ABOGADO INMEDIATAMENTE, SI NO TIENE ABOGADO O SI NO TIENE EL DINERO SUFICIENTE DE PAGAR TAL SERVICIO. VAYA EN PERSONA O LLAME POR TELEFONO A LA OFICINA CUYA DIRECCION SE ENCUENTRA ESCRITA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL.

**SERVICIO DE REFERENCIA LEGAL
ONE READING CENTER
FILADELFLA, PA 19107
TELEFONO: 215-238-1701**

Craig Thor Kimmel, Esquire
Identification No. 57100
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTORNEY FOR
PLAINTIFF

THIS IS AN ARBITRATION
MATTER. ASSESSMENT

██████████
SOUTH PLAINFIELD, NJ ██████████

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

v.

CIVIL ACTION

NISSAN MOTOR CORPORATION IN U.S.A., INC.
18501 South Figueroa Street
P.O. Box 191
Carson California 90248-0191

COMPLAINT
CODE: 1900

1. Plaintiff, ██████████, is an adult individual citizen and legal resident of the State of New Jersey, ██████████ South Plainfield, New Jersey ██████████

2. Defendant, Nissan Motor Corporation in U.S.A., is a business corporation qualified to do business and regularly conduct business in the Commonwealth of Pennsylvania, and is a corporation of the State of California, with its legal residence and principal place of business located at 18501 S. Figueroa Street, P.O. Box 191, Carson, CA, 90248-0191, and can be served at 18501 S. Figueroa Street, P.O. Box 191, Carson, CA, 90248-0191.

BACKGROUND

3. On or about June 17, 2001, Plaintiff purchased a 2000 Nissan Quest, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 4N2XNI1T5YD [REDACTED]

4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.

5. The purchase price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$25,000.00. A true and correct copy of the contract is not in plaintiff's possession, however, can be obtained from Defendant's authorized sales agent.

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

11. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997)

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

12. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

13. Plaintiff is a "Purchaser" as defined by N.J.S.A. 56:12-30.

14. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

15. Automall is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

16. On or about June 17, 2000, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

17. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). 1 said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

18. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

19. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

20. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 18,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.
- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

21. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

22. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

23. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

24. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

25. During the first 18 months and/or 24,000 miles, Plaintiff's complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: inoperable headlights; interior trim; air bag system; braking system; exhaust system; VCP system; CD player and radio. True and correct copies of all invoices in Plaintiff's possession are attached hereto, made a part hereof, and marked Exhibit "A".

26. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

27. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

28. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

29. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

30. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

31. Defendant is a "supplier," "warrantor," and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

32. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

33. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

34. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

35. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

36. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the

commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

37. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

38. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

39. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

40. Plaintiff avers Defendant's Dispute Resolution Program is not in compliance with 16 CFR 703 by the FTC for the period of time this claim was submitted.

41. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
NEW JERSEY CONSUMER FRAUD ACT

42. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

43. Plaintiff is a "Person" as defined by N.J.S.A. 56:8-1(d).

44. Defendant is a "Person" as defined by N.J.S.A. 56:8-1(d).

45. Defendant's actions surrounding the sale and servicing of the subject vehicle were unconscionable. Defendant's agents also acted with a reckless and callous disregard for Plaintiff's rights in negotiating and handling Plaintiff's warranty claims.

46. Defendant's actions surrounding the sale and servicing of said vehicle constitute a unconscionable commercial practice,

deception, fraud, false pretense, false promise, and/or misrepresentation.

Defendant and its agents acted affirmatively in such a manner as to be an unlawful commercial practice.

47. Defendant acted knowingly with the intent to cause plaintiff's reliance thereupon.

48. Defendant knowingly concealed, suppressed, or omitted facts material to the transactions at issue, in that Defendant was aware the defect(s)/condition(s) could not be repaired, and that the ineffectual repairs were performed by incompetent or unqualified individuals. Defendant's failure to verify the defect(s) or condition(s) constitutes a refusal to perform the repairs under its statutory or contractual obligations.

49. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Lemon Law N.J.S.A. 56:12-34(c) and Plaintiff believes and therefore avers said failure is a per se violation of the

New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq. as well as a violation of the New Jersey Lemon Law.

50. Plaintiff believes, and therefore, avers that the defect(s) or condition(s) outlined previously is/ are an inherent design defect and that as such the Defendant must certify the existence of this defect or condition to the Division of Consumer Affairs. Defendant has failed to file this certification and this failure is a violation of the New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq.

51. Defendant's failure to supply an itemized legible statement of repair is an unlawful practice pursuant to the New Jersey Consumer Fraud Act N.J.S.A. 56:8-2.

52. The Act prohibits the aforementioned action of Defendant in the sale and attempted repair of the subject vehicle.

53. Plaintiff believes, and therefore, avers the reckless, wanton and willful failure of Defendant to comply with the terms of the written warranties constitutes an unfair method of competition.

54. As a result of Defendant's unlawful conduct, Plaintiff has and will continue to suffer ascertainable financial loss proximately caused by the Defendant's conduct. Said losses are outlined as follows:

- a. Plaintiff is entitled to a full refund N.J.S.A. 56:8-2.11-12;
- b. Plaintiff's vehicle given the defect/condition is worthless;
- c. Plaintiff lost time from work and other money as a result of having to take the vehicle in for the repeated repair attempts;
- d. Plaintiff has been relegated to finding alternative means of transportation while the vehicle was in for repairs and while the vehicle

has been in its present condition. As a result, Plaintiff has incurred additional transportation costs; and

- e. Plaintiff has expended sums to maintain, store, insure, register, and other expenses for transportation.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount not in excess of Fifty Thousand Dollars (\$50,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By: 

CRAIG THOR KIMMEL, ESQUIRE
Attorneys for Plaintiff
30 East Butler Pike
Ambler, Pennsylvania 19002
(215) 540-8888

VERIFICATION

Craig Thor Kimmel, Esquire, states that he is the attorney for the Plaintiff herein; that he is acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.

Craig Thor Kimmel, Esquire

HYUNDAI
(732) 815-2850

NISSAN
(732) 815-2850

TOYOTA
(732) 815-2850



HYUNDAI
(732) 815-2850

SUZUKI
(732) 815-2880

LINCOLN
MERCURY
(732) 815-2850

CUSTOMER NO: 35528 NAME: ERIK FETTERMAN PHONE: 97148 482 DATE: 12/07/01 VEHICLE ID: NICS100011

ADDRESS: SO. PLAINFIELD, NJ VIN: 4N2XN11T5YD PRICE: 24,539 DATE: 12/07/01

MODEL: 00/NISSAN/QUEST/2 DOOR STANDARD

NO: 24539

LABOR & PARTS
 JOB # 1 51N1Z05 HEADLIGHTS TECH(S):92104 WARRANTY
 L/SIDE HEADLIGHT INOP
 REPLACE HEADLIGHT BULB

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-------------|-------------|-----------------------------|----------|
| JOB # 1 | 1 | 25296-98901 | BULB | | 0.00 |
| | | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

JOB # 2 60N1Z INTERIOR TRIM TECH(S):92104 0.00
 REAR HATCH WILL ONLY GO UP HALFWAY
 PARTS ORDERED-HATCH PISTONS

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-------------|-----------------------------|----------|
| | | | | JOB # 2 TOTAL PARTS | 0.00 |
| | | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 |

JOB # 3 52N1Z12 SUP RESTRAINT SYS TECH(S):92104 0.00
 PASSENGER SIDE AIR BAG STICKING UP
 RESECURE AIR BAG

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-------------|-----------------------------|----------|
| | | | | JOB # 3 TOTAL PARTS | 0.00 |
| | | | | JOB # 3 TOTAL LABOR & PARTS | 0.00 |

JOB # 4 40N1Z BRAKES TECH(S):92104 0.00
 RED BRAKE LIGHT COMES ON WHEN TURNING
 CUSTOMER DECLINES

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-------------|-----------------------------|----------|
| | | | | JOB # 4 TOTAL PARTS | 0.00 |
| | | | | JOB # 4 TOTAL LABOR & PARTS | 0.00 |

JOB # 5 00N1ZK030 EXPRESS LUBE 30 TECH(S):92104 7.45
 NISSAN EXPRESS LUBE 30
 30 MINUTES GUARANTEED OR YOUR NEXT EXPRESS LUBE 30 IS FREE
 USING GENUINE OIL FILTER AND UP TO 5 QUARTS OF MULTI-GRADE OIL
 PERFORMED NISSAN EXPRESS LUBE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-------------|---------------------|-----------------------------|----------|
| JOB # 5 | 1 | PK1 | OIL & FILTER CHANGE | 13.00 | 13.00 |
| JOB # 5 | 1 | 11026-01M02 | WASHER-DRAIN | **** | **** |
| JOB # 5 | 1 | 15208-9E000 | FILTER OIL | **** | **** |
| JOB # 5 | 5 | OIL | MOBIL | **** | **** |
| | | | | JOB # 5 TOTAL PARTS | 13.00 |
| | | | | JOB # 5 TOTAL LABOR & PARTS | 20.45 |



SOUTH PLAINFIELD, NJ



BRISTOL MOTORS, INC.

546 ROUTE NO. 22 WEST
NORTH PLAINFIELD, NJ 07080

SERVICE ADVISOR RICHARD J. SABATINO

| | | | | | | | |
|---------|---------|--------------------|-------------|-------|---------|---------|------|
| 03JUL01 | 03JUL01 | 2678 | 4N2XN11T5YD | 20454 | T159 | 03JUL01 | 9969 |
| | | 00 NISSAN QUEST SE | | 74.50 | 17JUN00 | 22 | 22 |
| 18317 | 18317 | | | | | | |

A CUSTOMER STATES EXHAUST SYSTEM IS MAKING
NOC NORMAL OPERATING CONDITION AT THIS
14 CPAY 0.00 0.00

| | |
|--------------------------|------|
| ** PRE-INVOICE ** | |
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | |

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

BRISTOL NISSAN THANKS YOU FOR YOUR PATRONAGE
WE ARE NOW OPEN ON SATURDAYS 9AM TO 2PM
PLEASE CALL FOR A CONVENIENT APPOINTMENT
PLEASE ASK ABOUT OUR DAILY COUPON SPECIALS

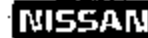
JUL 03 2001

CUSTOMER COPY

DATE

SOUTH PLAINFIELD, NJ

BRISTOL MOTORS, INC.



545 ROUTE NO. 22 WEST
NORTH PLAINFIELD, NJ 07060

SERVICE ADVISOR MIKE WOBESER

| | | | | | | | |
|---------|---------|--------------------|-------------|-------|-------|---------|-------|
| 02JUL01 | 02JUL01 | 2678 | 4N2XN11T5YD | 20454 | T884 | 02JUL01 | 9934 |
| | | 00 NISSAN QUEST SE | | | 74.50 | 17JUN00 | 72 72 |
| 18279 | 18279 | | | | | | |

A CHANGE OIL AND FILTER LUBE AS NEEDED.

| | | |
|---------|-------|-------|
| 60 CPAY | 13.00 | 13.00 |
| FILTER | 12.95 | 6.83 |

B CUSTOMER STATES VCP IS EATING TAPES AND NOT CAUSE: BAD VCP

| | |
|------------------|-------|
| 60 WAR | (N/C) |
| PORTLAND CONSOLE | (N/C) |

CLAIM TYPE: PO

** PRE-INVOICE **

| DESCRIPTION | TOTAL |
|------------------------|-------|
| LABOR AMOUNT | 13.00 |
| PARTS AMOUNT | 11.95 |
| GAS,OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 1.25 |
| TOTAL CHARGES | 26.20 |
| LEBS INSURANCE | 0.00 |
| SALES TAX | 1.58 |
| PLEASE PAY THIS AMOUNT | |

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BRISTOL NISSAN THANKS YOU FOR YOUR PATRONAGE
WE ARE NOW OPEN ON SATURDAYS 8AM TO 2PM
PLEASE CALL FOR A CONVENIENT APPOINTMENT
PLEASE ASK ABOUT OUR DAILY COUPON SPECIALS

PAID
VISA \$26.28
DATE 07/03/01

SOUTH PLAINFIELD, NJ

BRISTOL MOTORS, INC.



545 ROUTE NO. 22 WEST
NORTH PLAINFIELD, NJ 07060

SERVICE ADVISOR MIKE WOESER

| | | | | | | | | |
|---------|---------|------|--------------------|-------|-------|---------|---------|------|
| 02FEB01 | 22FEB01 | 2678 | 4N2XN11T5YD | 20454 | T773 | | 22FEB01 | 6771 |
| | | | 00 NISSAN QUEST SE | | 70.00 | 17JUN00 | 72 | 72 |
| 12880 | 12880 | | | | | | | |

A CUSTOMER STATES VCP UNIT IS EATING TAPES.
 CHECK AND ADVISE
 CAUSE: ADVISE CUSTOMER TO USE A CLEANING
 CEMENT IN PLACE. TESTED WITH TAPES FROM
 NO PROBLEM. TESTED WITH TAPES FROM
 NO PROBLEM FOUND AT THIS TIME

** PRE-INVOICE **

| DESCRIPTION | AMOUNT |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS,OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | |

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 PLEASE CALL FOR A CONVENIENT APPOINTMENT
 PLEASE ASK ABOUT OUR DAILY COUPON SPECIALS

FEB 22 2001

CUSTOMER COPY

PAGE



146 Route 22 East
Springfield, NJ 07081
1-888-5-NISSAN * 1-973-376-8821

SO PLAINFIELD, NJ, NJ

SERVICE ADVISOR JOANN BEYER

| | | | | | | | | |
|---------|---------|-------------------|-------------|---------|-------|---------|---------|-------|
| 22DEC00 | 22DEC00 | | 4N2XN11T5YD | 7572944 | T719 | | 22DEC00 | 39625 |
| 07:31 | 08:45 | 2000 NISSAN QUEST | | | 75.00 | 27OCT00 | 7431 | 7431 |
| 9401 | 9401 | | | | | | | |

| | | | |
|-----------------------------------|-------------|-------------|-------|
| A LUBE, OIL, AND FILTER AT \$1995 | | | |
| 33 TRUONG, HUY LIC#: 33 | | | |
| 1 | 15208-9E000 | FILTER | 16.00 |
| 4 | OIL | QUAKERSTATE | 4.00 |
| 33 TRUONG, HUY LIC#: 33 | | | |
| 1 | B4343-0UPB0 | CONNECTOR | (N/C) |

PAID

CK. NO. VISH

THANK YOU FOR SERVICING
YOUR CAR AT
NISSAN WORLD

CALL FOR YOUR NEXT
APPOINTMENT
(973) 376-8821
OR
1-888-5-NISSAN

SERVICE HOURS:
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
7:00 A.M. - 1:00 P.M.

| | |
|------------------------|-------|
| ** PRE-INVOICE ** | |
| UNITED LABOR WARRANTY | |
| LABOR AMOUNT | 9.95 |
| PARTS AMOUNT | 10.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 19.95 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 1.20 |
| PLEASE PAY THIS AMOUNT | |

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DEAR VALUED CUSTOMER,
YOU MAY BE CONTACTED BY NISSAN REGARDING THIS REPAIR. IF YOU CANNOT RATE OUR SERVICE AS "EXCELLENT" PLEASE LET US KNOW SO WE MAY RAISE YOUR LEVEL OF SATISFACTION. OUR GOAL IS TO PROVIDE QUALITY SERVICE AND EXCEED YOUR EXPECTATIONS. THANK YOU !!



148 Route 22 East
Springfield, NJ 07081
1-888-5-NISSAN • 1-973-378-8821

SO PLAINFIELD, NJ, NJ

SERVICE ADVISOR **JOANN BEYER**

| | | | | | | |
|---------|---------|-------------------|---------|-------|---------|-----------|
| 03NOV00 | 03NOV00 | 4N2XN11T5YD | 7572944 | T366 | 03NOV00 | 37956 |
| 09:40 | 13:07 | 2000 NISSAN QUEST | | 75.00 | 27OCT00 | 8290 7431 |
| 7343 | 7343 | | | | | |

A CUST STATES, INSTALL AIR BAG COVER SOB IS IN
 CAUSE: RPL AIR BAG MODULE TO CONFIRM THE
 CONCERN
 RQ24AA RPL ASSIST AIR BAG MODULE
 40 PHILLIPS, TOM LIC#: 9082336511
 1 K8515-7B002 MODULE
 FC: ZA03
 COUNT:
 AUTH CODE:

B CUST STATES, RIGHT HEADLIGHT KEEPS GOING ON
 CAUSE: NESC, TO REPLACE BULB TO CONFIRM THE
 CONCERN
 RE10AA RPL ONE HEADLAMP BULB
 40 PHILLIPS, TOM LIC#:

THANK YOU FOR SERVICING
 YOUR CAR AT
 NISSAN WORLD

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 APPOINTMENT
 (973) 376-8821
 OR
 1-888-5-NISSAN

SERVICE HOURS:
 MONDAY THRU FRIDAY
 7:00 A.M. - 6:00 P.M.
 SATURDAY
 7:00 A.M. - 1:00 P.M.

| DESCRIPTION | TOTAL |
|------------------------|-------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS,OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

LIMITED LABOR WARRANTY
 The Repair Facility guarantees the labor used in performing the repairs listed on the front of this Repair Order for a period of 90 days or 4,000 miles whichever comes first from the date such repairs were completed. The Limited Warranty specifically excludes front and rear alignment, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order.

To obtain repairs under this Limited Warranty, customer must (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) offer to drive the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under all circumstances the Repair Facility is liable to customer for any incidental or consequential damages including but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or consequential loss.

This part is sold "as is". The only warranties applying to this part are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

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 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X



148 Route 22 East
Springfield, NJ 07081
1-888-5-NISSAN * 1-973-376-8821

SO PLAINFIELD, NJ, NJ

JOANN BEYER

SERVICE ADVISOR

| | | | | | | | | |
|---------|---------|-------------------|-------------|---------|-------|---------|---------|-------|
| 03NOV00 | 03NOV00 | | 4N2XN11T5YD | 7572944 | T366 | | 03NOV00 | 37956 |
| 09:40 | 13:07 | 2000 NISSAN QUEST | | | 75.00 | 27OCT00 | 8290 | 7431 |
| 7343 | 7343 | | | | | | | |

| | |
|---|-----------|
| WP40 | (N/C) |
| 25296-88901 | (N/C) |
| FC: ZE51 | |
| PART: 25296-88901 | |
| COUNT: | |
| CLAIM TYPE: PR | |
| AUTH CODE: | |
| CUST STATES, VCR JUMPS AND SOUNDS DISTORTED | |
| ALSO THE VCR SEEMS TO BE CAUSING THE TUNING | |
| 40 PHILLIPS, TOM LIC#: | |
| 988233511 | |
| CP | 0.00 0.00 |

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YOUR CAR AT
NISSAN WORLD

CALL FOR YOUR NEXT
APPOINTMENT
(973) 376-8821
OR
1-888-5-NISSAN

SERVICE HOURS:
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
7:00 A.M. - 1:00 P.M.

| DESCRIPTION | TOTAL |
|------------------------|-------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS,OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | |

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All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part is sold "as is". The only warranties applying to this part are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "open liability", negligence or otherwise.

DEAR VALUED CUSTOMER,
YOU MAY BE CONTACTED BY NISSAN REGARDING THIS REPAIR. IF YOU CANNOT RATE OUR SERVICE AS "EXCELLENT" PLEASE LET US KNOW SO WE MAY RAISE YOUR LEVEL OF SATISFACTION. OUR GOAL IS TO PROVIDE QUALITY SERVICE AND EXCEED YOUR EXPECTATIONS. THANK YOU !!



148 Route 22 East
Springfield, NJ 07081
1-888-5-NISSAN * 1-873-378-8821

SO PLADNFIELD, NJ, NJ

SERVICE ADVISOR **THERESA RODRIGUEZ**

| REPAIR ORDER NUMBER | DATE READY | STOCK NO | VEHICLE IDENTIFICATION NO | PLATE NO | YEAR | MAKE | MODEL | MPG |
|---------------------|------------|----------|---------------------------|----------|----------|----------|----------|----------|
| 27OCT00 | 27OCT00 | | 4N2XN11T5YD | 7572944 | T252 | | 27OCT00 | 37684 |
| TIME IN | TIME READY | YEAR | MAKE & MODEL | PRICE | DATE | MPG | MPG | MPG |
| 07:05 | 14:39 | 2000 | NISSAN QUEST | 75.00 | 27OCT00 | 8290 | 8290 | |
| WARRANTY | WARRANTY | WARRANTY | WARRANTY | WARRANTY | WARRANTY | WARRANTY | WARRANTY | WARRANTY |
| 6896 | 6896 | | | | | | | |

| | | |
|---|--|--|
| A C/S PASSENGER SIDE SRS COVER IS LOOSE MISC VEHICLE NEED AIR BAG COVER PART IS NOT IN STOCK, NESC. TO ORDER PART 40 PHILLIPS, TOM LIC#: 9082336511 CP 0.00 0.00 | | |
| SUBL ENTERPRISE WEAD | | |
| B C/S VIDEO MONITOR SCREEN JUMPS AND THE VOICE MISC DISKONED MISC VCR SYSTEM OK AT THIS TIME DEFECTIVE TAPES 40 PHILLIPS, TOM LIC#: 9082336511 CP 0.00 0.00 | | |
| C C/S C/D PLAYER HAS STATIC WHEN PLAYING MISC C/D PLAYER IS WORKING FINE AT THIS TIME NO PROBLEM FOUND AT THIS TIME 40 PHILLIPS, TOM LIC#: 9082336511 CP 0.00 0.00 | | |
| D C/S RIGHT FRONT COUNSEL IS LOOSE OR BORN OUTCUSTOMER LOOK AT CONNECTOR MUST WIGGLE WHEN IN ORDER FOR THE LIGHT TO COME ON | | |

THANK YOU FOR SERVICING
YOUR CAR AT
NISSAN WORLD

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APPOINTMENT
(973) 376-8821
OR
1-888-5-NISSAN

SERVICE HOURS:
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
7:00 A.M. - 1:00 P.M.

| LABOR | DESCRIPTION | TOTALS |
|-------|------------------------|--------|
| | LABOR AMOUNT | |
| | PARTS AMOUNT | |
| | GAS, OIL, LUBE | |
| | BUBLET AMOUNT | |
| | MISC. CHARGES | |
| | TOTAL CHARGES | |
| | LESS INSURANCE | |
| | SALES TAX | |
| | PLEASE PAY THIS AMOUNT | |

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This repair is sold "as is". The only warranties applying to this repair are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this repair. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "joint liability", negligence or otherwise.

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146 Route 22 East
Springfield, NJ 07081
1-888-5-NISSAN * 1-978-378-8821

SO PLAINFIELD, NJ, NJ

SERVICE ADVISOR **THERESA RODRIGUEZ**

| DATE WRITTEN | DATE READY | STOCK NO. | VEHICLE IDENTIFICATION | PLATE NO. | MAKE | MODEL | YEAR | STOCK NO. |
|--------------|--------------|-----------|------------------------|-----------|------------|------------|-----------|-----------|
| 27OCT00 | 27OCT00 | | 4N2XN11T5YD | 7572944 | T252 | | 27OCT00 | 37684 |
| TIME IN | TIME READY | YEAR | MAKE | MODEL | LABOR RATE | START DATE | STOP DATE | STOCK NO. |
| 07:05 | 14:39 | 2000 | NISSAN | QUEST | 75.00 | 27OCT00 | 8290 | 8290 |
| WARRANTY IN | WARRANTY OUT | WARRANTY | | | | | | |
| 6896 | 6896 | | | | | | | |

CAUSE: CONNECTOR IS BURNT, NESC. TO SODER IN
NEW CONNECTOR
RAL6AA REPAIR WIRING HARNESS
40 PHILLIPS, TOM LIC#
9082336511
PC: ZE24
PART#: 8998999893
COUNT:
CHAIN TYPE: BR
AUTH CODE:
SUBL ENTERPRISE
E LUBE, OIL, AND FILTER AT \$1995
1995 LUBE, OIL, AND FILTER AT \$1995
40 PHILLIPS, TOM LIC#:
9082336511
CP 9.95 9.95
OIL* 6.00 6.00
G OIL CHARGES RATE 1.50 1.50

THANK YOU FOR SERVICING
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NISSAN WORLD

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APPOINTMENT
(973) 378-8821
OR

1-888-5-NISSAN

SERVICE HOURS:
MONDAY THRU FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
7:00 A.M. - 1:00 P.M.

| DESCRIPTION | TOTAL |
|------------------------|-------|
| LABOR AMOUNT | 9.95 |
| PARTS AMOUNT | 10.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 19.95 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 1.20 |
| PLEASE PAY THIS AMOUNT | |

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DEAR VALUED CUSTOMER,
YOU MAY BE CONTACTED BY NISSAN
REGARDING THIS REPAIR. IF YOU CANNOT RATE OUR
SERVICE AS "EXCELLENT" PLEASE LET US KNOW SO
WE MAY RAISE YOUR LEVEL OF SATISFACTION.
OUR GOAL IS TO PROVIDE QUALITY SERVICE AND
EXCEED YOUR EXPECTATIONS. THANK YOU !!

PAID

CK No. _____
DATE 10/27/2000

CUSTOMER COPY

SOUTH PLAINFIELD, NJ



BRISTOL MOTORS, INC.

546 ROUTE NO. 22 WEST
NORTH PLAINFIELD, NJ 07080

SERVICE ADVISOR MIKE WOBESER

| | | | | | | | | |
|---------|---------|------|--------------------|-------|-------|---------|---------|------|
| 21JUL00 | 21JUL00 | 2678 | 4N2XN11T5YD | 20454 | T693 | | 21JUL00 | 1634 |
| | | | 00 NISSAN QUEST SE | | 67.00 | 17JUN00 | 48 | 72 |
| 1559 | 1559 | | | | | | | |

A CUSTOMER STATES CHECK RADIO IS INOP. PARTS

CAUSE: INTERNAL FAILURE

MANUFACTURER

FC: ZE32

PARTS: 28145 22000

COUNT:

CLEAN TYPE: PR

ALPH CODE:

** PRE-INVOICE **

| | |
|------------------------|------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS,OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
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X

BRISTOL NISSAN THANKS YOU FOR YOUR PATRONAGE
WE ARE NOW OPEN ON SATURDAYS 8AM TO 2PM
PLEASE CALL FOR A CONVENIENT APPOINTMENT
PLEASE ASK ABOUT OUR DAILY COUPON SPECIALS

JUL 21 2000

SOUTH PLAINFIELD, NJ



BRISTOL MOTORS, INC.

546 ROUTE NO. 22 WEST
NORTH PLAINFIELD, NJ 07060

SERVICE ADVISOR MIKE WOBESER

| | | | | | | | |
|---------|---------|--------------------|-------------|-------|---------|---------|------|
| 07JUL00 | 07JUL00 | 2678 | 4N2XN11T5YD | 20454 | T900 | 07JUL00 | 1296 |
| | | 00 NISSAN QUEST SE | | 67.00 | 17JUN00 | 72 | 72 |
| 1189 | 1189 | | | | | | |

CUSTOMER STATES THERE IS A LOT OF SNOW IN

THE WINTER SEASON.

REASON: BAD VCP

30 WAR

(N/C)

CLAIM TYPE: PO

PLAYER AFTER BEING USED FOR A WHILE.

30 CPAY

0.00

0.00

NEP NO PROBLEM FOUND AT THIS TIME

** 1,000 MILE MAINTENANCE SERVICE.

30 INCP

(N/C)

** PRE-INVOICE **

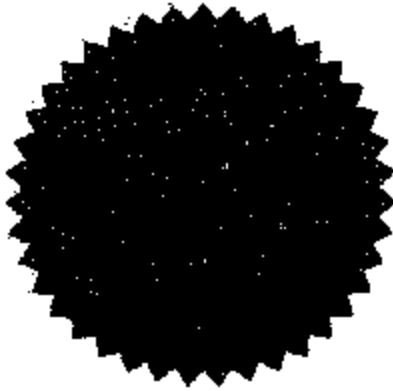
| DESCRIPTION | TOTAL |
|------------------------|-------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS,OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | |

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

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JUL 07 2000

LAWSUIT SUMMARY

CASE CAPTION: [REDACTED] v. Nissan Motor Corporation In U.S.A., Inc.

COURT/DOCKET NUMBER: Court of Common Pleas; Philadelphia County / Docket No.: 001512

DATE FILED/DATE SERVED: 11/15/01 / 11/27/01

VEHICLE MODEL/MODEL YEAR: Quest/1999

VIN: 4N2XN11TXXD [REDACTED]

SUMMARY:

The lawsuit arises out of the purchase of a 1999 model year Quest. The Complaint contains causes of action under the New Jersey Motor Vehicle Warranty Act, the Magnuson-Moss (FTC) Warranty Improvement Act, and the New Jersey Consumer Fraud Act. It alleged that the headlights were not repaired in accordance with the vehicle warranty. Economic damages were sought.

NISSAN COMMENT:

No engineering assessment was made of the allegations in this lawsuit.

Letter dated
11/20/01

Court of Common Pleas of Philadelphia County
Trial Division
Civil Cover Sheet

For Prothonotary Use Only (Docket Number)
NOVEMBER 2001 001512

| | |
|--|--|
| PLAINTIFF'S NAME [REDACTED] | DEFENDANT'S NAME Nissan Motor Corporation in U.S.A., Inc. |
| PLAINTIFF'S ADDRESS [REDACTED] Hewitt, N. [REDACTED] | DEFENDANT'S ADDRESS 12501 S. Agueron Street 2300 Bellissier Place Whittier, CA 90601-1507 P.O. Box 191 Carson CA 90248-0191 |
| PLAINTIFF'S NAME | DEFENDANT'S NAME |
| PLAINTIFF'S ADDRESS | DEFENDANT'S ADDRESS |
| PLAINTIFF'S NAME | DEFENDANT'S NAME |
| PLAINTIFF'S ADDRESS | DEFENDANT'S ADDRESS |

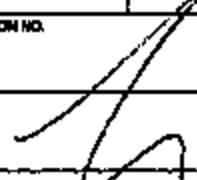
| | | |
|---|---|---|
| TOTAL NUMBER OF PLAINTIFFS 1 | TOTAL NO. OF DEFENDANTS 1 | COMMENCEMENT OF ACTION <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Writ of Subpoena <input type="checkbox"/> Petition Action <input type="checkbox"/> Transfer From Other Jurisdiction <input type="checkbox"/> Notice of Appeal |
| AMOUNT IN CONTROVERSY <input type="checkbox"/> \$50,000.00 or less <input type="checkbox"/> More than \$50,000.00 | COURT PROGRAMS <input checked="" type="checkbox"/> Arbitration <input type="checkbox"/> Jury <input type="checkbox"/> Non-Jury <input type="checkbox"/> Other | <input type="checkbox"/> Mass Tort <input type="checkbox"/> Savings Action <input type="checkbox"/> Petition <input type="checkbox"/> Commerce <input type="checkbox"/> Minor Court Appeal <input type="checkbox"/> Statutory Appeals <input type="checkbox"/> Settlement <input type="checkbox"/> Minors <input type="checkbox"/> W/D/Survival |

CASE TYPE AND CODE (SEE INSTRUCTIONS)
10 - Contract - Other

STATUTORY BASIS FOR CAUSE OF ACTION (SEE INSTRUCTIONS)

| | |
|--|---|
| RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER) | IS CASE SUBJECT TO COORDINATION CREDIT? Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
|--|---|

TO THE PROTHONOTARY:
Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant.
Papers may be served at the address set forth below.

| | |
|--|--|
| NAME OF PLAINTIFF/PETITIONER/APPELLANT'S ATTORNEY Craig Thor Kimmel, Esquire | ADDRESS (SEE INSTRUCTIONS) Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA 19002 |
| PHONE NUMBER (215) 540-8888 | FAX NUMBER (215) 540-8817 |
| SUPREME COURT IDENTIFICATION NO. 57100 | E-MAIL ADDRESS ckimmel@lemonlaw.com |
| SIGNATURE  | DATE 11-14-01 |

Craig Thor Kimmel, Esquire
Identification No. 57100
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTEST

ATTORNEY FOR PLAINTIFF

NOV 15 2001

S. GARRETT
PRO. PROTHY

THIS IS AN ARBITRATION MATTER. ASSESSMENT DAMAGES HEARING REQUESTED.

ESTADO UNIDO DE AMERICA
COMERCIO INTERNACIONAL
ARBITRACION HEARING
MARKET STREET, 2ND FLOOR
FIVE PENNSYLVANIA PLAZA
PHILADELPHIA, PA 19102
TIME: 9:30
JUL 17 2002
YOU MUST STILL COMPLY WITH THE NOTICE BELOW. USTED TODAVIA DEBE CUMPLIR CON EL AVISO PARA DEFENDERSE

[REDACTED]

Hewitt, New Jersey

v.

NISSAN MOTOR CORPORATION
18501 South Figueroa Street
P.O. Box 191
Carson California 90248-0191

THIS MATTER WILL BE HEARD BY A BOARD OF ARBITRATORS AT THE TIME, DATE AND PLACE SPECIFIED BUT, IF ONE OR MORE PARTIES IS NOT PRESENT, THE MATTER MAY BE HEARD AT THE SAME TIME AND DATE BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

CIVIL ACTION

NOVEMBER 2001

001512

NOTICE TO DEFEND
CODE: 1900

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.

PHILADELPHIA BAR ASSOCIATION
LAWYER REFERRAL & INFORMATION SERVICE
ONE READING CENTER
PHILADELPHIA, PA 19107
TELEPHONE: 215-238-1701

AVISO

Le han demandado a usted en la corte. Si usted quiere defenderse de estas de estas demandas expuestas en las paginas siguientes, usted tiene veinte (20) dias de plazo al partir de la fecha de la demanda y la notificacion. Hace falta asentar una comparencia escrita o en persona o con un abogado y entregar a la corte en forma escrita sus defensas o sus objeciones a las demandas en contra de su persona. Sea avisado que si usted no se defiende, le corte tomara medidas y puede continuar la demanda en contra suya sin previo aviso o notificacion. Ademas, la corte puede decidir a favor del demandante y requiere que usted cumpla con todas las provisiones de esta demanda. Usted puede perder dinero o sus propiedades u otros derechos importantes para usted.

LLEVE ESTA DEMANDA A UN ABOGADO INMEDIATAMENTE, SI NO TIENE ABOGADO O SI NO TIENE EL DINERO SUFICIENTE DE PAGAR TAL SERVICIO. VAYA EN PERSONA O LLAME POR TELEFONO A LA OFICINA CUYA DIRECCION SE ENCUENTRA ESCRITA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL.

SERVICIO DE REFERENCIA LEGAL
ONE READING CENTER
FILADELFLA, PA 19107
TELEFONO: 215-238-1701

Craig Thor Kimmel, Esquire
Identification No. 57100
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTORNEY FOR
PLAINTIFF

THIS IS AN ARBITRATION
MATTER ASSESSMENT

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

[REDACTED]
Hewitt, New Jersey [REDACTED]

v.

CIVIL ACTION

NISSAN MOTOR CORPORATION IN
U.S.A., INC.
18501 South Figueroa Street
P.O. Box 191
Carson California 90248-0191

COMPLAINT
CODE: 1900

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the State of New Jersey, [REDACTED] Hewitt, New Jersey [REDACTED]

2. Defendant, Nissan Motor Corporation in U.S.A., is a business corporation qualified to do business and regularly conduct business in the Commonwealth of Pennsylvania, and is a corporation of the State of California, with its legal residence and principal place of business located at 18501 S. Figueroa Street, P.O. Box 191, Carson, CA, 90248-0191, and can be served at 18501 S. Figueroa Street, P.O. Box 191, Carson, CA, 90248-0191

BACKGROUND

3. On or about September 1, 1999, Plaintiff purchased a new 1999 Nissan Quest, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 4N2XN11TXXD835103.

4. The vehicle was purchased in the State of New Jersey and is registered in the State of New Jersey.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the Lemon Law, totaled more than \$26,634.46. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. Plaintiff has or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

11. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997)

COUNT I
NEW JERSEY MOTOR VEHICLE WARRANTY ACT

12. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

13. Plaintiff is a "Purchaser" as defined by N.J.S.A. 56:12-30.

14. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

15. O'Brien Nissan, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

16. On or about September 1, 1999, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

17. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). 1 said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

18. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

19. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

20. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 18,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
 - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
 - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.
- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

21. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

22. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

23. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

24. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

25. During the first 18 months and/or 24,000 miles, Plaintiff's complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: inoperable headlights . True and correct copies of all invoices in Plaintiff's possession are attached hereto, made a part hereof, and marked Exhibit "B".

26. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

27. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

28. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

29. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

30. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

31. Defendant is a "supplier," "warrantor," and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

32. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

33. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

34. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

35. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

36. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the

commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

37. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

38. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

39. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

40. Plaintiff avers Defendant's Dispute Resolution Program is not in compliance with 16 CFR 703 by the FTC for the period of time this claim was submitted.

41. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

**COUNT III
NEW JERSEY CONSUMER FRAUD ACT**

42. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

43. Plaintiff is a "Person" as defined by N.J.S.A. 56:8-1(d).

44. Defendant is a "Person" as defined by N.J.S.A. 56:8-1(d).

45. Defendant's actions surrounding the sale and servicing of the subject vehicle were unconscionable. Defendant's agents also acted with a reckless and callous disregard for Plaintiff's rights in negotiating and handling Plaintiff's warranty claims.

46. Defendant's actions surrounding the sale and servicing of said vehicle constitute a unconscionable commercial practice,

deception, fraud, false pretense, false promise, and/or misrepresentation.

Defendant and its agents acted affirmatively in such a manner as to be an unlawful commercial practice.

47. Defendant acted knowingly with the intent to cause plaintiff's reliance thereupon.

48. Defendant knowingly concealed, suppressed, or omitted facts material to the transactions at issue, in that Defendant was aware the defect(s)/condition(s) could not be repaired, and that the ineffectual repairs were performed by incompetent or unqualified individuals. Defendant's failure to verify the defect(s) or condition(s) constitutes a refusal to perform the repairs under its statutory or contractual obligations.

49. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Lemon Law N.J.S.A. 56:12-34(c) and Plaintiff believes and therefore avers said failure is a per se violation of the

New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq. as well as a violation of the New Jersey Lemon Law.

50. Plaintiff believes, and therefore, avers that the defect(s) or condition(s) outlined previously is/are an inherent design defect and that as such the Defendant must certify the existence of this defect or condition to the Division of Consumer Affairs. Defendant has failed to file this certification and this failure is a violation of the New Jersey Consumer Fraud Act N.J.S.A. 56:8-1 et seq.

51. Defendant's failure to supply an itemized legible statement of repair is an unlawful practice pursuant to the New Jersey Consumer Fraud Act N.J.S.A. 56:8-2.

52. The Act prohibits the aforementioned action of Defendant in the sale and attempted repair of the subject vehicle.

53. Plaintiff believes, and therefore, avers the reckless, wanton and willful failure of Defendant to comply with the terms of the written warranties constitutes an unfair method of competition.

54. As a result of Defendant's unlawful conduct, Plaintiff has and will continue to suffer ascertainable financial loss proximately caused by the Defendant's conduct. Said losses are outlined as follows:

- a. Plaintiff is entitled to a full refund N.J.S.A. 56:8-2.11-12;
- b. Plaintiff's vehicle given the defect/condition is worthless;
- c. Plaintiff lost time from work and other money as a result of having to take the vehicle in for the repeated repair attempts;
- d. Plaintiff has been relegated to finding alternative means of transportation while the vehicle was in for repairs and while the vehicle

has been in its present condition. As a result, Plaintiff has incurred additional transportation costs; and

- e. Plaintiff has expended sums to maintain, store, insure, register, and other expenses for transportation.

WHEREFORE, Plaintiffs respectfully demand judgment against Defendant in an amount not in excess of Fifty Thousand Dollars (\$50,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

KIMMEL & SILVERMAN, P.C.

By: _____
CRAIG THOR KIMMEL, ESQUIRE
Attorneys for Plaintiff
30 East Butler Pike
Ambler, Pennsylvania 19002
(215) 540-8888

VERIFICATION

Craig Thor Kimmel, Esquire, states that he is the attorney for the Plaintiff herein; that he is acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.



CRAIG THOR KIMMEL, ESQUIRE
Attorney for Plaintiff

Motor Vehicle
Retail Order

New Used
 Demo



BRIEN NISSAN

1025 GOFFLE ROAD
HAWTHORNE, N.J. 07605
TEL. (973) 427-0200 • FAX (973) 427-5446



CUSTOMER: [REDACTED] DATE: 9/1/99 STOCK NO. 70027
 ADDRESS: [REDACTED]
 HOME PHONE: [REDACTED] WORK PHONE: [REDACTED] SALES PERSON: ALESPERSON
 D. L. #: [REDACTED] SOC. SEC. #: [REDACTED] D.O.B.: [REDACTED]
 PLEASE ENTER MY ORDER FOR ONE 97 NISSAN MODEL [REDACTED]
 BODY TYPE: VAN COLOR: GREY MILES: [REDACTED] (YEAR AND MAKE) SERIAL NO. JN1ZKMI177X

INTERIOR TRIM COLOR: [REDACTED]
 Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
 Cash Purchase Finance Purchase Lease
 IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
 IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.
 TO BE DELIVERED ON OR ABOUT [REDACTED]
 Price of Unit: [REDACTED]
 Additional Equipment (options): [REDACTED]

IF A NEW VEHICLE SALE . . .
 The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX
 This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
 OR
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

IF A LEASE, THE FOLLOWING APPLY:
 MONTHLY PAYMENT AMOUNT \$ [REDACTED]
 TERM: [REDACTED] MONTHS
 MILEAGE PER YEAR [REDACTED]
 CASH DUE AT DELIVERY \$ [REDACTED]

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
 The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 372).

IF A PURCHASE, THE FOLLOWING APPLY:
 TOTAL PRICE OF VEHICLE 24541.00
 Less Trade-in [REDACTED]
 TOTAL TAXABLE AMOUNT [REDACTED]
 State Sales Tax 1910.46
 Luxury Tax (if Applicable) [REDACTED]
 Registration/Title Fee 173.00
 Documentary Fee (N.J. UNREGISTERED SERVICE CHARGE: 100.00; CERTAIN SERVICE CHARGE: 100.00; COMPANY SERVICE CHARGE: 73.00) \$123.00
 NET PAY-OFF ON TRADE-IN [REDACTED]
 TOTAL 26634.46
 Deposit [REDACTED]
 BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY [REDACTED]
 BALANCE DUE ON DELIVERY [REDACTED]

TRADE-IN DESCRIPTION AND ALLOWANCE
 Year [REDACTED] Make [REDACTED] Model [REDACTED]
 Serial No. [REDACTED] Mileage [REDACTED]
 Trade-in Value [REDACTED] Date of [REDACTED]
 Less Balance Owed [REDACTED]
 Net Trade-in Allowance [REDACTED]
 Balance Owed to [REDACTED]
 Address: [REDACTED]
 Account No.: [REDACTED]
 Info. From [REDACTED] Good Thru [REDACTED]
 Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All stickers are of original equipment and have never been replaced. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

Customer agrees that this Order on the top and reverse side and any other documents and supersedes any prior agreements and all of the terms of the agreement between Customer and Dealer. If Customer executes a lease contract which shall contain full disclosure of all lease OR HER AUTHORIZED REPRESENTATIVE. Customer by execution of this copy of the Order, YOU HAVE THE RIGHT TO A WRITTEN WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY BE REIMBURSED BY THE MANUFACTURER. LEASE TERM OF A
 Accepted By: [REDACTED]
 Dealer in the Authorized Representative

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All stickers are of original equipment and have never been replaced. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

 Dealer's Signature [REDACTED] Date [REDACTED]



12310

26287

O'BRIEN IMPOR

NISSAN - SALES & SERVICE

801 LAFAYETTE AVENUE
HAWTHORNE, NEW JERSEY
SERVICE: 19731 427-3888

INVOICE

PAGE 1

LEWITT, NJ
PHONE:

SERVICE ADVISOR: 1113 GUY MAZZOCCHIA

| | | | | | | | |
|-------------|------------|--|--------------|---------|----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | | |
| SILVER KL2 | 99 | NISSAN QUEST | 4N2XH11TXXD | | 29977/29977 | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 13SEP1999 | 01MAY99 | 03SEP2002 | WAIT 03APR01 | | 72.00 | CASH | 05APR01 |
| R.O. OPENED | READY | OPTIONS: STK:7823 DLR:08050 ENG:3.3_Liter_EFI_SOHC TRN:AUTO | | | | | |
| 09:59 | 03APR01 | 16:43 | 05APR01 | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A HEADLITES NOT WORKING AGAIN
CAUSE:

FR:5AA REPAIR WIRING HARNESS
1177 W94 1.40
2 B4343-0UFBO CONNECTOR
FC: EE24
PART#: B43430UFBO
COUNT:
CLAIM TYPE: PP
AUTH CODE:

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,500 miles (whichever comes first) from the date such repairs were completed. The Limited Warranty specifically excludes, but is not limited to, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable nor enforceable by any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at its expense is deemed, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order.

To obtain repair under this Limited Warranty, customer must: 1st notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above. In the event the vehicle is delivered to the Repair Facility at the address shown on the front of this Repair Order, the customer must authorize the Repair Facility to make the repairs requested and will pay the cost of such repairs together with sales tax upon completion of such repairs.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are hereby excluded. The Repair Facility will not be responsible for consequential damages including, but not limited to, damages for loss of property, loss of profits, inconvenience or commercial loss.

This policy is sold "as is". The only warranties applying to this policy are those which may be stated on the front of this policy. The Repair Facility hereby disclaims all warranties, either express or implied, including any warranty of fitness for a particular purpose, and neither assumes nor authorizes any other person to represent the Repair Facility or its service. Buyer shall not be entitled to recover from the Repair Facility for any damages for loss of use, loss of time, loss of profits, or income, or any other damages.



| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SURLET AMOUNT | 0.00 |
| MISC CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS ADJUSTMENT | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

12310

26928

O'BRIEN IMPOR

NISSAN - SALES & SERVICE

801 LAFAYETTE AVENUE
HAWTHORNE, NEW JERSEY
SERVICE: (973) 427-3888

INVOICE

PAGE 1

SERVICE ADVISOR: 1113 GUY MAZZOCCHIA

HEWITT, NJ

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | T | |
|---------------|------------|---------------|---------------|---------------------------------|----------------|---------|-----------|
| SILVER | KL2 99 | NISSAN QUEST | 4N2XN11TXXE | | 31200/31200 | T78 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 03SEP1999 | 01MAY99 | 03SEP2002 | 18:00 08MAY01 | | 72.00 | CASH | 30MAY2001 |
| R.O. OPENED | | READY | | OPTIONS: STK:7823 DLR:08050 | | | |
| 09:42 08MAY01 | | 10:51 30MAY01 | | ENG:3.3_Liter_EFI_SOHC TRN:AUTO | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A LITES NW
CAUSE:

RDS2AA RPL LIGHTING CONTROL
1177 W94 0.40

1 28575-7B100 CONTROL AS

RD9999 REPAIR WIRING TO SHORTED LIGHTING CONTROL
UNIT

1177 W94 2.00

FC: ZE24

PART#: 285757B100

COUNT:

CLAIM TYPE: PP

AUTH CODE:

SUBL RENTAL

W94

B NISSAN LOANER

MISC MISCELLANEOUS

1177 ISP 0.00

1 26261-89908 BULB-STOP



Thank You
Both for Being
Patient.
This was a "Rare" Problem

Guy

| LIMITED LABOR WARRANTY | |
|------------------------|------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS ADJUSTMENT | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

ATTACHMENT G

Warranty Claims Data

Warranty claims data were gathered from Warranty database as of March 24, 2004.

ATTACHMENT G

The total counts of warranty claims are as follows:

- 915 for MY1999 Quest vehicles
- 3174 for MY2000 Quest vehicles

The search criteria used by Nissan to identify the claims identified in response to Request No. 5 is as follows:

OP Codes

RE10AA = replace one halogen or Xenon headlamp bulb
RA16AA = repair wiring harness

PNC Codes

24010 = Main harness
24012 = Engine room harness
24077 = Engine room sub-harness
26023 = Headlamp assembly
26719 = Headlamp bulb

CS Codes

HE = Bulb/lamp inoperative
ZE = No/improper operation

CT Codes

24 = Burnt/fused
63 = Bulb/lamp inoperative

Part Numbers

B43430UF80 = 3-pin headlight wiring harness connector
B434379984 = Connector assembly harness

ATTACHMENT H

Vehicle warranties

WHO IS THE WARRANTOR

Nissan¹ warrants all parts of your 1999 Nissan vehicle supplied by Nissan, except for those listed below under the caption "WHAT IS NOT COVERED."

APPLICABILITY

- This warranty is provided to the original and subsequent owner(s) of a Nissan vehicle originally distributed by Nissan which is originally sold by a Nissan authorized Nissan dealership in the United States (excludes Hawaii), and which is registered and normally operated in the United States (including Alaska and Hawaii), the United States territories (specifically Guam, Saipan, American Samoa, Puerto Rico and the U.S. Virgin Islands), and Canada.
- Your Nissan vehicle is manufactured to meet U.S. regulations and environmental requirements. With the exception of privately owned vehicles belonging to members of the U.S. military or employees and officers of the United States Government stationed abroad, this warranty does not apply if an otherwise covered vehicle is operated in, or relocated to, a country other than those listed above under this caption, except that it continues to apply if the vehicle is operated in full compliance with its proper use as described in the applicable OWNER'S MANUAL² while touring outside of the United States, the U.S. territories or Canada for a period not exceeding sixty (60) consecutive days or sixty (60) days in any one 12 month period. This warranty applies to a relocated vehicle which is returned to, and is registered and normally operated in the United States, the U.S. territories or Canada, except for conditions due to the vehicle's foreign operation, e.g., use of inappropriate fuels or other fluids.

THE WARRANTY BEGINS

The warranty period begins on the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

¹ Nissan indicates Nissan Motor Corporation in U.S.A., P.O. Box 191, Gardena, California, 90248-0191 which provides consumer service for Nissan vehicles in the continental United States.

² See the Owner's Manual for information relevant to proper operation of the vehicle, including the recommended fuels and fluids.

FOR HOW LONG AND WHAT IS COVERED

■ BASIC COVERAGE

- The basic coverage period is 36 months or 36,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in materials or workmanship of all parts and components of each new Nissan vehicle supplied by Nissan except for the exclusions or items listed under the caption "WHAT IS NOT COVERED" or as indicated below.

■ POWERTRAIN COVERAGE

- The Powertrain coverage period is 60 months or 60,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in materials or workmanship.
- Powertrain coverage applies to components listed below, supplied by Nissan except for those items listed under the caption "WHAT IS NOT COVERED".

ENGINE

Cylinder heads and block and all internal parts, rocker covers and oil pan, valve train and front cover, timing chain and tensioner, oil pump, water pump and fuel pump, fuel injectors, intake and exhaust manifolds and turbocharger, flywheel, seals, and gaskets.

TRANSMISSION AND TRANSAXLE

Case and all internal parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, clutch cover and housing, and electronic transmission controls.

DRIVETRAIN

Drive shafts, final drive housing and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

RESTRAINT SYSTEM

Air bags and related electronic control systems.

■ CORROSION COVERAGE (PERFORATION FROM CORROSION)

Any body sheet metal panel supplied by Nissan found to have developed perforation (rust-through) due to corrosion in normal use is covered for 60 months, regardless of mileage, except for those items listed under "WHAT IS NOT COVERED". No additional rust proofing applications are required. Perforation is a condition in which any body sheet metal panel has corroded from one surface through to another.

■ ORIGINAL EQUIPMENT BATTERY COVERAGE

The coverage period is 36 months or 36,000 miles, whichever comes first. A defective original equipment battery which is unserviceable within the first 12 months and 36,000 miles will be replaced free of charge. After 12 months but within 24 months and 36,000 miles, you will pay 50% of the replacement battery's suggested retail price plus any applicable taxes. After 24 months but within 36 months and 36,000 miles, you will pay 75% of the replacement battery's suggested retail price plus any applicable taxes. Nissan will pay the rest, including all labor to remove and replace the defective battery.

■ TOWING COVERAGE

If your vehicle is inoperative due to the failure of a warranted part, towing service to the nearest authorized Nissan dealer is covered for 36 months or 36,000 miles, whichever comes first.

■ ADJUSTMENTS

Service adjustments not usually associated with the replacement of parts, such as wheel alignment, are covered only during the first 12 months or 12,500 miles, whichever comes first.

■ REFRIGERANT RECHARGE ONLY

Refrigerant recharge not associated with the repair or replacement of a warranted part is covered only during the first 12 months, regardless of the mileage.

NO CHARGE

Warranty repairs will be made at no charge for parts and/or labor (except for batteries and tires, in which case you may pay certain charges as noted above or as described in the appli-

NEW VEHICLE LIMITED WARRANTY

cable the warranty found later in this booklet. Any needed parts replacement will be made using genuine Nissan or Nissan approved new or remanufactured parts.

OBTAINING WARRANTY SERVICE

■ You must take the vehicle to an authorized Nissan dealer in the United States or Canada during regular business hours at your expense in order to obtain warranty service. The names and addresses of authorized Nissan dealers are listed in telephone directories.

■ If you require warranty service outside of the United States (see terms under caption "APPLICABILITY"), contact an Nissan dealer in that country. Note that complaints related to failure to comply with proper use of the vehicle as described in the applicable OWNER'S MANUAL (including the lack of availability or use of proper fuel and fluids), or the vehicle's lack of compliance with local regulations or environmental requirements of any country (other than the U.S., the listed U.S. territories or Canada) are not covered by this warranty.

MAINTENANCE AND RECORDS

As a condition of this warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your OWNER'S MANUAL, and maintaining copies of all maintenance records & receipts for review by Nissan. Failure to do so is likely to result in the denial of warranty coverage.

Evidence of the performance of the required maintenance should be kept and presented as proof of such maintenance in connection with related warranty repairs. To assist you in maintaining appropriate records, the Maintenance log located in the back of this booklet can be used along with supporting repair invoices, receipts and other such records.

WHAT IS NOT COVERED

DAMAGE, FAILURES OR CORROSION DUE TO ACCIDENTS, MISUSE OR ALTERATIONS

This warranty does not cover damage, failures or corrosion resulting from:

- Accident, theft, fire, driving through water (including engine water ingestion) or misuse (Proper use is outlined in your OWNER'S MANUAL).

- Alteration, tampering or improper repair.
- Installation of non-Nissan approved accessories or components.
- Improper installation of any Nissan approved or aftermarket accessory or component.
- Glass breakage, unless resulting from defects in material or workmanship.

ALTERED OR UNCERTAIN ODOMETER MILEAGE

This warranty does not cover repair of any vehicle or any part of a vehicle of which the odometer mileage has been altered, or the odometer repaired or replaced and the actual vehicle mileage cannot be correctly and readily determined.

SALVAGE TITLE

This limited warranty does not apply to any vehicle, and is rendered void if the vehicle is (or ever has been) issued a "salvage" or similar title under any state's law; or has ever been determined to be a "total loss" or equivalent by any insurance company, such as by payment of a cash payment of claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle.

DAMAGE, FAILURES OR CORROSION FROM ENVIRONMENTAL CONDITIONS

This warranty does not cover damage, failures or corrosion resulting from:

- Stone chipping, chemical fallout (acid rain), tree sap, salt, hail, wind-storm, lightning, flood or other environmental conditions.
- The items listed below are not covered under corrosion coverage (perforation from corrosion).
 - Exhaust system components.
 - Corrosion of outer trim parts, such as moldings. However, corrosion of outer trim parts is warranted for 12 months or 12,500 miles, whichever comes first.
 - Corrosion other than perforation, such as cosmetic or surface corrosion due to defects in materials or workmanship. This is covered under the Basic Coverage of the New Vehicle Limited Warranty.
 - Special bodies or equipment not manufactured or supplied by Nissan.

DAMAGE, FAILURES OR CORROSION DUE TO LACK OF OR IMPROPER MAINTENANCE

This warranty does not cover damage, failures or corrosion resulting from:

- Lack of performance of proper maintenance services as outlined in your OWNER'S MANUAL.
- Use of improper or dirty fuel, fluids or lubricants.
- Use of parts not equivalent in quality or design to parts supplied by Nissan.

MAINTENANCE SERVICE EXPENSE

This warranty does not cover normal maintenance services as specified in your OWNER'S MANUAL such as engine tune-up; cleaning and polishing; wheel alignment; headlight aiming; replacement of filters; replacement of windshield wiper inserts, lubricants, coolant; worn brake shoes, pads, drums and rotors and worn clutch discs.

SEAT BELTS, TIRES AND EMISSION CONTROL SYSTEM

Seat belts, tires and the emission control system are covered by separate warranties.

LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

EXTRA EXPENSES - LIMITATIONS OF DAMAGES

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

WHAT IS COVERED

Nissan® warrants all replacement parts and accessories it distributes, except those listed below under the caption "WHAT IS NOT COVERED."

This warranty covers any repairs needed to correct defects in materials or workmanship.

*Nissan indicates Nissan Motor Corporation in U.S.A., P.O. Box 191, Gardena, California 90248-0191 which provides consumer service for Nissan vehicles in the Continental United States.

HOW LONG IS THE WARRANTY

This warranty is for 12 months or 12,000 miles from the date of installation or purchase, whichever is earlier. However, the warranty on replacement parts and accessories installed in a Nissan vehicle while it is covered by a Nissan warranty will not end before the end of that warranty.

REPLACEMENT AUDIO COMPONENTS

A replacement Radio, Tape Deck, Amplifier or Compact Disc Player/Auto Changer or Cellular Phone supplied by Nissan is covered for 12 months/unlimited mileage from the time of installation or the balance of the Basic Vehicle Warranty, whichever is greater.

WHAT IS NOT COVERED

This warranty does not cover:

1. Tires, batteries, remanufactured engines or truck bedliners. These items are covered by separate warranties.
2. Competition parts which are sold "AS IS" without warranties, express or implied.

3. Normal maintenance service and parts replacement as outlined in the maintenance schedule of your OWNER'S MANUAL.

4. Damage or failures resulting from:

- Abuse (your OWNER'S MANUAL is your guide to proper use).
- Accident, theft, fire, driving through water resulting in engine water ingestion.
- Chemical fallout, tree sap, salt, sand, hail, flood or other environmental conditions.
- Modification, tampering, improper installation of any part, or improper repair.
- Use of parts not equivalent in quality or design to parts and supplied by Nissan.
- Lack of performance of required maintenance services as outlined in your OWNER'S MANUAL.
- Use of improper or dirty fuel, fluids or lubricants.

5. SALVAGE TITLE

This warranty does not cover damage, failures or corrosion to any Nissan replacement part installed in the vehicle, if the vehicle is issued a "salvage" or similar title under any state's law, and this warranty is rendered void for any such part installed in the vehicle prior to the vehicle being issued a "salvage" or similar title unless state law expressly states otherwise. (This exclusion does not extend to new genuine Nissan replacement parts installed in the vehicle after the issuance of a "salvage" or similar title.)

WHAT YOU MUST DO

In order to obtain warranty service you must deliver the warranted part or accessory, or the vehicle on which the part or accessory is installed, to an authorized Nissan dealer in the United States or Canada at your expense with proof of purchase. The names and addresses of authorized Nissan dealers are listed in telephone directories.

You must also pay for labor charges to remove and replace the part or accessory if it was not originally installed on your vehicle by an authorized Nissan dealer.

WHAT NISSAN WILL DO

If the part or accessory to be repaired was originally installed by an authorized Nissan dealer, it will be removed and reinstalled after repair at no charge for parts and labor. If the part or accessory was not installed by an authorized Nissan dealer, the part or accessory will be exchanged only. Any needed parts replacement will be made using genuine Nissan or Nissan approved new or remanufactured parts.

LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

EXTRA EXPENSES - LIMITATIONS OF DAMAGES
This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

2000 NEW VEHICLE LIMITED WARRANTY

WHO IS THE WARRANTOR

Nissan¹ warrants all parts of your 2000 Nissan vehicle supplied by Nissan, except for those listed below under the caption "WHAT IS NOT COVERED."

APPLICABILITY

- This warranty is provided to the original and subsequent owners of a Nissan vehicle originally distributed by Nissan which is originally sold by a Nissan authorized Nissan dealership in the United States (excludes Hawaii), and which is registered and normally operated in the United States (including Alaska and Hawaii), the United States territories (specifically Guam, Saipan, American Samoa, Puerto Rico and the U.S. Virgin Islands), and Canada.
- Your Nissan vehicle is manufactured to meet U.S. regulations and environmental requirements. With the exception of privately owned vehicles belonging to members of the U.S. military or employees and officers of the United States Government stationed abroad, this warranty does not apply if an otherwise covered vehicle is operated in, or relocated to, a country other than those listed above under this caption, except that it continues to apply if the vehicle is operated in full compliance with its proper use as described in the applicable OWNER'S MANUAL² while touring outside of the United States, the U.S. territories or Canada for a period not exceeding sixty (60) consecutive days or sixty (60) days in any one 12 month period. This warranty applies to a relocated vehicle which is returned to, and is registered and normally operated in the United States, the U.S. territories or Canada, except for conditions due to the vehicle's foreign operation, e.g., use of inappropriate fuels or other fluids.

THE WARRANTY BEGINS

The warranty period begins on the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

¹ Nissan indicates Nissan North America, Inc., P.O. Box 191, Canton, California, 90246-0191 which provides consumer service for Nissan vehicles in the continental United States.

² See the Owner's Manual for information relevant to proper operation of the vehicle, including the recommended fuels and fluids.

FOR HOW LONG AND WHAT IS COVERED

■ BASIC COVERAGE

- The basic coverage period is 36 months or 36,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in materials or workmanship of all parts and components of each new Nissan vehicle supplied by Nissan except for the exclusions or items listed under the caption "WHAT IS NOT COVERED" or as indicated below.

■ POWERTRAIN COVERAGE

- The Powertrain coverage period is 60 months or 60,000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in materials or workmanship.
- Powertrain coverage applies to components listed below, supplied by Nissan except for those items listed under the caption "WHAT IS NOT COVERED".

ENGINE

Cylinder heads and block and all internal parts, rocker covers and oil pan, valve train and front cover, timing chain and tensioner, oil pump, water pump and fuel pump, fuel injectors, intake and exhaust manifolds and turbochargers, flywheel, seals, and gaskets.

TRANSMISSION AND TRANSAXLE

Case and all internal parts, torque converter and converter housing, automatic transmission control module, transfer case and all internal parts, seals and gaskets, clutch cover and housing, and electronic transmission controls.

DRIVETRAIN

Drive shafts, final drive housing and all internal parts, propeller shafts, universal joints, bearings, seals and gaskets.

RESTRAINT SYSTEM

Air bags and related electronic control systems.

■ CORROSION COVERAGE (PERFORATION FROM CORROSION)

Any body sheet metal panel supplied by Nissan found to have developed perforation (rust-through) due to corrosion in normal use is covered for 60 months, regardless of mileage, except for those items listed under "WHAT IS NOT COVERED". No additional rust proofing applications are required. Perforation is a condition in which any body sheet metal panel has corroded from one surface through to another.

■ ORIGINAL EQUIPMENT BATTERY COVERAGE

The coverage period is 36 months or 36,000 miles, whichever comes first. A defective original equipment battery which is unserviceable within the first 12 months and 36,000 miles will be replaced free of charge. After 12 months but within 24 months and 36,000 miles, you will pay 50% of the replacement battery's suggested retail price plus any applicable taxes. After 24 months but within 36 months and 36,000 miles, you will pay 75% of the replacement battery's suggested retail price plus any applicable taxes. Nissan will pay the rest, including all labor to remove and replace the defective battery.

■ TOWING COVERAGE

If your vehicle is inoperative due to the failure of a warranted part, towing service to the nearest authorized Nissan dealer is covered for 36 months or 36,000 miles, whichever comes first.

■ ADJUSTMENTS

Service adjustments not usually associated with the replacement of parts, such as wheel alignment, are covered only during the first 12 months or 12,500 miles, whichever comes first.

■ REFRIGERANT RECHARGE ONLY

Refrigerant recharge not associated with the repair or replacement of a warranted part is covered only during the first 12 months, regardless of the mileage.

NO CHARGE

Warranty repairs will be made at no charge for parts and/or labor (except for batteries and tires, in which case you may pay certain charges as noted above or as described in the appli-

WHAT IS COVERED

Nissan* warrants to correct defects in materials or workmanship in all genuine Nissan replacement parts and accessories for use on Nissan vehicles only, except as described under the caption below, "WHAT IS NOT COVERED."

This warranty covers any repairs needed to correct defects in materials or workmanship.

* Nissan Indicates Nissan North America, Inc., P.O. Box 191, Gardena, California 90248-0191 which provides consumer service for Nissan vehicles in the Continental United States.

HOW LONG IS THE WARRANTY

Except for replacement audio components, this warranty is for 12 months or 12,000 miles from the date of installation or purchase, whichever is earlier. However, the warranty on replacement parts and accessories installed in a Nissan vehicle while it is covered by a Nissan warranty which would have covered the part had it been installed in the vehicle at manufacture will not end before the end of that warranty.

REPLACEMENT AUDIO COMPONENTS

A replacement Radio, Tape Deck, Amplifier or Compact Disc Player/Auto Changer or Cellular Phone supplied by Nissan is covered for 12 months/unlimited mileage from the time of installation or the balance of the Basic Vehicle Warranty as it applies to audio components, whichever is greater.

WHAT IS NOT COVERED

This warranty does not cover:

1. Tires, batteries or truck bedliners. These items are covered by separate warranties.
2. Motorsport Parts. Motorsport parts are sold "AS IS" without warranties, express or implied unless expressly prohibited from doing so by applicable

law, in which case the warranty provided is the minimum required by law.

3. Normal maintenance service and parts replacement as outlined in the maintenance schedule of your OWNER'S MANUAL.
4. Damage or failures of parts resulting from:
 - Misuse (your OWNER'S MANUAL is your guide to proper use).
 - Accident, theft, fire, driving through water resulting in engine water ingestion.
 - Chemical fallout, tree sap, salt, sand, hail, flood or other environmental conditions.
 - Modification or improper repair of the part or of the vehicle in which the part is installed.
 - Use of parts not equivalent in quality or design to parts supplied by Nissan.
 - Lack of performance of required maintenance services as outlined in your OWNER'S MANUAL.
 - Use of improper or dirty fuel, fluids or lubricants.
5. SALVAGE TITLE

This warranty does not cover damage, failures or corrosion to any Nissan replacement part installed in the vehicle, if the vehicle is issued a "salvage" or similar title under any state's law, and this warranty is rendered void for any such part installed in the vehicle prior to the vehicle being issued a "salvage" or similar title unless state law expressly states otherwise. (This exclusion does not extend to new genuine Nissan replacement parts installed in the vehicle after the issuance of a "salvage" or similar title.)

WHAT YOU MUST DO

In order to obtain warranty service you must deliver the warranted part or accessory, or the vehicle on which the

part or accessory is installed, to an authorized Nissan dealer in the United States or Canada at your expense with proof of purchase (parts Invoice or service repair order from an authorized Nissan dealer). The names and addresses of authorized Nissan dealers are listed in telephone directories.

You must also pay for labor charges to remove and replace the part or accessory if it was not originally installed on your vehicle by an authorized Nissan dealer.

WHAT NISSAN WILL DO

If the part or accessory to be repaired was originally installed by an authorized Nissan dealer, it will be removed and reinstalled after repair at no charge for parts and labor. If the part or accessory was not installed by an authorized Nissan dealer, the part or accessory will be repaired or exchanged only. Any needed parts replacement or exchange will be made using new or remanufactured parts at Nissan's option.

LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS AND STATE LAW RIGHTS

EXTRA EXPENSES - LIMITATIONS OF DAMAGES

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Nissan does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

ATTACHMENT I

Security Plus service contract information

Security+Plus

VEHICLE PROTECTION PLAN



GOLD PLAN

Component Coverage Guide



NISSAN SECURITY+PLUS

THE BEST PROTECTION FOR YOUR NISSAN

Nissan's Security+Plus Vehicle Protection Plan provides you with quality long-term mechanical protection and extra peace of mind.

It covers the most important components of your Nissan vehicle: Engine, Transmission, Steering, Drive Axle Assembly, Electrical, and many more. Repairs to these parts can run as high as \$4,000 or more. But with Security+Plus, if a covered part fails, Nissan pays...not you.

This guide lists the covered components for the Gold Plan, by major category, in Nissan part number code (PNC) numeric sequences. For complete information regarding other coverage features, and those excluded from coverage, contact your Nissan Dealer.

Unlike other service agreements, Security+Plus is exclusively for Nissan owners, and backed by Nissan North America, Inc.*

NISSAN SECURITY+PLUS: BEST PART CHOICE

When you purchase a new Nissan vehicle, you'll get the best part choice available. This means you'll get the best quality parts available for your vehicle.

Security+Plus covers the most important components of your vehicle, including the engine, transmission, steering, drive axle assembly, and electrical system.

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Security+Plus covers the most important components of your vehicle, including the engine, transmission, steering, drive axle assembly, and electrical system.

Customer assistance is available throughout the United States. Just contact your nearest Nissan dealer, or call us at 1-800-455-4444.

Call us now to learn more about the benefits of Security+Plus. We'll help you understand the value of this important component repair plan.

Transfer Security+Plus to a new owner. Just call your Nissan dealer to learn more.

Get the most out of your new Nissan vehicle. Call us now to learn more about the benefits of Security+Plus.

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STEERING, SUSPENSION, BRAKES Gold Plan

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| CLUTCH PIN | 46178 |
| CAUTION PEDAL BUSHING | 4620 |
| CLUTCH PEDAL | 4620 |
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| WHEEL TRAK ARMY | 47117 |
| AT CONTROL HORN/COOR | 46478 |
| AT SHIFLOCK SYSTEM | 46712 |

STEERING, SUSPENSION, BRAKES

STEERING SYSTEM

| | |
|------------------------------|-------|
| CLUB PULLEY | 11928 |
| CLUB PULLEY BRACKET | 11928 |
| POWER STEERING PUMP BRACKET | 11940 |
| ADJUSTING BAR | 11940 |
| LAMP - HOAR WARNING | 26200 |
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| SLIP PIN | 26201 |
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| STEERING SENSOR ARBY | 26210 |
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| BACK & FORW ARBY | 46201 |
| STEERING GEAR ARBY | 46210 |
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| WORM GEAR BEARING | 46229 |
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| STEERING WORM ARBY | 46240 |
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| OUTER SOCKET | 46258 |
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| SL OTTED NUT | 46261 |
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| COMPONENT | P.A.C. |
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STEERING, SUSPENSION, BRAKES Gold Plan

AXLES & SUSPENSION

continued

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BRAKES

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ELECTRICAL

BODY ELECTRICAL

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| DOOR SWITCH | 3748 |
| DOOR LOCK SWITCH | 3749 |
| BACK DOOR SWITCH | 3750 |
| BACK DOOR UNLOCK SWITCH | 3751 |

| COMPONENT | P.I.C. |
|-----------------------------|--------|
| SWITCH ARMY - FOG LAMP | 3752 |
| WASH LID COVER SWITCH | 3753 |
| FUEL FILLER COVER SWITCH | 3754 |
| DOOR LOCK SWITCH | 3755 |
| INTERLOCK EMERGENCY SWITCH | 3756 |
| CLUTCH INTERLOCK SWITCH | 3757 |
| FUSE BLOCK | 3758 |
| FUEL TANK HOLDER | 3759 |
| HEADLAMP SENSOR UNIT | 3760 |
| TAIL & STOP LAMP SENSOR | 3761 |
| FLAME RELEASE CONNECTION | 3762 |
| FLAME RELEASE UNIT & RELAY | 3763 |
| METER POWER UNIT | 3764 |
| SEAT BELT WARNING TIMER | 3765 |
| HEADLAMP TURN SIGNAL SWITCH | 3766 |
| BRUSH ASSEMBLY | 3767 |
| REAR WIPER/WASHER SWITCH | 3768 |
| REAR WIPER SWITCH | 3769 |
| VOICE WARNING SWITCH | 3770 |
| TRANSMITTER | 3771 |
| RECEIVER | 3772 |
| SLOW BEEZ SWITCH | 3773 |
| POWER WINDOW MAIN SWITCH | 3774 |
| POWER WINDOW SUB SWITCH | 3775 |
| IGNITION SWITCH | 3776 |
| SPED SENSOR | 3777 |
| VEHICLE WARNING UNIT | 3778 |
| DISPLAY UNIT | 3779 |
| CONTROL UNIT | 3780 |
| POWER UNIT | 3781 |
| ANTI-COLLISION ARMY | 3782 |
| DATE COMPUTER DISPLAY | 3783 |
| CONTROL UNIT - BACK DOOR | 3784 |
| RETRACTABLE HEADLAMP MOTOR | 3785 |
| HEADLAMP ARMY | 3786 |
| FRONT COMBO LAMP ARMY | 3787 |
| SLIDE MARKER LAMP ARMY | 3788 |
| SIDE CLEARANCE LAMP | 3789 |
| HORN | 3790 |
| WASHING CHEMICALIZER | 3791 |
| KEYLESS ENTRY BUZZER | 3792 |
| WIPER ARM | 3793 |
| REAR WIPER ARM | 3794 |
| ROOM/ENGINE LAMP | 3795 |
| SPOT LAMP SWITCH | 3796 |
| DEEP EXTERIOR LAMP | 3797 |
| SWITCH-REAR SIDE WINDOW | 3798 |
| FOOT LAMP ARMY | 3799 |
| VANITY MIRROR LAMP | 3800 |
| LOCKER LAMP ARMY | 3801 |
| ROOMER LAMP | 3802 |
| REAR COMBO LAMP ARMY | 3803 |
| REAR COMBO LAMP HARNESS | 3804 |
| REAR COMBO LAMP HARNESS | 3805 |
| REAR MOUNT SPOT LAMP | 3806 |
| GLOUCE | 3807 |
| TIE RING | 3808 |
| WASHER NOZZLE | 3809 |
| REAR WIPER NOZZLE | 3810 |
| WASHER TUBE | 3811 |
| REAR WIPER TUBE | 3812 |
| WIPER WIPER TUBE | 3813 |
| REAR WIPER TUBE | 3814 |
| WASHER TANK LEVEL SENSOR | 3815 |
| HEADLAMP CLENNER PUMP | 3816 |
| HEADLAMP CLENNER PUMP | 3817 |
| HEADLAMP CLENNER TANK | 3818 |
| HEADLAMP CLENNER NOZZLE | 3819 |
| ANTENNA SWITCH | 3820 |
| ANTENNA | 3821 |
| VIDEO OR NAVI DISPLAY ARMY | 3822 |
| REMOTE CONTROL RADIO SWITCH | 3823 |
| REAR AUTO WASH | 3824 |
| REAR DEFROGGER OVERDRIVER | 3825 |
| ABS ACTUATOR | 3826 |
| ABS BEND VALVE | 3827 |
| ABS CONTROLLER | 3828 |
| ABS CABLE | 3829 |
| ABS MAIN PUNCH | 3830 |
| RETRACTABLE HEADLAMP WASH | 3831 |
| ABS INJECTION VALVE | 3832 |
| CORNER LAMP UNIT | 3833 |
| TIE-RING LAMP | 3834 |
| DOOR LOCK TIMER | 3835 |
| REAR DEFROST TIMER | 3836 |

ELECTRICAL/BODY & INTERIOR Gold Plan

| COMPONENT | P.M.C. |
|--------------------------------------|--------|
| INTERIOR LAMP TIMER | 2002 |
| ANTENNA LAMP | 2003 |
| BOOT CONTROL LAMP MODULE | 2004 |
| ABS CONTROL UNIT | 2005 |
| WASER RELAY | 2006 |
| POWER WINDOW AMPLIFIER | 2007 |
| CONTROL UNIT - BLUE COOR | 2008 |
| TRM CONTROL UNIT | 2009 |
| IGNITION CONTROL | 2010 |
| IGNITION SENSOR | 2011 |
| THEFT WARNING CONTROL UNIT | 2012 |
| THEFT WARNING WIRE CONTROL | 2013 |
| THEFT WARNING RELAY | 2014 |
| SMART ENTRY/EXIT CONTROL UNIT | 2015 |
| SMART ENTRY CONTROL UNIT | 2016 |
| REAR WIPER MOTOR | 2017 |
| WASHER MOTOR | 2018 |
| REAR WIPER MOTOR | 2019 |
| WIPER MOTOR | 2020 |
| INTERMITTENT WIPER AMP | 2021 |
| WIPER MOTOR ARM | 2022 |
| WIPER CONNECTING ROD | 2023 |
| WAX ASBY | 2024 |
| ANGD SPEED SENSOR | 2025 |
| DECELERATION SENSOR ASBY | 2026 |
| IGNITION KEY LAMP ASBY | 2027 |
| IGNITION SWITCH | 2028 |
| HOOD SWITCH | 2029 |
| DOOR LOCK ACTUATOR | 2030 |
| KEYBOARD | 2031 |
| FRONT REGULATOR MOTOR | 2032 |
| REAR REGULATOR MOTOR | 2033 |
| REAR SIDE WINDOW MOTOR | 2034 |
| WHEEL LOCK SWITCHE - REAR/FRONT DOOR | 2035 |
| LOCK VACUUM PUMP | 2036 |

HEATER & AIR CONDITIONING

| COMPONENT | P.M.C. |
|----------------------------------|--------|
| COMPRESSION BRACKET | 1100 |
| SLIDE RELAY | 1101 |
| CLERK VALVE SENSOR | 1102 |
| REAR HEATER CONTROL | 2037 |
| BLOWER MOTOR RELAY | 2038 |
| HEATER RELAY | 2039 |
| AC RELAY | 2040 |
| FLOOD RELAY (Flood Control Unit) | 2041 |
| REAR A/C RELAY | 2042 |
| FAN MOTOR RELAY | 2043 |
| FAN FOLD DOOR RELAY | 2044 |
| REAR HEATER RELAY | 2045 |
| HEATER UNIT | 2046 |
| REAR HEATER CORE | 2047 |
| REAR HEATER MOTOR | 2048 |
| HEATER & A/C CONTROL | 2049 |
| VACUUM REGULATOR VALVE | 2050 |
| A/C CONTROL | 2051 |
| REAR HEATER | 2052 |
| A/C HARDWARE | 2053 |
| A/C SWITCH | 2054 |
| BLOWER OVERHAULING | 2055 |
| BLOWER MOTOR & FAN | 2056 |
| HEATER CONNECTION | 2057 |
| HEATER SWITCH REAMTOR | 2058 |
| VACUUM ACTUATOR | 2059 |
| VACUUM TANK | 2060 |
| VACUUM WATER LOCK | 2061 |
| VACUUM CHECK VALVE | 2062 |
| HEATER CORE | 2063 |
| HEATER DOOR | 2064 |
| CONTROL CABLE | 2065 |
| MODE ACTUATOR ASBY | 2066 |
| BLOWER CONTROL AMPLIFIER | 2067 |
| SENDER DEFROST DUCT | 2068 |
| REAR DEFROST DUCT | 2069 |
| FLOOR NOZZLE | 2070 |
| REAR COOLING CASE | 2071 |
| HEATER DUCT | 2072 |
| DUCT AIR OUTLET | 2073 |
| REAR HEATER MOTOR | 2074 |
| TERMINATOR | 2075 |
| THERMO CONTROL UNIT | 2076 |
| REAR BLOWER MOTOR | 2077 |
| IMPPELLER | 2078 |
| REAR AIR DUCT | 2079 |
| REAR A/C HIGH PRESS ASBY | 2080 |
| REAR AND LOW PRESS ASBY | 2081 |

| COMPONENT | P.M.C. |
|----------------------------------|--------|
| CLASH ASSEMBLY | 2082 |
| COOLER ROSE & TUBING | 2083 |
| REFRIGERATOR ASBY | 2084 |
| REAR COOLER HARDWARE | 2085 |
| EVAPORATOR | 2086 |
| SWITCH-LOW PRESSURE | 2087 |
| EXPANSION VALVE | 2088 |
| COMPRESSOR ASBY | 2089 |
| ADDITIONAL FAN CONTROL AMP | 2090 |
| RECEIVER DRIVER | 2091 |
| LOW PRESSURE SWITCH | 2092 |
| CONDENSER | 2093 |
| CONDENSOR FAN & MOTOR | 2094 |
| FAN BELT TIGHTENING | 2095 |
| SOLENOID VALVE | 2096 |
| RELIEF VALVE | 2097 |
| SWITCH-REAR A/C | 2098 |
| REAR VENT DUCT | 2099 |
| ACCELERATION CUT SWITCH | 2100 |
| THERMO CONTROL AMPLIFIER | 2101 |
| COOLER PIPE | 2102 |
| JOINT CONNECTION | 2103 |
| VACUUM LOCK-OUT SWITCH | 2104 |
| FLOOR MAT SENSOR | 2105 |
| VENTILATOR DUCT SENSOR | 2106 |
| INTERIOR NOISE SENSOR | 2107 |
| ROOF INCH SENSOR | 2108 |
| FOOT INCH SENSOR | 2109 |
| SUN LOCK SENSOR | 2110 |
| SENSOR GRILLE | 2111 |
| FAN CONTROL AMPLIFIER | 2112 |
| WAVE SENSOR | 2113 |
| WAVELENGTH SENSOR | 2114 |
| COMPRESSOR INACT SW | 2115 |
| WATER TEMP SENSOR | 2116 |
| BLUETOOTH MOTOR ACTUATOR | 2117 |
| REAR SIDE WINDOW MOTOR | 2118 |
| AIR INCH DOOR ACTUATOR | 2119 |
| DOUBLE SOLENOID VACUUM VALVE | 2120 |
| MAGNETIC CLUTCH | 2121 |
| REAR WIPER | 2122 |
| ACTUATOR - DEFROST DOOR | 2123 |
| ACTUATOR - OPENING AIR INCH DOOR | 2124 |
| ACTUATOR - REAR SIDE WINDOW DOOR | 2125 |
| AMPINATOR FAN | 2126 |
| AMBIENT SENSOR | 2127 |
| REAR LAMP SENSOR AMPLIFIER | 2128 |
| SWITCH ACTUATOR VALVE | 2129 |
| SOLENOID VALVE SET | 2130 |
| GATEWAY UNIT DUCT | 2131 |
| REAR HEATER GRILLE | 2132 |
| HEATER REAR DUCT | 2133 |
| AUTO AIR CONTROL AMPLIFIER | 2134 |
| MAGNETIC CLUTCH AMPLIFIER | 2135 |
| CONTROL INCH | 2136 |
| VALVE - EXPANSION | 2137 |
| SUN/HEAT SWITCH | 2138 |
| THERMAL PROTECTOR | 2139 |
| ACCELERATION CUT TIMER | 2140 |
| SUPPLY HOSE TUBE | 2141 |
| REAR HEATER HOSE | 2142 |
| REAR HEATER TUBE | 2143 |
| REAR COOLER PIPE | 2144 |
| FLARE HOSE-LOW PRESSURE | 2145 |
| FLARE HOSE-HIGH PRESSURE | 2146 |
| PIPE - REAR HIGH-LAY COOLER | 2147 |
| COMPRESSOR FAN SENSOR | 2148 |

BODY & INTERIOR COMPONENTS

BODY

| COMPONENT | P.M.C. |
|---------------------------------|--------|
| ACCELERATOR PEDAL | 1010 |
| BELL CRANK ARM | 1011 |
| BUN/ROOF HARDWARE | 2149 |
| SUN ROOF SLIDE SWITCH | 2150 |
| SUN ROOF RELAY | 2151 |
| MIRROR HEAT RELAY | 2152 |
| REAR DOOR HATCH OPERATOR SWITCH | 2153 |
| REMOTE MIRROR SWITCH | 2154 |

| COMPONENT | P.M.C. |
|---------------------------------|--------|
| MIRROR-LEFT SWITCH | 2155 |
| AIR GUIDE | 2156 |
| HOOD HINGE | 2157 |
| HOOD ASBY | 2158 |
| HOOD LOCK | 2159 |
| HOOD LOCK CABLE | 2160 |
| SUN ROOF FAN ASBY | 2161 |
| SUN ROOF MOTOR SLIDE BRACKET | 2162 |
| SUN ROOF LIMIT SWITCH | 2163 |
| SUN ROOF MOTOR | 2164 |
| SUN ROOF BRACKET | 2165 |
| FEMALE LOCK | 2166 |
| ROOF PANEL HINGE | 2167 |
| SUN/ROOF - BRACKET | 2168 |
| REAR BELT/ANCHOR BOLT | 2169 |
| REAR REAR BACK CENTER SUPPORT | 2170 |
| REAR SIDE WINDOW HINGE | 2171 |
| REAR SIDE WINDOW HANDLE | 2172 |
| UPPER RAIL GUIDE | 2173 |
| REAR RAIL GUIDE | 2174 |
| FLAME STOPPER ASBY | 2175 |
| TRUNK LID SWITCH | 2176 |
| FUEL FILLER LID OPERATOR | 2177 |
| FRONT DOOR HINGE | 2178 |
| DOOR STOPPER LINK | 2179 |
| FRONT LOCK | 2180 |
| LOCK KEYS/KEY | 2181 |
| REMOTE CONTROL ROD | 2182 |
| KNOB AND PROTECTOR | 2183 |
| LOCK STRIPPER | 2184 |
| LOCK KNOB | 2185 |
| LOCK CYLINDER | 2186 |
| FRONT OUTSIDE HANDLE | 2187 |
| HANDLE ROD | 2188 |
| FRONT REAR HANDLE | 2189 |
| FRONT WINDOW REGULATOR | 2190 |
| REAR DOOR HINGE | 2191 |
| UPPER STOPPER | 2192 |
| LOWER STOPPER | 2193 |
| UPPER HANDLE ROCKET | 2194 |
| UPPER FEMALE ROCKET | 2195 |
| LOWER HANDLE ROCKET | 2196 |
| LOWER FEMALE ROCKET | 2197 |
| REAR LOCK ASBY | 2198 |
| LOCK KNOB ROD | 2199 |
| REMOTE CONTROL ROD | 2200 |
| MOTOR - CLOSING | 2201 |
| AUTO DOOR LOCK ACTUATOR | 2202 |
| ACTUATOR - SLIDE DOOR | 2203 |
| LOCK STRIPPER | 2204 |
| MOTOR - BACK DOOR OPERATOR CASE | 2205 |
| LOCK KNOB | 2206 |
| REAR OUTSIDE HANDLE | 2207 |
| HANDLE ROD | 2208 |
| REAR INSIDE HANDLE | 2209 |
| REAR WINDOW REGULATOR | 2210 |
| REGULATOR HANDLE | 2211 |
| TRILT - REAR WINDOW | 2212 |
| SLIDE DOOR LOCK ASBY | 2213 |
| REAR SIDE WINDOW REGULATOR | 2214 |
| REMOTE CONTROL ROD | 2215 |
| OUTSIDE HANDLE | 2216 |
| INSIDE HANDLE | 2217 |
| REGULATOR WIRE | 2218 |
| SLIDE DOOR ROLLER | 2219 |
| SLIDE DOOR LINK | 2220 |
| DOOR LID LOCK STRIPPER | 2221 |
| LID OPERATOR LEVER | 2222 |
| AD OPERATOR CABLE | 2223 |
| DOOR LID LOCK | 2224 |
| WIND OPERATOR SCREWDRIVER | 2225 |
| DOOR LID HINGE | 2226 |
| DOOR LID THROUGH BOLT | 2227 |
| REAR BUMPER SHOCK ASSEMBLY | 2228 |
| SPECIAL BOLT | 2229 |
| BACK DOOR LOCK & HANDLE | 2230 |
| TRAILGATE STOPPER | 2231 |
| TRUMP - REAR BACK DOOR | 2232 |
| SLAMMATIC OPERATOR ACTUATOR | 2233 |
| TRAILGATE WEDGE/DOWEL | 2234 |
| TRAILGATE HANDLE | 2235 |
| ELECTRIC DOOR SENSOR | 2236 |
| DOOR HINGE RELAY | 2237 |
| SPECIAL CABLE | 2238 |
| ARMED CONTROL UNIT | 2239 |

BODY & INTERIOR/ACCESSORIES Gold Plan

INTERIOR

| COMPONENT | QTY |
|-------------------------------|------|
| BODY DING BARNER | 0000 |
| BODY LAMP PLATE FRONT RI VENT | 0000 |
| BODY LAMP CONTROL UNIT | 0000 |
| BODY LAMP HOLDER | 0000 |
| BUZZER/CHIME | 0000 |
| SEAT ANCHORAGE BRACKET | 0000 |
| CENTER SEAT BELT | 0000 |
| SEAT ROOF LOCK | 0000 |
| MATCH - STORAGE LID OPENER | 0000 |
| RECLINING SWITCH | 0000 |
| RECLINER - REAR/SEAT POSITION | 0000 |
| TRUCK BACKLASH | 0000 |
| SEAT BELT POWER WIRE | 0000 |
| SEAT BELT BLACK ASBY | 0000 |
| SEAT BELT LIMIT SWITCH | 0000 |
| SEAT BELT LIMIT SWITCH | 0000 |
| SEAT BELT BLACK | 0000 |
| SEAT AIRBAG MODULE | 0000 |
| BACK WINDOW PLATE | 0000 |
| CUSHION (REAR/SEAT) PLATE | 0000 |
| BLACK LIFT SWITCH (STORAGE) | 0000 |
| RED LIFT SWITCH | 0000 |
| AIR CLAMP | 0000 |
| BLACK ASBY (STORAGE) | 0000 |
| LIFT ASBY (STORAGE) | 0000 |
| SEAT BELT ASBY | 0000 |
| RED SEAT BACK WIRE | 0000 |
| SEAT RECLINING DEVICE ASBY | 0000 |
| SEAT BELT BUSH | 0000 |
| SEAT ASBY - RED BELT | 0000 |
| SEAT BELT BACK LOCK | 0000 |
| SEAT BELT BACK STOPPER | 0000 |
| SEAT BELT WIRE ASBY | 0000 |
| SEAT LOCK ASBY | 0000 |
| LOCK ASBY - RED BELT | 0000 |
| RECLINING DEVICE ASBY | 0000 |
| SEAT ASBY - RED BELT | 0000 |
| AIR RAISE MOTOR | 0000 |
| ARMED ARMOR MODULE | 0000 |
| ARMOR MODULE | 0000 |
| SEAT PLATE HELD FROM TO BUSH | 0000 |
| SEAT ASBY MODULE ASBY | 0000 |
| ARMOR POWER SWITCH | 0000 |
| ARMOR ON/OFF SWITCH MOUNTING | 0000 |
| ARMOR WIRE (REAR/SEAT) | 0000 |

ACCESSORIES

| | |
|------------------------|------|
| Y.S. ELECTRONIC MODULE | A000 |
| Y.S. BATTERY PANEL | A001 |
| Y.S. MOUNTING | A002 |
| Y.S. WIRING | A003 |
| Y.S. ELECTRONIC MODULE | A000 |

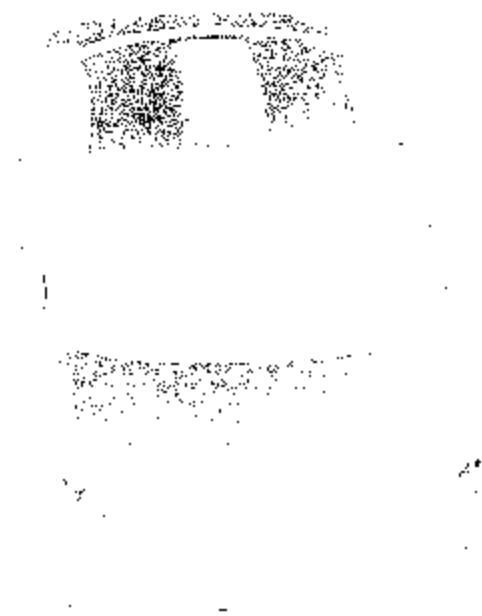
3495X Convertible Top

| | |
|------------------------------------|------|
| ROW ASBY 01 | 0000 |
| ROW ASBY 02 | 0000 |
| ROW ASBY 03 | 0000 |
| ROW ASBY 04 | 0000 |
| TRUCK DOOR (REAR) LOCK/OPERATOR | 0000 |
| REAR VIEW MIRROR | 0000 |
| TOP WINDOW CONTROL SWITCH | 0000 |
| REAR LID GAS STRUT | 0000 |
| TOP LOCKING MECHANISM | 0000 |
| TOP MECHANISM CLAMP ASBY | 0000 |
| REAR WINDOW MECHANISM (REAR) SLIDE | 0000 |
| FRONT LOCKING PIN | 0000 |
| REAR LID WIRE ASBY | 0000 |

3802/3802X Convertible Top

| | |
|--------------------------------|------|
| HYDRAULIC MOTOR/PUMP ASBY | 0000 |
| HYDRAULIC CHAMBER ASBY | 0000 |
| HYDRAULIC WIRE ASBY | 0000 |
| REAR WINDOW REGULATOR ASBY | 0000 |
| REAR WINDOW CRANK | 0000 |
| REAR STORAGE OPEN CHARGE | 0000 |
| REAR TOP BULK HEAD LOCK OPENER | 0000 |
| REAR TOP INTERLOCK | 0000 |
| REAR TRUNK LID OPENER | 0000 |
| REAR TRUNK LID OPEN CHARGE | 0000 |
| REAR - FOLDING ROOF CONTROL | 0000 |
| SWITCH - LIFT, ROOF FRONT | 0000 |
| SWITCH - LIFT, REAR HATCH | 0000 |
| SWITCH - LIFT, ROOF REAR | 0000 |
| STORAGE OPENER SWITCH | 0000 |
| SWITCH - TRUNK OPENER CHARGE | 0000 |

| COMPONENT | QTY |
|--------------------------------------|------|
| SWITCH - ROOF OPENER | 0000 |
| TRUCK WINDOW PIN SWITCH | 0000 |
| COVER - REAR FLOOR | 0000 |
| ROOF WINDSTOPPER ASBY | 0000 |
| REAR WINDSTOPPER RECLINING ASBY | 0000 |
| FRONT - ROOF FRONT LATCH | 0000 |
| REAR LID ACTUATOR | 0000 |
| REAR LID BELT BRACKET ASBY | 0000 |
| SEAT PIN | 0000 |
| FRONT WINDSTOPPER | 0000 |
| MATCH - STORAGE LID OPENER | 0000 |
| MATCH - STORAGE LID RISE | 0000 |
| TRUCK LID OPENER ACTUATOR | 0000 |
| WIRE - RED SEAT LOCK | 0000 |
| MATCH - REAR HATCH CLOSURE | 0000 |
| FRAME ASBY - FOLDING ROOF | 0000 |
| NO. 1 ROW ASBY | 0000 |
| NO. 2 ROW ASBY | 0000 |
| NO. 3 ROW ASBY | 0000 |
| REAR FRAME | 0000 |
| REAR/SEAT, FULL SCROLL LATCH | 0000 |
| REAR/SEAT, FULL SCROLL ASBY | 0000 |
| LATCH - ROOF REAR | 0000 |
| WIRE - REAR HATCH | 0000 |
| LOCK ASBY, REAR | 0000 |
| REAR LOCK (REAR) PIN | 0000 |
| MATCH - FOLDING ROOF | 0000 |
| TOP FOLDING ROOF ASBY | 0000 |
| REAR ASBY, TOP SPACK | 0000 |
| REAR ASBY, FRONT | 0000 |
| REAR ASBY, CENTER | 0000 |
| REAR ASBY, REAR | 0000 |
| LINK ASBY, BALANCE | 0000 |
| REAR/SEAT - REAR HATCH | 0000 |
| LINK CONTROL | 0000 |
| TOP BRACK (FOLDING) BRACKET | 0000 |
| BRACKET - FOLDING ROOF REAR MOUNTING | 0000 |
| BRACKET - FOLDING ROOF REAR MOUNTING | 0000 |
| BALANCE SPRING | 0000 |
| COVER (REAR) FRONT | 0000 |
| HEADLINE REAR/SEAT, NO. 1 ROW | 0000 |
| HEADLINE REAR/SEAT, NO. 2 ROW | 0000 |
| PLATE - FOLDING ROOF | 0000 |
| WIRE - FOLDING ROOF | 0000 |
| FRONT DIS. BRK | 0000 |
| REAR - FOLDING ROOF | 0000 |
| FRONT WINDSTOPPER ASBY | 0000 |
| REAR WINDSTOPPER RETAINER ASBY | 0000 |
| CENTER REAR BUSH | 0000 |
| WIRE ASBY, STORAGE LID | 0000 |
| REAR STORAGE LID | 0000 |
| REAR - STORAGE LID WIRE | 0000 |
| ROTARY ASBY, STORAGE LID | 0000 |
| REAR/SEAT, BATTERY | 0000 |
| REAR/SEAT, STORAGE LID LATCH | 0000 |
| ROLLER ASBY, STORAGE LID | 0000 |
| SEAT BELT ASBY | 0000 |
| OVERALL BODY ASBY | 0000 |
| LOCK ASBY, STORAGE LID | 0000 |
| REAR STORAGE LID | 0000 |
| REAR/SEAT, STORAGE LID OPENER | 0000 |
| FRONT STORAGE LID BUMPER | 0000 |
| CABLE ASBY, TOP REAR/SEAT | 0000 |
| CABLE ASBY, TOP OPENER | 0000 |
| CENTER STORAGE LID BUMPER | 0000 |
| ACTUATOR ASBY, TOP OPENER | 0000 |
| TRIMMER - OVERHEAD | 0000 |
| SCREEN - REAR | 0000 |





DISCLAIMER:

THIS BROCHURE IS NOT A CONTRACT. THE BROCHURE CONTENT IS LIMITED BY SIZE. THE ENTIRE CONTRACT IS INCLUDED IN THE NISSAN SECURITY+PLUS SERVICE AGREEMENT. BE SURE TO READ YOUR SECURITY+PLUS SERVICE AGREEMENT AS ALL BENEFITS ARE SUBJECT TO THE LIMITATIONS, EXCLUSIONS, TERMS AND CONDITIONS OF THE SERVICE AGREEMENT.

NOTICE:

In compliance with federal laws, the contents of this brochure should be interpreted and understood within the meaning of a "Service Contract" as defined in Federal Law. (See 15 USCS Sec. 2301 (8).)

THE SECURITY+PLUS GOLD PREFERRED PLAN

- Comprehensive protection.
- 24-hour Roadside Assistance.*
- Trip Interruption.
- Designed for new Nissans.
- Backed by Nissan North America, Inc.
- Choice of deductible.
- Transferable if you sell your Nissan.
- Car rental.
- Towing.

NISSAN

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NOTICE:

In compliance with federal laws, the contents of this brochure should be interpreted and understood within the meaning of a "Service Contract" as defined in Federal Law. (See 15 USC Sec. 2301 (8).)

*Roadside Assistance services are administered by Cross Country Motor Club, Inc., Boston, Mass. 02155-8918, except in Alaska, California, Oregon, Wisconsin, and Wyoming where services are provided by Cross Country Motor Club of California, Inc., Boston, Mass. 02155-8918.

*In Florida, Security+Plus is backed by Nissan Extended Service Corporation, Inc., P.O. Box 191, Gardena, California 90248-0191. License #80062.

Security+Plus

VEHICLE PROTECTION PLAN



THE
SMART
CHOICE™



NISSAN SECURITY+PLUS PREFERRED

THE GOLD PREFERRED PLAN

THE BEST PROTECTION FOR YOUR NEW NISSAN

Nissan's Security+Plus Vehicle Protection Plan provides you with quality long-term mechanical protection, 24-hour Roadside Assistance and extra peace of mind.

It covers the most important components of your new Nissan: Engine, Transmission, Steering, Drive Axle Assembly, Electrical, and many more. Repairs to these parts can run as high as \$4000 or more. But with Security+Plus, if a covered part fails, Nissan pays...not you.

Unlike other service agreements, Security+Plus is exclusively for Nissan owners, and backed by Nissan North America, Inc.

NISSAN SECURITY+PLUS: THE SMART CHOICE

Nissan's Security+Plus Vehicle Protection Plan is designed for new Nissan vehicles by Nissan and offers you:

Cost-effective coverage up to 7 years or 100,000 miles to protect your investment. Guards against loss from the escalating cost of major repairs (including parts and labor).

Nationwide Nissan repair at Authorized Nissan dealerships by Nissan-trained technicians. No payment hassles because the dealer is paid directly by Nissan.

Customer Assistance available throughout the United States. Just contact your nearest Nissan dealer, or call us at 1-800-NISSAN-1.

Optional terms of coverage (years and miles) to fit your driving needs, and an optional zero or \$50 deductible for each eligible component repair.

Transfer Security+Plus to a new owner if you sell your Nissan before coverage expires.**

Convenient and economical coverage, costing only pennies a day. Your Nissan dealer will be happy to explain the various financing options available to you.

The cost of **Genuine Nissan replacement parts** is included for covered repairs—not inferior substitutes.

Security+Plus Gold Preferred provides the ultimate in comprehensive mechanical protection for your new Nissan. With over 1500 vehicle components covered, Security+Plus Gold Preferred is as close to your Nissan Limited Warranty as you can get.

The Gold Preferred Plan's unprecedented level of coverage extends to virtually every aspect of your vehicle's mechanical performance including the newest high-tech systems. **And for extra protection and convenience, Towing, Car Rental Reimbursement, Trip Interruption, and Roadside Assistance benefits are included.**

Seventeen Time and Mileage options to fit your driving needs:

| |
|-------------------------|
| 24 months/40,000 miles |
| 36 months/40,000 miles |
| 36 months/45,000 miles |
| 36 months/60,000 miles |
| 39 months/39,000 miles |
| 39 months/49,000 miles |
| 42 months/42,000 miles |
| 42 months/59,000 miles |
| 48 months/48,000 miles |
| 48 months/60,000 miles |
| 60 months/60,000 miles |
| 60 months/75,000 miles |
| 60 months/100,000 miles |
| 72 months/75,000 miles |
| 72 months/100,000 miles |
| 84 months/70,000 miles |
| 84 months/100,000 miles |

Security+Plus Gold Preferred is just what the name implies...the best!

** A nominal transfer fee may apply. For details, please refer to the Security+Plus Service Agreement or contact your local Nissan Dealer.

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1-800-NISSAN-1
NissanUSA.com

NNA-SCP-GR-011
0404 170M

GOLD PREFERRED

THE SECURITY+PLUS GOLD PREFERRED PLAN COVERS ALL MAJOR COMPONENTS*

Security+Plus

VEHICLE PROTECTION PLAN

ENGINE

All internal and external engine components including the entire lubrication system and the cooling system. All manifolds, turbochargers and related components. All engine electrical parts. All emission control components. All seals and gaskets. Belts and hoses.

TRANSMISSION

Automatic Transmission: All internal and external components including torque converter, flex plate, and all electrical components. All seals, gaskets and hoses.

Manual Transmission: All internal and external parts. All seals and gaskets.

DRIVE AXLE

Four Wheel Drive Transfer Case: All internal and external parts. All seals and gaskets.

Differential: All internal and external parts. All seals and gaskets.

STEERING

All internal and external parts including bushings and bearings. All seals and gaskets. Belts and hoses.

BRAKES

All internal and external parts including ABS (Anti-lock Braking System) components. All seals, gaskets and hoses.

SUSPENSION

All internal and external parts including bushings and bearings. All seals and gaskets.

ELECTRICAL

All electrical components including wiring harness repairs.

NISSAN AIR CONDITIONER

All internal and external parts. All seals and gaskets. Belts and hoses.

TOWING

Reimbursement up to \$100 when required due to the failure of a covered part or simply call the dedicated 24-hour toll free assistance hotline to arrange for towing service to the nearest Nissan dealership up to \$100 per incident.

CAR RENTAL

Reimbursement for car rental expenses, based on flat-rate repair time, up to \$35 per day, and \$175, 5 days maximum.

*** COVERAGE SO EXTENSIVE THAT ONLY A FEW ITEMS ARE NOT COVERED:** Maintenance services, tires, wheel balance and alignment, battery, spark plugs and wires, fluids (unless required with covered repair), wiper blades, A/C recharge (unless required with covered repair) and/or conversion of the A/C system to operate on R194, lubricants and filters (unless required with covered repair), disc brake rotors and drums, brake pads, MacPherson strut inserts/shock absorbers, clutch friction disc and pressure plate, throw out bearing, audio equipment, lenses and bulbs, sealed beams, carpet and upholstery, trim, moldings, glass, bright metal, wheels, body sheet metal, exhaust system, paint and rust, squeaks and rattles, water leaks, wind noise, any component of an electrically-powered vehicle, any and all in-vehicle communications systems, immobilizer key, remote keyless switch assembly, air bag sensors, and all items not covered by the Nissan Limited Warranty or Emissions Warranty. For complete information concerning components covered, and those components which are excluded from coverage, please refer to the Security+Plus Service Agreement or contact your local Nissan dealer.

OVER 1580 COMPONENTS COVERED

ROADSIDE ASSISTANCE

In addition to comprehensive mechanical protection, your Security+Plus Gold Preferred Plan offers you the additional peace of mind that comes from 24-hour emergency roadside assistance benefits. In addition to towing, these benefits include:

Emergency Road Service: On-site assistance for minor mechanical disablement such as: jump start, flat tire change (with your good spare), delivery of small amounts of gas or other fluids, and other minor repairs.

Emergency Lockout Service: On-site repair by an authorized locksmith/lockout service if you lose/break your keys, or if your keys are accidentally locked inside your vehicle.

"Sign and Drive" Service: To ensure the maximum in customer convenience, most of these services are provided at no cost to you. (Up to a maximum of \$100 per claim. Deductibles do not apply to Roadside Assistance services.) Simply sign the service invoice, and continue on to your destination.

TRIP INTERRUPTION

If your vehicle is inoperable due to a covered mechanical breakdown, and you are more than 100 miles from home, your Gold Preferred Plan provides you with trip interruption coverage that includes reimbursement for meals, lodging and alternative transportation, up to \$500 per incident. (Note: Prior authorization from the toll-free assistance center is required.)

NISSAN

ATTACHMENT J

Technical Service Bulletins



SERVICE BULLETIN

Classification:

EL01-005a

Reference:

NTB01-028a

Date:

October 17, 2003

HEADLIGHT CONNECTOR REPLACEMENT

IMPORTANT: THIS BULLETIN HAS BEEN REVISED.

- The Service Procedure was updated with new information about wire end-to-end "splicing".
- The Claims Information section was revised with a new "SYM" and "DIA" code.
- Please use this bulletin NTB01-028a for complete information.
- Discard all previously distributed copies of NTB01-028.

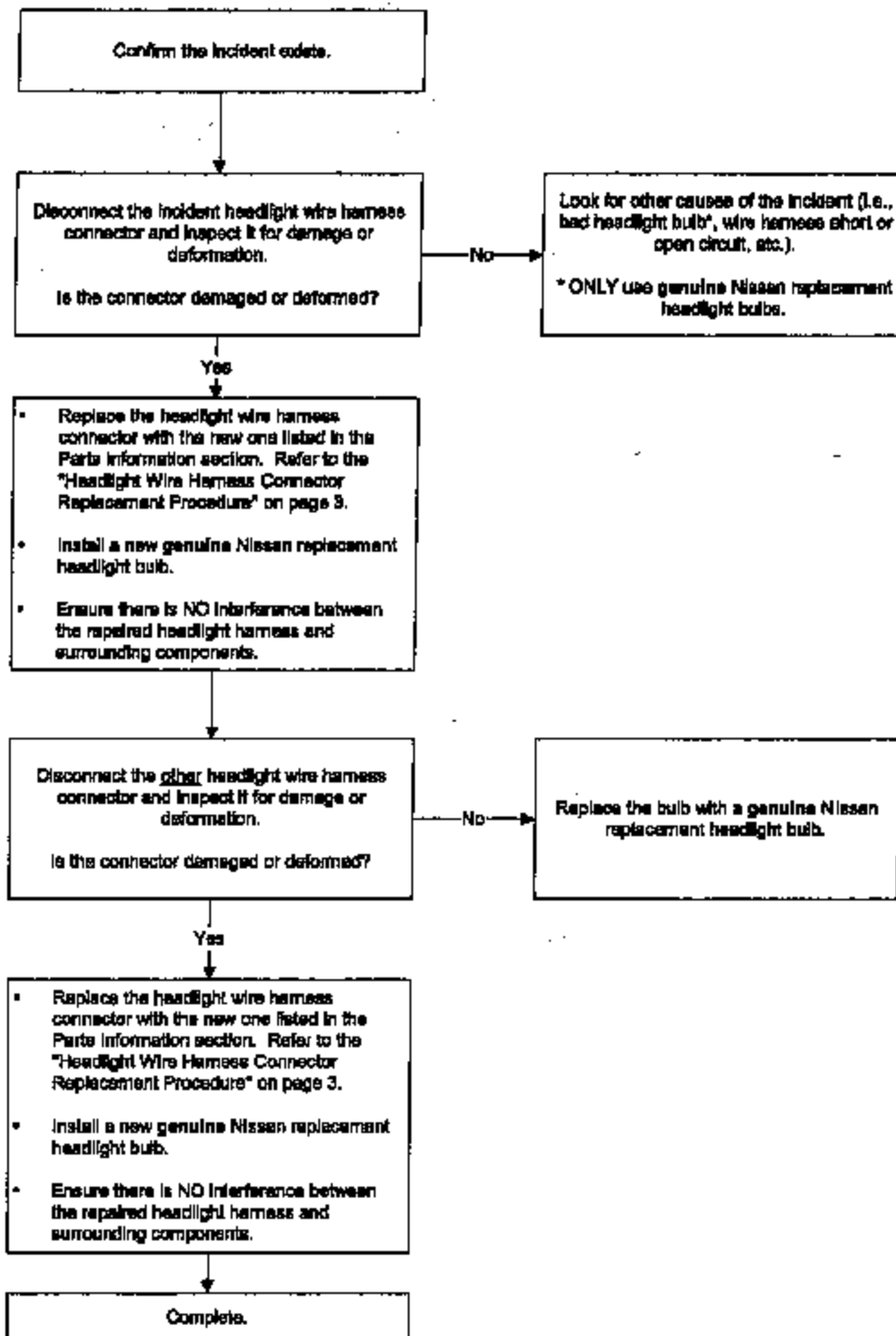
APPLIED VEHICLES: All Nissan -- except vehicles equipped with xenon headlights

SERVICE INFORMATION

Nissan has established replacement headlight connectors and service procedures to replace damaged connectors on the applied vehicles. If the headlight wire harness connector is damaged, causing intermittent or improper headlight operation, or the connector otherwise needs replacement, follow the procedures in this bulletin.

Refer to the "Diagnosis/Repair Flow Chart" on page two to diagnose and resolve this incident, should it occur.

Diagnosis/Repair Flow Chart



SERVICE PROCEDURE

Headlight Wire Harness Connector Replacement Procedure

IMPORTANT: Each wire connection joint **MUST** be joined and sealed with the Essential Tool "Flameless Heat Gun J-46538" and "Solder Sleeve Connectors J-47003" due to the high wire current and moisture in this location. **DO NOT** use Scotch-Loks™, butt connectors, or soldering/heat shrink tubing for splicing at this location.

1. Disconnect the vehicle-side wire harness connector from the headlight bulb.
2. Cut the vehicle wire harness about an inch back from the headlight harness connector.
3. Cut the wires of the replacement connector to the appropriate length.

NOTE: Perform the following steps on **ONE** wire (joint) connection at a time.

4. Use essential Wire Crimping/Stripping Tool #J-38751-2 (or equivalent) to strip off about 10mm of insulation from the ends of the wires (on the vehicle wire harness side and on the replacement connector wires). See Figure 1. Then, firmly twist the exposed wire strands (on each wire).

NOTE: Use the correct size opening in the Wire Crimping/Stripping Tool so you won't cut off any strands of wire. Less strands reduces the ability of the wire to handle the expected electrical load.

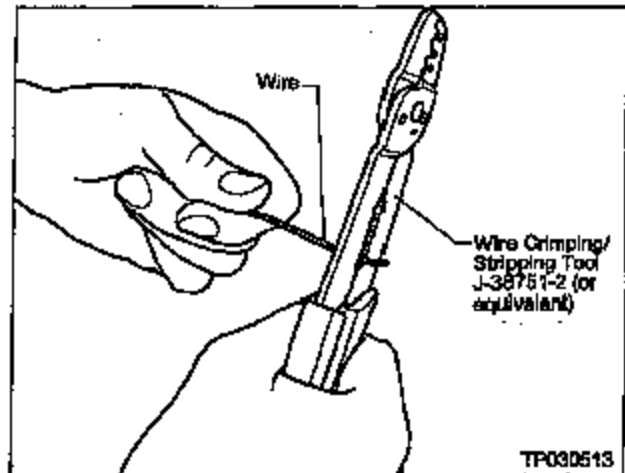


Figure 1

5. Slide the appropriate size Solder Sleeve Connector over one of the wires (see Figure 2).

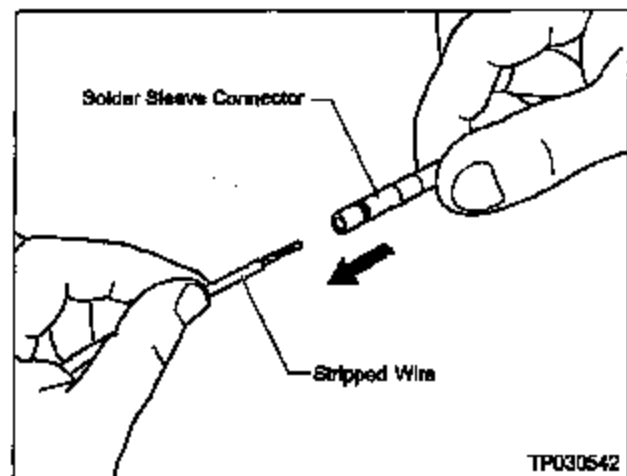


Figure 2

6. Connect the wire (of the replacement connector) to the vehicle wire harness making sure the wires are correctly connected (i.e., no mis-matched wires). Then, firmly and securely twist the two wire ends together (see Figure 3).

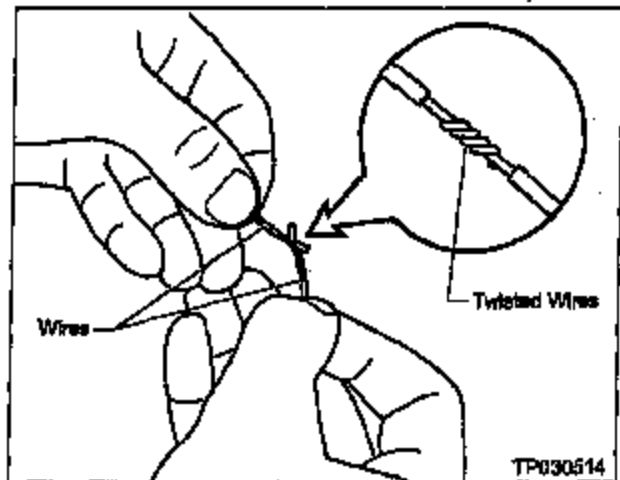


Figure 3

7. Now slide the Solder Sleeve Connector over so that the solder ring is centered around the exposed twisted wire area (see Figure 4).

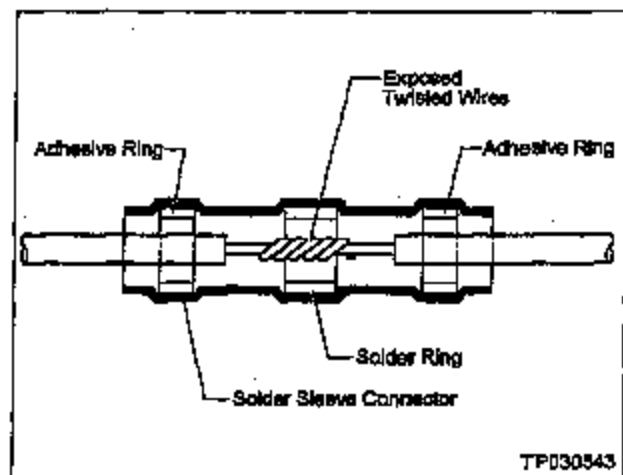


Figure 4

8. Use the FlameLess Heat Gun to heat the Solder Sleeve connector (see Figure 5). This operation will:

- Melt the solder (silver ring inside solder connector) into the exposed twisted wire area (see Figure 6)
- Melt the sealant (colored rings inside solder connector) onto the wires (see Figure 6)
- Shrink the plastic sleeve onto the wires

WARNING: The Flame-Less Heat Gun and the Solder Sleeve Connector become HOT during the soldering process. Allow the Gun and connectors to cool down before handling them.

Important Soldering Tips:

- Position the Solder Sleeve Connector in the middle of the heat shield (of the Heat Gun).
- Start heating the connector from the center and move back and forth (side to side) and around to allow even distribution of the heat to the entire connector.
- Make sure the solder completely flows into the exposed twisted wires and the adhesive properly seals the wire insulation to the connector sleeve. Remove the heat immediately after this happens.

CAUTION: Be careful not to damage the connector or wires with the heat gun:

- Do NOT apply heat for more than about 40 seconds.
- Do NOT overheat the connector or wires (i.e., severe darkening of connector sleeve or wire insulation).

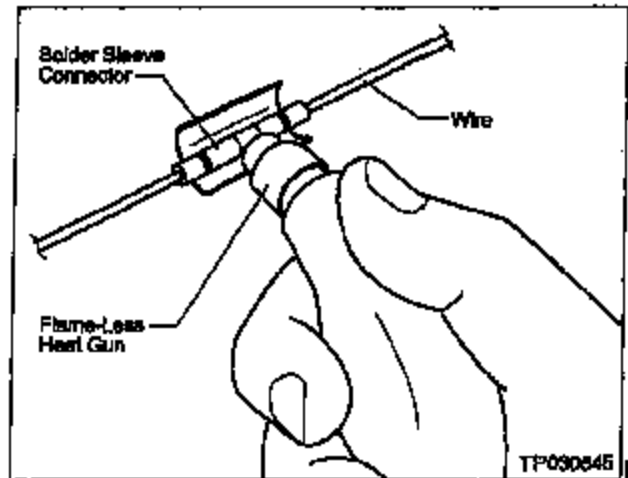


Figure 5

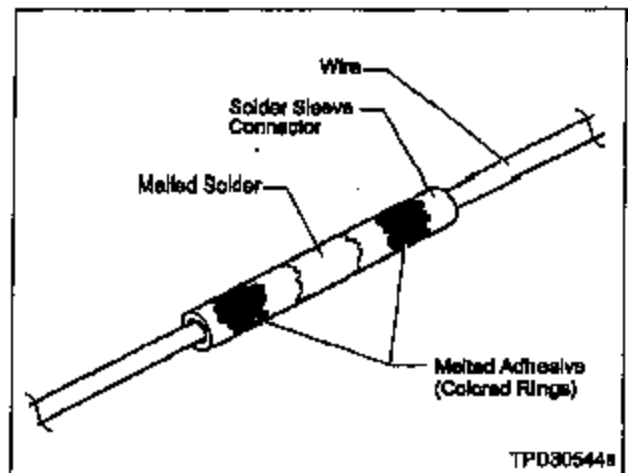


Figure 6

PARTS INFORMATION

| DESCRIPTION | PART NUMBER | QUANTITY |
|---|-------------|----------|
| 3-Pin Headlight Wiring Harness Connector* | B4343-0UFB0 | Up to 2 |
| 2-Pin Headlight Wiring Harness Connector* | B4342-0UFB1 | Up to 2 |
| 3-Pin Headlight Wiring Harness Connector* | B4343-0QFB1 | Up to 2 |

* See Figure 7 below for connector type differences.

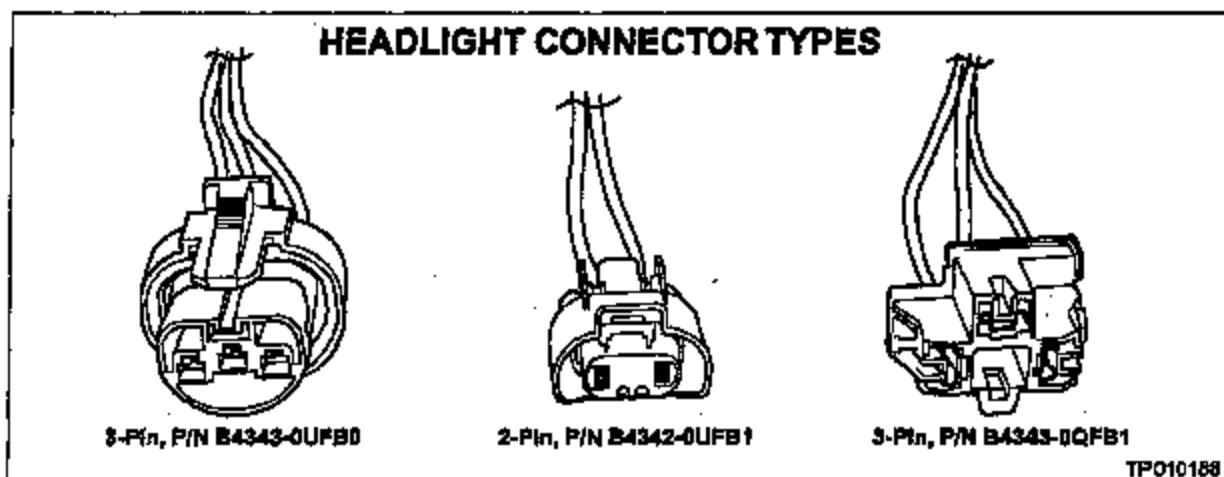


Figure 7

CLAIMS INFORMATION

Submit a Primary Failed Part (PP) line claim using the following claims coding:

| DESCRIPTION | PFP | OP CODE | SYM | DIA | FRT |
|-----------------------|-----|---------|-----|-----|---------|
| Repair Wiring Harness | (1) | RA16AA | HE | 63 | S/T (2) |

- (1) Reference the Parts Information table above and use the indicated harness P/N as the PFP.
- (2) Straight time operation – use actual time required to replace terminal. Suggested FRTs, for most vehicles, are 0.3 hrs. for one side or 0.4 hrs. for both sides.



SERVICE BULLETIN

| | | |
|-----------------------------|-------------------------|-----------------------|
| Classification: EL01-005 | Reference: NTB01-028 | Date: May 15, 2001 |
|-----------------------------|-------------------------|-----------------------|

HEADLIGHT CONNECTOR REPLACEMENT

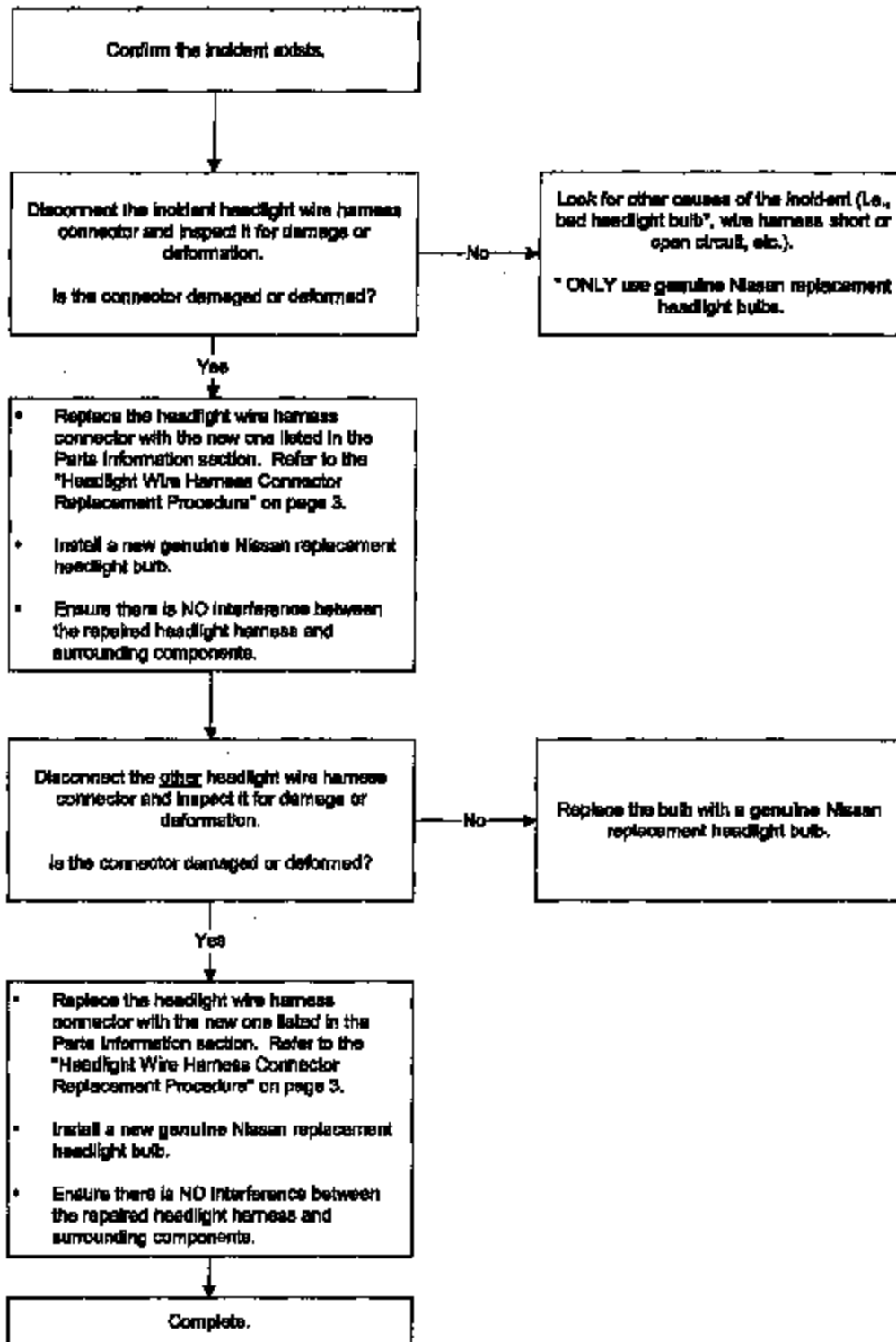
APPLIED VEHICLES: All Nissan – except vehicles equipped with Xenon™ headlights

SERVICE INFORMATION

Nissan has established replacement headlight connectors and service procedures to replace damaged connectors on the applied vehicles. If the headlight wire harness connector is damaged, causing intermittent or improper headlight operation, or the connector otherwise needs replacement, follow the procedures in this bulletin.

Refer to the "Diagnosis/Repair Flow Chart" on page two to diagnose and resolve this incident, should it occur.

Diagnosis/Repair Flow Chart



SERVICE PROCEDURE

Headlight Wire Harness Connector Replacement Procedure

1. Disconnect the vehicle-side wire harness connector from the headlight bulb.
2. Cut the vehicle wire harness about an inch back from the headlight harness connector.
3. Cut the wires of the replacement connector to the appropriate length.
4. Strip the end of each wire (on the vehicle wire harness side and on the replacement connector wires).
5. Slide a one-inch piece of dual-wall heat shrink tubing (3M™ P/N 054007-55917 or equivalent) onto each wire of the vehicle wire harness (see Figure 1a).

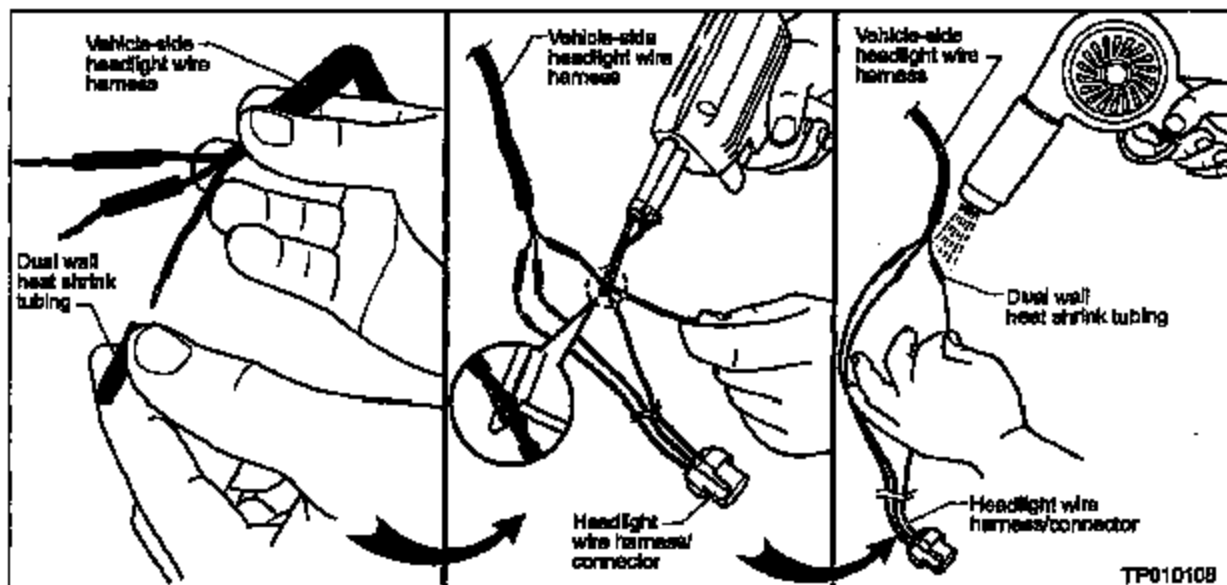


Figure 1a

Figure 1b

Figure 1c

6. Connect each wire (of the replacement connector) to the vehicle wire harness making sure the wires are correctly connected (i.e., no mis-matched wires). See Figure 1b.

IMPORTANT: Only use lead-free solder when performing step 7 below. Also, step 7 must be performed as stated to avoid a "cold" solder joint (i.e., a joint that will not hold together).

7. Solder each wire connection joint as follows:
 - A. Place the soldering iron tip against the bottom side of the wire strands and heat the wires (see Figure 1b).
 - B. Once the wires are hot, apply the solder to the top side of the wire strands until they are fully coated with melted solder (see Figure 1b).
8. After the soldered joint cools down, slide the heat shrink tubing over the soldered joint and heat the tubing with a heat gun until it seals the joint (see Figure 1c).

IMPORTANT: Each wire connection joint **MUST** be soldered and sealed with the heat shrink tubing due to the high wire current and moisture in this location. **DO NOT** use Scotch-Loks™ or butt connectors for splicing at this location.

PARTS INFORMATION

| DESCRIPTION | PART NUMBER | QUANTITY |
|---|-------------|----------|
| 3-Pin Headlight Wiring Harness Connector* | B4343-0UFB0 | Up to 2 |
| 2-Pin Headlight Wiring Harness Connector* | B4342-0UFB1 | Up to 2 |
| 3-Pin Headlight Wiring Harness Connector* | B4343-0QFB1 | Up to 2 |

* See Figure 2 below for connector type differences.

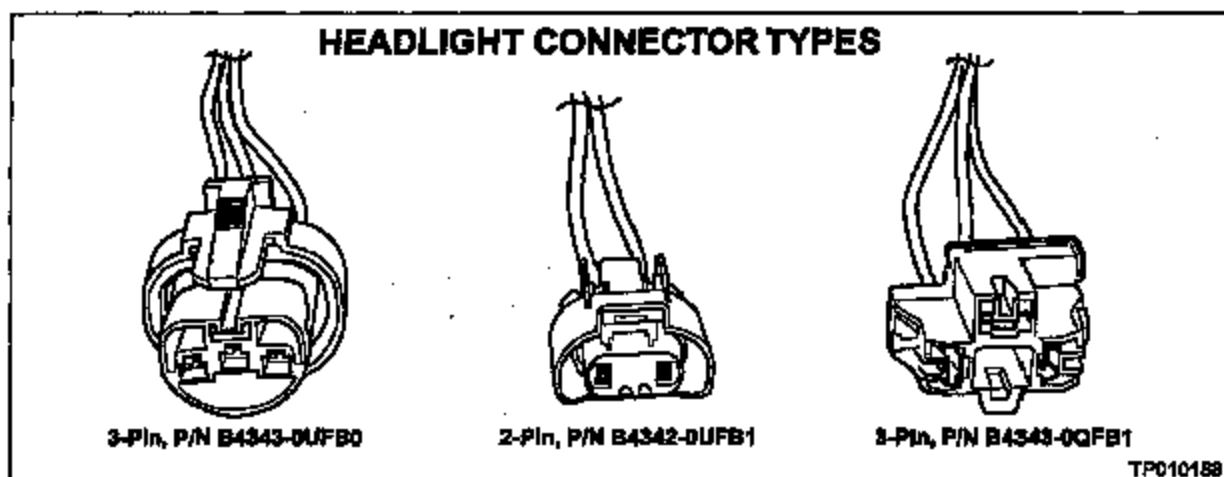


Figure 2

CLAIMS INFORMATION

Submit a Primary Failed Part (PP) line claim using the following claims coding:

| DESCRIPTION | PFP | OP CODE | SYM | DIA | FRT |
|-----------------------|-----|---------|-----|-----|---------|
| Repair Wiring Harness | (1) | RA16AA | ZE | 24 | S/T (2) |

- (1) Reference the Parts Information table above and use the indicated harness P/N as the PFP.
- (2) Straight time operation – use actual time required to replace terminal. Suggested FRTs, for most vehicles, are 0.3 hrs. for one side or 0.4 hrs. for both sides.

CONFIDENTIAL ATTACHMENT K

"Actions" (Request No. 8).

[Submitted pursuant to 49 CFR Part 512]

CONFIDENTIAL ATTACHMENT L

Blueprints for the headlamp assembly

[Submitted pursuant to 49 CFR Part 512]