

**PE05-019**  
**NISSAN**  
**ATTACHMENT A, B, C, & D**  
**PART 1 OF 3**

**ATTACHMENT A**

**CD with vehicle production information**

Vehicle production information was gathered from a daily updated vehicle database which contained vehicle data through May 31, 2005.

**ATTACHMENT B**

**Information for Request Nos. 2 and 3**

This attachment contains the numbers of records pertaining to Request No. 2 and a CD containing the information related to Request No. 3. The information was obtained from the Consumer Affairs database, the field reports database as of June 22, 2005. Legal Department Files were searched on June 28, 2005. The databases and Legal Files are updated daily.

Consumer complaints: 9  
Field reports: 3  
Reported injuries: 11  
Property damage claims: None  
Third-party arbitrations: None  
Lawsuits: 1

**ATTACHMENT C**

**Copies of Consumer Complaints**

**CONFIDENTIAL**

DATE: 6/13/2005  
TIME: 03:45:08 PM

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

CAR ID: CA4345116N  
Page 1

NAME: [REDACTED]		SC: NONE
STREET: [REDACTED]		VIN: 5N1BV28U64N [REDACTED] Y
CITY: DUBLIN	YR/MDL: 2004.0	QST MILEAGE: 2500
ST/ZIP: OH [REDACTED]	IN SVC DATE: 08/07/03	
DAY PH: [REDACTED]	RTL DLR: 22047	BUCKEYE NISSAN, INC.
EVE PH: [REDACTED]	SVC DLR: 22047	BUCKEYE NISSAN, INC.
DLR PH: 614 771 2345	RESP DLR: 22047	BUCKEYE NISSAN, INC.
VCAN: N	REGION: 24	DIST: SL/SV/PT: 10 10 40
PAID: 1		
SUSP: 0		
DENY: 0		

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

ORIG CODE: CT 11	OPEN DATE: 11/25/03	XFER/RSPNSBLTY: 11 00 S
CONTACT (S):	FOLLOWUP DATE: 11/28/03	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 11/25/03	DATANET (Y/N): 00/00/00

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OF	NNA, INC. ISSUES	208000	QUEST
AZ	NISSAN PRODUCT INQUIRIES	WC	PRODUCT SUGGESTION

## CONFIDENTIAL

DATE: 8/13/2006  
TIME: 03:45:08 PM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
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CAR ID:  
Page 2

CA4345116N

## C. A. R. COMMENTS

FILE OPENED-ZJW894N 11/25/2003

NO PREVIOUS FILE

@11/25-ZJW894N

CRR-JW VERIFIED NAME, ADDRESS, PHONE, VIN # , MILEAGE, AND RESPONSIBLE DLR.

CRR-JW CHECKED FOR OPEN RECALLS. NONE FOUND.

CRR-JW RECEIVED INBOUND CALL FROM C. C STATES THAT C WOULD LIKE TO REPORT INJURY THAT WAS CAUSED BY C'S NEW VEH. C STATES THAT BACK OF SEAT WAS ALREADY DOWN, AND C WAS LEANING OVER SEAT TO MOVER SEAT FORWARD. C STATES THAT C WAS FLIPPING WITH SWITCH WITH LEFT HAND AND C'S RIGHT HAND RING FINGER WAS CAUGHT BETWEEN THE HINGE. C STATES THAT C'S FINGER WAS CUT, THROUGH THE BONE. AND CUT THROUGH THE FINGER NAIL AS WELL. CRR-JW INFORMED C THAT C IS SORRY. C STATES THAT C IS ONLY CALLING TO INSURE THAT THIS NOT HAPPEN TO ANYONE ELSE. CRR-JW INFORMED C THAT EVERY FILE IS REVIEWED. CRR-JW INFORMED C THAT C SHOULD SEND IN A LETTER INFORMING NNA OF EXACTLY WHAT HAPPENED AND WHAT C IS REQUESTING NISSAN DO. CRR-JW PROVIDED ADDRESS TO NNA. @11/25-ZJW894N

CRR-JW WILL CLOSE FILE PENDING RESPONSE FROM C.

@11/25-ZJW894N

## SPECIAL REMARKS:

## DEALER INSTRUCTIONS:

## DEALER ACTION:

## CONTACT(S):

SATISFIED: Y	ACTION CODE: NTBG	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 22047	EFFECTIVE: 11 / 25 / 03	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJW894N	
HISTORY:	UPDATE BY: ZJW894N	
SVC CALL#:	UPDATE DATE: 11 / 25 / 03	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 25 / 03	MICROFILM: N
RESP CAA: WALTON, JERMAINE	OLM:	DOM:
PHONE: 3107718448	OWNER FIRST:	LANGUAGE: E ENGLISH

## CONFIDENTIAL

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CA4402951N

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1BV28U64N [REDACTED] Y  
CITY: BOYD YR/MDL: 2004.0 QST MILEAGE: 0  
ST/ZIP: WI [REDACTED] IN SVC DATE: 12/20/03  
DAY PH: [REDACTED] VCAN: N RTL DLR: 1865 NISSAN OF EAU CLAIRE  
EVE PH: [REDACTED] PAID: 7 SVC DLR: 1865 NISSAN OF EAU CLAIRE  
DLR PH: 715 833 7788 SUSP: 0 RESP DLR: 1865 NISSAN OF EAU CLAIRE  
DENY: 0 REGION: 24 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED: 01/21/04 EXEC: 00/00/00 EMAIL: 00/00/00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNER MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: WL 11 OPEN DATE: 01/21/04 XFER/RSPNSBLTY: 11 00 L  
CONTACT (S): FOLLOWUP DATE: 01/23/04 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 01/22/04 DATANET (Y/N): 00/00/00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OF	NNA, INC. ISSUES	208000	QUEST
AZ	NISSAN PRODUCT INQUIRIES	ZR	GENERAL INQUIRY

## CONFIDENTIAL

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CA4402951N

## C. A. R. COMMENTS

@01/22-ZAM289N

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY  
NO OTHER C.A.R. EXISTS FOR THIS VIN  
CUSTOMER HAS REQUESTED THAT SURVEY COMMENTS NOT BE FORWARDED TO DEALER: 1885  
THE HANDLE TO MOVE THE SECOND ROW SEAT POSITION FORWARD OR BACKWARD CUT MY 13  
YEAR OLD DAUGHTER'S FINGER DURING ADJUSTMENT.  
CRRAM REVIEWED CUST COMMENTS AND CLOSED FILE FOR DOCUMENTATION ONLY.

## SPECIAL REMARKS:

## DEALER INSTRUCTIONS:

## DEALER ACTION:

		CONTACT(S):	
SATISFIED: Y		ACTION CODE: NL8G	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:
OTHER #:		DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:
RESP DLR: 1885		EFFECTIVE: 01/21/04	CHANGED BY:
IIR-DATE: 00/00/00		TRANS DATE: 00/00/00	CHECK REQUESTED: NO
3RD PRY:		PART#:	CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ORCBATC	
HISTORY:		UPDATE BY: ZAM289N	
SVC CALL#:		UPDATE DATE: 01/22/04	
CLOSE: Y (Y/N)		CLOSE DATE: 01/22/04	
RESP CAA: MORGAN, ALEX		OLM:	MICROFILM: N
PHONE: 0000000000		OWNER FIRST:	DOM:
			LANGUAGE: E ENGLISH





23 We respect your right to provide feedback anonymously. If you want your comments sent to Nissan of Eau Claire, but prefer your personal information be kept confidential, please check this box.

24 What was the single most important reason for initially choosing the Dealer where you bought or leased your Nissan? (MARK ONLY ONE ANSWER)

- ☒ Advertising (TV, radio, newspaper, etc.) ☐ Previous experience with Dealer ☐ Recommended by others ☐ Location

25 We would appreciate it if you would provide us with the following information:

- a. Gender: ☒ Male ☐ Female  
b. Age: ☐ Under 25 ☐ 25-34 ☒ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or over

Please complete this section only to correct any name, address, or telephone number information shown below. (PLEASE PRINT)

Mr. Mrs. Miss Ms. Mr. Ms. Mr. Ms.

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This questionnaire, please write your comments in the space provided below. We are listening.

The Handle to move The second row seat  
position Forward or backward not my 13 yr old  
children finger driving adjustment

Thank you for your feedback!

If you need additional assistance with your vehicle, please contact Nissan of Eau Claire at (715) 833-7755. If they are unable to assist you, call Nissan Consumer Affairs at 1-800-NISSAN6 (1-800-647-7265).

Please return the completed survey directly to Nissan North America, Inc., P.O. Box 12288, Toledo OH 43602-4171, in the enclosed postage-paid envelope.

CONFIDENTIAL

Lance Walidra

CONFIDENTIAL

...into the trust you've placed in us and in Nissan of Eau Claire by purchasing a Quest.

At Nissan, quality and customer satisfaction are our primary goals, and your opinion on how we're doing in these areas is very important to us. That's why we're sending you the attached survey about your purchase experience.

Please take a few minutes over the next couple of days to complete the survey and return it to us at Nissan North America, Inc. A postage-paid envelope is enclosed for your convenience.

Thank you again for choosing Nissan and for taking the time to complete and return the survey.

Sincerely,

*Mark C. McNeill*

Mark McNeill  
Vice President  
General Manager, Nissan Division  
Nissan North America, Inc.

40 142

# NEW VEHICLE SURVEY

To Be Completed By The Person Most Responsible For Selecting and Buying Your New Nissan.  
Please use a **BLACK PEN** to indicate your responses as follows:

1		How would you rate the SALESPERSON who sold you your new Nissan on the following areas?									
a.	Showing courtesy for your needs	Best	Very Good	Good	Fair	Poor					
b.	Treating you with respect										
c.	Initial greeting and introduction										
d.	Listening to you and doing his/her best to provide the vehicle and options that best met your needs										
e.	Knowledge of competitive vehicles										
f.	Knowledge of your model and its features										
g.	Knowledge of your model's warranty coverage and service requirements										
h.	Knowledge of financing and leasing options										
2		Were you offered a test drive?		<input checked="" type="checkbox"/> Yes, offered and taken <input type="checkbox"/> No, not offered							
3		Overall, how would you rate the thoroughness of your test drive?		<input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor							
4		Did you buy or lease your new Nissan?		<input checked="" type="checkbox"/> Bought <input type="checkbox"/> Leased							
5		When you bought your new Nissan, did you trade in a vehicle at the Dealership?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No - (If "NO," GO TO Q. 7)							
6		How satisfied were you with the explanation of the trade-in appraisal process?		<input type="checkbox"/> Totally satisfied <input type="checkbox"/> Very satisfied <input type="checkbox"/> Somewhat satisfied <input type="checkbox"/> Somewhat dissatisfied <input type="checkbox"/> Very dissatisfied							
7		With whom at the Dealership did you primarily discuss your vehicle's financing arrangements? (MARK ONLY ONE ANSWER)		<input type="checkbox"/> Your salesperson <input type="checkbox"/> Other salesperson <input checked="" type="checkbox"/> Finance, insurance or business office person <input type="checkbox"/> Other							
8		How would you rate this person on the following areas related to your financial discussion?									
a.	Honesty and integrity	Best	Very Good	Good	Fair	Poor					
b.	Showing courtesy for your needs										
c.	Treating you with respect										
d.	Clearly explaining all financing options										
e.	Clearly explaining all paperwork										
f.	Properly filling out all paperwork										
g.	Completing the process in a timely manner										
9		In addition to your sales or financing person, did you talk to a Sales Manager or other Dealership personnel when finalizing your purchase or lease?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No - (If "NO," GO TO Q. 11)							
10		Overall, how satisfied were you with their performance?		<input type="checkbox"/> Totally satisfied <input type="checkbox"/> Very satisfied <input type="checkbox"/> Somewhat satisfied <input type="checkbox"/> Somewhat dissatisfied <input type="checkbox"/> Very dissatisfied							
11		Overall, how comfortable were you with the way the Dealership worked with you to determine the final price or monthly payments for your new Nissan?		<input type="checkbox"/> Extremely comfortable <input checked="" type="checkbox"/> Very comfortable <input type="checkbox"/> Somewhat comfortable <input type="checkbox"/> Somewhat uncomfortable <input type="checkbox"/> Very uncomfortable							
12		Overall, how would you rate all the Dealership staff that sold or leased you your new Nissan as...									
a.	Making you feel comfortable	Best	Very Good	Good	Fair	Poor					
b.	Working as a team to best satisfy you										
c.	Making you confident this was the right vehicle										
d.	Handling your purchase in a professional and timely manner										

082804803498

13		Thinking about when you took possession of your new Nissan...									
a.	Were all your questions answered at the time of delivery?										
b.	Was enough time spent with you at the time of delivery?										
c.	Was the delivery of your Nissan a pleasant experience?										
d.	Was the vehicle clean and uncharged?										
e.	Was the interior clean and uncharged?										
f.	Was it delivered with all the features promised?										
g.	Did they leave you thoroughly inspect the vehicle?										
h.	Was the vehicle maintenance schedule explained to you?										
i.	Were all the operating controls explained to you?										
j.	Were the terms of the warranty explained to you?										
k.	Was the Owner's Manual explained to you?										
l.	Were you asked to schedule your first maintenance appointment?										
m.	Did it have a full tank of gas?										
14		Has the Dealer's staff contacted you regarding your satisfaction?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No							
15		Were there any problems with your new Nissan when you first received it?		<input checked="" type="checkbox"/> Yes, had a problem <input type="checkbox"/> No - (If "NO," GO TO Q. 17)							
16		Below please indicate the type(s) of problems you had requiring repairs.		<u>Right wheel</u>							
17		Overall, how satisfied are you with...									
a.	Your salesperson	Totally satisfied	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied					
b.	Your finance person										
c.	The way your new Nissan was delivered to you										
d.	Your overall purchasing experience										
e.	Your new Nissan										
18		Based on your overall experience, how likely would you be to purchase or lease another Nissan, if you had to replace it today?		<input type="checkbox"/> Definitely would <input type="checkbox"/> Probably would <input checked="" type="checkbox"/> Might or might not <input type="checkbox"/> Probably would not <input type="checkbox"/> Definitely would not							
19		Based on your overall experience, how likely would you be to purchase or lease another vehicle from Nissan of this class?		<input type="checkbox"/> Definitely would <input type="checkbox"/> Probably would <input checked="" type="checkbox"/> Might or might not <input type="checkbox"/> Probably would not <input type="checkbox"/> Definitely would not							
20		If someone asked you about your Nissan, how much would you encourage or discourage them to...									
a.	Buy or lease a Nissan?	At all	At least	At most	At all	At least	At most				
b.	Buy or lease at the Dealership where you bought or leased your new Nissan?										
21		Did anyone at the Dealership mention or discuss this survey with you?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No - (If "NO," GO TO Q. 23)							
22		Are you comfortable with the loan and nature of this discussion?		<input checked="" type="checkbox"/> Yes, comfortable <input type="checkbox"/> No, not comfortable							

CA4402951  
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## CONFIDENTIAL

DATE: 6/13/2005  
TIME: 03:45:09 PM

NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
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CAR ID: CA4752914N  
Page 1

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1BV28U64N [REDACTED] Y  
CITY: DUBLIN YR/MDL: 2004.0 QST MILEAGE: 20000  
ST/ZIP: OH [REDACTED] 8364 IN SVC DATE: 08/07/03  
DAY PH: [REDACTED] VCAN: N RTL DLR: 22047 BUCKEYE NISSAN, INC.  
EVE PH: [REDACTED] PAID: 1 SVC DLR: 22047 BUCKEYE NISSAN, INC.  
DLR PH: 614 771 2345 SUSP: 0 RESP DLR: 22047 BUCKEYE NISSAN, INC.  
DENY: 0 REGION: 24 DIST: SL/SV/PT: 10 10 40

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

ORIG CODE: CT 11 OPEN DATE: 11/08/04 XFER/RESPNSBLTY: 24 10 S  
CONTACT (S): FOLLOWUP DATE: 01/03/05 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 03/29/05 DATANET (Y/N): 00/00/00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 208000 QUEST  
AZ NISSAN PRODUCT INQUIRIES ZR GENERAL INQUIRY

DATE: 8/13/2005  
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CA4752914N

C. A. R. COMMENTS

FILE OPENED-ZCS234N 11/08/2004

PREVIOUS FILES#4345116

CRR CHECKED FOR OPEN RECALLS AND FOUND:C NOTIFIED.

B0112 QUEST R.F. SEAT NTB04-051

B0114 QUEST SEAT LEVER NTB04-053

B0115 QUEST R BALL STUD NTB04-053

B0116 QUEST SHIFT KNOB NTB04-053

B0122 QUEST DOOR RATTLE NTB04-053

B0123 QUEST LIFTGATE NTB04-053

RU401 QUEST SLIDING DOOR NTB04-052

CRR-CS VERIFIED C'S NAME,ADDRESS, VIN,MILEAGE.

CRR-CS REC'D INBOUND CALL FROM C REGARDING PREVIOUS ACCIDENT WITH FINGER  
GETTING CAUGHT.HINGE AND PIERCING THRU SKIN AND BONE.C STATES C HAS ACCRUED  
A MEDICAL BILL-\$400 WHICH WAS OUT OF POCKET EXPENSE.

C STATES THAT C WAS WORKING WITH AD/TECH. SERVICE MANAGER /PRODUCTION

@11/08-ZCS234N

ENGINEER INVESTIGATOR / 830-820 4758

@11/08-ZCS234N

CRR-CS CHECKED FILE AUDIT AND LEGAL HAS HAD A LOOK AT FILE AND NO COMMENTS TO  
DECIPHER PERTAINING TO INCIDENT AND FILE MANAGER NO LONGER AT CA.

CRR-CS CONSULTED WITH TL/GG AND RSS-GD WHO ADVISED TO FORWARD FILE TO RSS-GD.

CRR-CS ADVISED C THAT CRR-CS WILL FOLLOW UP WITH C WITHIN 24HRS.@11/08-ZCS234N

@11/08-ZCS234N

\*RSS-GD IN REVIEW OF FILE.

@11/08-ZGD493N

CRR-CS REVIEWED FILE

@11/12-ZCS234N

CRR-CS REVIEWED FILE AND REC'D VMX REQUESTING UPDATE FOR C.RSS-GD HAS NOT  
RETURNED FILE WITH RESOLUTION OR UPDATE

@11/18-ZCS234N

CRR-CS REC'D VMX FOR UPDATE WITH C.FILE WAS TRANSFERED TO RSS-GD WHO IS  
REVIEWING FILE.CRR-CS CONSULTED WITH RSS-GD WHO ADVISED CRR-CS THAT LEGAL  
IS LOOKING INTO FILE AND WOULD FOLLOW UP WITH CRR-CS LATER TODAY @12/03-ZCS234N

CRR-DD REC'D INBOUND CALL FROM C REQUESTING UPDATED STATUS. CRR-DD INFORMED  
C FILE IS STILL UNDER REVIEW WILL EMAIL RSS-GD

@12/07-ZDD388N

@12/07-ZDD388N

CRR-GM RECEIVED INBOUND CALL REGARDING FILE, CUSTOMER REQUESTED TO SPEAK WITH  
RSS-GD. CRR-GM ADVISED CUSTOMER RSS-GD WAS UNAVAILABLE & TRANSFERRED TO VMX  
FOLLOW-UP BY AN EMAIL MESSAGE.

@12/15-ZGM377N

\*RSS-GD DISCUSSED THIS FILE WITH LEGAL AND CRR-CS IS TO REQUEST C FORWARD A  
WRITTEN DEMAND OF WHAT C IS REQUESTING FROM NNA. RSS-GD SENT EMAIL TO CRR-CS  
TO ADVISE.

@12/16-ZGD493N

CRR-CS FOLLOW UP WITH C REQUEST LETTER REQUESTING :  
EXACTLY WHAT HE IS SEEKING FROM NNA,HAVE C FAX A WRITTEN  
DEMAND WITH ANY SUPPORTING DOCUMENTATION

@12/16-ZCS234N

CRR-CS FOLLOW UP CALLBACK REQUESTING LETTTER AND SUPPORTING DOCUMENTATION

@12/20-ZCS234N

CRR-CS FOLLOW UP CALLBACK REQUESTING LETTTER AND SUPPORTING DOCUMENTATION

CRR-CS REC'D FAX DOC FROM C PROVIDING SUPPORTING DOC'S AND REQUEST

@12/21-ZCS234N

CRR-CS TRANSFERED FILE TO RSS-GD FOR REVIEW

@12/21-ZCS234N

CRR-CS REVIEWED FILE

@12/30-ZCS234N

CRR-CS REVIEWED FILE

@01/05-ZCS234N

CRR-CS CONSULTED WITH RSS-GD AND WAS ADVISED THAT LEGAL WAS REVIEWING FILE AND  
HAD SIMILIAR INCIDENT AND WHAT WAS DONE WAS THAT NNA PAID FOR MEDICAL BILLS  
BUT TO ADVISE C THAT NNA WAS STILL REVIEWING FILE

@01/12-ZCS234N

CRR-CS FOLLOW UP CALL BACK TO C ADVISING NNA REVIEWING FILE AND WOULD FOLLOW

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UP WITHC WHEN CR-CS IS UPATED

@01/12-ZCS234N

:: CRSD RECEIVED INBOUND CALL. CALLER STATES CALLER NAME IS BONNIE WITH BUCKEYE NISSAN. BONNIE WANTS TO DISCUSS FILE WITH CRR THAT IS HANDLING FILE. CRRSD ADVICE THAT WOULD BE CRR-CS. CRRSD TRY CALLING CRR-CS, NOT AVAILABLE. BONNIE WANTS TO KNOW IF NNA HAS ANY UPDATE ON THE FILE IF NNA WILL OFFER C ANY COMPENSATION. CRRSD ADVICE C THAT CRR WILL NOTIFY CRR-CS OF BONNIE REQUEST AND TO HAVE CRR-CS CONTACT BONNIE ON MONDAY WHEN CRR-CS IS BACK IN THE OFFICE.

@01/28-ZHD996N

BONNIE UNDERSTOOD. BONNIE CAN BE REACH AT 614-875-3082 (CELL). @01/28-ZHD996N CRR-SG RECEIVED A INBOUND CALL FROM C DEMANDING A DECISION TO BE MADE TODAY. C STATES C WANTS TO BUY ANOTHER NISSAN BUT IS WAITING ON A ANSWER FROM NISSAN C STATES DEMANDED TO SPEAK TO A SUPERVISOR. CRR-SG APOLOGIZED ABOUT THE INCONVENIENCES AND ADVISED C THE C'S FILE IS STILL BEING REVIEWED. CRR-SG ADVISED C THAT CRR-SG TALKED TO RSS-GD AND A DECISION STILL HAS TO BE REACHED C THANKED CALL ENDED

@01/31-ZSG643N

BONNIE IN SERVICE ADVISED CUSTOMER WAS INJURED WHILE FOLDING THE SEAT DOWN CUSTOMER FINGER GOT CRUSHED: \$2K IN MEDICAL BILLS AND WANTED COMPENSATION FOR ENTIRE INCIDENT: CUSTOMER WAS LOOKING FOR NEW VEHICLE: DEALER ADVISED POSSIBLE CREDIT TOWARD NEW VEHICLE:

DEALER ADVISED DTS LOOKED AT THE VEHICLE AD: CONSUMER AFFAIRS WAS CONTACTED AND NO DECISION HAS BEEN MADE TO DATE:

@01/31-ZIC702N

CRR-CS REC'D VMX FROM SA-BONNIE 614.875.3082 BUCKEYE NSN SERVICE MANAGER

@02/02-ZCS234N

@02/02-ZCS234N

SM STTED THAT C IS INTERESTED IN PURCHASING ANOTHER VEH FROM DLRSHIP AND WOULD LIKE FOR NNA TO GIVE C A DISCOUNT OFF VEH INSTEAD OF REFUNDING C FOR MEDICAL BILLS. CRR-CS ADVISED SM THAT CRR WILL BE CONSULTING WITH RSS TODAY AND WOULD FOLLOW UP WITH SMC LATER TODAY IF THERE IS A UPDATE TO PROVIDE @02/02-ZCS234N CRR-CS CONSULTED WITH RSS-GD ADVISING THAT NNA WILL ASSIST C WITH ISSUES W/FINGER CUT/MEDICAL BILL, PURCHASE INCENTIVE)

@02/03-ZCS234N

\*RSS-GD REVIEWED CONCERN WITH PL AND AN OFFER OF A \$500 PURCHASE INCENTIVE TOWARDS THE PURCHASE OF A NEW TITAN AND AN ADDITIONAL \$1200 FROM PRODUCT LIABILITY. RSS NOTES PER PL THIS IS NOT AN OFFER BASED ON LIABILITY IN CAUSING THE ISSUE BUT AN OFFER IN THE INTEREST OF C SATISFACTION. RSS ADDS THE \$1200 OFFER FROM PRODUCT LIABILITY WILL ONLY BE PROVIDED IF C SIGNS A RELEASE FROM LIABILITY FOR CONCERN. RSS WILL REVIEW WITH C.

@02/03-ZGD493N

\*RSS-GD SPOKE BRIEFLY SERVICE MANAGER-BONNIE AND ADVISED OF THE ABOVE OFFER. RSS NOTES THE CALL WAS DISCONNECTED AND RSS WAS UNABLE TO REACH SM-BONNIE AGAIN.

@02/03-ZGD493N

\*RSS-GD LEFT VMX FOR C ADVISING A DECISION HAD BEEN MADE REGARDING CONCERN AND ASKING C TO CONTACT. FILE PENDING C CONTACT.

@02/03-ZGD493N

\*RSS-GD NOTES VMX FROM C REQUESTING CONTACT.

@02/07-ZGD493N

\*RSS-GD LEFT VMX REQUESTING C CONTACT.

@02/07-ZGD493N

@02/07-ZGD493N

\*RSS-GD SPOKE WITH C AND ADVISED OF OFFER FROM NISSAN. RSS INFORMED OFFER WAS IN THE INTEREST OF C SATISFACTION AND NOT ACKNOWLEDGEMENT OF LIABILITY FOR INCIDENT. RSS ADVISED THERE WERE TWO OFFERS THAT C DID NOT HAVE TO TAKE TOGETHER. RSS ADVISED NNA WAS OFFERING C A \$500 PURCHASE INCENTIVE THAT WOULD BE PROVIDED AFTER THE PURCHASE OF THE TITAN C HAD MENTIONED PURCHASING. RSS INFORMED THERE WAS ALSO AN OFFER OF \$1200 COMPENSATION THAT WOULD BE GIVEN PROVIDED C SIGNED A RELEASE OF LIABILITY. C STATES C IS NOT SURE IF C WANTS TO SIGN A RELEASE OR TAKE ISSUE TO SMALL CLAIMS COURT. C ASKS IF C CAN HAVE SOMEONE REVIEW RELEASE PRIOR TO SIGNING. RSS ADVISED C COULD AND VERIFIED ADDRESS TO FORWARD. C ACCEPTED PURCHASE INCENTIVE OFFER AND RSS WILL BEGIN PROCESSING.

@02/07-ZGD493N

\*RSS-GD FORWARDED RELEASE LETTER VIA FED EX THIS DATE FOR C TO REVIEW.

@02/08-ZGD493N

DATE: 6/13/2005  
TIME: 03:45:09 PM

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\*RSS FORWARDED PURCHASE INCENTIVE REQUEST FOR REVIEW. @02/09-ZGD493N  
CRR-CS REVIEWED FILE @02/09-ZCS234N  
CRR-CS REVIEWED FILE @02/17-ZCS234N  
\*\*\*VS-KD REVIEWED FILE AND WILL PROCESS P1 PER RSS-GD REQUEST @02/22-ZKD315R  
\*RSS-GD NOTES RECEIPT OF RELEASE LETTER FROM C. C HAS MADE CHANGES TO LETTER.  
RSS IS REVIEWING WITH PRODUCT LIABILITY. @03/07-ZGD493N  
\*RSS FORWARDING PURCHASE INCENTIVE LETTER THIS DATE. @03/07-ZGD493N  
CRR-CS REVIEWED FILE @03/08-ZCS234N  
\*RSS-GD REVIEWED RELEASE WITH PL-DA WHO APPROVED CHANGES C MADE. PL ALSO  
REQUESTED RSS VERIFY C'S SOCIAL SECURITY NUMBER TO PROVIDE CHECK TO C. RSS  
WILL ATTEMPT TO VERIFY. @03/15-ZGD493N  
\*RSS-GD SPOKE WITH C AND VERIFIED THE CUSTOMER RECEIVED THE PURCHASE INCENTIVE  
OFFER. RSS ALSO REQUESTED SOCIAL SECURITY NUMBER TO REQUEST CHECK FOR C. C  
PROVIDED SSN 297-74-8255. RSS WILL PROVIDE TO PL. @03/15-ZGD493N  
\*RSS-GD RECEIVED CHECK FOR C VIA INTEROFFICE MAIL. @03/29-ZGD493N  
\*RSS-GD LEFT VMX FOR C ADVISING CHECK WOULD BE SENT VIA FED EX AND IF C HAD  
ANY QUESTIONS FOR RSS TO PLEASE CONTACT. RSS ADVISED THAT RSS WOULD BE SENDING  
THE CHECK AT THE END OF THE DAY AND IF C WANTED RSS TO SEND TO ANOTHER ADDRESS  
TO PLEASE CONTACT BEFORE THAT TIME. @03/29-ZGD493N  
\*CHECK SENT THIS DATE. @03/29-ZGD493N  
FILE CLOSED/DOCUMENTS TO CLOSED FILE DRAWER. @03/29-ZGD493N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):	
SATISFIED: Y	ACTION CODE: RT2A
CALLBACK: (Y/N) #:	0 DATE: 00/00/00
REOPEN: CALLBACK #:	0 DATE: 00/00/00
NEW INFO #:	0 DATE: 00/00/00
OTHER #:	0 DATE: 00/00/00
COMMENTS ONLY: #:	0 DATE: 00/00/00
RESP DLR: 22047	EFFECTIVE: 11/08/04
IIR-DATE: 00/00/00	TRANS DATE: 00/00/00
3RD PRY:	PART#:
BYBACK ST:	OPENED BY: ZCS234N
HISTORY:	UPDATE BY: ZGD493N
SVC CALL#:	UPDATE DATE: 03/29/05
CLOSE: Y (Y/N)	CLOSE DATE: 03/29/05
RESP CAA: STEPHENS, COLEMAN	OLM:
PHONE: 3107718473	OWNER FIRST:
	ROOT CAUSE: SCLT
	USERID:
	USERID:
	USERID:
	USERID:
	CHANGED BY:
	CHECK REQUESTED: NO
	CHECK ISSUED: NO
	MICROFILM: N
	DOM:
	LANGUAGE: E ENGLISH

DATE: 8/13/2005  
TIME: 03:45:09 PM

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1BV28U74N [REDACTED] Y  
CITY: WEST CHESTER YR/MDL: 2004.0 QST MILEAGE: 7955  
ST/ZIP: OH [REDACTED] 4900 IN SVC DATE: 02/18/04  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3485 JEFF WYLER NISSAN FAIRFLD  
EVE PH: [REDACTED] PAID: 3 SVC DLR: 3485 JEFF WYLER NISSAN FAIRFLD  
DLR PH: 513 682 2500 SUSP: 0 RESP DLR: 3485 JEFF WYLER NISSAN FAIRFLD  
DENY: 0 REGION: 24 DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED 10/19/04 EXEC: 00/00/00 EMAIL: 00/00/00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: JEFF WYLER NSN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 11/11/04 XFER/RSPNSBLTY: 24 10 S  
CONTACT (S): FOLLOWUP DATE: 12/28/04 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 01/25/05 DATANET (Y/N): 00/00/00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YX	POOR OR IMPROPER OPERATION

DATE: 6/13/2005  
TIME: 03:45:09 PM

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C. A. R. COMMENTS

FILE OPENED-ZSF214N 11/11/2004

\*\*\*\*\*MAIL FILE LOGGED\*\*\*\*\*

NO PREVIOUS FILES

LETTER REC'D 11/19/04 ADDRESSED TO NNA-CEO-CG SENT VIA REG MAIL, DATED 10/8/04

>>>>>FORWARDING FILE TO CRR-AM FOR FURTHER HANDLING<<<<< @11/11-ZSF214N

CRR-AM RECVD FILE FROM C LETTER.

@11/17-ZAM511N

C STATES C REMOVED THE CHILD RESTRAINTS AND BEGAN TO PUT THE MIDDLE-ROW SEATS

DOWN AS C WAS GOING TO HAUL A LARGE ITEM. C STATES WHILE REACHING OVER THE

SEAT WHILE GRABBING THE HANDLE WITH THUMB AND INDEX C'S PINKIE WAS CRUSHED AND

HAD A SLICE FROM THE FRIST KNUCKLE THROUGH THE FINGERNAIL TO THE TIP OF THE

FINGER. C STATES C WENT TO THE ER TO HAVE FINGER TAKEN CARE OF. C FEELS THERE

IS A DESIGN FLAW IN HOW THE SEAT WORKS. C IS REQUESTING C E REIMBURSED FOR

OUT-OF-POCKET EXPENSES BECAUSE OF THE FINGER BEING DAMAGED. @11/17-ZAM511N

CRR-AM IN REVIEW OF FILE. CRR FORWARDING FILE TO RCAS-RF FOR FURTHER HANDLING

@11/17-ZAM511N

- RCAS REC'D LETTER THIS DATE. RCAS REVIEWED LETTER.

@11/23-ZRF698N

RCAS REVIEWED CORRESPONDENCE:A

RCAS CONTACTED DEALERSHIP TO SEE IF CUSTOMER HAS PREVIOUS REPAIR ORDER

ON FILE RELATED TO CUSTOMER SEAT CONCERNS:

@01/14-ZIC702N

DEALER ADVISED THEY HAVE NOT SEEN OR DIAGNOSED THIS CONCERN WITH THE CUSTOMER

ON ANY RELATED SERVICE VISITS: DEALER SERVICE MANAGER DARRELL WAS NOT

AVAILABLE: RCAS SPOKE WITH AND OBTAINED INFORMATION FROM MARK AT 8:36

PST: EMAIL TO REVIEW FOR CUSTOMER COMPENSATION WAS SENT:

@01/14-ZIC702N

RCAS CONTACTED DEALER

RCAS CONTACTED DEALER SERVICE AT 10:07 PST

9/18/04: LAST SERVICE APPOINTMENT:

@01/25-ZIC702N

NO SERVICE RECORDS AVAILABLE:

@01/25-ZIC702N

LACK OF CUSTOMER RESPONSE THROUGH SERVICE:

CLOSING FILE PENDING ADDITIONAL CONTACT FROM CUSTOMER

@01/25-ZIC702N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:



## CONFIDENTIAL

DATE: 8/13/2005  
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		CONTACT(S):	
SATISFIED: Y		ACTION CODE: RT4B	ROOT CAUSE: SCNR
CALLBACK: (Y/N) #:	0	DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0	DATE: 00/00/00	USERID:
NEW INFO #:		DATE: 00/00/00	USERID:
OTHER #:		DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0	DATE: 00/00/00	USERID:
RESP DLR: 3485		EFFECTIVE: 11/11/04	CHANGED BY:
IIR-DATE: 00/00/00		TRANS DATE: 00/00/00	CHECK REQUESTED: NO
3RD PRY:		PART#:	CHECK ISSUED: NO
BYBACK ST:		OPENED BY: Z8F214N	
HISTORY:		UPDATE BY: ZIC702N	
SVC CALL#:		UPDATE DATE: 01/25/05	
CLOSE: Y (Y/N)		CLOSE DATE: 01/25/05	
RESP CAA: COHEN, IDA		OLM:	MICROFILM: N
PHONE: 3107713774		OWNER FIRST:	DOM:
			LANGUAGE: E ENGLISH

DATE: 8/13/2005  
TIME: 03:45:09 PM

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SC: NONE

VIN: 5N1BV28U34N [REDACTED] A

YR/MDL: 2004.0 QST MILEAGE: 18991

IN SVC DATE: 01/27/04

NAME: [REDACTED]

STREET: [REDACTED]

CITY: KULA

ST/ZIP: HI [REDACTED] 7233

DAY PH: [REDACTED]

EVE PH: [REDACTED]

DLR PH: 808 329 4408

VCAN: N

PAID: 1

SUSP: 0

DENY: 0

RTL DLR: 98010 JIM FALK MOTORS OF MAUI

SVC DLR: 98007 KONA NISSAN

RESP DLR: 98007 KONA NISSAN

REGION: 48 DIST: SL/SV/PT: 10 10 30

LETTER RECEIVED 00/00/00

EXEC: 00/00/00

EMAIL: 00/00/00

FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)

PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)

PREVIOUSLY REPAIRED: 00/00/00 WHERE:

VEHICLE PURCHASED: NEW X PREOWNED MILES 12 # NISSAN/INFINITI VEHICLES: 2

VEHICLE MAINTAINED BY: 98010

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

ORIG CODE: CT 11

OPEN DATE: 12/14/04

XFER/RSPNSBLTY: 48 10 S

CONTACT (S):

FOLLOWUP DATE: 04/08/05

DATANET (Y/N): 0

SEVERITY: 9

CLOSE DATE: 04/14/05

DATANET (Y/N): 00/00/00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS  
AV INTERIOR ELECTRICAL

192000 CENTER REAR BRAKE LIGHT  
YX POOR OR IMPROPER OPERATION

DATE: 6/13/2005  
TIME: 03:45:09 PM

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C. A. R. COMMENTS

FILE OPENED-ZMT045N 12/14/2004

NO PREVIOUS RELATED FILES

@12/14-ZMT045N

CRR MT VERIFIED C, NAME, ADDRESS, DAY/EVE PHONES VIN, DLR, & MILEAGE.

CRR MT CHECKED FOR RECALLS AND FOUND THE FOLLOWING UPGRADES:

OPEN B0119 QUESTRAILLAMPBNTB04-053 05/04/04 00/00/00 00/00/00

OPEN B0120 QUESTACCPEDALNTB04-053 05/04/04 00/00/00 00/00/00

OPEN B0122 QUESTDOORRATTLENTB04-053 04/29/04 00/00/00 00/00/00

OPEN B0123 QUESTLIFTGATENTB04-053 05/04/04 00/00/00 00/00/00

OPEN RU401 QUESTSLIDINGDOORNTB04-052 04/15/04 00/00/00 00/00/00

OPEN RU401 QUESTSLIDINGDOORNTB04-052 04/15/04 00/00/00 00/00/00

C CALLED TO ADVISE C RCVD A RECALL NOTICE AND C STATES C'S LETTER ADVISED NISSAN WOULD SET C UP WITH RENTAL HOWEVER C STATES WHEN HE GOES TO THE DLR THE SM-MAX FERRIS ADVISES NISSAN IS ONLY SENDING 1 CAR CRATES & C IS NOW WONDERING IS THIS EVER GOING TO GET DONE? C ALSO ADVISED C IS HAVING A BRAKE PROBLEM C STATES HE HAD TO REPLACE BRAKES @ 19K MILES. C ALSO STATES C'S

@12/14-ZMT045N

DAUGHTER WAS RIDING IN THE CAPTAIN CHAIR OF THE PASSENGER SIDE & C'S DAUGHTER WAS ATTEMPTING TO ADJUST ROCKING GATE SYSTEM ON SIDE OF SEAT & THE DAUGHTER'S FINGER GOT CAUGHT IN THE SEAT ADJUSTING SYSTEM C STATES C HAD TO TAKE C'S DAUGHTER TO THE HOSPITAL FOR STITCHES.

CRR MT APOLOGIZED TO C FOR THE INCONVENIENCES & ADVISED C THAT CRR WILL FORWARD THIS FILE TO OUR CORE GROUP FOR FURTHER ASSISTANCE CRR ADVISED C TO ALLOW 24-48 HRS FOR A CALL BACK.

C UNDERSTOOD & C ADVISED TO PLEASE CONTACT @ C 808 298 8794 ANYTIME.

CRR MT THANKED THE C AND ENDED THE CALL.

@12/14-ZMT045N

CRR-MC C CALLED FOR CRR-MT. TRANSFERED TO VOICE MAIL.

@12/14-ZMC291N

CRR MT RCVD V/M FROM C ADVISING C WOULD LIKE TO ADD THAT C IS ALSO HAVING PROBLEMS WITH THE TRANSMISSION ON VEH. C STATES THAT NEW CARS AREN'T SUPPOSE TO EAT UP TRANSMISSION FLUID.

@12/15-ZMT045N

RCAS ATTEMPTED TO CONTACT C ON DAYTIME PHONE AT 1:24 BUT C WAS NOT AVAILABLE.

@02/02-ZAS821N

RCAS LEFT MSSG FOR C TO CONTACT RCAS.

@02/02-ZAS821N

RCAS ATTEMPTED TO CONTACT C ON EVENING PHONE AT 1:25 BUT C WAS UNAVAILABLE.

RCAS LEFT MSSG.

@02/02-ZAS821N

>>RCAS CONTACTED C ON DAYTIME PHONE BUT WAS ADVISED BY SERVICE RECEPTIONIST THAT C WAS UNAVAILABLE. RCAS LEFT MSSG WITH SERVICE RECEPTIONIST FOR C TO CONTACT RCAS.

@03/28-ZAS821N

>>RCAS CONTACTED C ON DAYTIME PHONE BUT WAS ADVISED BY SERVICE RECEPTIONIST MARTINE THAT C WAS UNAVAILABLE. RCAS LEFT CONTACT INFO WITH SERVICE RECEPTIONIST FOR C TO CONTACT RCAS.

@04/04-ZAS821N

>>RCAS CONTACTED C ON DAYTIME PHONE BUT WAS ADVISED BY SERVICE RECEPTIONIST THAT C WAS CURRENTLY DRIVING A CRUISE BOAT AND WAS NOT AVAILABLE. RCAS LEFT MSSG WITH RECEPTIONIST FOR C TO CONTACT RCAS.

@04/08-ZAS821N

>>RCAS CONTACTED C ON EVENING PHONE BUT C WAS UNAVAILABLE. RCAS LEFT MSSG STATING IF C IS REQUESTING ASSISTANCE IN REGARDS TO CONCERN TO CONTACT RCAS.

@04/08-ZAS821N

RCAS LEFT CONTACT INFO.

@04/08-ZAS821N

>>RCAS CONTACTED C AT 808 298 8794 BUT C WAS UNAVAILABLE. RCAS LEFT MSSG FOR C TO CONTACT RCAS.

@04/08-ZAS821N

@04/08-ZAS821N

>>RCAS CONTACTED C ON DAYTIME PHONE BUT WAS ADVISED C WAS OUT ON A CRUISE.

RCAS LEFT MSSG WITH RECEPTIONIST FOR C TO CONTACT RCAS.

@04/14-ZAS821N

>>RCAS CLOSED FILE DUE TO THE FACT RCAS HAS NOT RECEIVED A CALLBACK FROM

DATE: 6/13/2005  
TIME: 03:45:08 PM

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C IN REGARDS TO FILE. RCAS WILL REOPEN FILE PENDING CALL FROM C.@04/14-ZAS821N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8F	ROOT CAUSE: SCLT
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:
OTHER #:	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 98007	EFFECTIVE: 12/14/04	CHANGED BY:
HR-DATE: 00/00/00	TRANS DATE: 00/00/00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMT045N	
HISTORY:	UPDATE BY: ZAS821N	
SVC CALL#:	UPDATE DATE: 04/14/05	
CLOSE: Y (Y/N) -	CLOSE DATE: 04/14/05	MICROFILM: N
RESP CAA: SHOEMO. AARON	OLM:	DOM:
PHONE: 3107713831	OWNER FIRST:	LANGUAGE: E ENGLISH

DATE: 6/13/2005  
TIME: 03:45:08 PM

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: GRIMES  
ST/ZIP: IA 50111 1110  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 515 253 0719

VCAN: Y  
PAID: 14  
SUSP: 0  
DENY: 0

VIN: 5N1BV28U74N [REDACTED] Y  
YR/MDL: 2004.0 QST MILEAGE: 1200  
IN SVC DATE: 11/20/03  
RTL DLR: 40008 HUMMEL'S NISSAN  
SVC DLR: 40008 HUMMEL'S NISSAN  
RESP DLR: 40008 HUMMEL'S NISSAN  
REGION: 24 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED: 12/26/03 EXEC: 00/00/00 EMAIL: 00/00/00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11 OPEN DATE: 01/13/04 XFER/RSPNSBLTY: 11 00 S  
CONTACT (S): FOLLOWUP DATE: 01/14/04 DATANET (Y/N): 0  
SEVERITY: 3 CLOSE DATE: 03/25/04 DATANET (Y/N): 00/00/00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 208000 QUEST  
AZ NISSAN PRODUCT INQUIRIES ZH CRITICISM

DATE: 6/13/2006  
TIME: 09:45:08 PM

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C. A. R. COMMENTS

FILE OPENED-ZMC888N 01/13/2004

PREVIOUS FILES: NONE

LETTER DATED 12/15/2003

LETTER RECEIVED STAMPED 12/26/2003. ASSIGNED TO CRRMC 1/8/2004

LETTER ADDRESSED TO NISSAN CONSUMER AFFAIRS

\*\*\* CAMPAIGNS FOUND:

\*\*\* LETTER SUMMARY: CUSTOMER CLAIMS HE SUSTAINED TO THE RIGHT RING FINGER WHILE CHANGING THE POSITION OF THE CENTER CAPTAINS CHAIR. C IS REQUESTING NNA REVIEW AND SETTLEMENT.

LETTER INCLUDED 4 PHOTOGRAPHS. 2: SEAT PARTS, 2: FINGER.

>>> LETTER FWD TO LEGAL-LO FOR FURTHER REVIEW. @01/13-ZMC888N

>>> CRR WAS CONTACTED BY LEGAL-LO AND ADVISED TO COMPLETE IIR. @01/14-ZMC888N

>>> CRR RECEIVED THE LETTER BACK FROM LEGAL (A COPY OF THE LETTER).

@01/19-ZMC888N

>>> CRR CONTACTED MR CHAD DANNEWITZ AT 8AM PST TO COMPLETE IIR. @01/19-ZMC888N

CLAIMANT INFORMATION:

1. DRIVER'S NAME: [REDACTED] (WAS THE INTENDED DRIVER, BUT UNABLE TO DRIVE AFTER INJURY).

DATE OF BIRTH: [REDACTED]

ADDRESS: [REDACTED]

GRIMES, IA 50111

TELEPHONE: HOME: [REDACTED]

WORK: [REDACTED]

MOBILE: [REDACTED]

2. OWNER NAME: CO-OWNER [REDACTED] RELATIONSHIP: WIFE.

DATE OF BIRTH: [REDACTED]

TELEPHONE: HOME: [REDACTED]

3. THE CUSTOMER HAVE AN ATTORNEY REPRESENTING THEM? NO

4. IF YES, ADVISE THE CUSTOMER THE ATTORNEY NEEDS TO SEND A LETTER OF REPRESENTATION TO NISSAN; THIS DOES NOT APPLY AT THIS TIME.

5. IF YES, ADVISE THE CUSTOMER YOU CANNOT SPEAK WITH THEM UNLESS THEIR ATTORNEY GIVE HIS/HER CONSENT; DOES NOT APPLY AT THIS TIME.

6. IF YES, GET THE ATTORNEY'S NAME, ADDRESS AND TELEPHONE NUMBER:

DOES NOT APPLY AT THIS TIME.

VEHICLE INFORMATION

1. CURRENT MILEAGE: APPROX. 1200

2. VEHICLE LICENSE NUMBER: (WILL CALL TO PROVIDE)

3. STATE WHERE VEHICLE IS REGISTERED: IA

4. SPECIAL EQUIPMENT OR ACCESSORIES: ADDED ONLY FLOOR MATS SINCE PURCHASE

5. LIST ALL RECALL CAMPAIGNS/SERVICE CAMPAIGNS:

6. WAS THE VEHICLE PURCHASED NEW OR USED? NEW FROM NISSAN DEALERSHIP.

1. DATE AND TIME OF ACCIDENT 12/4/2004 , APPROX 820PM CST

2. EXACT LOCATION OF ACCIDENT: GARAGE OF RESIDENCE.

3. NATURE OF WEATHER/VISUAL OBSTRUCTION? (DESCRIBE): SNOWING / COLD

S @01/19-ZMC888N

4. DETAILED DESCRIPTION OF THE INCIDENT:

CUSTOMER SUSTAINED INJURY TO RIGHT RING FINGER WHILE CHANGING THE POSITION OF THE CENTER CAPTAIN'S CHAIR. CUSTOMER STATES FINGER WAS BETWEEN 2 METAL PARTS WHEN THE SEAT WAS MOVED FORWARD DURING ADJUSTMENT. LACERATION WENT THROUGH THE TIP OF THE FINGER, INCLUDING THE BONE. CUSTOMER CLAIMS THAT THIS IS AN INJURY CAUSED BY DESIGN FLAW AS NISSAN SHOULD HAVE A GUARD OVER THE EXPOSED METAL PIECES.

5. ESTIMATED SPEED OF VEHICLE AT TIME OF ACCIDENT? 0 (VEHICLE WAS PARKED)

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6. IF ANOTHER VEHICLE WAS INVOLVED. WHAT WAS THE SPEED OF THAT VEHICLE? N/A  
7. NAME, ADDRESS, AND TELEPHONE NUMBERS OF ANY WITNESSES/PASSENGERS IN THE  
VEHICLE: MOTHER AND STEP-FATHER OF [REDACTED]

TELEPHONE: [REDACTED]

ADDRESS: [REDACTED]

MARIAM, JA [REDACTED]

@01/19-ZMC888N

8. NAME, ADDRESS AND TELEPHONE NUMBER OF WHERE THE VEHICLE IS PHYSICALLY  
LOCATED? [REDACTED] STILL DRIVES VEHICLE ON DAILY BASIS.

9. HAS THE VEHICLE BEEN REPAIRED? C STATES NO REPAIRS REQUIRED.

A. IF NO, HAVE REPAIRS BEEN SCHEDULED? FOR WHEN? NONE

B. IF YES OR THE CUSTOMER CANNOT WAIT FOR US TO INSPECT THE VEHICLE:

CUSTOMER STATES THAT THEY DO NOT ANTICIPATE ANY REPAIRS IN THE FUTURE.

10. WAS A POLICE/FIRE REPORT FILED? NO.

INJURIES AND INSURANCE INFORMATION:

1. WAS ANYONE INJURED? YES. [REDACTED] WILL FAX ALL MEDICAL DOCUMENT  
AND RECORD.

A. DETAILED DESCRIPTION OF THE EXTENT OF INJURIES: LACERATION OF RIGHT HAND  
RING FINGER, TO THE BONE.

B. HOSPITALIZATION: REQUIRED, OUT PATIENT SURGERY ON FINGER.

2. INSURANCE INFORMATION: CUSTOMER STATES DID NOT NOTIFY ANY INSURANCE COMPANY  
OTHER PROPERTY DAMAGE: NONE @01/19-ZMC888N

\*\*\* CRR ADVISED C THAT CRRMC WILL BE THE TEMPORARY LIASON UNTIL FURTHER  
NOTICE. CRR ADVISED C TO FAX ALL DOCUMENTS AS SOON AS POSSIBLE.

>>> CRR EMAILED DTS-MGR R.H. FOR DTS INSPECTION @01/19-ZMC888N  
@01/21-ZMC888N

\*\*\* CRR RECEIVED EMAIL FROM DTS, TENTATIVELY SET ON 2/10.

\*\*\* CRR CONTACTED C TO CONFIRM. C AGREED TO DATE AND INQUIRED ON LOANER VEH.  
CRR TOLD C A LOANER WILL BE AVAILABLE. (LATER- CRR THOUGHT THIS WAS NOT THE  
RIGHT ANSWER, AND IS NOW WAITING FOR RESPONSE FROM LEGAL TO SEE IF NNA WILL  
SHOULD RECIND THE OFFER OF LOANER).

\*\*\* CRRMC ADVISED DTS THAT 2/10 IS A GOOD DATE. @01/21-ZMC888N

\*\*\* CRR WAS ADVISED THAT C MUST SIGN A LETTER "RELEASE OF LIABILITY" TO  
RECEIVE COURTESY LOANER. C MUST UNDERSTAND THE LOANER IS A COURTESY, NOT AN  
ADMISSION TO FAULT.

\*\*\* CRR PLACED CALL TO C'S WORK NUMBER AT 1213PM PST. CRR ADVISED C OF  
THE LETTER. C WILL SIGN IT. @01/21-ZMC888N

\*\*\* CRR CONTACTED DLR SERVICE MANAGER KEVIN. SM WILL MAKE SURE THAT C GIVES  
HIM THE LETTER SIGNED PRIOR TO RELEASING A LOANER VEHICLE TO THE CUSTOMER.  
CRR ALSO INFORMED OF DTS VISIT AND VEHICLE WILL BE DROPPED OFF 2/9/2004  
@01/21-ZMC888N

\*\*\* C CALLED AND ADVISED HE WAS NOT IN A LOANER DURING THE INSPECTION BECAUSE  
THE DTS WANTED TO SPEAK WITH HIM AND HAVE HIM THERE THE WHOLE TIME.  
C STATES THE ONLY LOANER HE WAS IN WAS FOR ROUTINE MAINTNENACE AND THE DLR  
GAVE HIM THE LOANER.

>>>> C WILL FAX MEDICAL REPORT. @02/11-ZMC888N

\*\*\* CRR RECEIVED MEDICAL REPORT AND IIR. FORWARDED BOTH DOCUMENTS TO LEGAL  
FOR FURTHER REVIEW. @02/17-ZMC888N

\*\*\* CRR WAS ADVISED BY LEGAL DEPT OF NNA'S POSITION (UNABLE TO ASSIST) AND  
ALSO LEGAL DEPT WILL PROCESS A LETTER TO SEND TO C.

>>> CRR RECEIVED FAX FROM C. DEMANDING THE NAME AND TELEPHONE NUMBER OF NNA  
LEGAL DEPARTMENT REPRESENTATIVE TO CONTACT. @03/12-ZMC888N

>>> CRR EMAILED LEGAL-DA FOR UPDATE ON C'S LETTER @03/12-ZMC888N

\*\*\* CRR CONTACTED LEGAL D.A. AND L.O. LEFT VMX @03/24-ZMC888N

\*\*\* CRR CONTACTED C AND EXPLAINED THERE WAS NO DEFECT FOUND AND NNA IS NOT  
IN THE POSTIION TO PROVIDE ANY ASSISTANCE OR OFFER ANY COMPENSATION AS C

DATE: 6/13/2005  
TIME: 03:45:06 PM

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

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CA4392014N

REQUESTED. NNA WILL SEND LETTER TO C. @03/24-ZMC888N  
\*\*\* CRR RECEIVED EMAIL FROM LEGAL REPRESENTATIVE. CRR SENT DENIAL LETTER TO  
LEGAL FILE CLOSED @03/25-ZMC888N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 40006	EFFECTIVE: 01 / 13 / 04	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZMC888N	
HISTORY:	UPDATE BY: ZMC888N	
SVC CALL#:	UPDATE DATE: 03 / 25 / 04	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 25 / 04	MICROFILM: N
RESP CAA: CHUANG, MIMI KUNG L	OLM:	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH



DATE: 6/13/2005  
TIME: 03:45:08 PM

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----- CONSUMER AFFAIRS -----  
CA4392014 SERVICE CONTRACTS SUMMARY  
NAME: [REDACTED] VIN: [REDACTED]  
IN SCV DATE: 11/20/2003  
DATE: 6/13/2005  
TIME: 03:45:08 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: QST

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
2	NCDB02003317	40006 IA	11/20/2003	11/20/2008	80.000	10/5/2004	

DATE: 6/13/2005  
TIME: 03:45:08 PM

**CONFIDENTIAL**  
NISSAN MOTOR CORPORATION IN U.S.A  
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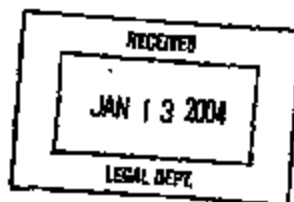
CA4392014N

**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

CONTRACT: NCDB02003317  
OWNER NAME: [REDACTED]  
PLAN TYPE: C  
PLAN TERM: B  
DEDUCTABLE: \$ 50  
EFFECTIVE: 11/20/03  
EXPIRES: 11/20/08 MILES: 60,000  
CANCEL: 10/05/04 MILES: 13,552  
TRANSFER:  
TRANSACTION: 10/25/2004  
PRINTED: 11/29/03  
DEALER NO: 40006 STATE: IA  
DEALER NAME: HUMMEL'S NISSAN

CONTRACT:  
OWNER NAME:  
PLAN TYPE:  
PLAN TERM:  
DEDUCTABLE:  
EFFECTIVE:  
EXPIRES: MILES:  
CANCEL: MILES:  
TRANSFER:  
TRANSACTION:  
PRINTED:  
DEALER NO: STATE:  
DEALER NAME:

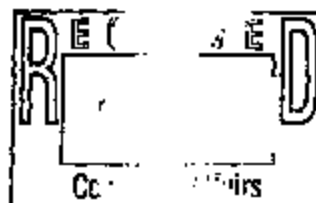


December 15, 2003

Nissan Consumer Affairs

P.O. Box 191

Gardena, CA 90248



Re: Injury resulting from 2004 Nissan Quest

Date of Injury: 12/4/03

Dear Sir/Madam:

I am writing this letter because of an injury I sustained to my right ring finger while changing the position of the center caption's chair.

It is my opinion the injury was a direct result of a design flaw and operating instructions given by the dealer. After inspecting the part in question, I could find no useful purpose for it. It was also inspected in the presence of Nissan sales staff who also did not know what purpose the part has. No matter what position the seat was put in this part never touched or connected with any other part. Even if this part does have a useful purpose it does not excuse the absence of a guard. Simply extending the side seat sladding would cover this bracket and prevent injury.

The first photograph shows the seat slid back all the way. The next photograph shows the seat slid forward. The downside is my finger was between those two parts when the seat was moved forward. Unfortunately this part is unforgiving and the laceration went through the tip of my finger including the bone. At this time the prognosis is I will get to keep the end of my finger. However, permanent nerve damage is likely. Not to mention the mental anguish and inconvenience I have endured. I have also included two photographs of my finger taken 7 days after the incident to give you an idea of the injury sustained.

The worst part was the incident was witnessed by my two young daughters, my wife, and my mother and step-father. At the time of the injury we were leaving to go to my daughters grade school Christmas program. But due to the injury my step-father had to take me to the emergency room, missing the program he drove 2 hours to see only to watch the doctor re-attach the tip of my finger.

I would appreciate you taking this letter and safety issue seriously. Although I have never made an injury claim against a third party I am very familiar with claims being made against others. I was an insurance claims adjuster for 5 years before becoming a senior claims supervisor which I have been doing for the past three years. I am only informing you of my employment experience because I would prefer not to seek counsel.

If we can reach a mutually agreeable settlement in a timely manner the expenses of attorneys for both of us can be avoided. However, timely is the key word. Please review the enclosed photographs. I understand you will want to order medical records before extending an offer. If you are not willing to extend an offer please notify me immediately so I can turn this matter over to counsel. My wife and I have purchased three Nissan's in the past 5 years, two of which we still own. Even after suffering this injury we will continue our loyalty to Nissan. As soon as our finances allow we will be trading in our 2001 Altima SE in for the new Altima SE.

If a claim is not setup and I am not contacted within 10 business days from the date of this letter I will assume you are not interested in negotiating. I look forward to hearing from you in the near future.

Sincerely,

Grimes, IA

Home Phone:

Work Phone:

Cell Phone:

DATE: 6/13/2005  
TIME: 03:45:09 PM

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

CAR ID: CA4861818N  
Page 1

SC: NONE

NAME: [REDACTED]

VIN: 5N1BV28U74N [REDACTED] Y

STREET: [REDACTED]

YR/MDL: 2004.0 QST MILEAGE: 0

CITY: WEST CHESTER

IN SVC DATE: 02/18/04

ST/ZIP: OH [REDACTED] 9800

VCAN: N

RTL DLR: 3485

JEFF WYLER NISSAN FAIRFLD

DAY PH: [REDACTED]

PAID: 3

SVC DLR: 3485

JEFF WYLER NISSAN FAIRFLD

EVE PH: [REDACTED]

SUSP: 0

RESP DLR: 3485

JEFF WYLER NISSAN FAIRFLD

DLR PH: 513 682 2500

DENY: 0

REGION: 24

DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED 02/18/05

EXEC: 02/22/05

EMAIL: 00/00/00

FIRE: N (Y/N)

ROLLOVER: N (Y/N)

ACCIDENT: N (Y/N)

AIRBAG: (Y/N)

PROPERTY DAMAGE: N (Y/N)

INJURY: N (Y/N)

SENT TO LEGAL: N (Y/N)

PREVIOUSLY REPAIRED: 00/00/00

WHERE:

VEHICLE PURCHASED: NEW X PREOWNED

MILES

# NISSAN/INFINITI VEHICLES: 1

VEHICLE MAINTAINED BY:

OUTSIDE WARRANTY BY (B) MONTHS:

MILES:

(PT) MONTHS:

MILES:

ORIG CODE: EL 11

OPEN DATE: 02/22/05

XFER/RSPNSBLTY: 24 10 S

CONTACT (S):

FOLLOWUP DATE: 02/25/05

DATANET (Y/N): 1

SEVERITY: 9

CLOSE DATE: 02/24/05

DATANET (Y/N): 02/25/05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

QA VEHICLE CONCERNS  
AU INTERIOR (NON-ELECTRIC)

190000  
YX

SEAT (SEAT/LEVER/POSITIONER)  
POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 6/13/2005  
TIME: 03:45:09 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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CA4861818N

C. A. R. COMMENTS

FILE OPENED-ZSF214N 02/22/2005

\*\*\*\*\*EXEC FILE LOGGED\*\*\*\*\*

1 PREVIOUS RELATED FILE (#4756825)

LETTER REC'D 2/18/06 ADDRESSED TO NNA-CEO-CG SENT VIA REGULAR MAIL. DATED  
2/7/05.

::::C SEEKING COMPENSATION DUE TO INJURY CAUSED BY VEHICLE::::

>>>>FILE FORWARDED TO EXEC TEAM<<<<< @02/22-ZSF214N

::EXEC-AA IN RECEIPT OF CUSTOMER LETTER AND PREVIOUS FILE. CUSTOMER LETTER  
STATES THAT C WAS ATTEMPTING TO FOLD DOWN THE MIDDLE SEATS OF THE 2004 QUEST.  
C STATES THAT IN THE PROCESS OF MOVING THE SEATS FORWARD TO THEN FOLD THEM  
FLAT, C'S FINGER WAS CAUGHT IN THE FOLDING MECHANISM. C STATES THAT C HAS A  
BROKEN FINGER, A LSOT FINGERNAIL AND NERVE DAMAGE TO THE FINGER. C STATES C  
HAS HEARD NOTHING FROM NNA CA. C STATES THAT C DISCOVERED THROUGH THE NHTSA  
WEBSITE THAT C IS NOT THE ONLY ONE TO HAVE SUFFERED FROM THIS INJURY FROM  
A QUEST. C STATES C'S FEAR OF THE QUEST'S SAFETY IS HEIGHTENED. C STATES C  
REGISTERED A COMPLAINT ON THE NHTSA WEBSITE AND WILL BE TO C'S PERSONAL  
QUEST TO NOTIFY AS MANY PEOPLE AS POSSIBLE OF THE DESIGN FLAWS IN HOPES OF  
PREVENTING OTHER HORRIBLE ACCIDENTS. C IS REQUESTING NNA COVER C'S MEDICAL  
BILLS FOR THE INCIDENT:: @02/24-ZAA545N

::3:00 PST EXEC-AA CONTACTED C. EXEC-AA ADVISED C THAT EXEC-AA IS IN RECEIPT  
OF C'S LETTER TO NNA. EXEC-AA ADVISED C THAT AFTER REVIEWING THE INFORMATION  
PROVIDED, EXEC-AA ADVISED C THAT NNA WILL NOT BE IN A POSITION TO ASSIST WITH  
C'S MEDICAL BILLS. EXEC-AA APOLOGIZED TO C FOR C'S EXPERIENCE AND EXPLAINED TO  
C THAT C'S CONCERNS ARE DOCUMENTED AND THE REGION IS AWARE OF THE SITUATION.  
EXEC-AA EXPLAINED TO C THAT NNA HAS NOT BEEN MADE AWARE OF ANY SAFETY ISSUES  
WITH THE SEATS NOR HAS ANY RECALLS BE ISSUED. C UNDERSTOOD AND THANKED EXEC-AA  
FOR TAKING THE TIME TO FOLLOW UP AS C NEVER REC'D A RESPONSE THE FIRST TIME.  
EXEC-AA PROVIDED C WITH EXEC-AA DIRECT PHONE NUMBER AND ADVISED C THAT IF C  
HAS ANY QUESTIONS OR CONCERNS IN THE FUTURE TO CONTACT EXEC-AA. EXEC-AA  
ALSO PROVIDED C WITH THE FILE #. C THANKED EXEC-AA AGAIN. @02/24-ZAA545N  
<<FILE CLOSED>> @02/24-ZAA545N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CUSTOMER SEEKING COMPENSATION DUE TO INJURY CAUSED BY THE VEH.

DEALER ACTION:

DATE: 8/13/2005  
TIME: 03:45:09 PM

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

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CA4861B18N

CONTACT(S):

SATISFIED: Y	ACTION CODE: RL8G	ROOT CAUSE: SDPP
CALLBACK: (Y/N) #:	0 DATE: 00/00/00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00/00/00	USERID:
NEW INFO #:	DATE: 00/00/00	USERID:
OTHER #:	DATE: 00/00/00	USERID:
COMMENTS ONLY: #:	0 DATE: 00/00/00	USERID:
RESP DLR: 3485	EFFECTIVE: 02/22/05	CHANGED BY:
IR-DATE: 00/00/00	TRANS DATE: 00/00/00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZSF214N	
HISTORY:	UPDATE BY: ZAA545N	
SVC CALL#:	UPDATE DATE: 02/24/05	
CLOSE: Y (Y/N)	CLOSE DATE: 02/24/05	MICROFILM: N
RESP CAA: ANDERSON, ASHLEY	OLM:	DOM:
PHONE: 3107713801	OWNER FIRST:	LANGUAGE: E ENGLISH

### Executive File Log Sheet

Executive Addressed: Ghosh

Letter Dated: 9/17/05

Customer's Name



Date Received: 9/17/05

CA File #: 4861818

Date File Opened: 9/17/05

Previous File? Yes or No

4756721

Rep. CDE:       

Rep. CED:       

Rep. CGL:       

Rep. CTR:       

Ref:       

Initials:       

Executive Specialist:       

Brief Receipt of Case: 0 sleeping component

caused by vehicle

Brief Summary of Resolution:       

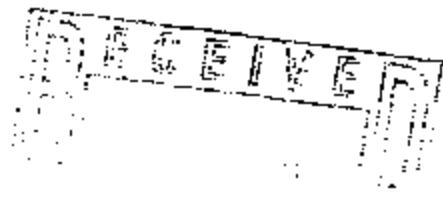
Date File Closed:



February 7, 2005

West Chester, OH

Carlos Ghosn  
President and Chief Executive Officer  
Nissan Motor Co., Ltd.  
18501 S. Figueroa Street  
P.O. Box 191  
Gardena, CA 90248-0191



Re: Nissan Quest Design Defect

Dear Mr. Ghosn,

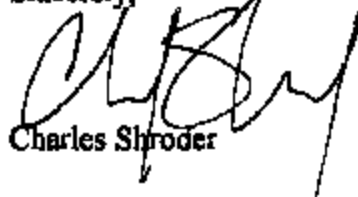
Four months ago, we wrote a letter to you detailing an injury I received from our 2004 Nissan Quest. I was attempting to fold down the middle seats, and in the process of moving the middle seats forward to then fold them flat, my finger was caught in the folding mechanism. This resulted in a broken finger, a lost fingernail and nerve damage to the finger. The bone tip was completely severed from the rest of my finger and will never reattach. There is still possible surgery required to remove the bone if the nail re-grows too close to it.

It is insulting to us that we have heard nothing in response from Nissan. Our request in our first letter was simple; we asked Nissan to cover our medical bills from this incident. To not even receive an acknowledgement of this request is infuriating. When we originally purchased our Nissan, we were bombarded by customer satisfaction surveys. Apparently Nissan only is interested in customer feedback when it serves Nissan's interests. Perhaps Nissan only responds to complaints when they come in the form of a lawsuit.

We recently discovered, through the NHTSA website, that I am not the only one to have suffered this injury from a Quest. One unfortunate owner had her finger completely severed. This heightens my fear of the Quest's safety and the safety of my young children in the van, as well as the safety of all other Quest owners and their families. I registered a complaint on the NHTSA website and it will be my own personal quest to notify as many people as possible of this design flaw in hopes of preventing other horrible accidents. Nissan owes it to their customers to remedy this problem, find a solution for this flaw, and rectify the damages that have already been caused. Keep in mind that Rule 407 of The Federal and Ohio Rules of Evidence would preclude the argument that subsequent remedial measures constitute an admission of fault.

With what little is left of my patience, I will await Nissan's response.

Sincerely,



Charles Shroder

Cc: Jeff Wyler

## CONFIDENTIAL

DATE: 6/13/2005  
TIME: 03:45:09 PM

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

CAR ID: CA4926403N  
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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1BV28U84N [REDACTED] Y  
CITY: ANNAPOLIS YR/MDL: 2004.0 QST MILEAGE: 33100  
ST/ZIP: MD [REDACTED] 327 IN SVC DATE: 09/06/03  
DAY PH [REDACTED] VCAN: N RTL DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
EVE PH [REDACTED] PAID: 8 SVC DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DLR PH: 410 224 0707 SUSP: 0 RESP DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DENY: 0 REGION: 36 DIST: SL/SV/PT: 04 04 34

LETTER RECEIVED: 00/00/00 EXEC: 00/00/00 EMAIL: 00/00/00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00/00/00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNER MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3521  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05/03/05 XFER/RSPNSBLTY: 36 04 5  
CONTACT (S): FOLLOWUP DATE: 05/25/05 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 00/00/00 DATANET (Y/N): 00/00/00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OF	NNA., INC. ISSUES	208000	QUEST
AZ	NISSAN PRODUCT INQUIRIES	ZR	GENERAL INQUIRY

DATE: 6/13/2006  
TIME: 03:45:09 PM

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

CAR ID:  
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CA4928403N

C. A. R. COMMENTS

FILE OPENED-ZEF191N 05/03/2006

NO PREVIOUS FILES FOUND

@05/03-ZEF191N

CRR-EF VERIFIED NAME, ADDRESS, VIN, MILEAGE, SVC DLR, DAY AND EVENING PHONE

CRR-EF CHECKED AND FOUND NO OPEN RECALLS. C AWARE OF NO OPEN RECALLS.

CRR-EF RECEIVED INBOUND CALL FROM C STATING THAT C WAS ADJUSTING THE MIDDLE LEFT PASSANGER SEAT FORWARD AND REACHED HAND BEHIND TO ADJUST THE SEAT FORWARD AND THE SEAT FELL BACK TO ORIGINAL CATCHING THE RIGHT RING FINGER OF THE C IN THE MECHENISM AND THE LEVER HAD TO BE PULLED TO GET FINGER OUT. C WENT TO HOSPITAL EMERGENCY AND THEIR WAS DEEP LACATERATION AROUND AND THROUGH THE FINGER NAIL AND THE FINGER BONE IN THE TIP OF FINGER WAS BROKEN.THE ER STITCHED THE CUT ON SIDE AND XRAYED FINGER AND PUT FINE IN SPLINT AND REFER C TO ORPEDIATRIC SURGEON WHO C JUST SAW YESTERDAY AND SURGEON HAS TO REMOVE THE REMAINING FINGER NAIL AND STICH UP ON THE FINGER NAIL BED. C CALLING TO MAKE SURE THAT NISSAN IS AWARE OF THIS AND C LOST 3 DAYS OF WORK BECAUSE OF

@05/03-ZEF191N

AND HAS A 5 INCH SPLINT ON FINGER MAKING IT HARD TO WORK.

CRR-EF WILL FORWARD FILE TO RCAS TO DOCUMENT C'S CONCERN @05/03-ZEF191N

CRR-EF EMAILING RCAS-KT REGARDING NEW FILE FORWARDED @05/03-ZEF191N

CS-JC CALLED AND LEFT A MESG FOR C TO CALL CS BACK

CS-JC ADVISED C OF NAME, FILE, EXT. @05/03-ZJC736N

\*\* RCAS IN REVIEW OF FILE AND PLACED IN CS-JC NAME @05/04-ZKT925N

<<<CRR-ET RECEIVED INBOUND CALL FROM C REQUESTING CS-JC. CS-JC NOT AVAILBLE.

CRR TRANSFERRED C TO CS-JC VMAIL. @05/05-ZET613N

CS TRY TO CALL C BACK AND STILL NOT ABLE TO TALK TO C.

IF C DOES CALL ASK C WHAT C WOULD LIKE FOR NNA TO DO. @05/06-ZJC736N

CS WAS NOT ABLE TO GET C.

CS LEFT MESG TO HAVE C CALL CS BACK

FILE WAS CLOSED PENDING C CALL BACK. @05/09-ZJC736N

CS TOOK CALL FROM C @05/09-ZJC736N

C STATES THAT C WOULD LIKE TO KNOW IF NNA IS GOING TO MAKE THIS A RECALL ON THE VEH

C STATES THAT C HAS SEEN THIS ON THE NET ALSO THAT STATES THAT OTHERS HAVE DONE THE SAME THING.

C STATES THAT C WAS DOING ALL THE THINGS THAT THE WARRANTY BOOK ADVISED.

CS NEEDED TO ASK C THE PROBE @05/09-ZJC736N

1. DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH

C STATES LISA FOULKE-PLINE 305 MONTEREY AVE ANNAPOLIS MD 21401- 09-19-62

2.OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH

C STATES LISA FOULKE-PLINE 305 MONTEREY AVE ANNAPOLIS MD 21401- 09-19-62

VEHICLE INFORMATION:

1.CURRENT MILEAGE

C STATES 39100

2.VEHICLE LICENSE NUMBER

C STATES 141M555 @05/10-ZJC736N

3.STATE WHERE VEHICLE IS REGISTERED

C STATES MD

4.SPECIAL EQUIPMENT OR ACCESSORIES

C STATES THAT THERS IS NONE ON THE VEH

5.LIST ALL RECALL CAMPAIGNS/SERVICE CAMPAIGNS LISTED ON THE ZCA1

AT THIS TIME THERE WAS NO OPEN RECALLS ON THE VEH

7.WAS THE VEHICLE PURCHASED NEW OR USED

C STATES THAT THE VEH WAS BOUGHT NEW.

CONFIDENTIAL

DATE: 6/13/2005  
TIME: 03:45:09 PM

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

CAR ID:  
Page 3

CA4926403N

DESCRIPTION OF INCIDENT & CLAIM:

1.DATE AND TIME OF ACCIDENT

C STATES APRIL 27/2005-9:15AM

2.EXACT LOCATION OF ACCIDENT

C STATES 305 MONTEREY AVE ANNAPOLIS MD 21401-1327

3.NATURE OF WEATHER/VISUAL OBSTRUCTION? (DESCRIBE)

C STATES SUNNEY C STATES NO OBSTRUCTION. @05/10-ZJC736N

4.DETAILED DESCRIPTION OF THE INCIDENT, BE AS SPECIFIC AS POSSIBLE,  
INCLUDING PARTS OF THE VEHICLE AFFECTED.

C STATES THAT C WAS IN THE DRIVE WAY.

C STATES THAT C WAS MOVING THE DRIVER SEAT UPWARD.

C STATES THAT THE SEAT DID NOT LOCK IN PLACE AND CAME DOWN ON C RIGHT HAND  
RING FINGER.

C STATES THAT C HAD TO PULL THE HANDLE UP AND PULL C FINGER OUT OF THE HANDLE  
LOCK.

7.NAME, ADDRESS, AND TELEPHONE NUMBERS OF ANY WITNESSES/PASSENGERS IN THE  
VEHICLE.

C STATES

C STATES

8.NAME, ADDRESS AND TELEPHONE NUMBER OF WHERE THE VEHICLE IS PHYSICALLY  
LOCATED

C STATES 305 MONTERWEY AVE ANNAPOLIS MD @05/10-ZJC736N

9. WAS A POLICE/FIRE REPORT FILED?

C STATES NO @05/10-ZJC736N

1.WAS ANYONE INJUREDDETAILED DESCRIPTION OF THE EXTENT OF INJURIES

C STATES THAT WHEN THE SEAT CAME BACK THAT IT LOCKED C RIGHT RING FINGER

C STATES THAT THE HANDLE CUT THE TIP OF THE FINGER DOWN TO THE BONE.

C STATES THAT IT BROKE THE BONE.

C STATES THAT THE TIP OF THE VEH WAS CUT OFF.

C STATES THAT C IS IN A FINGER CAST NOW. @05/10-ZJC736N

A.WAS HOSPITALIZATION REQUIRED?

C STATES NO JUST WENT TO THE ER. @05/10-ZJC736N

2.HAS THE CUSTOMER CONTACTED THEIR INSURANCE COMPANY?

C STATES NO

CS THANKED C AND AND ADVISED C THAT ALL THE INFORMATION WILL BE SENT TO THE  
DEPT TO LOOK OVER THE REPORT.

CS WAS ADVISED BY C THAT C WOULD LIKE FOR NNA TO PAY FOR THE BILLS AND THE  
TIME OFF WORK.

C STATES THAT C WOULD LIKE TO GET THE VEH SEAT HANDLE FIXED

C STATES THAT THERE WAS OTHER REPORTS OF THIS ON LINE.

FILE WAS SENT TO RSS-TJ TO LOOK OVER. @05/10-ZJC736N

\*\*RSS TJ RECEIVED REQUEST FOR IIR REQUEST 5-10-05. RSS TJ FORWARD IIR REQUEST

5-12-05. RSS TJ FORWARD IIR REQUEST TO ORM BG. @05/12-ZTJ117N

@05/12-ZTJ117N @05/12-ZTJ117N

\*RSS TJ RECEIVED EMAIL FROM DTS RG STATING THAT HE WILL DO INSPECTION  
ON 6-21-05. RSS TJ FORWARD EMAIL TO CRR JC TO CONTACT C AND ADVISE C OF  
INSPECTION DATE. @05/16-ZTJ117N

CS CALLED AND ADVISED C OF THE DATE. @05/19-ZJC736N

CALL ENDED. @05/19-ZJC736N

\*RSS TJ RECEIVED CALL FROM DTS R STATES HE WILL BE INSPECTING C VEHICLE  
ON 5/23 OR 5/24 AND DTS WILL BE CONTACTING C. TO ADVISE C OF THE INSPECTION  
DATE. RSS TJ REVIEWED FILE WITH CRR JC WAS ADVISED THAT C HAD VEHICLE.

CRR-CS RECD INBOUND CALL FROM C REQUESTING TO SPEAK WITH CS-JC.

CRR-CS ATTEMPTING TO CONNECT C. (9:00). @05/20-ZCS138N

\*\*\*CS-BW IN RECEIPT OF IIR REPORT. @05/25-ZBW747N

CS-BW CONTACTING C TO ADVISE C NEEDS TO SUBMIT THE FOLLOWING DOCUMENTS:

DATE: 6/13/2005  
TIME: 03:45:09 PM

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

CAR ID:  
Page 4

CA4926403N

1. A WRITTEN STATEMENT OF WHAT OCCURED INDICATING WHAT C IS REQUESTING FROM  
NNA.

2. COPIES OF ALL MEDICAL RECORDS AND BILLS RELATING TO THE INCIDENT

3. PROOF OF LOST WAGES @05/27-ZBW747N

CS-BW ATTEMPTED TO CONTACT C AT DAY PHONE. CS-BW LEFT MESSAGE REQUESTING C TO  
CONTACT CS BACK FOR CS TO GO OVER DOCUMENTATION NEEDED. @05/27-ZBW747N

\*\*\*CS-BW RECEIVED VOICEMAIL MESSAGE FROM C REQUESTING CALL BACK,  
CS ATTEMPTING TO CONTACT C AT NUMBER PROVIDED. @05/31-ZBW747N

C SPOKE WITH C AND ADVISED AS INDICATED ABOVE.

CS PROVIDED C WITH MAILING ADDRESS FOR DOCUMENTATION

C STATED "THERE WERE NO LOST WAGES PER SAY, C TOOK SICK DAYS". @05/31-ZBW747N

CS ADVISED C UNDERSTOOD.

\*\*\* FILE PEND RECEIPT OF DOCUMENTATION \*\*\* @05/31-ZBW747N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

		CONTACT(S):	
SATISFIED: Y	ACTION CODE: RT4B	ROOT CAUSE: SDPP	
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:	
NEW INFO #:	0 DATE: 00 / 00 / 00	USERID:	
OTHER #:	1 DATE: 05 / 09 / 05	USERID: ZJC738N	
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3521	EFFECTIVE: 05 / 03 / 05	CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO
3RD PRY:	PART#:	CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZEF191N		
HISTORY:	UPDATE BY: ZBW747N		
SVC CALL#:	UPDATE DATE: 05 / 31 / 05		
CLOSE: N (Y/N)	CLOSE DATE: 00 / 00 / 00	MICROFILM: N	
RESP CAA: WOMACK, BYNESH	OLM:	DOM:	
PHONE: 3107718455	OWNER FIRST:	LANGUAGE: E ENGLISH	

**ATTACHMENT D**

**Copies of Field Reports**



# Incident Investigation Report

CAR #: 4392014N  
Claimant: [REDACTED]  
VIN: 5N1BY28U74N [REDACTED]

## I. Claimant

Claimant name: [REDACTED] DOB: 6/3/69 Day phone: [REDACTED]  
Address: [REDACTED] GRIMES, IA [REDACTED] Eve. Phone: [REDACTED]  
Driver name: [REDACTED] DOB: 6/3/69 Day phone: [REDACTED]  
Address: [REDACTED] GRIMES, IA [REDACTED] Eve. Phone: [REDACTED]  
Owner name: [REDACTED] DOB: 6/3/69 Day phone: [REDACTED]  
Address: [REDACTED] GRIMES, IA [REDACTED] Eve. Phone: [REDACTED]

Who notified NNA of incident? [REDACTED]

CAR #: 4392014N

If represented, claimant's attorney name, address, phone: N/A

## II. Vehicle

Model year & model name: 04.0 QUEST Mfg. date: 10/9/03 VIN: 5N1BY28U74N [REDACTED]  
Mileage: 2964 License #: 955 NFG State: IOWA  
Special equipment & accessories: OEM RUBBER FLOOR MATS  
List all applicable recall campaign(s): NONE APPLY Recall campaign completed?: N/A  
List all applicable service campaign(s): NONE APPLY Service campaign completed?: N/A

## III. Description of Incident & Claim

Source of information (unless otherwise noted): [REDACTED]

Date & time of incident: 12/4/03 AT 6:20PM

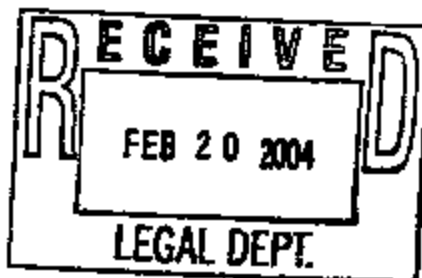
Location of incident (describe fully):

IN THE GARAGE OF THE RESIDENCE OF [REDACTED]

Nature of weather: 30°F/LIGHT SNOW Vision obstruction (describe): N/A

Driver's description of incident and statement of cause:

[REDACTED] TOLD THE DTS ON 2/10/04 THAT HIS RIGHT HAND RING FINGER WAS CUT IN THE SEAT MECHANISM WHEN HE WAS MOVING THE LEFT CENTER SEAT INTO IT'S FORWARD POSITION.



# Incident Investigation Report

CAR #: 4392014N  
Claimant: [REDACTED]  
VIN: 3N1BV28U74N3 [REDACTED]

## III. Description of Incident & Claim - continued

Vehicle estimated speed: **PARKED** Source of estimator: [REDACTED] Posted speed limit: **N/A**  
Other vehicle estimated speed: **NO OTHER VEHICLE INVOLVED** Source of estimate: [REDACTED] Posted speed limit: **N/A**

Name & address of witnesses:

[REDACTED] **MARIAN, IA**  
Police report taken? (Y/N/#): **NO** Reporting officer name & station (if report not attached): **N/A**

What vehicle components are alleged to be defective? **THE LEFT CENTER SEAT MECHANISM**  
Be as specific as possible.

Why are the components alleged to be defective? **THE SEAT MECHANISM HAS A PINCH POINT THAT IS NOT SHIELDED.**  
Be as specific as possible.

Who made allegation of defect? [REDACTED]

Has alleged defective part(s) been removed from vehicle? (Y/N): **NO**

If yes, by whom? **N/A** Present location: **N/A**

## IV. Occupants & Injuries

DLoca tion:	DS eat Pos.	DS eat Belt	DAir Belt	Source of information:	DOB:	Height:	Weight:
Name:	[REDACTED]			GRIMES, IA [REDACTED]	6/3/89	N/A	N/A
Address:	[REDACTED]						
1	11	N	N	Injuries: <b>CUT TIP OF RIGHT RING FINGER</b>			
Name:	N/A				DOB: N/A	Height: N/A	Weight: N/A
Address:	N/A						
N/A	N/A	N/A	N/A	Injuries: N/A			
Name:	N/A				DOB: N/A	Height: N/A	Weight: N/A
Address:	N/A						
N/A	N/A	N/A	N/A	Injuries: N/A			
Name:	N/A				DOB: N/A	Height: N/A	Weight: N/A
Address:	N/A						
N/A	N/A	N/A	N/A	Injuries: N/A			
Name:	N/A				DOB: N/A	Height: N/A	Weight: N/A
Address:	N/A						
N/A	N/A	N/A	N/A	Injuries: N/A			

Where, when, and by whom were the injured treated? **NOT KNOWN**

DLoca tion:	1. Incident vehicle	2. Other Vehicle	3. Other Vehicle	4. Pedestrian	5. Other	DS eat Pos.
DS eat Belt Worn	U-Unknown B- L+S belt	L-Lap Only N-None Worn	S-Shoulder Only C-Child Restraint			
DAirbag Status	NA-None equipped	N-Airbag not deployed	D-Airbag deployed			

1 2 3  
4 5 6  
7 8 9

10. Unknown  
11. Other

## V. Other Property Damage

Source of information (unless otherwise noted): [REDACTED]  
Other vehicle model year, make, model name: **NO OTHER VEHICLE WAS INVOLVED IN THIS INCIDENT**  
Name, address, phone of other vehicle owner: **N/A**  
Name, address, phone of other vehicle driver: **N/A**  
Nature & extent of other vehicle damage: **N/A**  
Nature & extent of property (other than motor vehicle) damage & name of owner: **N/A**



# Incident Investigation Report

CAR #: 4392014N  
Claimant: [REDACTED]  
VIN: 5N1BV28U74N [REDACTED]

## VI. Investigation Results

Date of vehicle inspection: 2/10/04 Location of inspection: HUMMEL'S NISSAN - 40006

Nature & extent of damages to vehicle & estimated cost of repairs (Attach estimate):

THERE WAS NO DAMAGE TO THE VEHICLE

Have you located any related prior repair orders? (Y/N): NO

Observations / findings:

Photos taken by: DAVE ROTVOLD/DTS-NCR # photos: 34

- THE DTS MET WITH [REDACTED] AT HUMMEL'S NISSAN ON 2/10/04. [REDACTED] SHOWED THE DTS THE INJURY TO HIS RIGHT HAND RING FINGER. THE TIP OF THE FINGER, APPROXIMATELY 1/2" FROM THE END, HAD A CUT, APPROXIMATELY 360° IN CIRCUMFERENCE. THIS HEALED CUT IS SHOWN IN PHOTOS 29-31. [REDACTED] THEN DEMONSTRATED TO THE DTS HOW THE INJURY OCCURRED. [REDACTED] STATED THAT HE WAS STANDING OUTSIDE THE VEHICLE IN THE LEFT SLIDING DOOR OPENING AND WAS ATTEMPTING TO MOVE THE 2<sup>ND</sup> ROW SEAT FROM IT'S REAR POSITION TO IT'S FORWARD POSITION (NOT FOLDED POSITION). [REDACTED] STATED THAT HE GRASPED THE CENTER FACING SEAT HOUSING WITH HIS RIGHT HAND TO GAIN LEVERAGE WITH HIS THUMB ON THE ADJUSTMENT LEVER. WHEN THE LEVER RELEASED AND HE APPLIED FORWARD PRESSURE TO THE SEAT, THE SEAT MOVED FORWARD CORRECTLY, HOWEVER [REDACTED] FURTHER STATED THAT HIS RIGHT HAND RING FINGER WAS CUT WHEN THE SEAT MOVED FORWARD. PHOTOS OF HOW [REDACTED] GRASPED THE SEAT HOUSING ARE NUMBERS 27 & 28. PHOTOS 32-34 SHOW THE PIECES OF METAL THAT DID THE CUTTING. PHOTO 32 SHOWS THE GAP BETWEEN THE SLIDING PARTS TO BE THE GREATEST (SEAT IN REAR MOST POSITION). PHOTO 33 SHOWS THE GAP CLOSING AND PHOTO 34 SHOWS THE GAP CLOSED. THESE 2 PIECES OF METAL FORM A 'V' SHAPE WITH THE GAP AT THE TOP OF THE 'V' APPROXIMATELY 3/8" WHEN THE SEAT IS IN IT'S REAR POSITION. WHEN THE SEAT IS MOVED TO IT'S FORWARD POSITION, THE 'V' GAP CLOSSES TO APPROXIMATELY 1/16". THIS INSPECTION SHOWED THE SEAT TO BE INSTALLED CORRECTLY AND WOULD MOVE FROM IT'S REARWARD POSITION TO FULLY FOLDED POSITION CORRECTLY. NO PARTS WERE MISSING IN THE INCIDENT AREA AND ALL PARTS WERE CORRECTLY INSTALLED.

Reporter's  
Signature:

*Dave Rotvold*

Reporter's Name & Region:

DAVE ROTVOLD/DTS-NCR

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 1

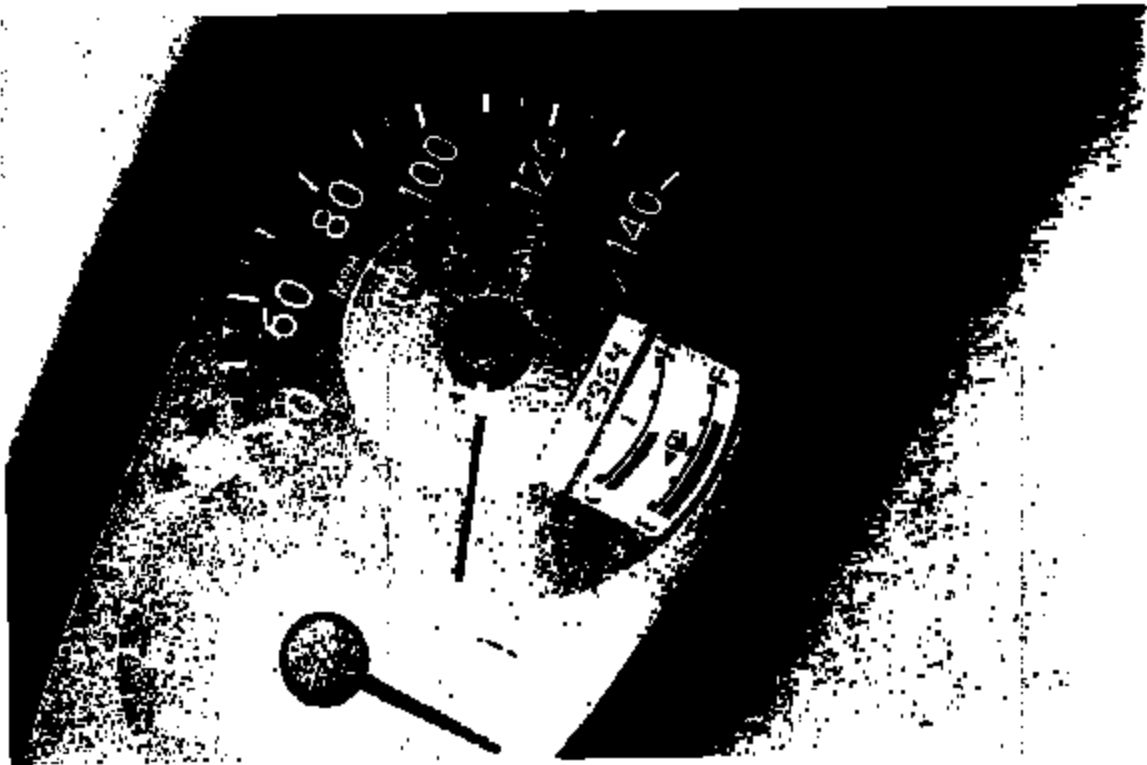


Photo Number 2

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 3



Photo Number 4

IIR #CA4392014N

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 5

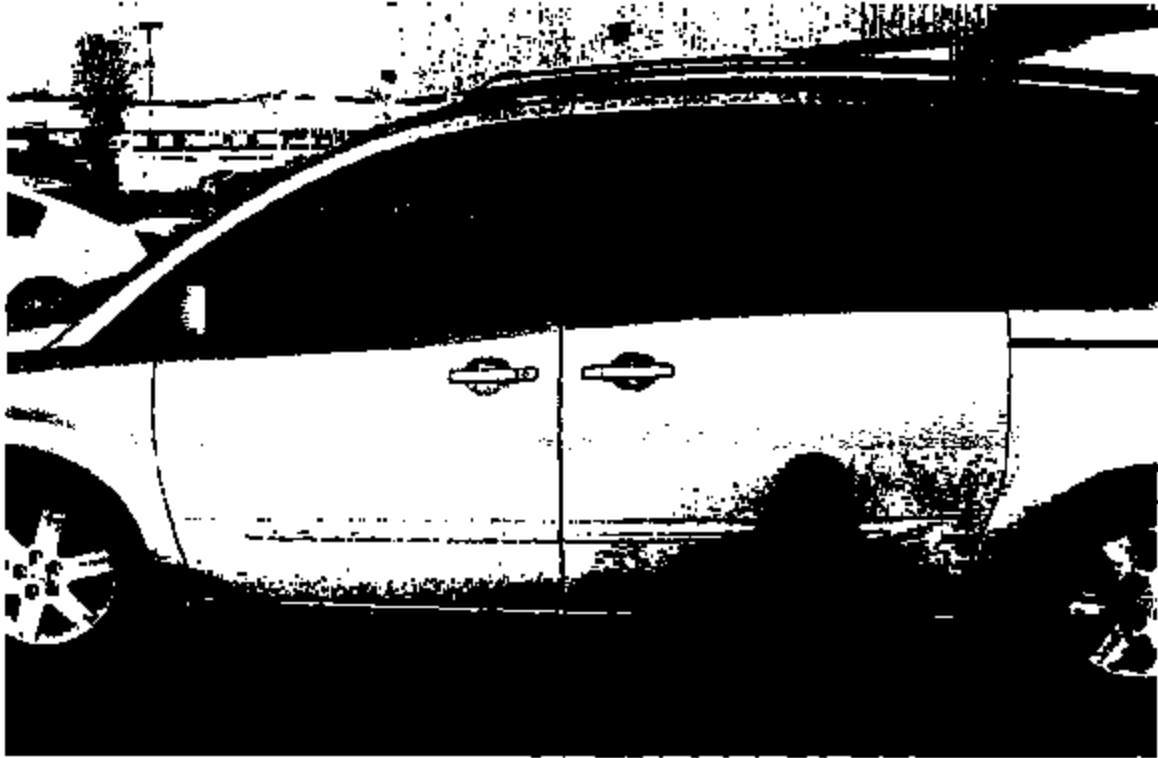


Photo Number 6

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 7



Photo Number 8

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 9



Photo Number 10

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 11

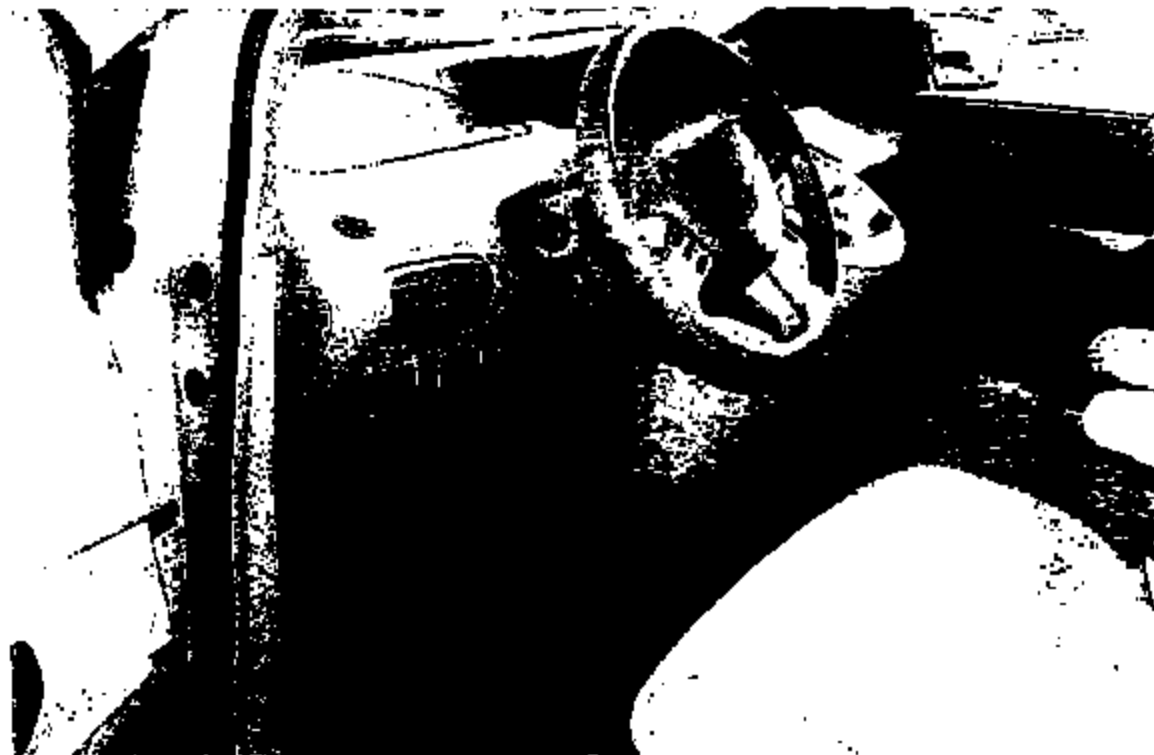


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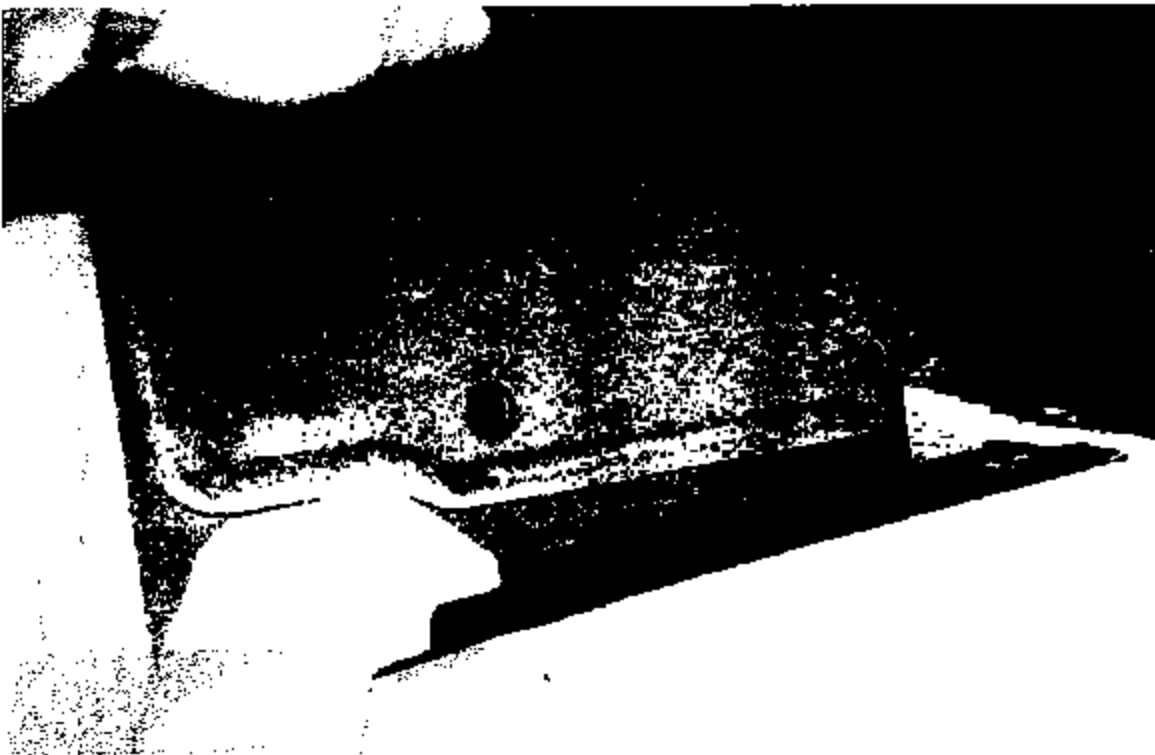
**[REDACTED]**

**IIR #CA4392014N**

**'04.0 QUEST**

**VIN #5N1BV28U74N [REDACTED]**

**Photo Number 13**



**Photo Number 14**



'04.0 QUEST VIN #5N1BV28U74N

Photo Number 15

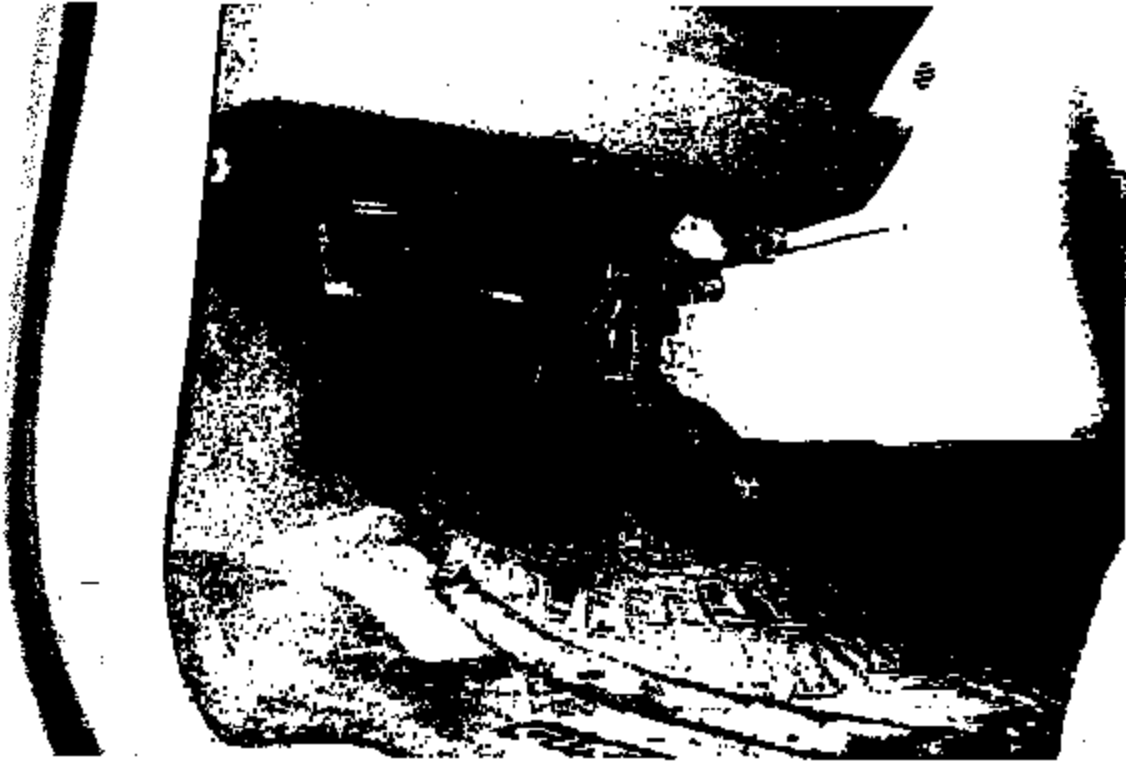


Photo Number 16

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 17

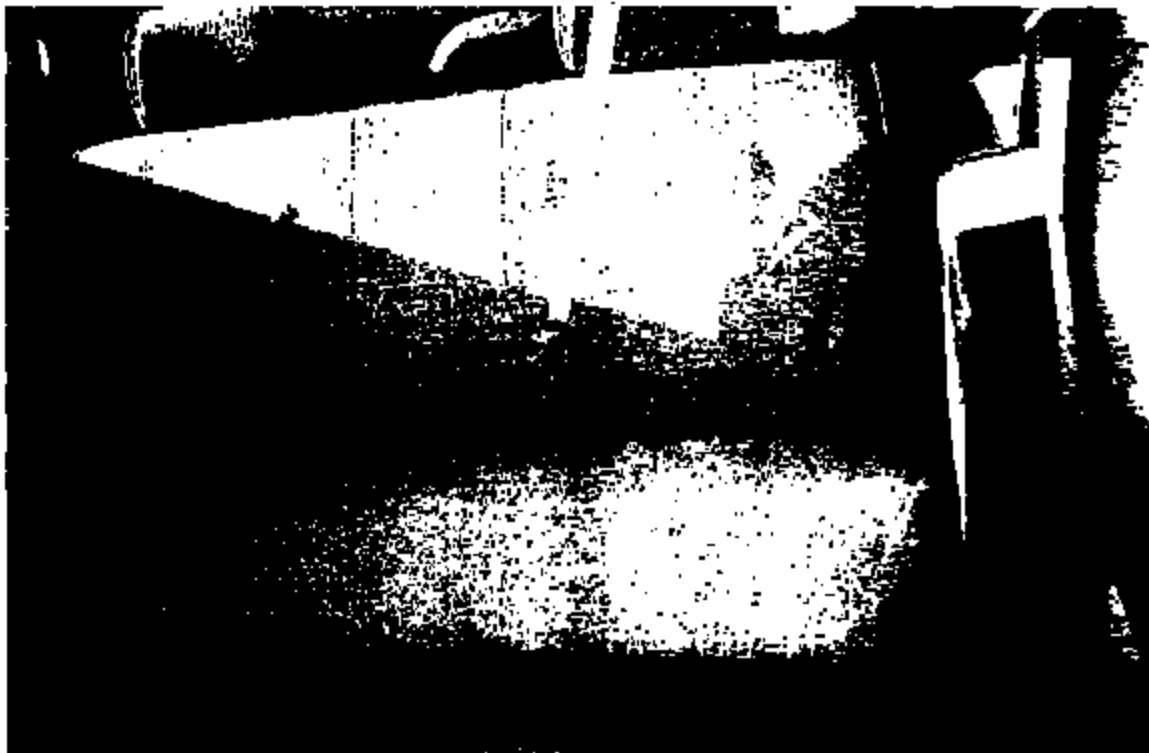


Photo Number 18

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 19

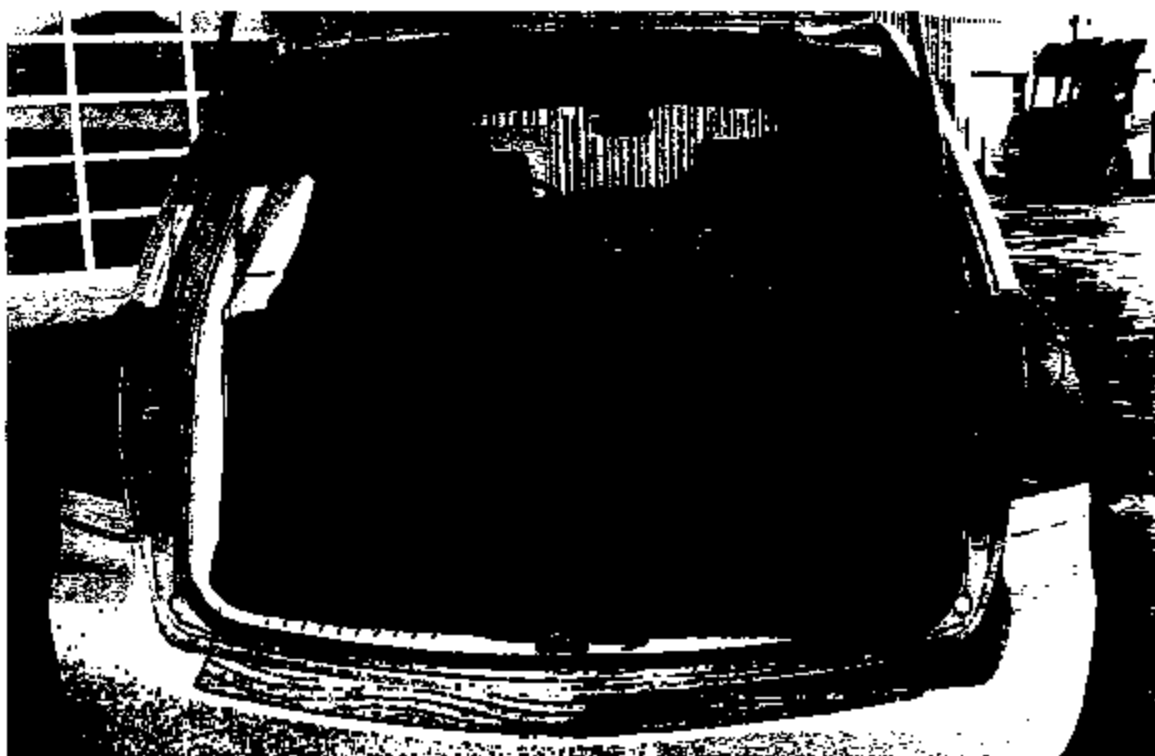
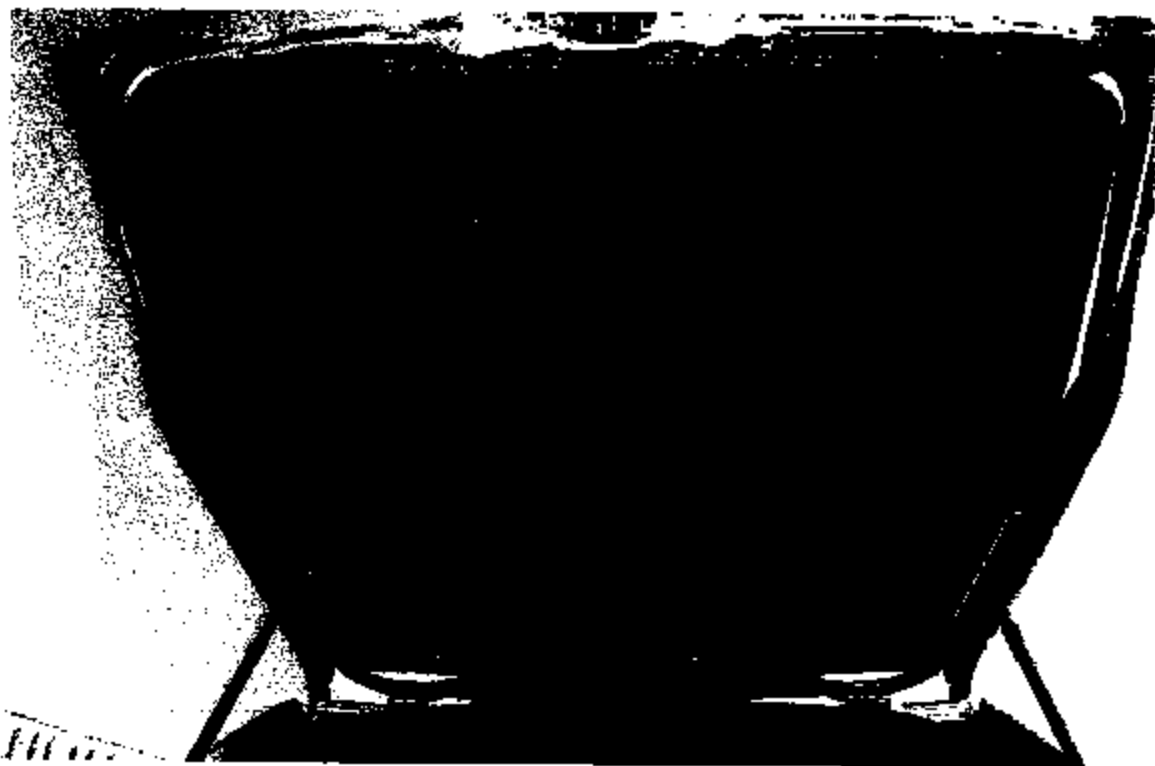


Photo Number 20

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 21



Photo Number 22

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 23

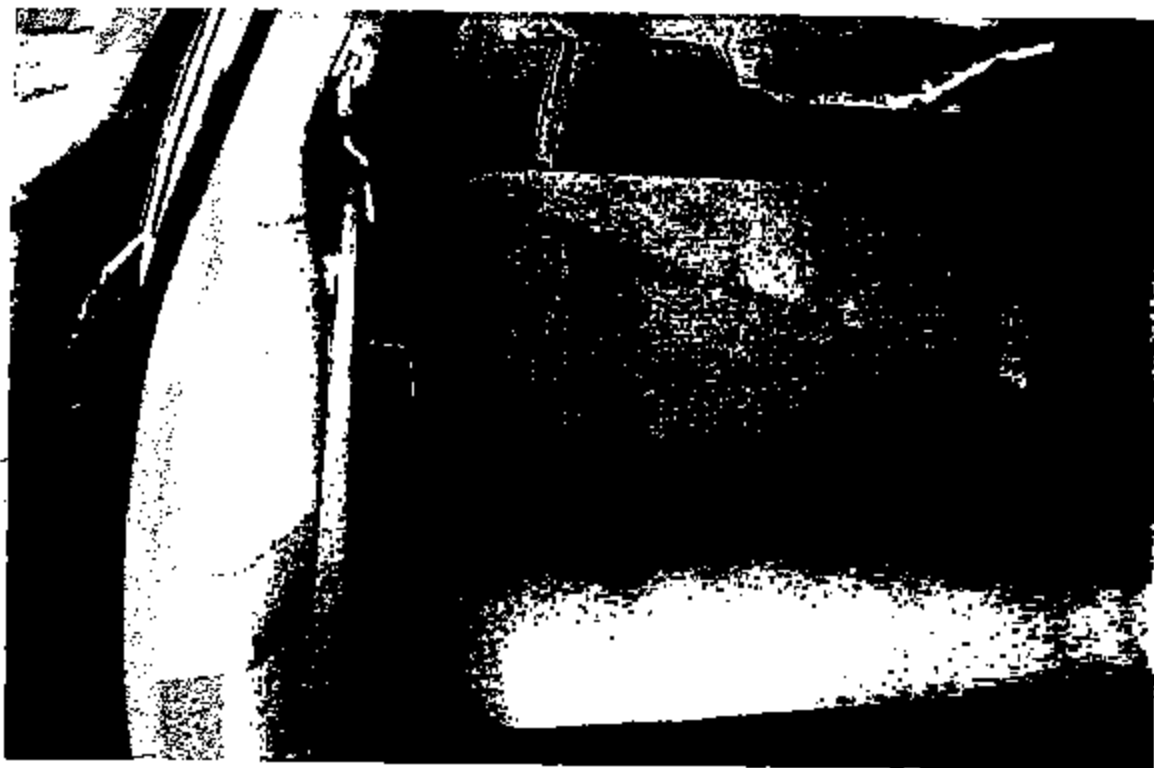


Photo Number 24

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 25



Photo Number 26

'04.0 QUEST VIN #5N1BV28U74N

Photo Number 27



Photo Number 28

'04.0 QUEST

VIN #5N1BV28U74N

Photo Number 29

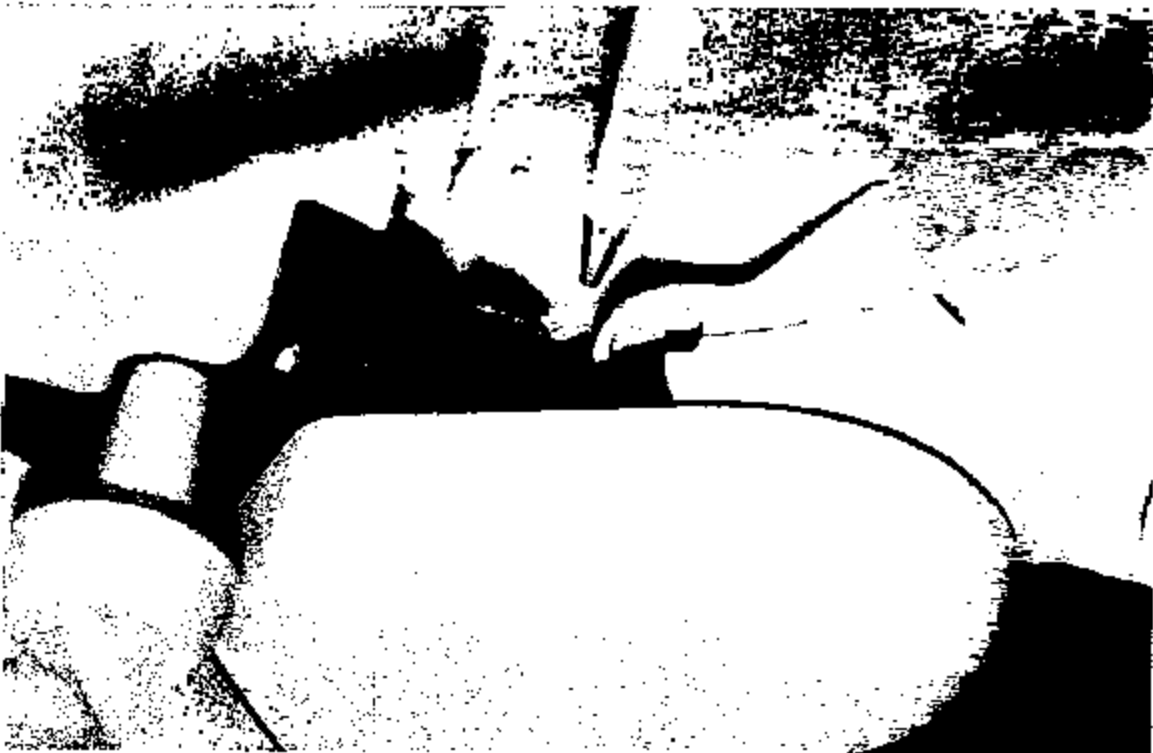


Photo Number 30



**'04.0 QUEST VIN #5N1BV28U74N**

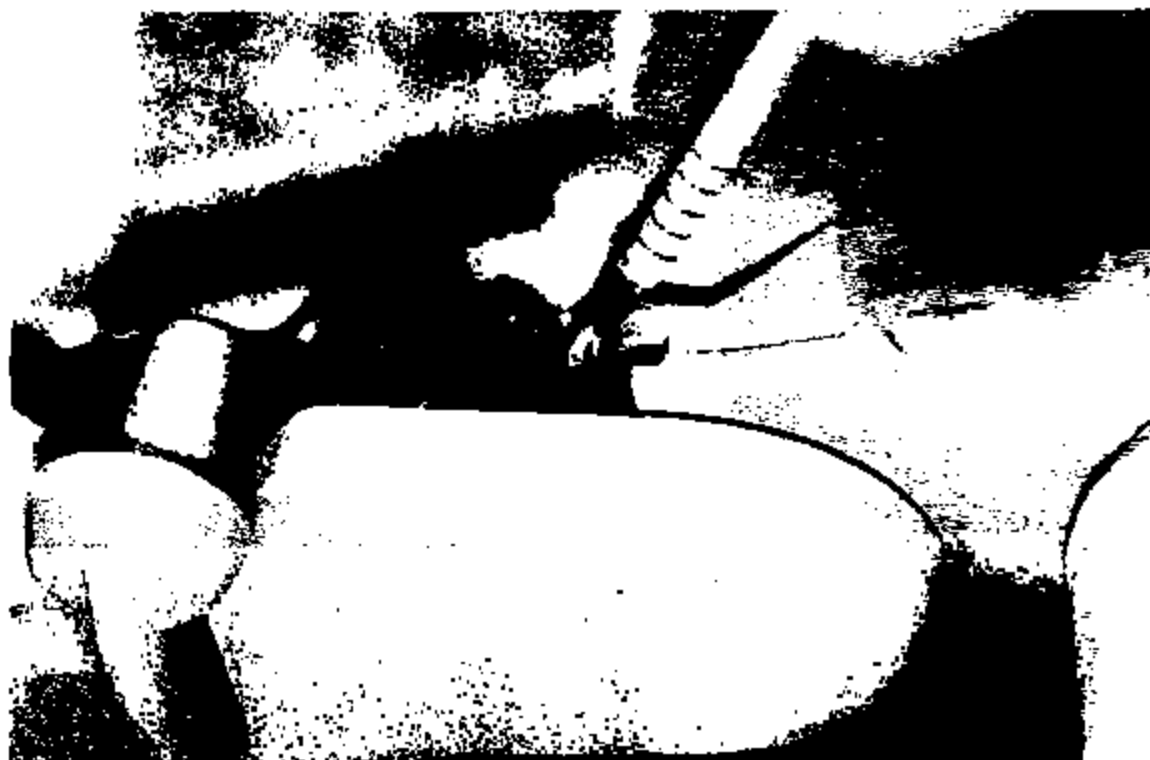
**Photo Number 31**



**Photo Number 32**

**'04.0 QUEST VIN #5N1BV28U74N**

**Photo Number 33**



**Photo Number 34**



# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N3 [REDACTED]

## I. Claimant

Claimant Name: [REDACTED] DOB: [REDACTED] Day phone: [REDACTED]  
Address: [REDACTED] Dublin, Ohio [REDACTED] Eve. Phone: [REDACTED]  
Driver name: Same DOB: [REDACTED] Day phone: [REDACTED]  
Address: [REDACTED] Eve. Phone: [REDACTED]  
Owner name: Same DOB: [REDACTED] Day phone: [REDACTED]  
Address: [REDACTED] Eve. Phone: [REDACTED]  
Who notified HNA of incident? [REDACTED] CAR #: 4345116N  
If represented, claimant's attorney name, address, phone: None

## II. Vehicle

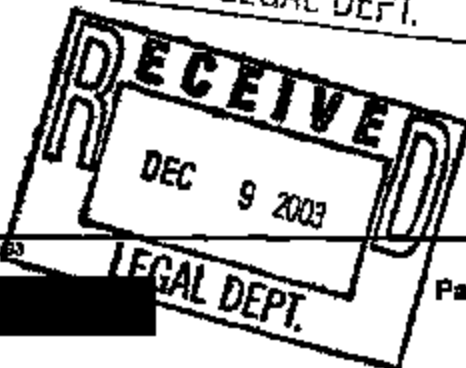
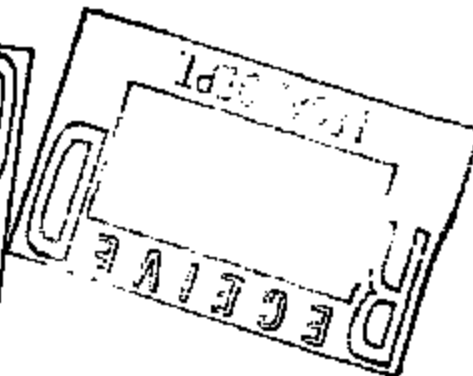
Model year & model name: 2004 Quest Mfg. date: 07/23/03 VIN: 5N1BV28U64N3 [REDACTED]  
Mileage: 2,543 License #: [REDACTED] State: OHIO  
Special equipment & accessories: NONE  
List all applicable recall campaign(s): NONE Recall campaign completed?: NA  
List all applicable service campaign(s): NONE Service campaign completed?: NA

## III. Description of Incident & Claim

Source of information (unless otherwise noted): Customer [REDACTED]  
Date & time of incident: 11/15/2003 1:30 PM  
Location of incident (describe fully):  
Driveway of a friend's home in Columbus, Ohio  
Nature of weather: Clear Vision obstruction (describe): None

### Driver's description of incident and statement of cause:

[REDACTED] stated that he wanted to move the left side second row seat forward. While leaning over the seat, [REDACTED] used his left hand to release the adjustment lever located on the right side of the seat base. As the adjustment lever was released his right hand ring finger was caught in the right side hinge assembly cutting his finger. [REDACTED] said his right hand ring finger sustained a cut at the tip of his finger requiring stitches.



# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]

## III. Description of Incident & Claim - continued

Vehicle estimated speed: 0 MPH Source of estimate: [REDACTED] Posted speed limit: NA  
Other vehicle estimated speed: NA Source of estimate: NA Posted speed limit: NA  
Name & address of witness: [REDACTED]  
Police report number (Y/N): No Reporting officer name & station (if report not attached): NA  
What vehicle components are alleged to be defective? None  
Be as specific as possible.  
Why are the components alleged to be defective? NA  
Be as specific as possible.  
Who made allegation of defect? NA  
Has alleged defective part(s) been removed from vehicle? (Y/N): NA  
If yes, by whom? NA Present location: NA

## IV. Occupants & Injuries

Occupant	DOB	Sex	Age	Height	Weight	DOB
Driver	[REDACTED]	[REDACTED]	[REDACTED]	5' 2"	200 lbs.	01/14/89
Address:	Dublin, Ohio [REDACTED]					
1	4	N	N	Injuries: Laceration of right hand ring finger		
Name:						
Address:						
1				Injuries:		
Name:						
Address:						
1				Injuries:		
Name:						
Address:						
1				Injuries:		
Where, when, and by whom were the injured treated? [REDACTED] was treated at Riverside Methodist Hospital in Columbus, Ohio..						

Occupant	1. Incident vehicle	2. Other Vehicle	3. Other Vehicle	4. Pedestrian	5. Other	Seating Position	10. Unknown	11. Other
Occupant	U-Unknown	L-Lap Only	S-Shoulder Only	G-Child Restraint				
Seat Belt Worn	B-L+S belt	N-None Worn						
Airbag Status	NA-None equipped	N-Airbag not deployed	D-Airbag deployed					

1 2 3  
4 5 6  
7 8 9

## V. Other Property Damage

Source of information (unless otherwise noted): No property damage reported  
Other vehicle model year, make, model name: NA  
Name, address, phone of other vehicle owner: NA  
Name, address, phone of other vehicle driver: NA  
Nature & extent of other vehicle damage: NA  
Nature & extent of property (other than motor vehicle) damage & name of owner: NA

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]

## VI. Investigation Results

Date of vehicle inspection: 12/01/2003 Location of inspection: 22276 Country Meadows Dr. Strongsville, Ohio 44149

Nature & extent of damages to vehicle & estimated cost of repairs (Attach estimate):

There is no damage to the vehicle.

Have you located any related prior repair orders? (Y/N):

NA

Photos taken by:

Art Daily NCR TSM

# photos: 24

Observations / Findings:

- [REDACTED] stated that he had opened the left side sliding door and wanted to fold the left side second row seat forward into the stowed position, flat to the floor. When he began the left side seat was in the full up position and the seat back had already been folded down against the seat base. [REDACTED] was standing outside the vehicle bending over the seat and used his left hand to release the adjustment lever located on the right side of the seat base. At the same time as his left hand released the adjustment lever [REDACTED] had his right hand on the rear of the seat base for support and as the adjustment lever was released he used his right hand to push the seat forward in an attempt to fold the seat flat to the floor. As the seat slid forward [REDACTED] inadvertently caught his ring finger in the right side seat back hinge assembly injuring his finger. [REDACTED] received a laceration to his ring finger caused by the scissor action of the right rear seat base hinge assembly as the seat assembly moved forward. Please refer to photos for reenactment of incident by [REDACTED]

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]

## • Photograph Checklist

- Photo #
- 1-4 Overall photos of [REDACTED] vehicle.
- 5 Left side second row seat in position of [REDACTED] opened sliding door.
- 6- 12 Photos of [REDACTED] demonstrating how he attempted to fold down the second row seat resulting in the injury.
- 13-24 Photos of the left side second row seat hinge assembly causing the injury.

Reporter's  
Signature:

*Art Daily*

Reporter's Name & Region:

Art Daily North Central Region TSM

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV2BL64N [REDACTED]

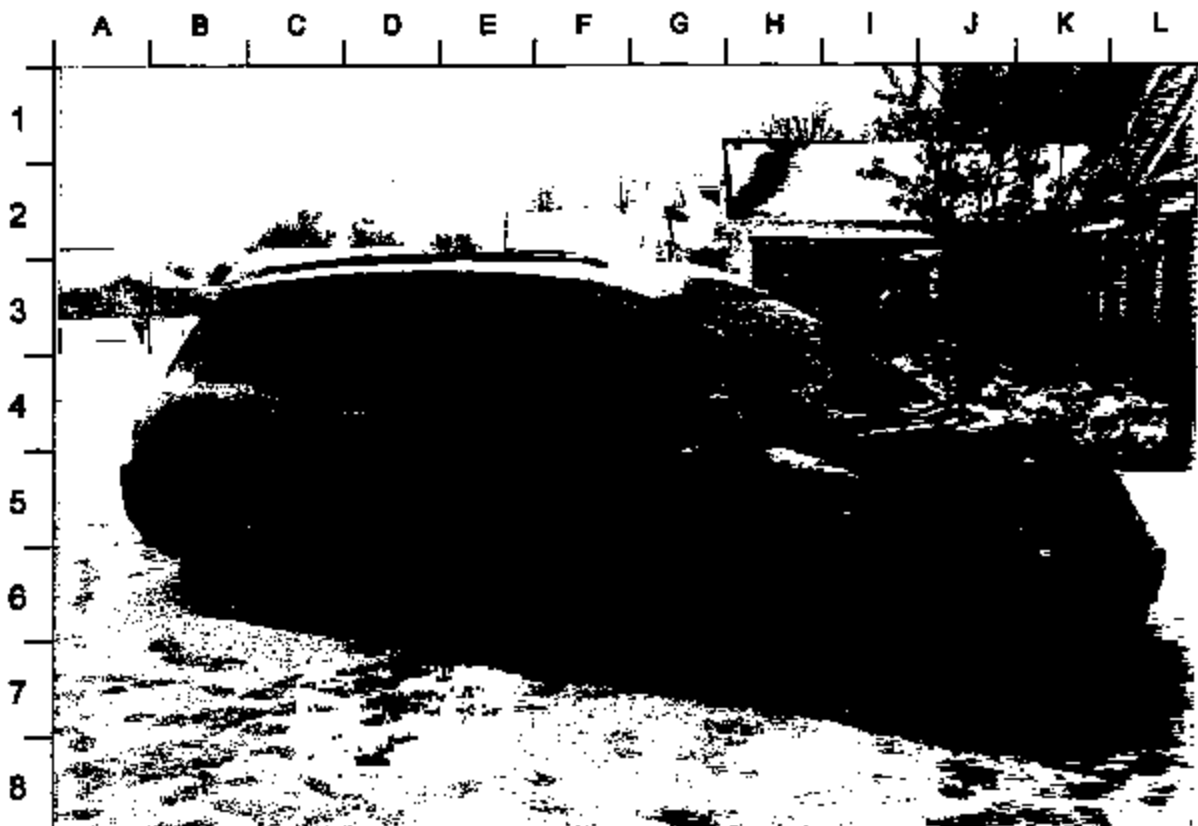


PHOTO 1.

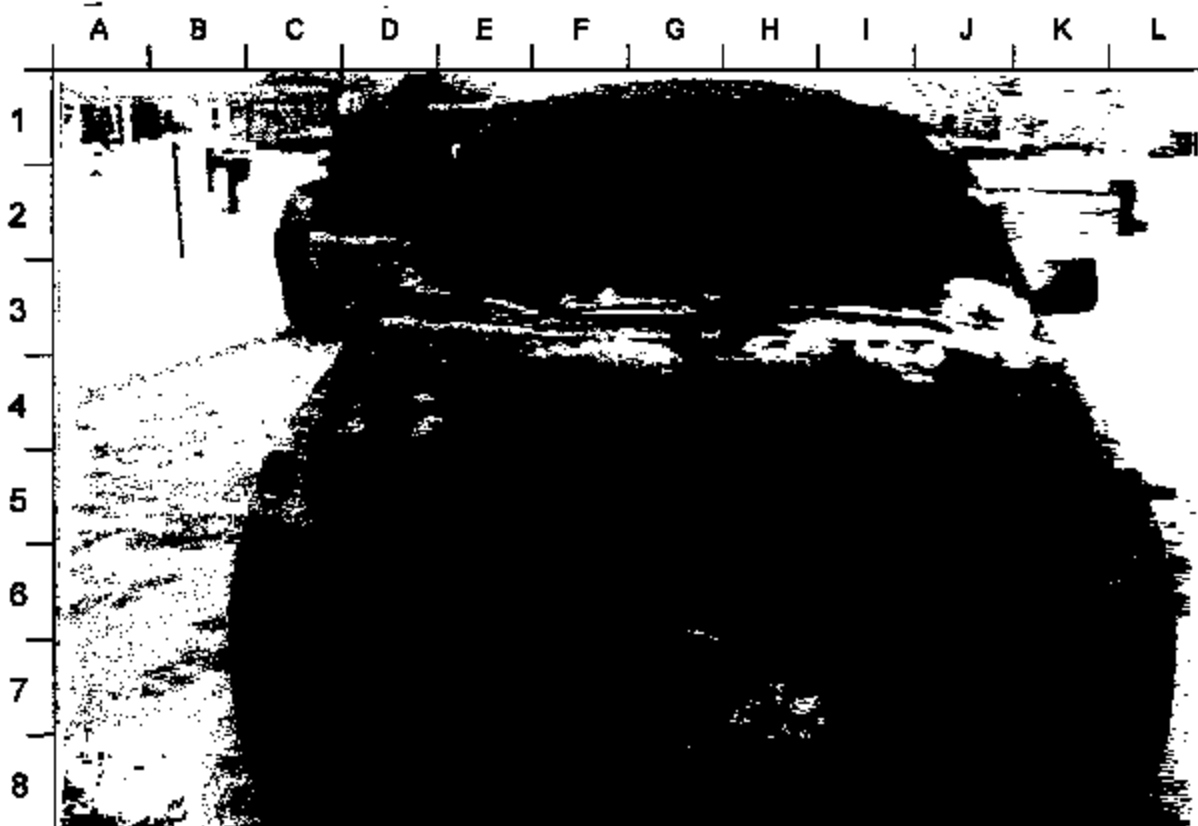


PHOTO 2.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N

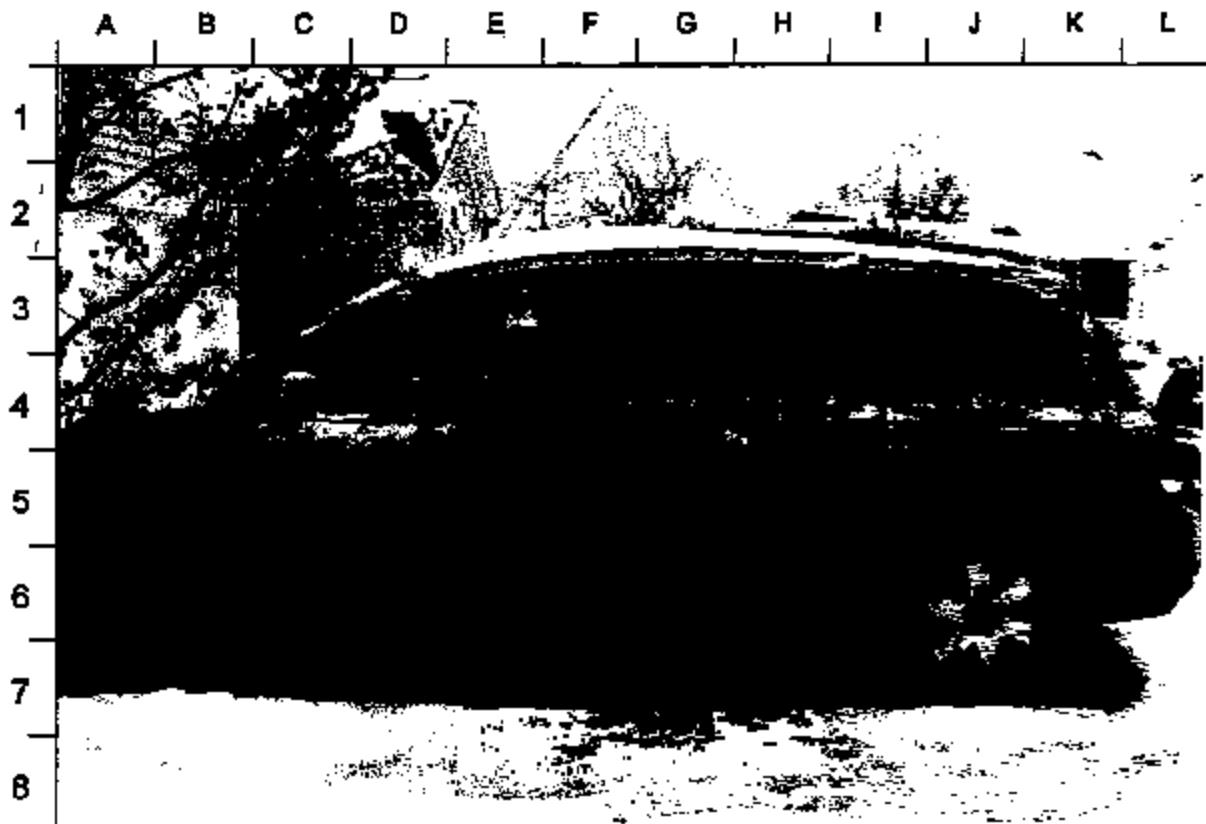


PHOTO 3.

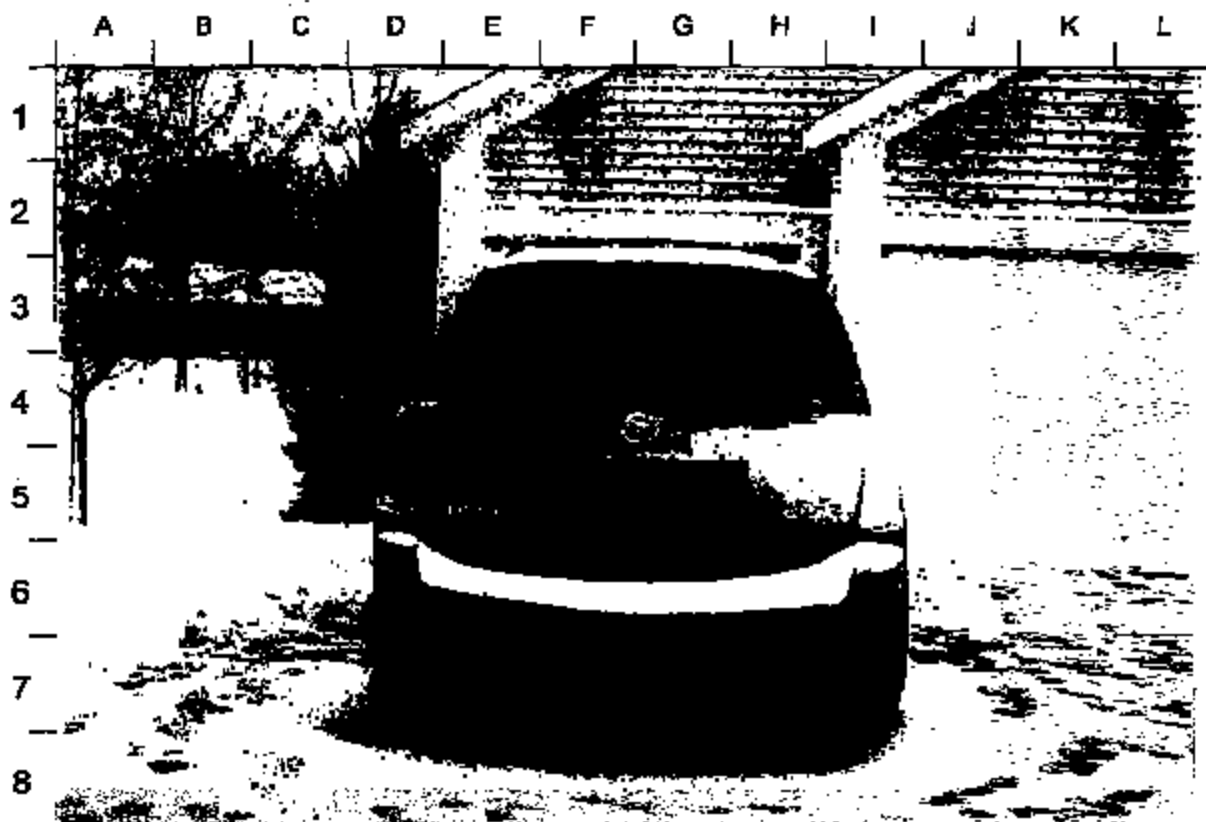


PHOTO 4.



# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N

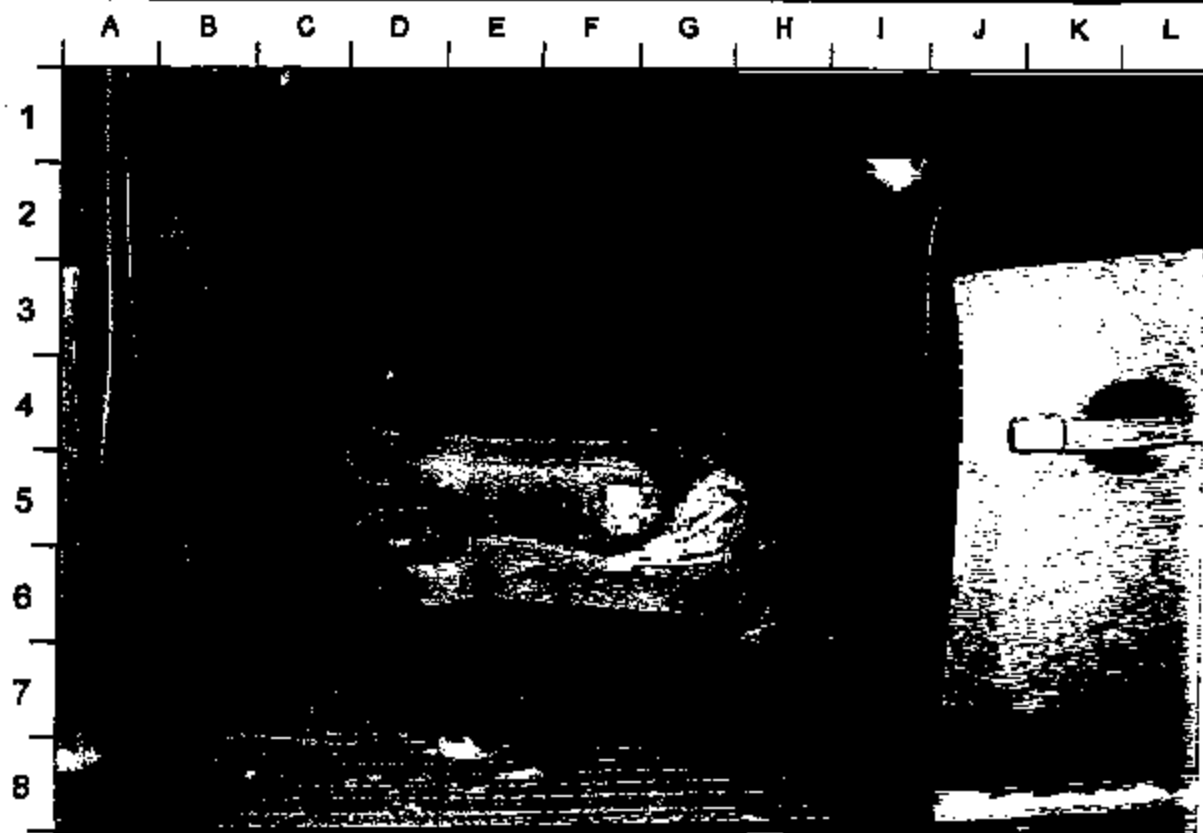


PHOTO 5.



PHOTO 6.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]



PHOTO 7.



PHOTO 8.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28064N



PHOTO 9.



PHOTO 10.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]



PHOTO 11.

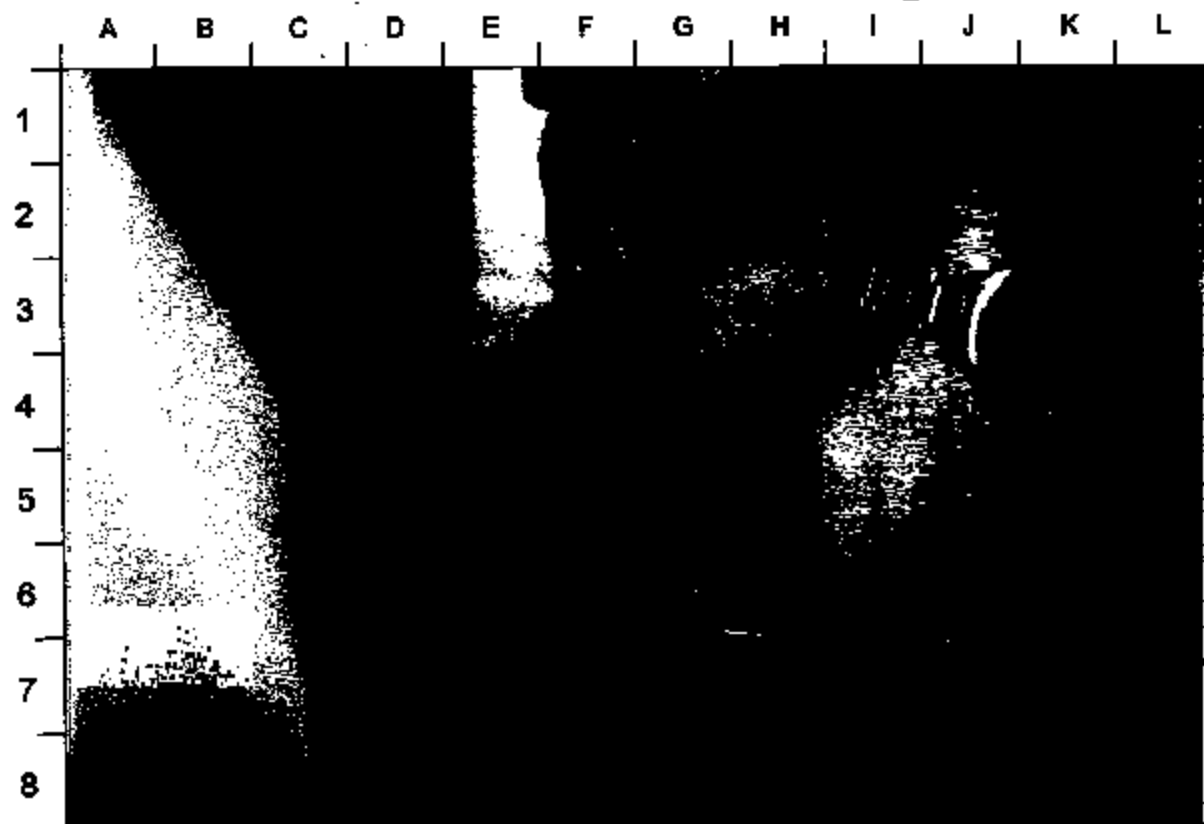


PHOTO 12.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]

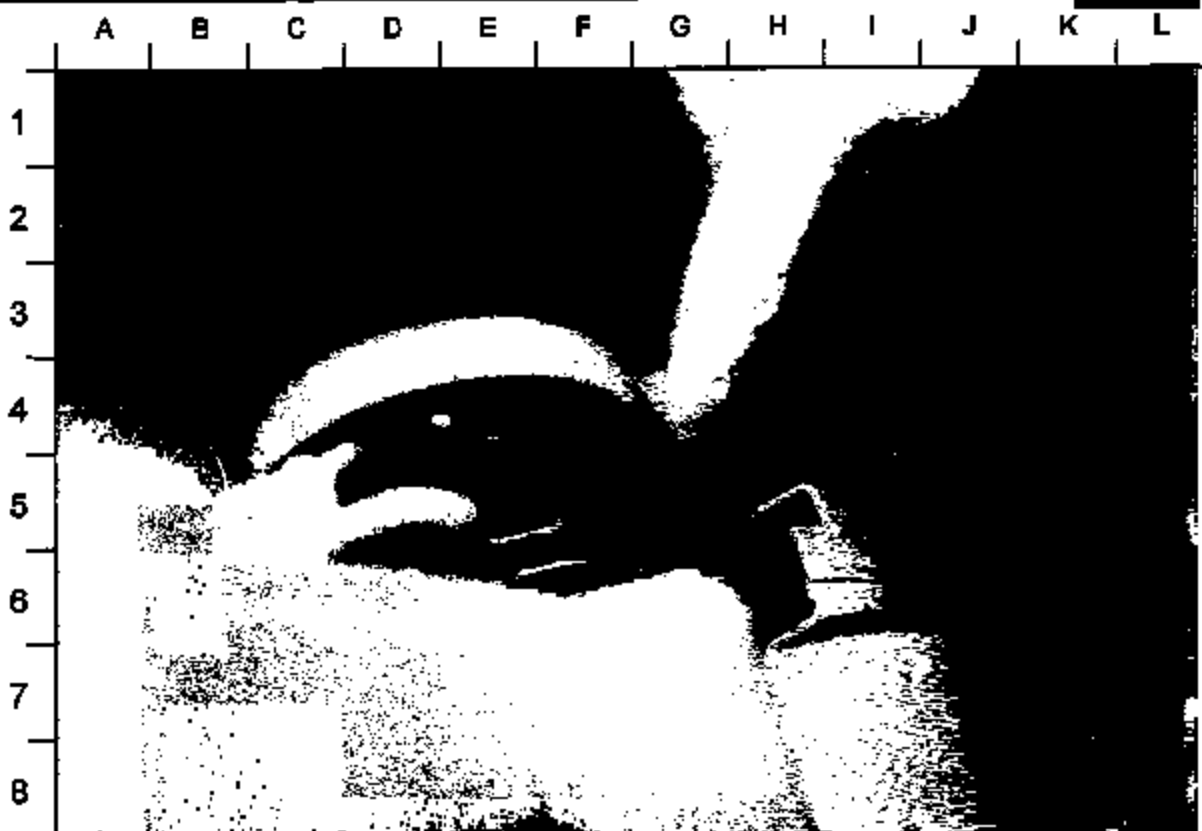


PHOTO 13.



PHOTO 14.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]

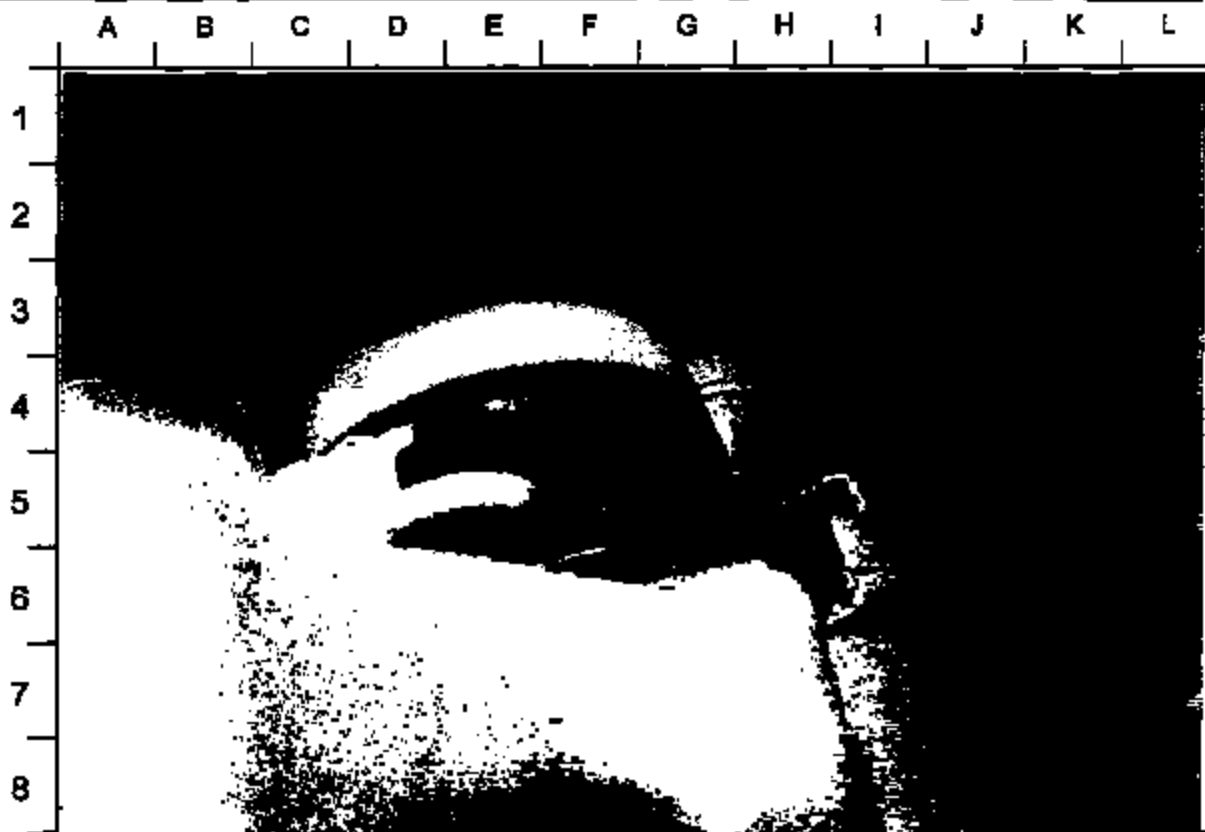


PHOTO 15.

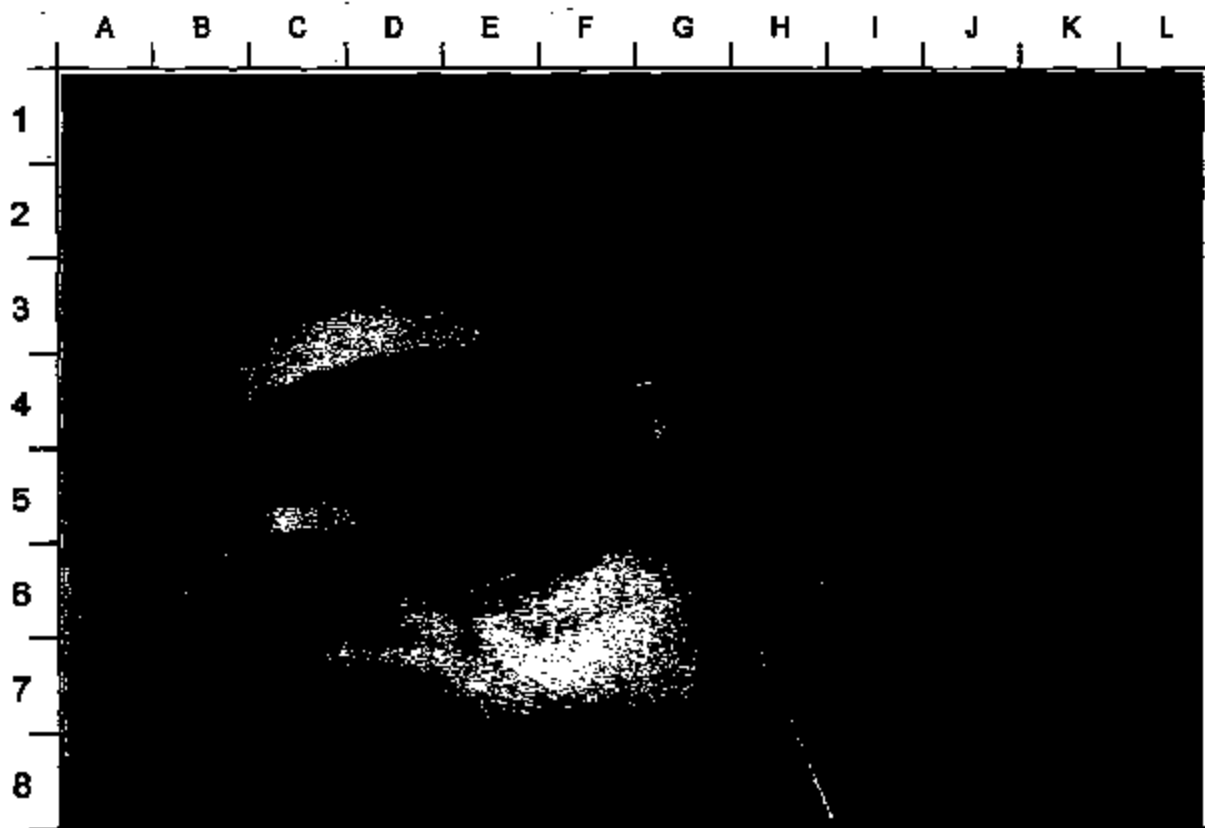


PHOTO 16.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N

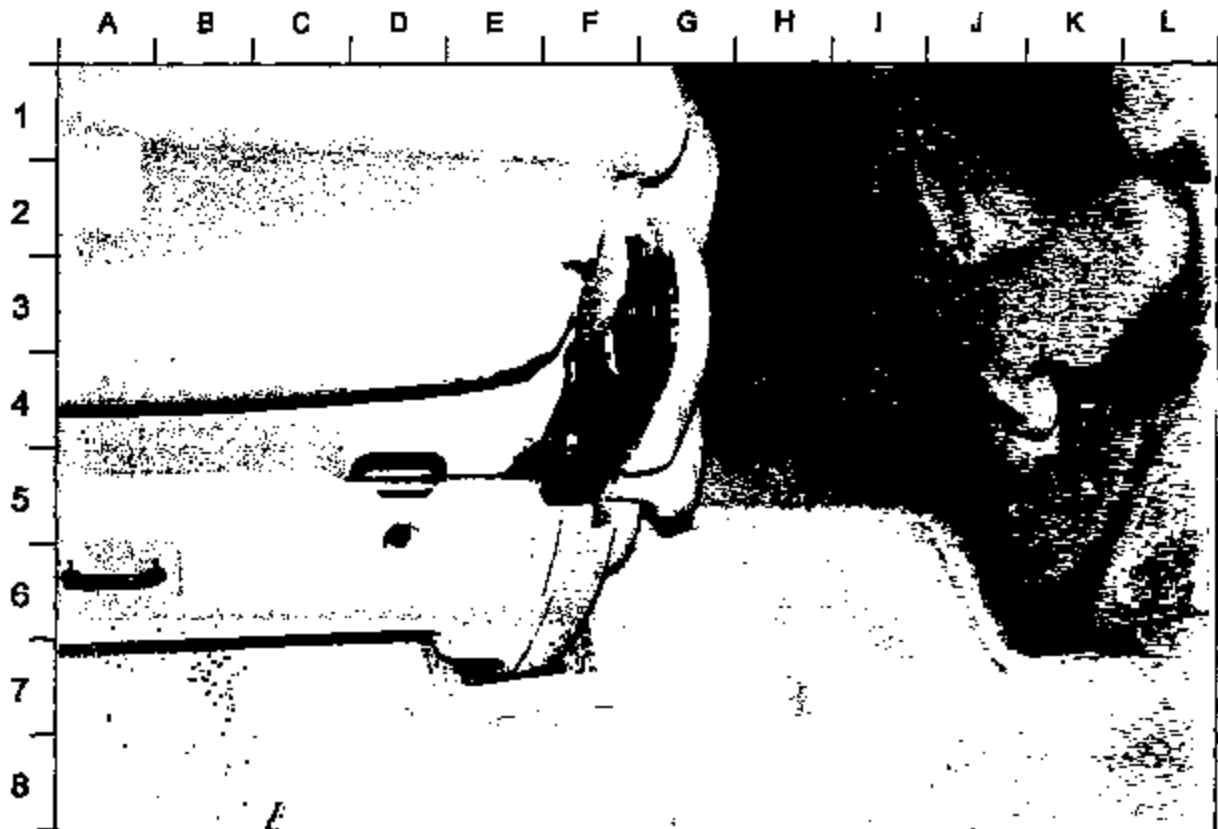


PHOTO 17.



PHOTO 18.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N [REDACTED]



PHOTO 19.

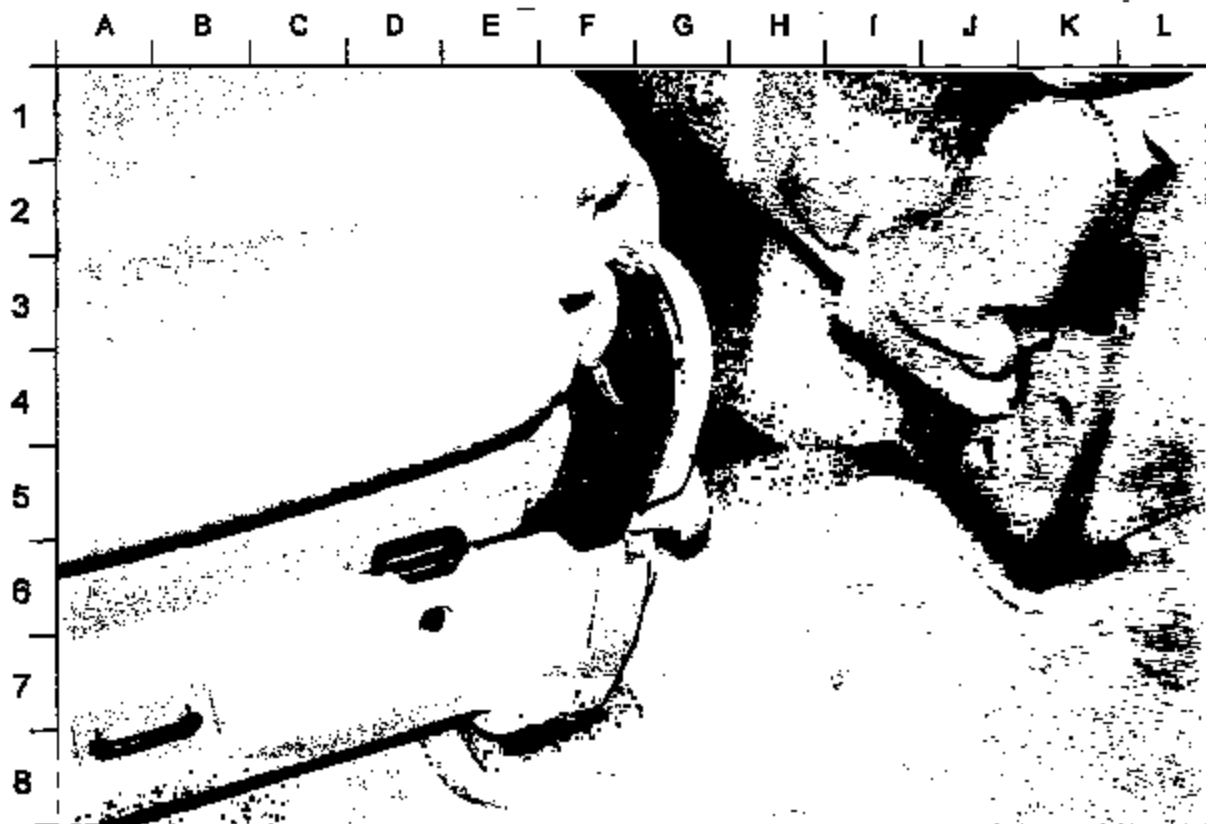


PHOTO 20.



# Incident Investigation Report

CAR #: 4345116N

Claimant:

VIN: 5N1BV280641



PHOTO 21.



PHOTO 22.

# Incident Investigation Report

CAR #: 4345116N  
Claimant: [REDACTED]  
VIN: 5N1BV28U64N



PHOTO 25.



PHOTO 24.



# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U841 [REDACTED]

## I. Claimant

Claimant name: [REDACTED] DOB: [REDACTED] Day phone: [REDACTED]  
Address: [REDACTED] Annapolis, MD [REDACTED] Eve. Phone: [REDACTED]  
Driver name: Same as Claimant (vehicle was parked) DOB: Same Day phone: Same  
Address: Same Eve. Phone: Same  
Owner name: Same as Claimant DOB: Same Day phone: Same  
Address: Same Eve. Phone: Same  
Who notified NNA of incident? Customer contacted CA 5-3-05 CAR #: 4926403  
If represented, claimant's attorney name, address, phone: Customer stated that she has not contacted an Attorney.

## II. Vehicle

Model year & model name: 2004 Quest Mfg. date: 08/14/03 VIN: 5N1BV28U84N [REDACTED]  
Mileage: 34013 License #: 141M555 State: Maryland  
Special equipment & accessories: Aftermarket "Yakima" bike rack attached to OEM roof rack rails.  
List all applicable recall campaign(s): B0114, B0115, B0116, B0122, B0123. Recall campaign completed?: Yes  
List all applicable service campaign(s): RU401, B0112, Service campaign completed?: Yes

## III. Description of Incident & Claim

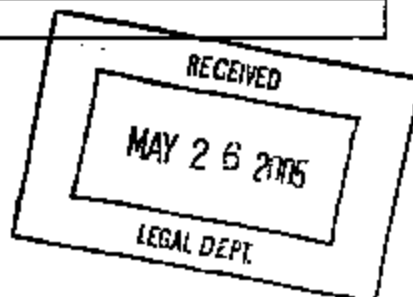
Source of information (unless otherwise noted): CA report and Customer Interview.  
Date & time of incident: 4/27/05 @ 9:15 am.  
Location of incident (describe fully): Customer's Driveway (Claimant Address)

Nature of weather: Sunny, 53F to 71F Vision obstruction (describe): None

Driver's description of incident and statement of cause:

Customer's statement during personal interview:

The customer was preparing the vehicle for a day trip to Washington DC with 3 other adults the morning of April 27th. She removed the child seats from both second row seats. She thought at the time that she would need an adult seated in the 3<sup>rd</sup> row seat. She next sat in the [driver's side] second row seat and attempted to move it forward from the rearmost seat base position to the middle position. She grabbed the handle on the right-hand side of the incident seat with her right hand and released the locking device and rocked the seat forward. The seat did not lock in the middle position (reason unknown), and the seat base returned to the rearmost position. Her right-hand "Ring" finger (third finger from the thumb) had become pinched in the seat somehow. She had to actuate the handle to release her finger from being trapped by the seat. She used her right thumb, index, and middle finger which were still on the handle to release the locking device and free her finger from the seat. The witnesses [REDACTED] had walked to her house earlier, and witnessed the incident. She ran into her house and applied a bag of frozen peas wrapped in a paper towel to her finger. By this time the third adult passenger, [REDACTED] was present. [REDACTED] drove [REDACTED] to the Anne Arundel Medical Center Emergency Room in Annapolis MD. She received treatment to her finger, and was advised to see an Orthopedic Surgeon in 5-7 days. The injury to her finger is as follows; the right-hand ring finger was cut through the nail about 1/3 of the way down from the cuticle, and the cut extended down the side of the fingertip closest to the thumb. X-rays show the tip of the bone in the finger is fractured. The fingertip area opposite the nail injury was "blistered" and bruised, but not lacerated. The side of the finger facing the Pinky Finger was basically uninjured. [REDACTED] went to Orthopedic Surgeon [REDACTED] on Monday May 2<sup>nd</sup>. He removed the remaining nail and sutured the nail bed. She saw [REDACTED] the next two Mondays, and he re-examined her finger both times, adding a smaller splint on the second visit. She has a follow up visit with [REDACTED] 6/13/05. [REDACTED] says she missed 3 days of work due to the injury. [end]



# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

## III. Description of Incident & Claim - continued

Vehicle estimated speed: Key off, in park Source of estimate: Customer Posted speed limit: n/a  
Other vehicle estimated speed: n/a Source of estimate: n/a Posted speed limit: n/a

Name & address of claimant:

[REDACTED], same neighborhood as Claimant.

Police report taken? (Y/N#): No Reporting officer name & station (if report not attached): n/a

What vehicle components are alleged to be defective? Design of 2<sup>nd</sup> row seat allows incident injury to occur.  
Be as specific as possible.

Why are the components alleged to be defective? Users' finger(s) can be pinched in seat when adj. 2<sup>nd</sup> row seats.  
Be as specific as possible.

Who made allegation of defect? Claimant

Has alleged defective part(s) been removed from vehicle? (Y/N): No. (but handle levers have been)


If yes, by whom? Rodger Gettler & Randall Present location: Levers have been sent in with this report.  
Urban

## IV. Occupants & Injuries

Location:	OSeat Pos.	OSeat Belts:	ASir Bags:	Source of information:
Name:	Claimant			Claimant
Address:	same			
DOB:	09/19/62			
Height:	84"			Weight: 140 lb.
1	4	N	N	Injuries: Laceration RH ring finger, nail bed and left side, fractured bone at tip.
Name:	n/a			DOB:
Address:				Height: Weight:
				Injuries:
Name:	n/a			DOB:
Address:				Height: Weight:
				Injuries:
Name:	n/a			DOB:
Address:				Height: Weight:
				Injuries:

Where, when, and by whom were the injured treated? Anne Arundel Med Ctr ER, 4/27/05 AM, ER staff. Dr. Sohn, Surgeon.

Location:	1. Incident vehicle	2. Other Vehicle	3. Other Vehicle	4. Pedestrian	5. Other	OSeating Position:
OSeat Belts Worn	L-Unknown	L-Lap Only	B-Shoulder Only			
	B-L+S belt	N-None Worn	C-Child Restraint			
ASirbag Status	NA-None equipped	N-Airbag not deployed	D-Airbag deployed			



10. Unknown  
11. Other

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

## V. Other Property Damage

Source of information (unless otherwise noted): n/a  
Other vehicle model year, make, model name: n/a  
Name, address, phone of other vehicle owner: n/a  
Name, address, phone of other vehicle driver: n/a  
Nature & extent of other vehicle damage: n/a  
Nature & extent of property (other than motor vehicle) damage & name of owner: n/a

## VI. Investigation Results

Date of vehicle inspection: 5/23/06 Location of inspection: Sheehy Nissan of Annapolis, Annapolis MD.

Nature & extent of damages to vehicle & estimated cost of repairs (Attach estimate):

n/a

Have you located any related prior repair orders? (Y/N):

Yes.

Observations / findings:

Photos taken by:

Rodger Gettier-DTS-MAR

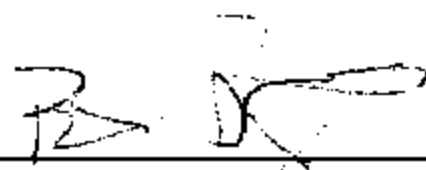
# photos: 54

- Claimants' right-hand "Ring" finger was injured by becoming pinched in 2<sup>nd</sup> row seat while she was operating seat to adjust seat base from the rearmost position to the middle position. [photos 39-41, 45-47]
- The Claimants injuries appear consistent with her description. [photos 33-38]
- On 11/15/05 Campaign number B0114- Replace Second-Row Seat Adjustment Handles, was performed at Sheehy Nissan-Annapolis MD (Dealer #3521). [R.O. copy attached, (before photo pages)]
- Both Second-Row seat Adjustment handles were still in the pre-Campaign orientation, with the levers close to horizontal angles. [photos 42-44]
- Additionally, the incident seat lever was not coming to rest at the same angle as the right lever when moving the seat base to the 3 positions and allowing it to lock into place. It appeared to have about 35% more travel to complete (into locked angle), to match the angle of the right seat lever. [photos 42-44]
- After releasing the seat base at the rear floor latches and tilting up and returning the seat to the normal position, the left Second-Row seat handle angle mentioned in the preceding bullet point had ceased to occur, and matched the right seat lever angle now (no cause was found). [photos 42-44, after in 51-54]
- The claimant does not recall releasing the seat base at the rear floor latches after the incident occurred, or the last time she had done this to the seat. She believes she has performed this operation to the seat before, since she has owned the vehicle (from new).
- The right Second-Row seat handle (B0114) was a pre-Campaign part, and the metal retainer clip was not present anywhere. [parts sent with report]
- The left Second-Row seat handle (B0114) appears to have been a Campaign part, but the two flat (unsplined) areas were not present inside the handle where it is mounted onto the release shaft. It appears that the Campaign part (P/N 88346-6Z000) was installed by forcing the handle on, indexing it 90 degrees from its correct angle (horizontal instead of vertical), based on the continuous spline pattern inside the left handle. The metal retainer clip was present. [parts sent with report]
- We (TSM Randall Urban co-inspected the vehicle with me) installed P/N 88346-6Z000 Campaign Second-Row seat handles as per NTB04-053a 10/27/04, pages 17-18. The handles were near a vertical angle after installation. [photos 51-54]
- The Second-Row seat handles removed from the vehicle have been sent with this report.
- The basic vehicle photos of Odometer, VIN plate, and exterior photos are included. [photos 1-28]
- Some vehicle damage was observed to the windshield glass, and two dents on the exterior. [photos 29-32]

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

Reporter's  
Signature:



Reporter's Name & Region:

Rodger Gettler-DTS-MAR



# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]



PHOTO 3.

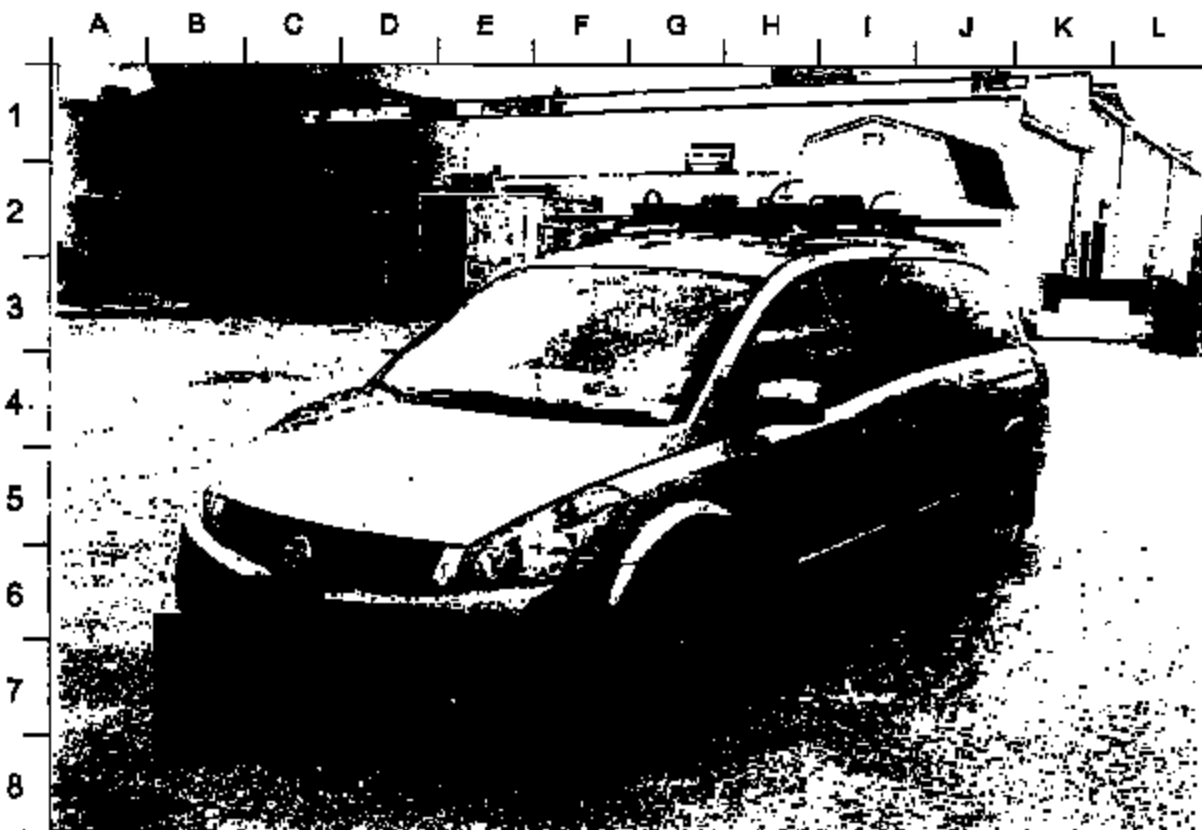


PHOTO 4.



# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

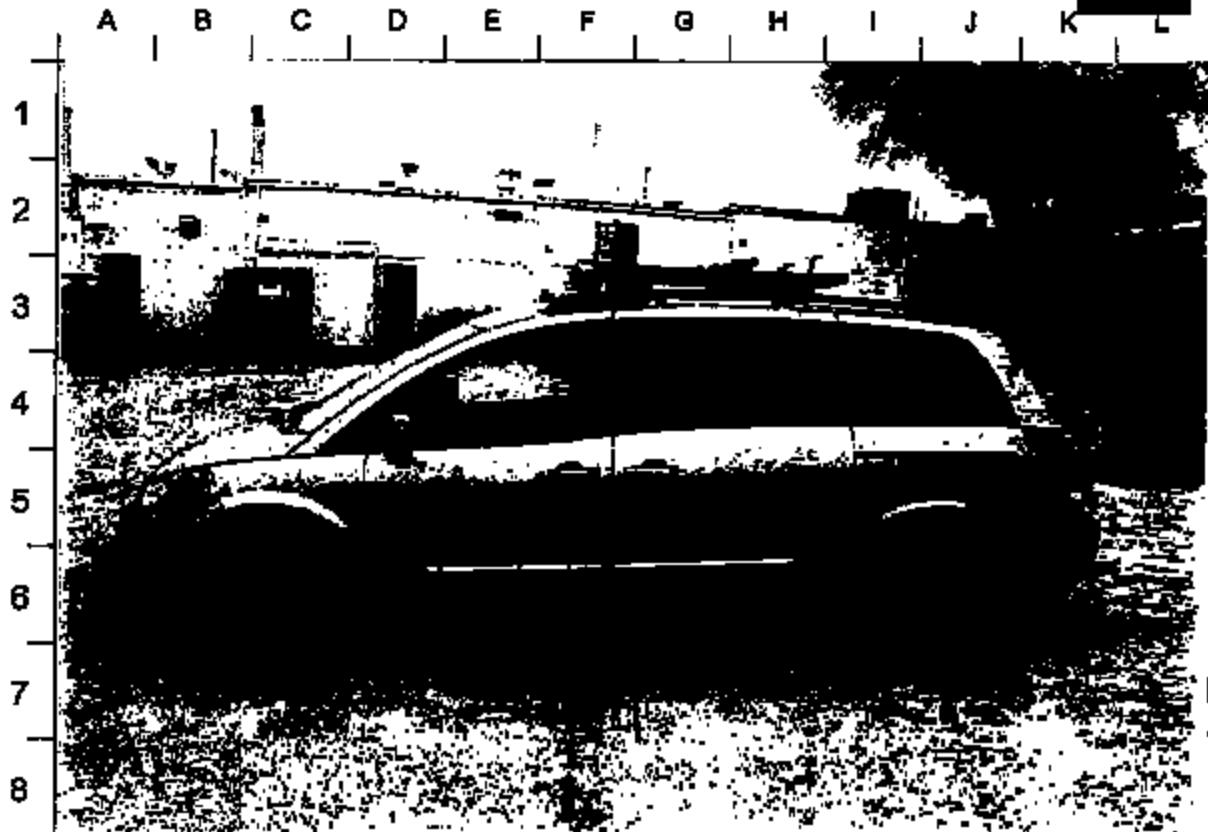


PHOTO 5.



PHOTO 6.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

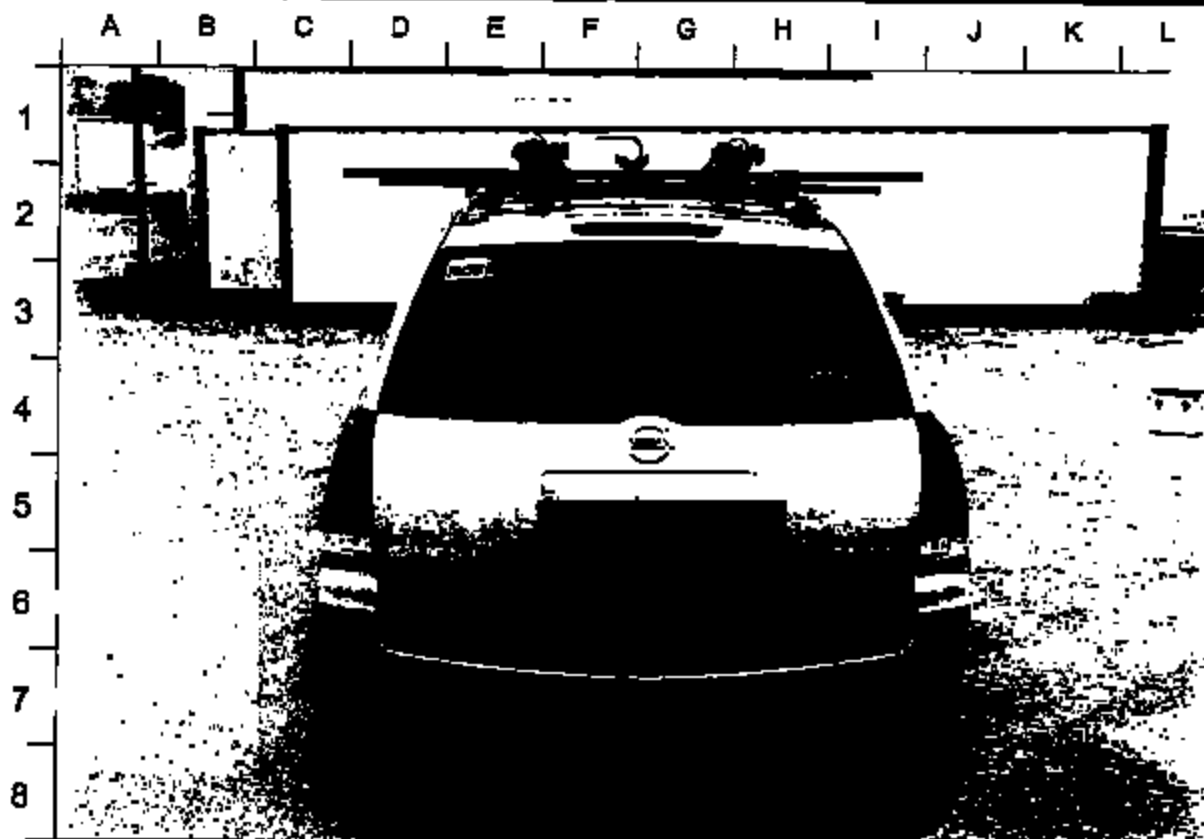


PHOTO 7.



PHOTO 8.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]



PHOTO 9.



PHOTO 10.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

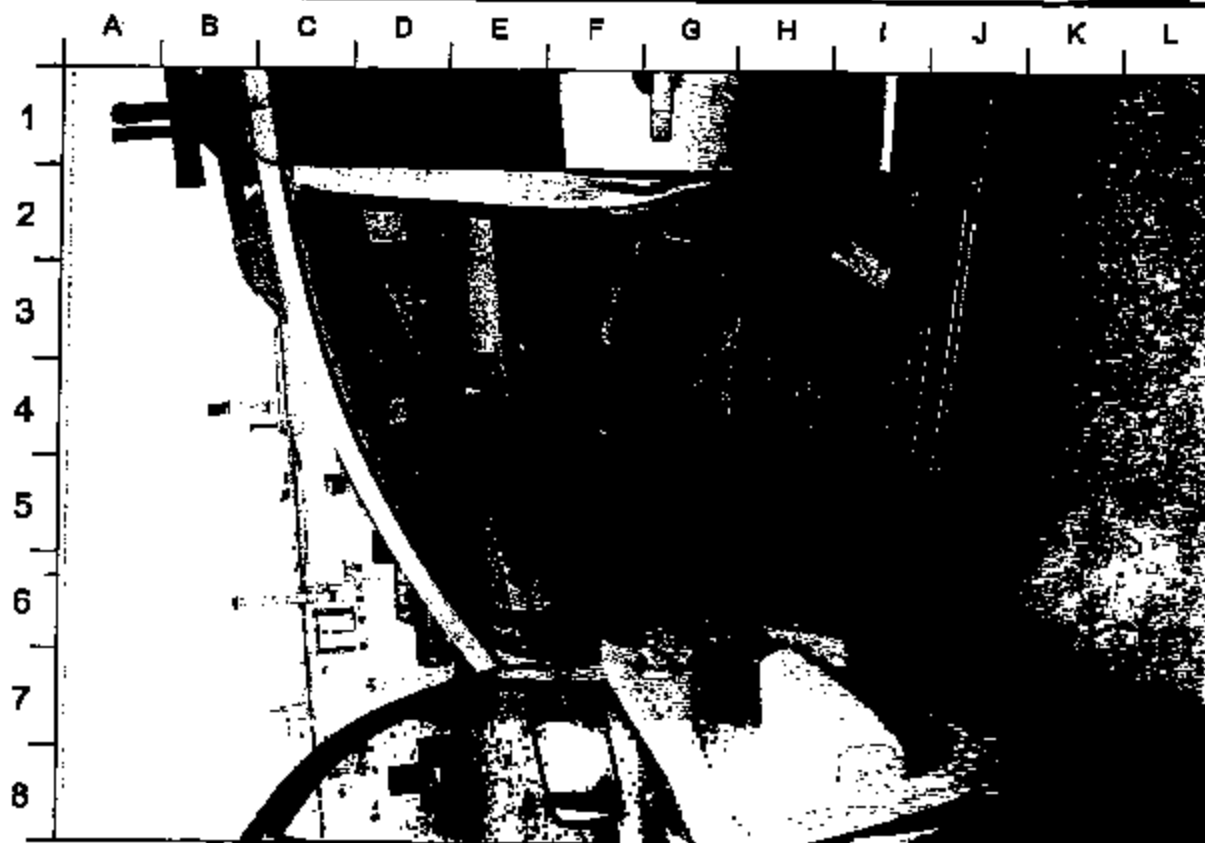


PHOTO 11.

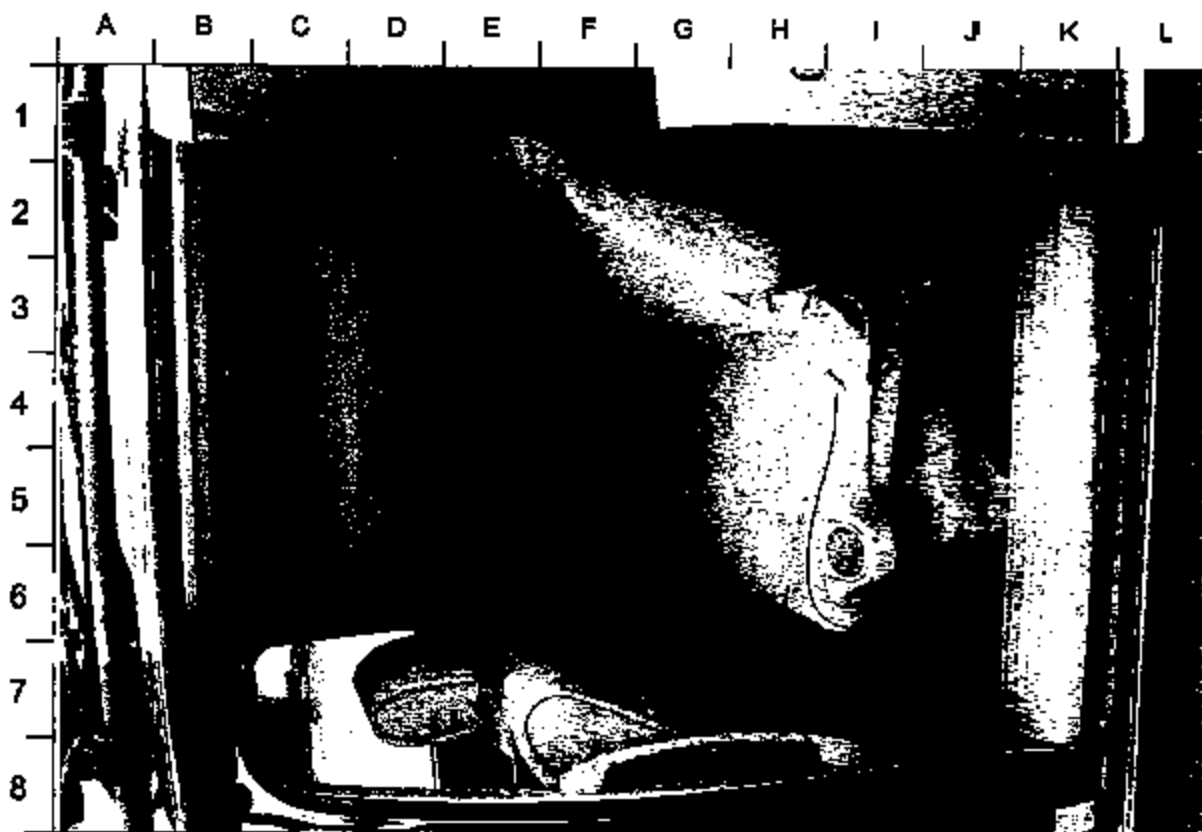


PHOTO 12.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 3N1BV28U84K [REDACTED]



PHOTO 13.

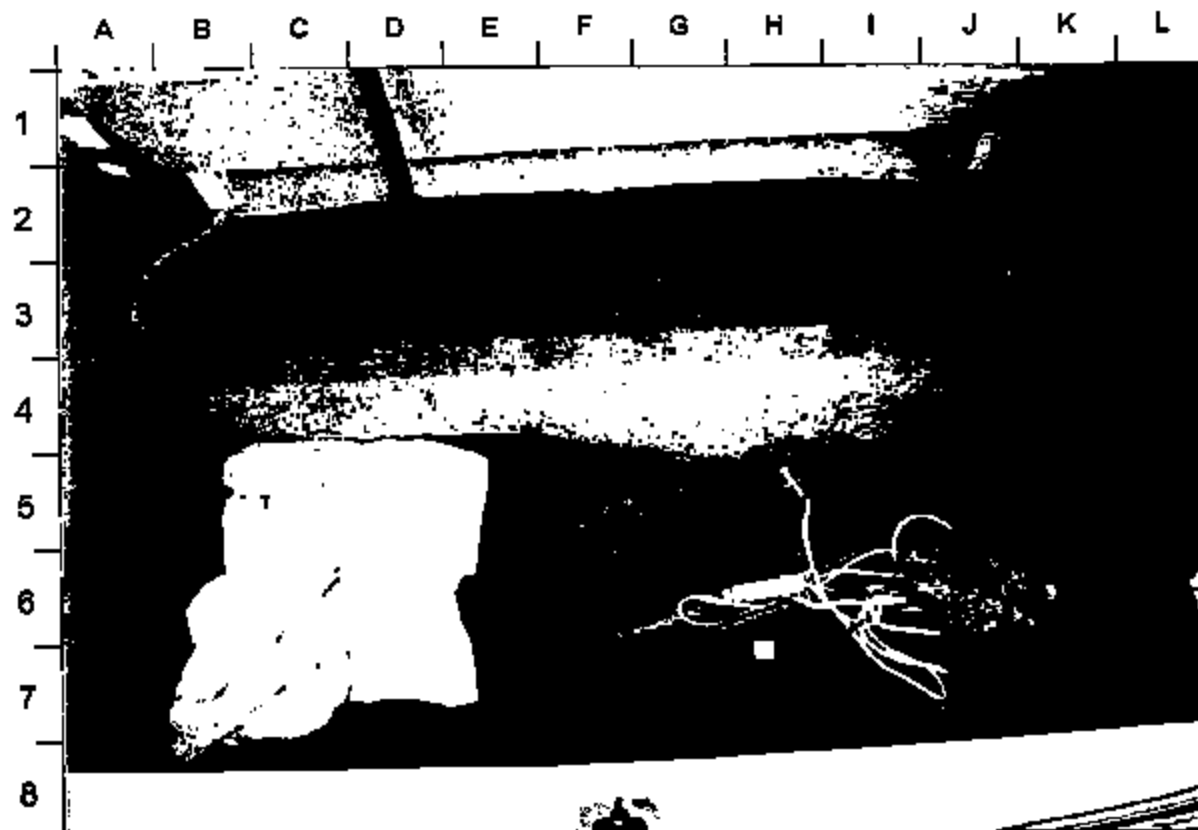


PHOTO 14.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84T [REDACTED]

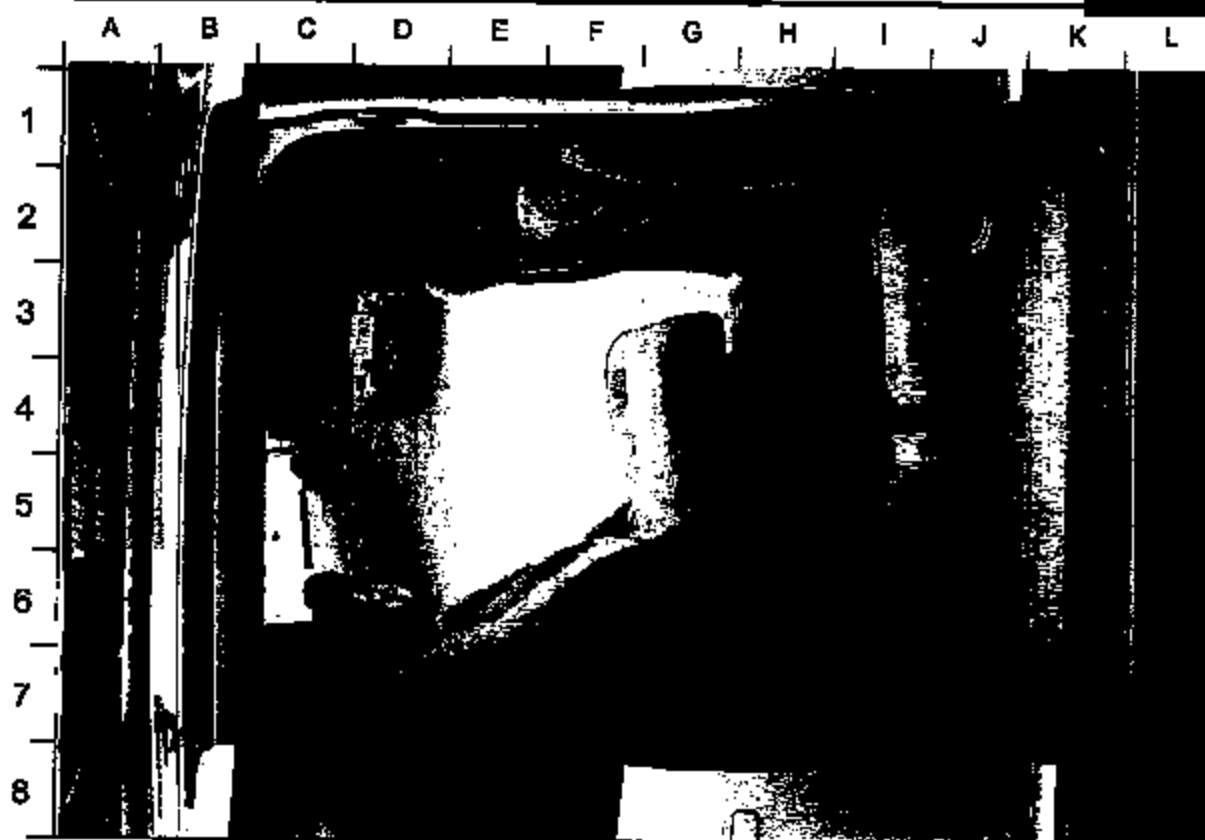


PHOTO 15.

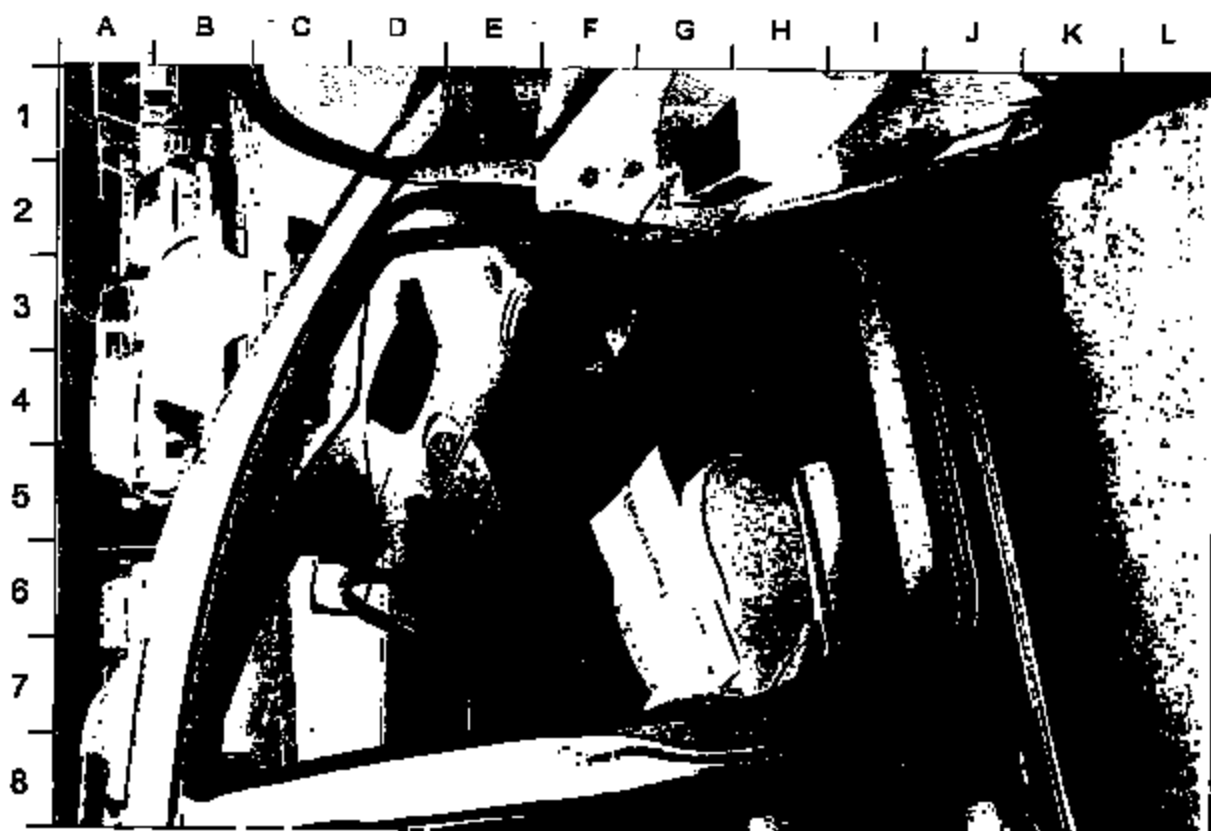


PHOTO 16.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28084N



PHOTO 17.

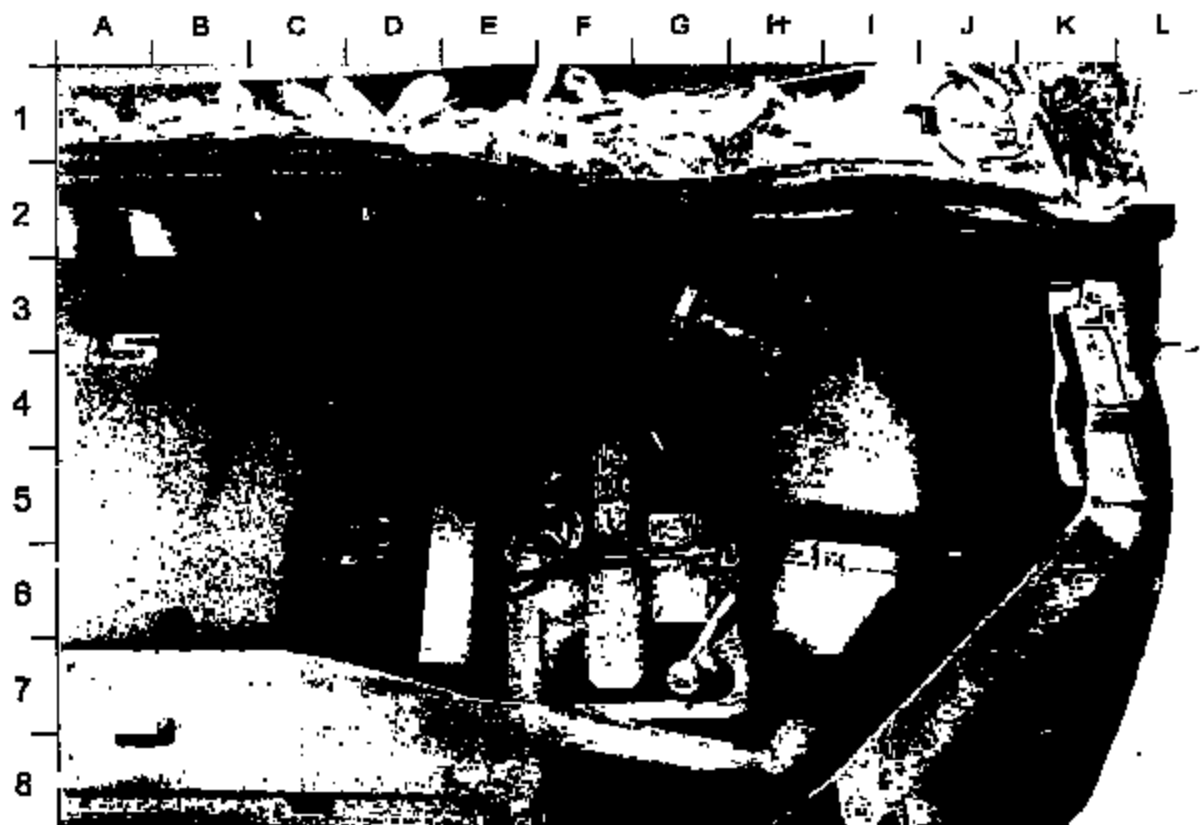


PHOTO 18.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N



PHOTO 19.



PHOTO 20.



# Incident Investigation Report

CAR #: 4575403  
Claimant: [REDACTED]  
VIN: 5N1BV28D84N [REDACTED]

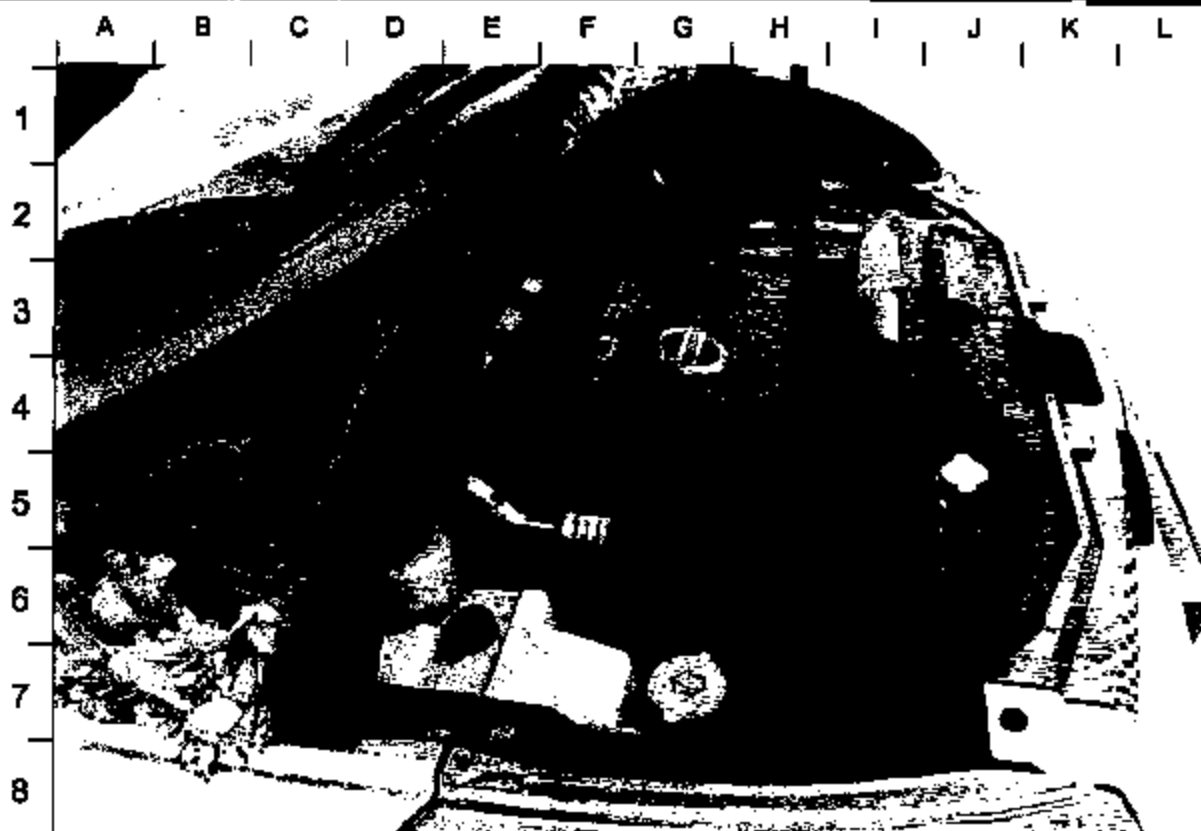


PHOTO 21.



PHOTO 22.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U841



PHOTO 23.

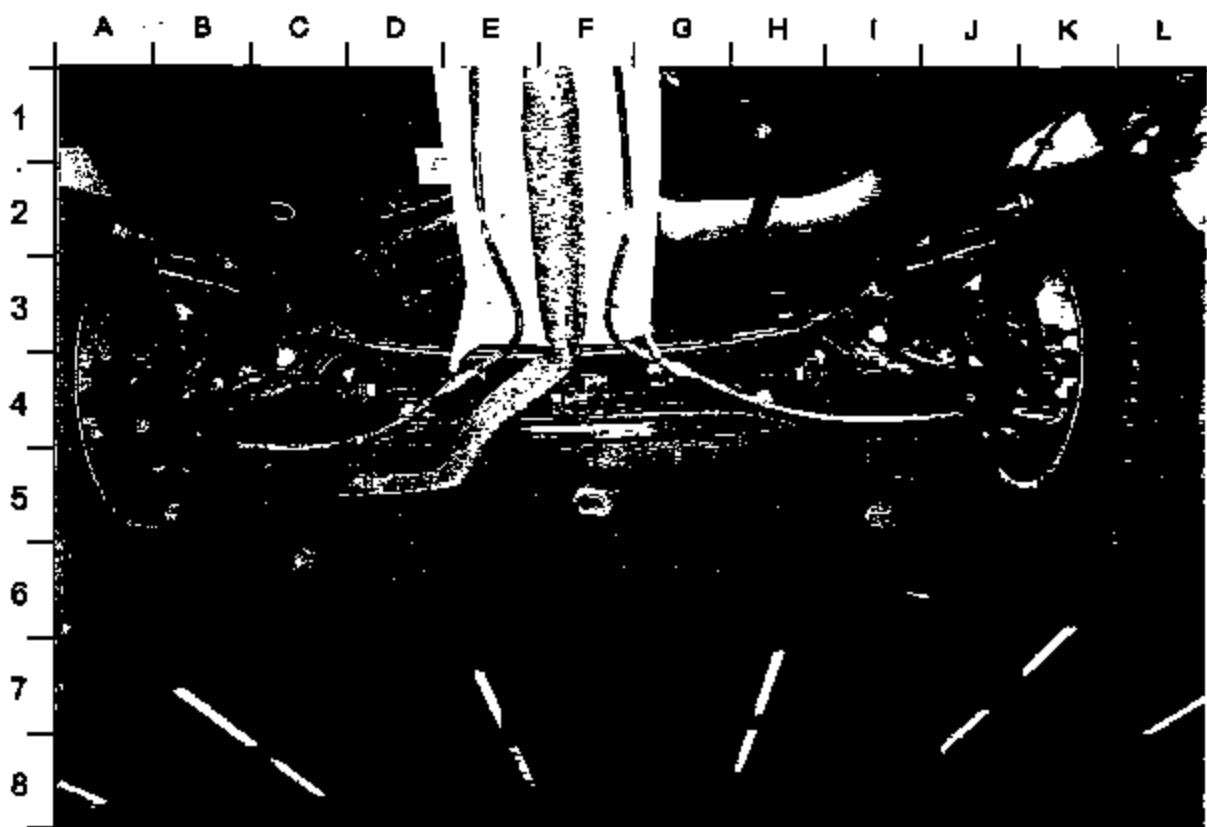


PHOTO 24.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

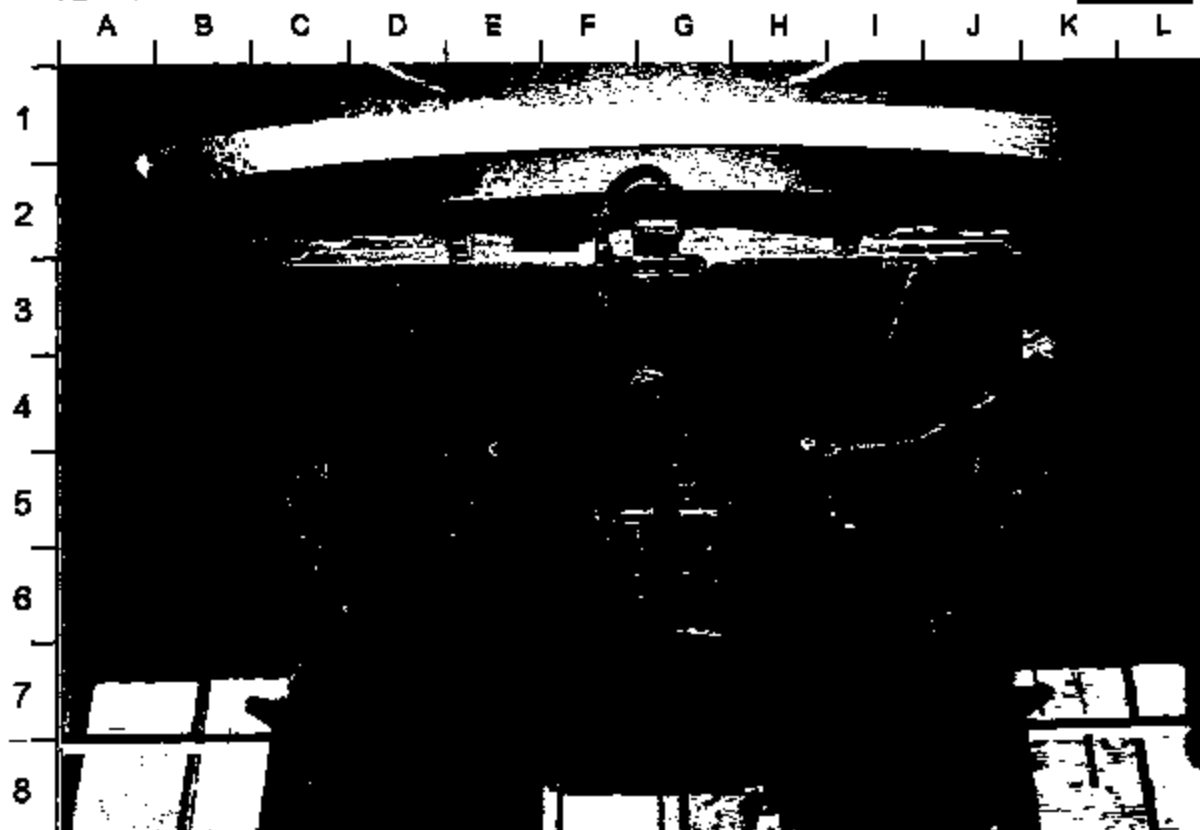


PHOTO 25.

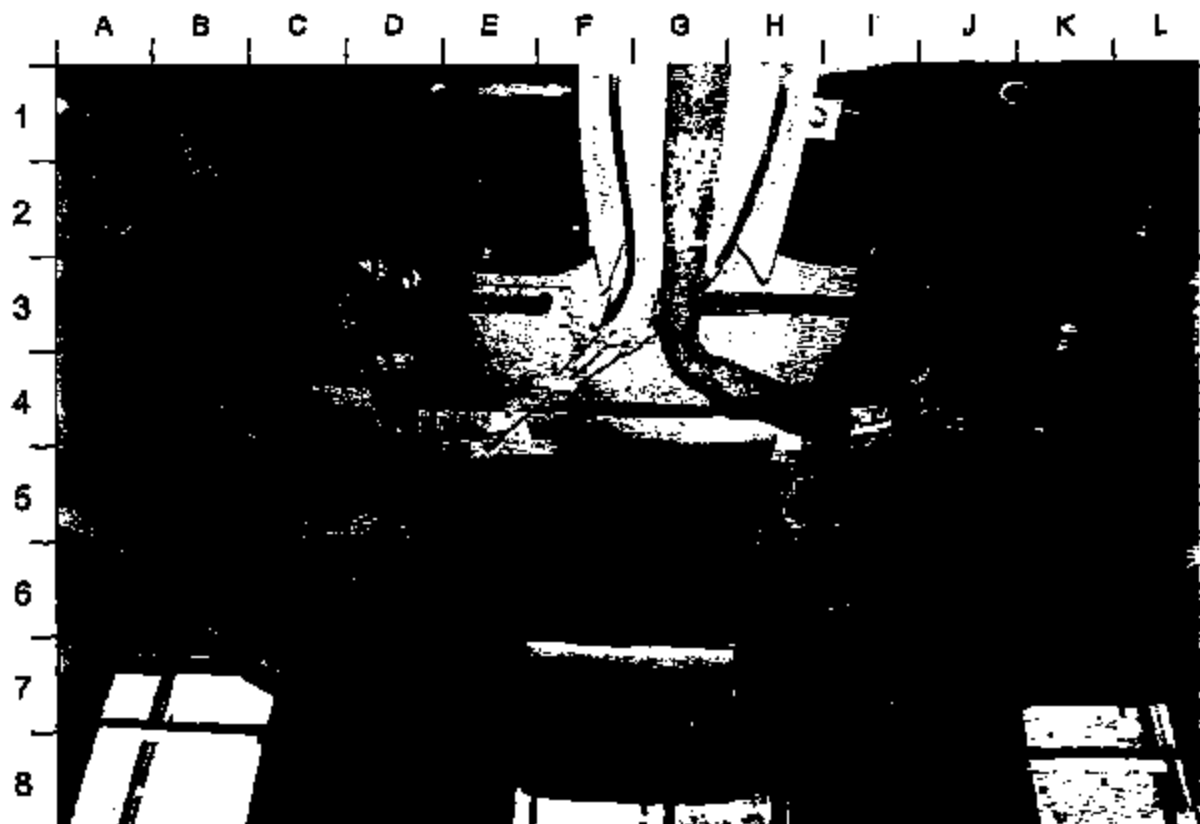


PHOTO 26.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]



PHOTO 27.

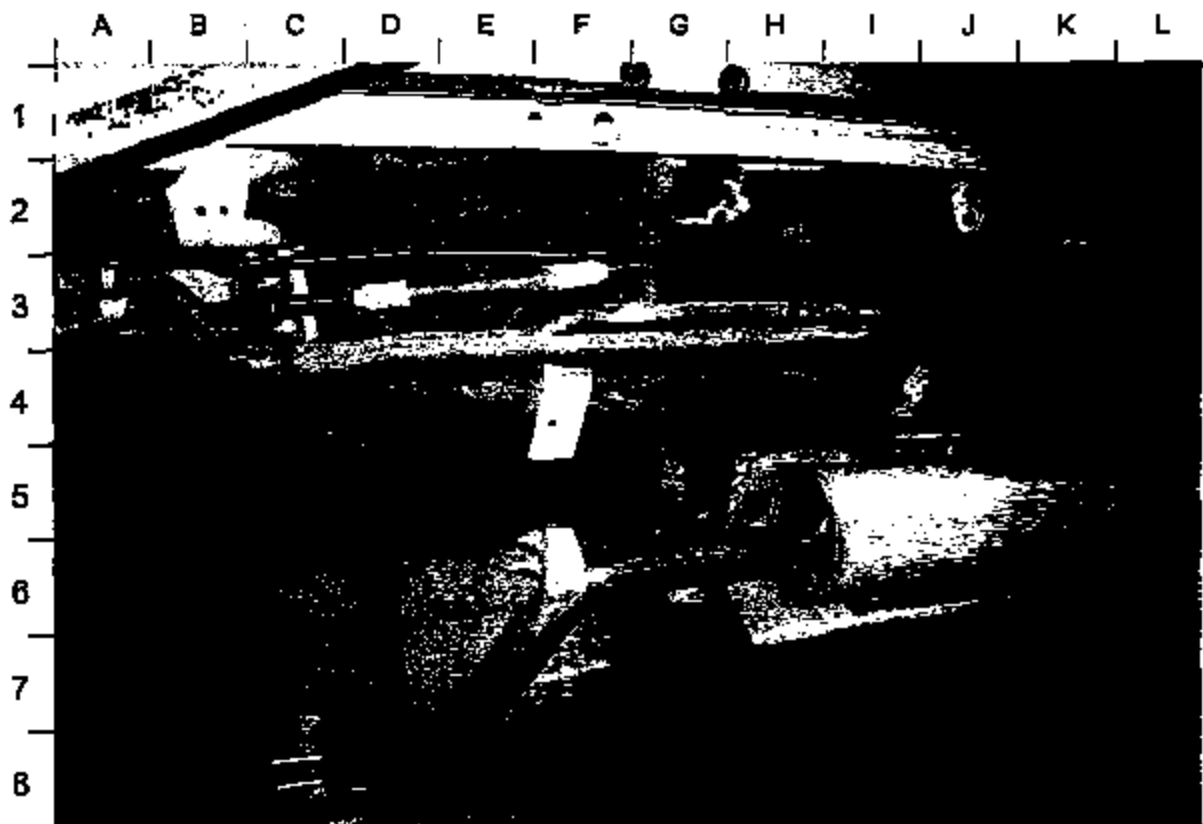


PHOTO 28.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84

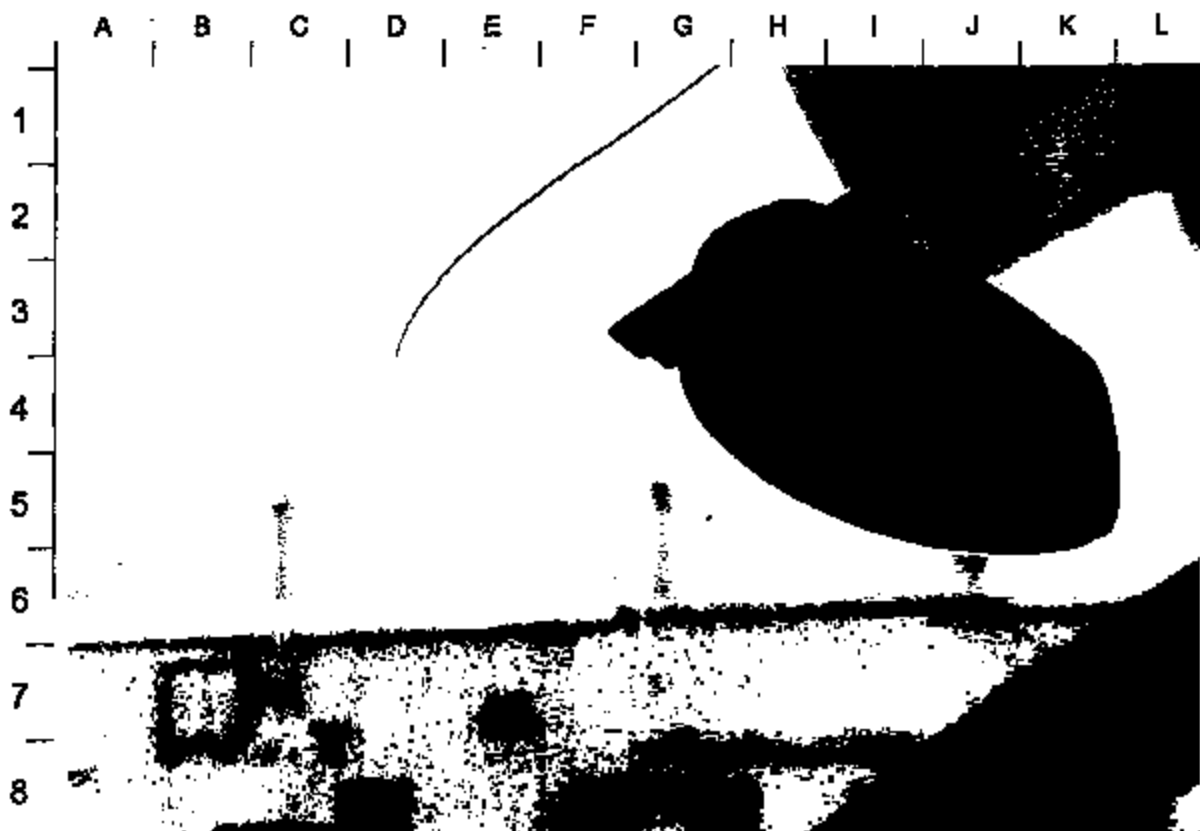


PHOTO 29.

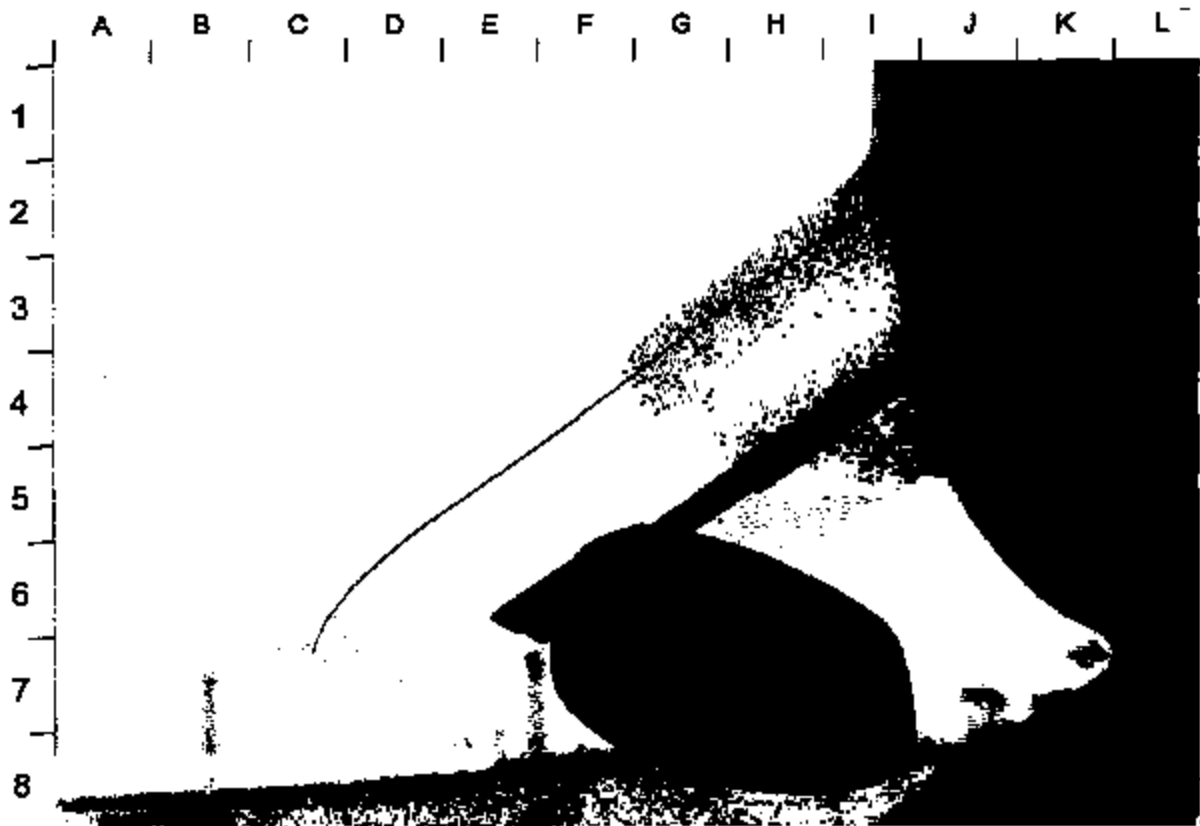


PHOTO 30.

# Incident Investigation Report

CAR #: 4925403

Claimant: [REDACTED]

VIN: 5N1BV28U84N [REDACTED]

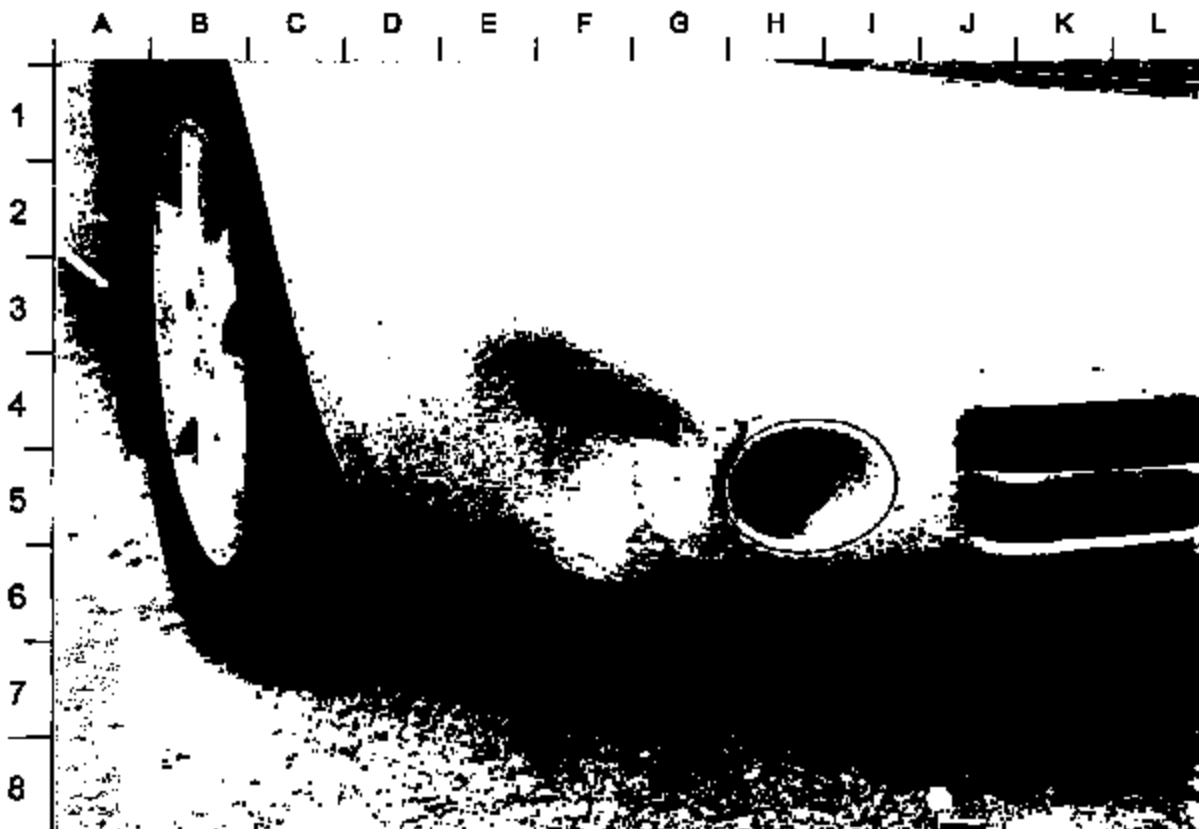


PHOTO 31.



PHOTO 32.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]



PHOTO 35.



PHOTO 36.

# Incident Investigation Report

CAR #: 4926403

Claimant:

VIN: 5N1BV28U84N

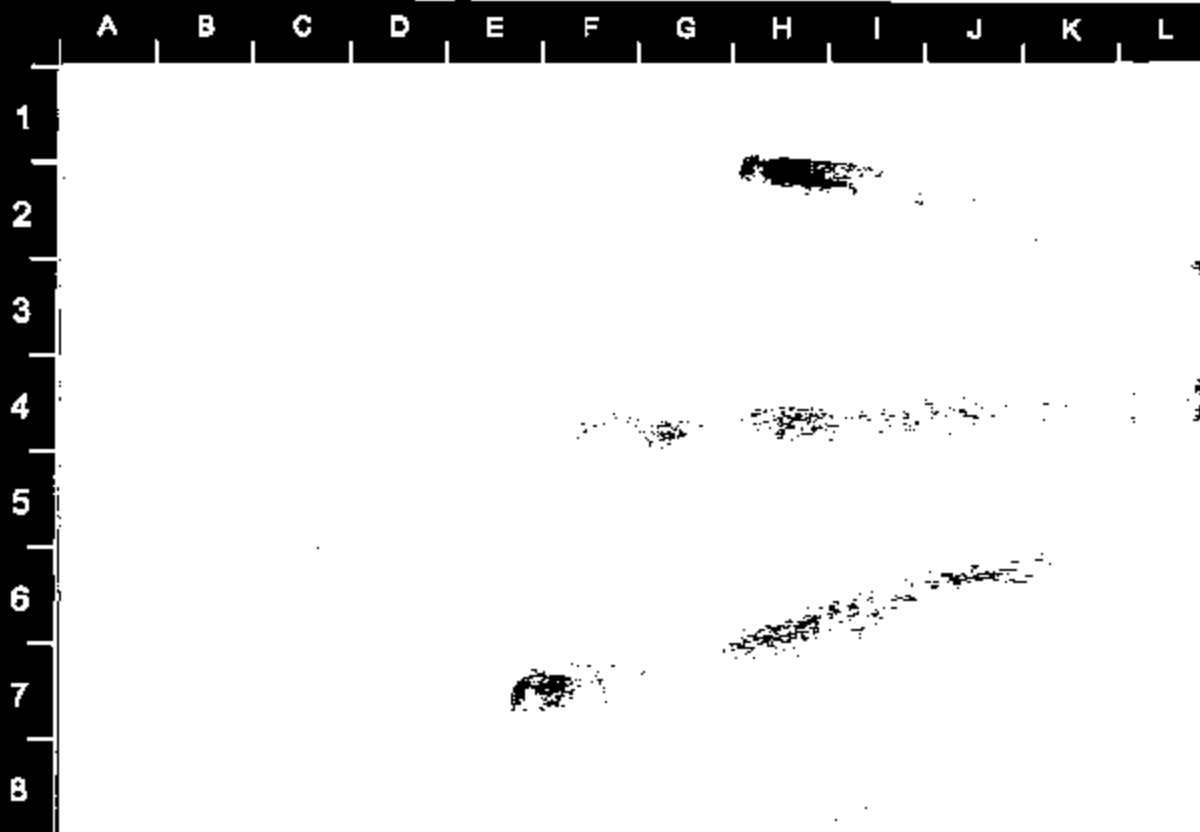


PHOTO 33.



PHOTO 34.



# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N

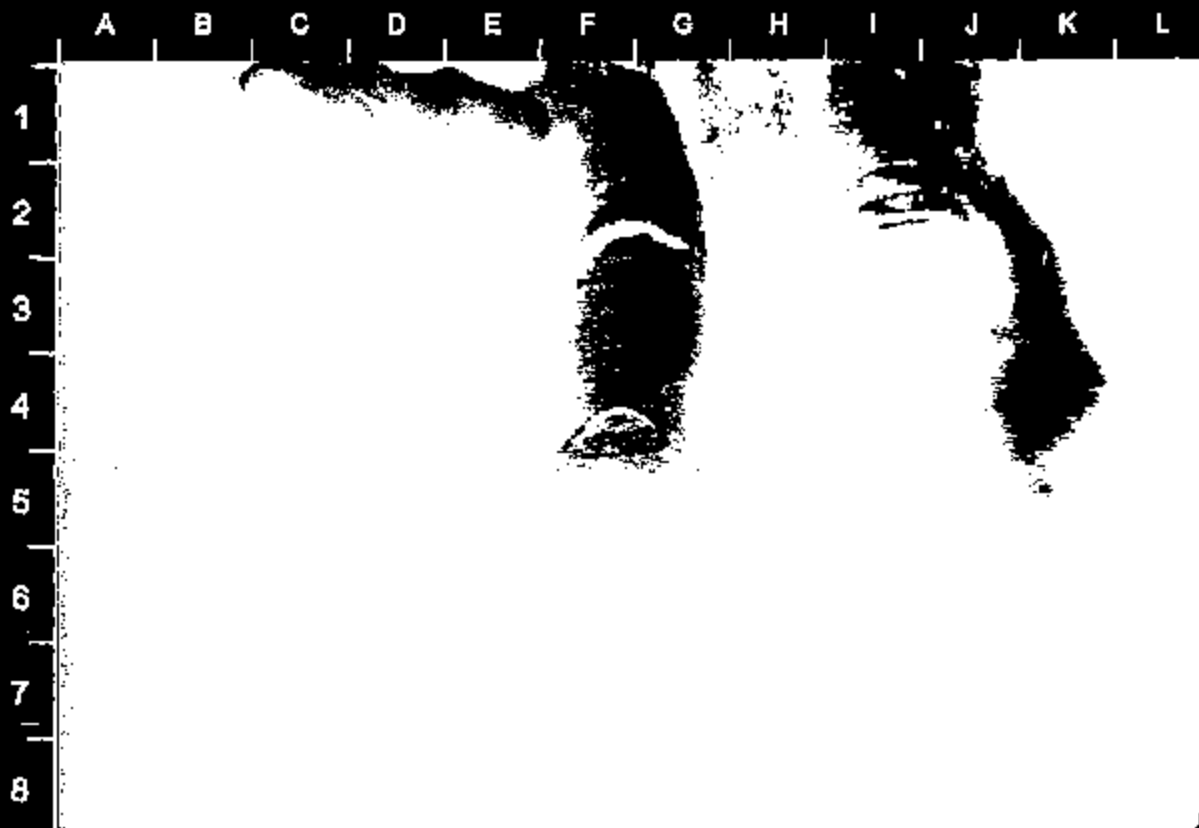


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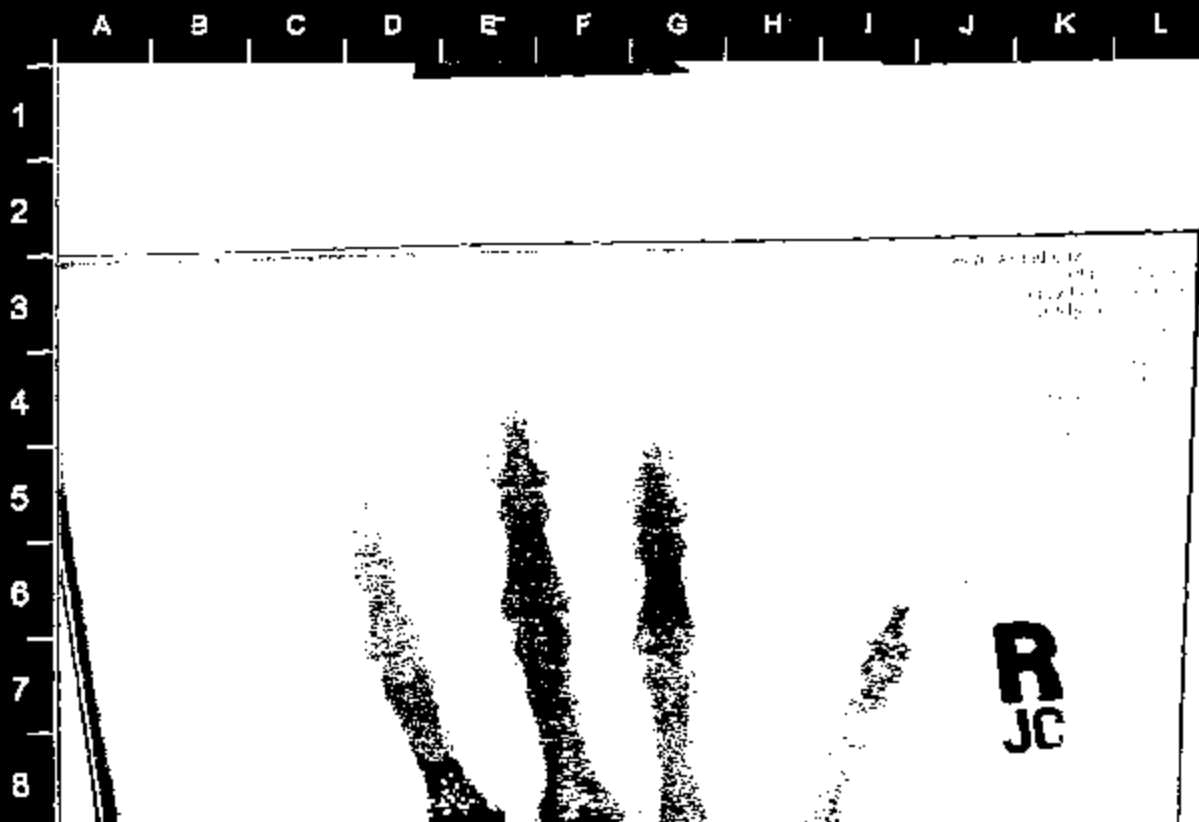


PHOTO 38.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]



PHOTO 39.



PHOTO 40.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]



PHOTO 41.

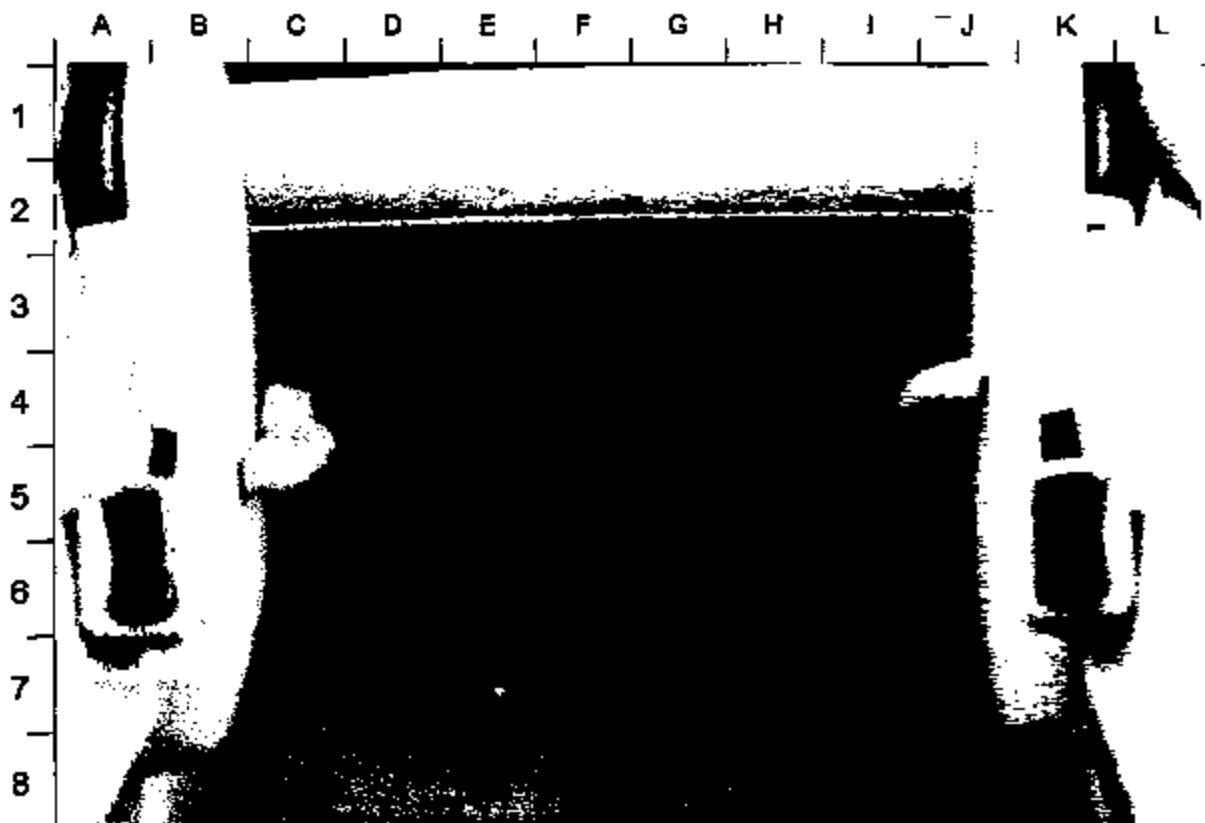


PHOTO 42.

# Incident Investigation Report

CAR #: 4925403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

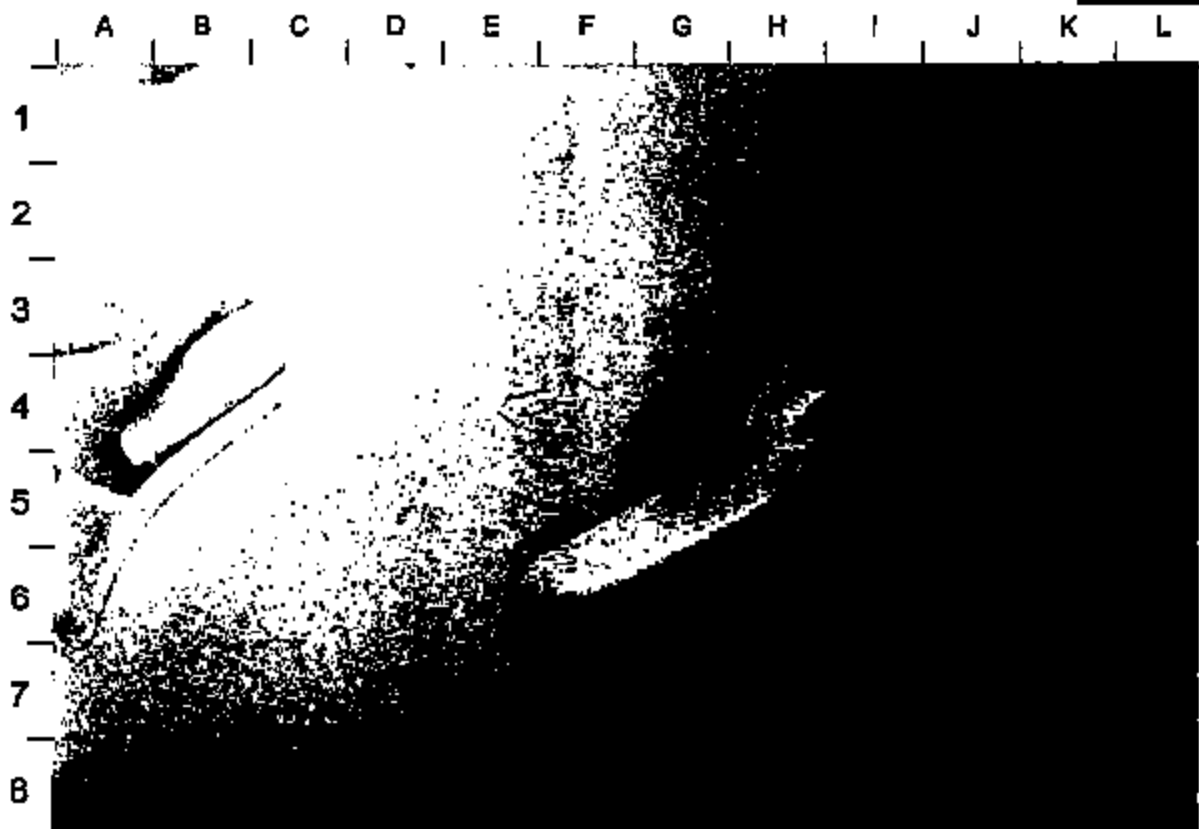


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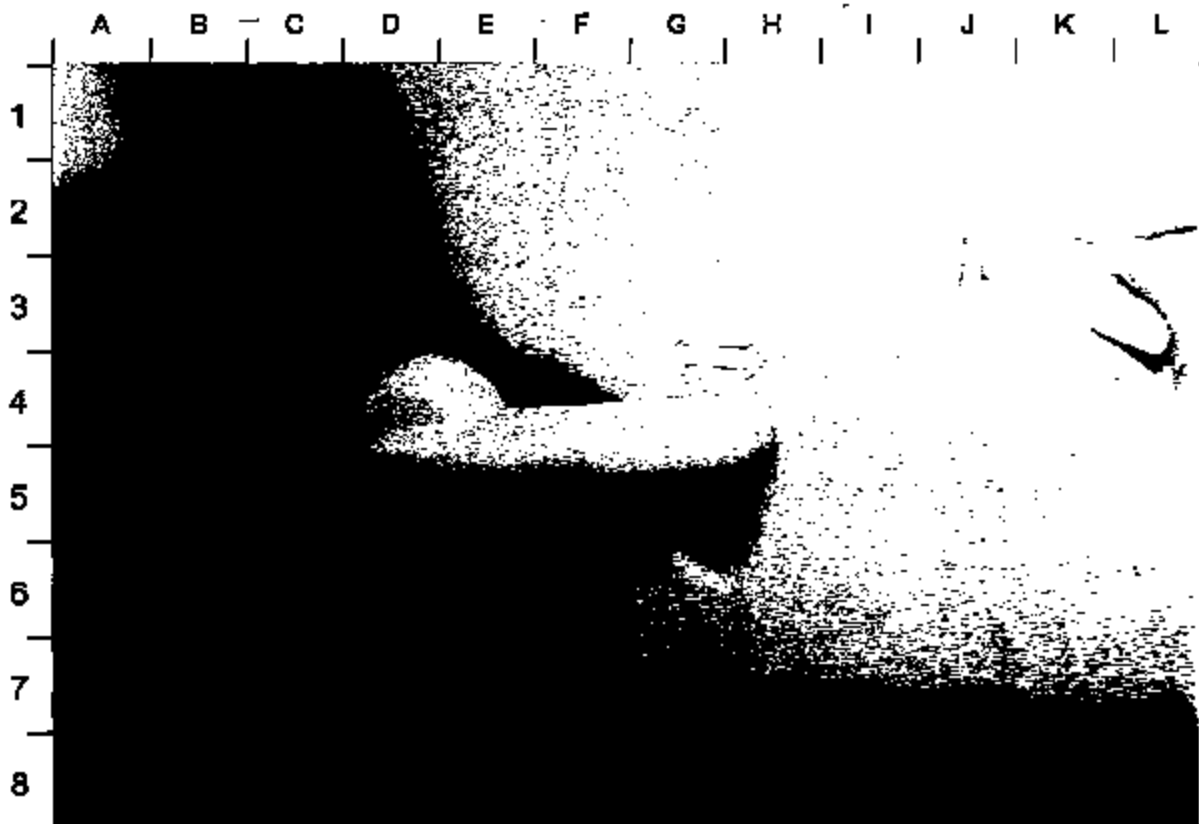


PHOTO 44.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28084N [REDACTED]



PHOTO 45.



PHOTO 46.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BY28U84N



PHOTO 47.



PHOTO 48.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N

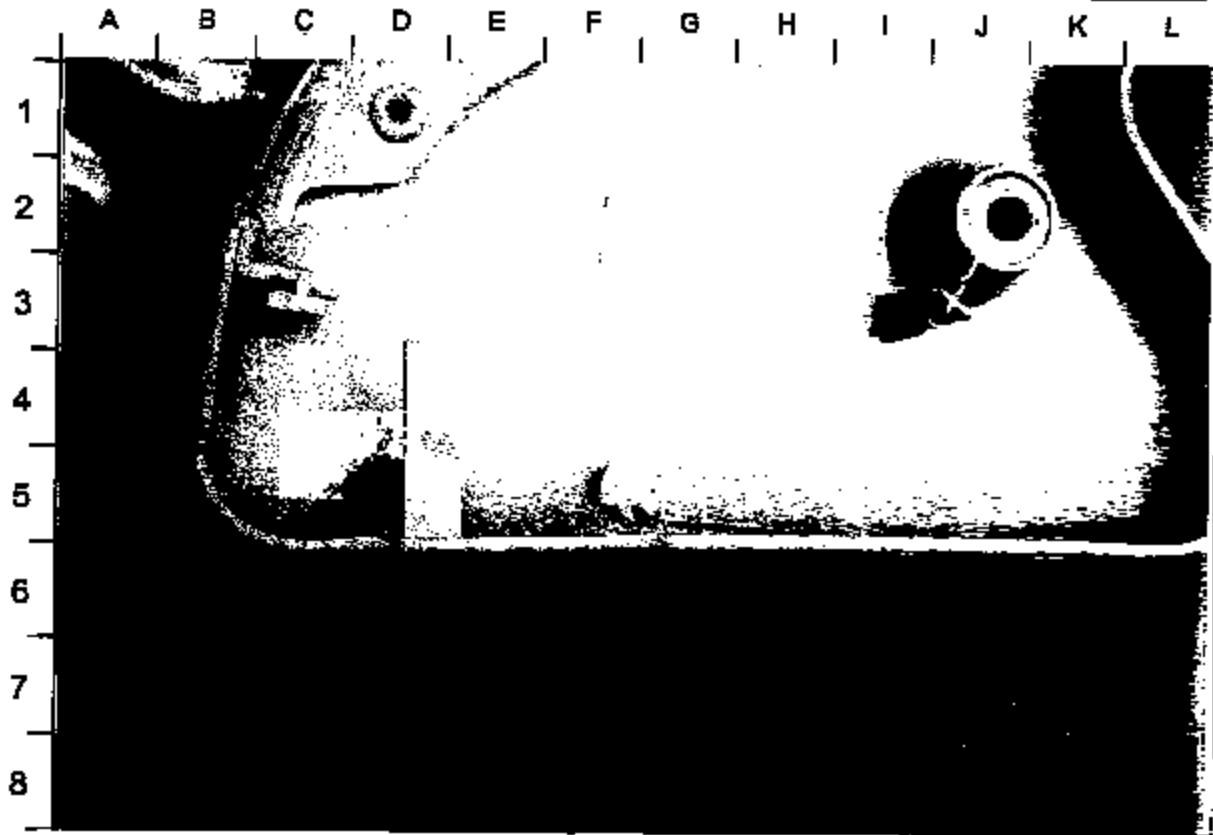


PHOTO 49.



PHOTO 50.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]



PHOTO 51.



PHOTO 52.



# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N



PHOTO 53.

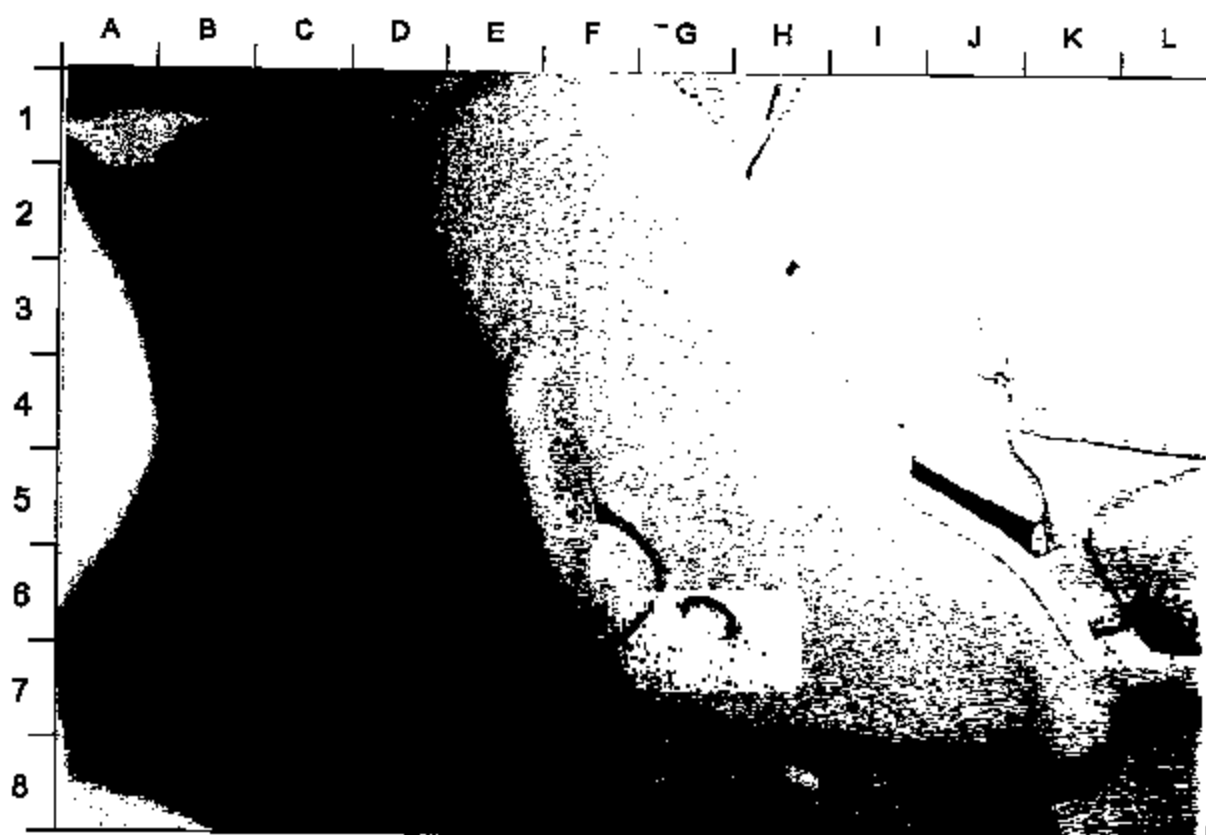


PHOTO 54.

# Incident Investigation Report

CAR #: 4976403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

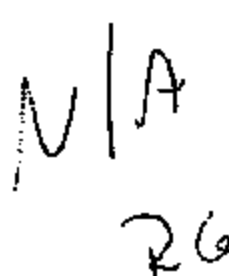
	A	B	C	D	E	F	G	H	I	J	K	L
1												
2												
3												
4												
5												
6												
7												
8												

PHOTO 55.


	A	B	C	D	E	F	G	H	I	J	K	L
1												
2												
3												
4												
5												
6												
7												
8												

PHOTO 56.

# Incident Investigation Report

CAR #: 4926403

Claimant: [REDACTED]

VIN: JN1B-V22C845 [REDACTED]

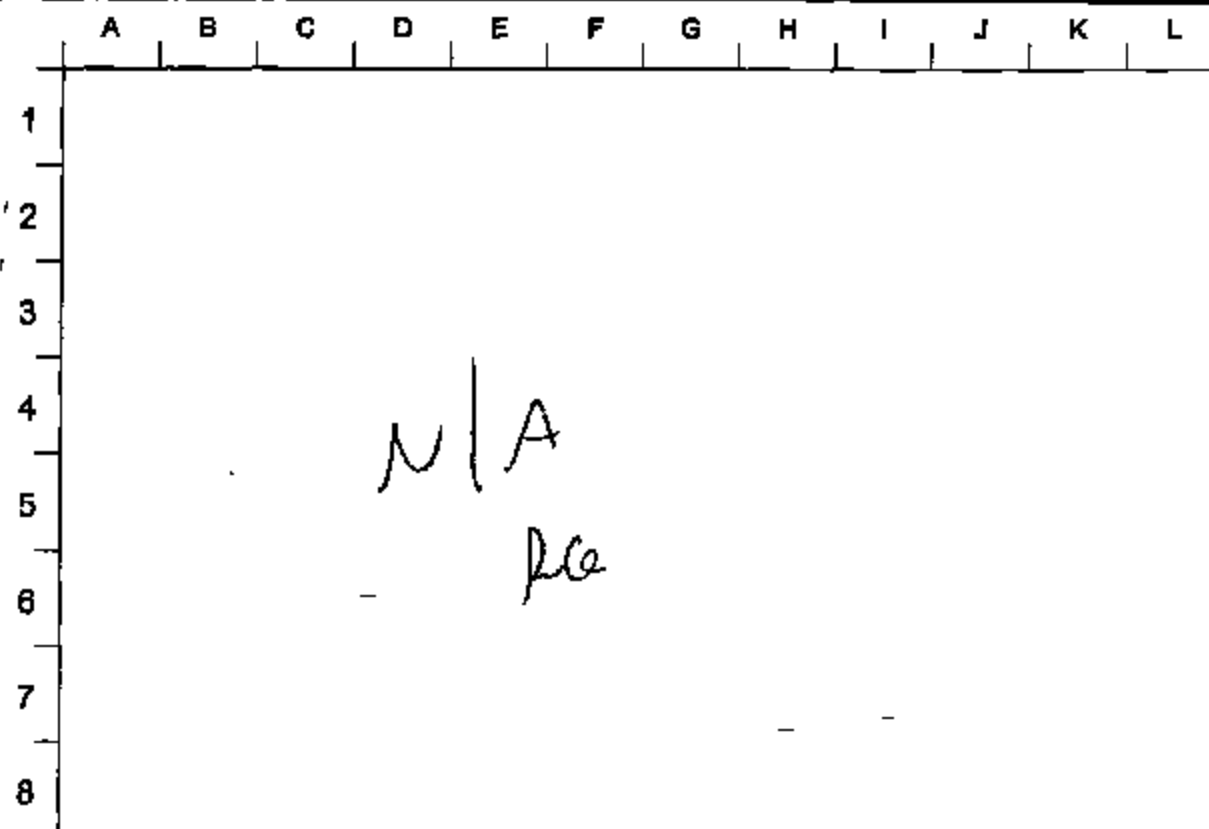


PHOTO 57.

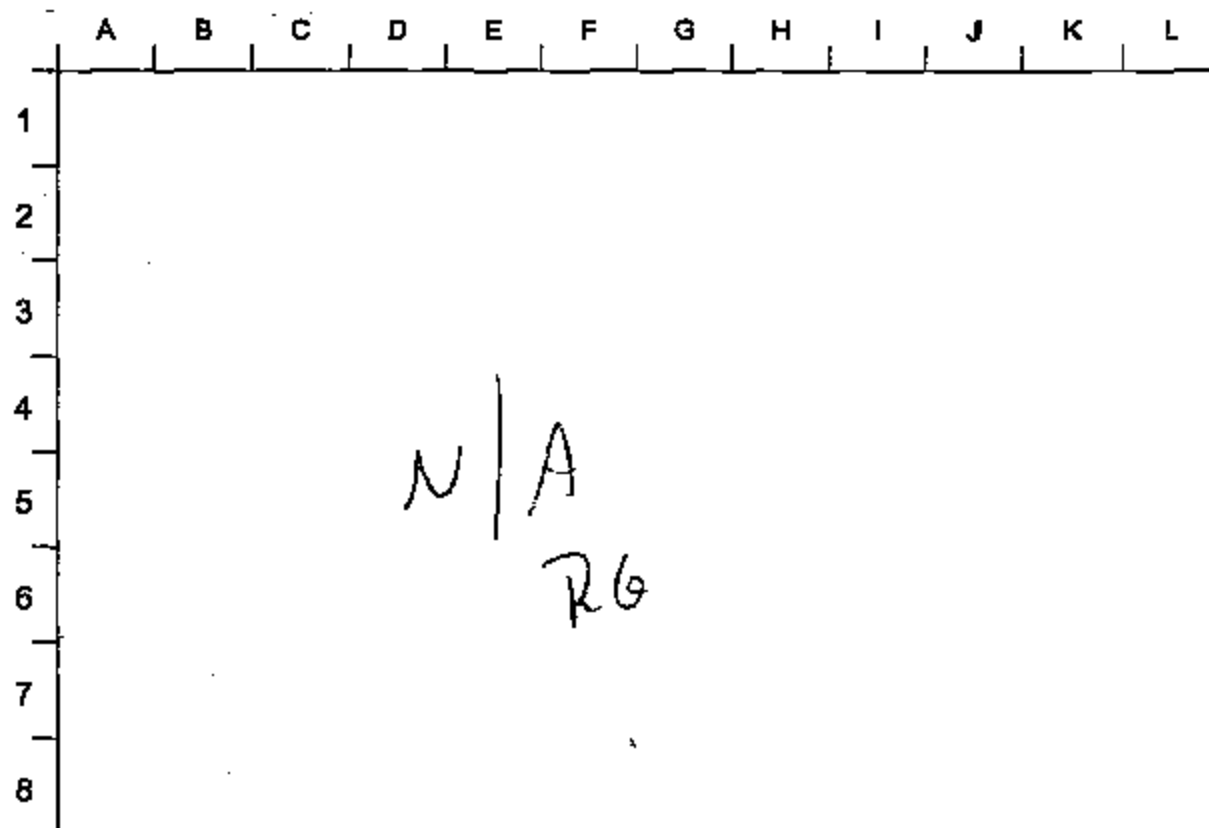


PHOTO 58.

# Incident Investigation Report

CAR #: 4926403  
Claimant: [REDACTED]  
VIN: 5N1BV28U84N [REDACTED]

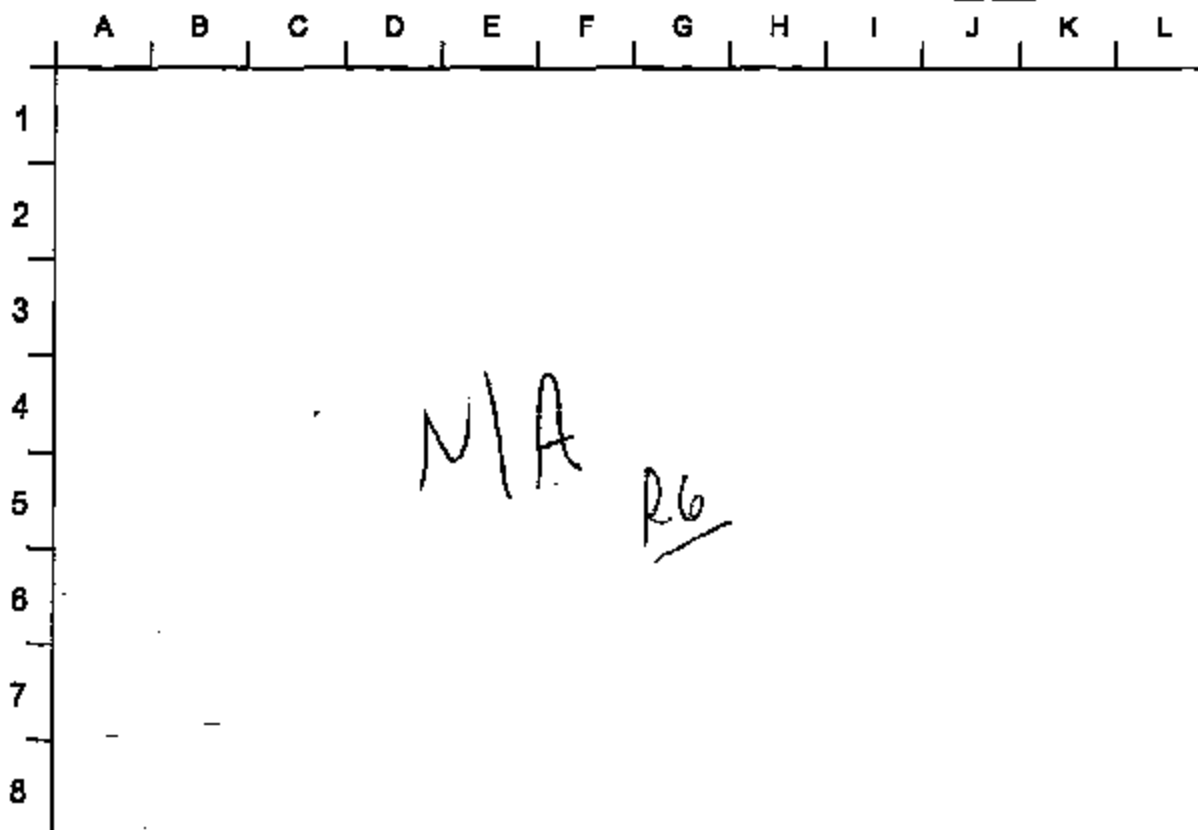


PHOTO 59.

# NISSAN

## SHEEHY NISSAN

10 Old Solomons Island Rd. Annapolis, Maryland 21401

Local (410) 224-0707

Baltimore (410) 974-6114 Washington (301) 970-8070

1-888-744-2662

www.sheehy.com

### SERVICE HOURS

MONDAY - FRIDAY 7:30AM - 6:00PM

SATURDAY 8:00AM - 2:00PM

WE GLADLY ACCEPT THE FOLLOWING CREDIT



APPROVED CHECKS  
WITH PROPER I.D.

484427

ANNAPOLIS, MD

HOWARD BOECKE - 4027

111504

AMC874033

141055

21008

62 NISSAN QUEST 2001 3.5 SL

5P1BV281RAN

LABOR & PARTS

JOB # 1 00022100 7500 BASIC SERVICE TECH(S): 600620 45.00

CUSTOMER REQUESTS 7500 MILE INTERVAL BASIC SERVICE

MAINTENANCE

COMPLETED FACTORY RECOMMENDED MAINTENANCE

REPLACE ENGINE OIL/FILTER, ROTATE BALANCE TIRES, LUBED.

INSPECTED AND ADJUSTED INDICATED ITEMS.

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	15208-66F01	5W-30 4000	11.21
4	0411	40 50 01	1.93
JOB # 1 TOTAL PARTS			19.01
JOB # 1 TOTAL LABOR & PARTS			64.01

JOB # 2 00022101 CHECK & ADVISE TECH(S): 600620 0.00

CUSTOMER STATES THERE IS A FROM FRONT WHEEL DRIVEN

BALANCED ALL FOUR TIRES AND ROAD FORCE ON 15"

NEAR TIRE

PARTS

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

JOB # 3 3436012 RECALLS/CAMPAIGNS TECH(S): 600620 0.00

CUSTOMER STATES CAN NOT LEAVE HOUSE FOR

WILL COME BACK AFTER VACATION TO RETURN

PARTS

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

JOB # 4 3436012-2 RECALLS/CAMPAIGNS TECH(S): 600620 0.00

CUSTOMER STATES PERFORM SEAT BELT RECALL

PERFORMED SEAT BELT RECALL

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
2	80345-5Z000	SEAT-BELT RECALL	0.00
JOB # 4 TOTAL PARTS			0.00
JOB # 4 TOTAL LABOR & PARTS			0.00

JOB # 5 3436012-3 RECALLS/CAMPAIGNS TECH(S): 600620 0.00

CUSTOMER STATES PERFORM BALL STUD RECALL

PERFORMED BALL STUD RECALL

PARTS



QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
4	90456-7Z010	STUD-BALL RECALL	0.00
JOB # 5 TOTAL PARTS			0.00
JOB # 5 TOTAL LABOR & PARTS			0.00

Thank You!



SHIFT

09:38am

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) <input type="checkbox"/> OTHER	VEHICLE NO. <b>5 N 1 R V 2 8 U 8 4 N</b>	NEW/USED/STOCK <b>04/NISSAN/QUEST/QUEST 3.5 SL</b>	PRODUCTION DATE <b>F5882</b>	STOCK NO. <b>141N535</b>	R.O. NO. <b>748093</b>
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE <b>ANNAPOLIS, MD</b>	CUSTOMER NO. <b>484427</b>	DELIVERY DATE <b>09/06/03</b>	DELIVERY MILES <b>61</b>	DATE <b>11/15/04</b>
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED <b>09:19am</b>	SERVICE CONTRACT <b>NISSAN SECURITY PLUS</b>	CONTRACT NO.	EXPIRATION DATE <b>09/06/08</b>	EXPIRATION MILES <b>60000</b>
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE/TIME PROMISED <b>11/15/04 06:00pm</b>	 <b>SHEEHY NISSAN</b> 10 Old Selenas Island Rd. Annapolis, Maryland 21401 Local (410) 224-0707 Baltimore (410) 974-6114 Washington (301) 570-8070 1-800-427-6894		 <b>SHEEHY NISSAN - MITSUBISHI</b> 8010 Liberts Avenue Manassas, VA 20110 703-361-5161	
				ADVISOR <b>680014</b>	CARD NO. <b>4027</b>
					MILEAGE <b>23886</b>
					TRANS.
					AIR COND.
					TURBO
					P.B.

LABOR INSTRUCTIONS

1	C *00NIZ100	7500 BASIC SERVICE CUSTOMER REQUESTS 7500 MILE INTERVAL BASIC SCHEDULED MAINTENANCE
2	C *03NIZ1	CHIEF & ADVISE CUSTOMER STATES THERE IS A VIBRATION FROM FRONT WHILE DRIVING
3	+ W 36NIZ	RECALLS/CAMPAIGNS CUSTOMER STATES PERFORM SEAT RECALL B0123
4	+ W 36NIZ-2	RECALLS/CAMPAIGNS CUSTOMER STATES PERFORM SEAT LEVER RECALL B0114
5	+ W 36NIZ-3	RECALLS/CAMPAIGNS CUSTOMER STATES PERFORM BALL STUD RECALL B0115
6	+ W 36NIZ-4	RECALLS/CAMPAIGNS CUSTOMER STATES PERFORM SHIFT KNOB RECALL B0116
7	+ W 36NIZ-5	RECALLS/CAMPAIGNS CUSTOMER STATES PERFORM DOOR RATTLE RECALL
8)	Left Gate recall	
9)	Side door recall	

WRITTEN ESTIMATE REQUESTED	PARTS	LABOR	AMOUNT BIL.	BY
<p><b>EXCLUSION OF WARRANTIES</b></p> <p>Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.</p> <p>I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I also agree that you are not responsible for any aftermarket accessory components or installation. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p>				
<p><b>CUSTOMER'S RIGHTS</b></p> <p>1. Do you want a written estimate if repairs are to exceed \$60? Yes _____ No _____</p> <p>2. Customer may not be charged more than 10% over the amount of the written estimate without his consent.</p> <p>3. Customer wants replaced parts if not returnable under warranty? Yes _____ No _____</p> <p>4. Repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.</p>				
<p>X</p> <p><b>PAID 11-30-04</b></p> <p><b>TOLD</b></p> <p><b>BACK</b></p> <p><b>PAID 11-30-04</b></p> <p><b>4 - 2722</b></p> <p><b>5 - 2722</b></p> <p><b>6 - 2722</b></p> <p><b>7 - 2722</b></p> <p><b>8 - 2722</b></p>				

11/27/2007 4:57 PM (8)

S-ZIN9E M +

CONFIDENTIAL - SECURITY INFORMATION

Do you want a written estimate? Repairs are to exceed \$50?

2. Customer may not be charged more than 10% over the amount of the written estimate without his consent.

3. Customer wants replaced parts if not restorable under warranty?

Yes \_\_\_\_\_ No \_\_\_\_\_


Rebates not originally authorized by the customer may not be charged to the customer without the customer's consent.

ENTER = CONTINUE N = NEXT VEHICLE M = RETURN TO SERVICE-COMM MENU =>






TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> FINANCIAL APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>		VEHICLE ID# S N 1 2 8 U 8 4 N		YEAR / MAKE / MODEL 04/NISSAN/QUEST/QUES .5 SL		PRODUCTION DATE		STOCK NO.		LICENSE NO. 141N555		P. NO. 056851	
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		ANNAPOLIS, MD		CUSTOMER NO. 484427		COLOR AZURE BLUE/FROST		DELIVERY DATE 09/06/03		DELIVERY MILES 61		SELLING DEALER NO.	
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		REFERENCE CHANGE		SERVICE CONTRACT NISSAN SECURITY PLUS		CONTRACT NO.		EXPIRATION DATE 09/06/08		EXPIRATION MILES 60000		ADVISOR 680200	
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		TIME RECEIVED 09:32am		DATE/TIME PROMISED 05/23/05 06:00pm		PRIORITY		LABOR RATE		STATE REG# 2			



## SHEEHY NISSAN

10 Old Solomons Island Rd. Annapolis, Maryland 21401  
Local (410) 214-8707  
Baltimore (410) 974-6134 Washington (301) 976-8878  
1-800-437-6884



SHEEHY NISSAN - MITSUBISHI  
9010 Libbie Avenue  
Manassas, VA 20110  
703-341-3161

5123  
34013

## LABOR INSTRUCTIONS

1 C 02NIZRLOF EXPRESS LUBE  
CUSTOMER REQUESTS LUBE/OIL/FILTER CHANGE, TOP OFF FLUIDS  
SET TIRE PRESSURE AND 14 POINT INSPECTION.

2 W \*03NIZI1 CHECK & ADVISE  
INSPECT SECOND ROW LEFT SEAT FOR FUNCTION/HNA IIR  
INSPECTION

443 994 7203 call  
410 263 8457 home

WRITTEN ESTIMATE REQUESTED	PARTS	LABOR	AMOUNT EST.	BY

## EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer receives no warranty of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I also agree that you are not responsible for any aftermarket accessory components or installation. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

## CUSTOMER'S RIGHTS

- Do you want a written estimate if repairs are to exceed \$20?  
Yes \_\_\_\_\_ No \_\_\_\_\_
- Customer may not be charged more than 10% over the amount of the written estimate without his consent.
- Customer wants replaced parts if not returnable under warranty?  
Yes \_\_\_\_\_ No \_\_\_\_\_
- Repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

DATE: 05/26/05  
TIME: 15:39:17

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 1  
CAR ID: CA4926403N

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1EV28U84N [REDACTED]  
CITY: ANNAPOLIS YR/MDL: 04.0 QST MILEAGE: 33100  
ST/ZIP: MD [REDACTED] IN SVC DATE: 09 / 06 / 03  
DAY PH: 410 263 5246 VCAN: N RTL DLR: 3521 SHREHY NISSAN OF ANNAPOLI  
EVE PH: 410 263 8457 PAID: 11 SVC DLR: 3521 SHREHY NISSAN OF ANNAPOLI  
DLR PH: 410 224 0707 SUSP: 1 RESP DLR: 3521 SHREHY NISSAN OF ANNAPOLI  
DENY: 0 REGION: 36 DIST SL/SV/PT: 04 04 34

LETTER RECEIVED: 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3521  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 03 / 05 XFER/RESPNSBLTY: \_ / 36 04 S  
CONTACT(S): FOLLOWUP DATE: 05 / 25 / 05 DATANET(Y/N): \_  
SEVERITY: 9 CLOSE DATE: 00 / 00 / 00 DATANET DATE: 00 / 00 / 00

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
NMA., INC. ISSUES	QUEST
NISSAN PRODUCT INQUIRIES	GENERAL INQUIRY

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:39:17

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 2  
CAR ID: CA4926403N

NAME: [REDACTED]

SC: NONE  
VIN: 5N1BV28U84N [REDACTED]

CAR COMMENTS: INFO STATUS: N

FILE OPENED-ZEF191N 05/03/2005

NO PREVIOUS FILES FOUND

@05/03-ZEF191N

CRR-EF VERIFIED NAME, ADDRESS, VIN, MILEAGE, SVC DLR, DAY AND EVENING PHONE

CRR-EF CHECKED AND FOUND NO OPEN RECALLS. C AWARE OF NO OPEN RECALLS.

\*\*\*\*\*

CRR-EF RECEIVED INBOUND CALL FROM C STATING THAT C WAS ADJUSTING THE MIDDLE LEFT PASSANGER SEAT FORWARDED AND REACHED HAND BEHIND TO ADJUST THE SEAT FORWARD AND THE SEAT FELL BACK TO ORIGINAL CATCHING THE RIGHT RING FINGER OF THE C IN THE MECHENISM AND THE LEVER HAD TO BE PULLED TO GET FINGER OUT. C WENT TO HOSPITAL EMERGENCY AND THEIR WAS DEEP LACATERATION AROUND AND THROUGH THE FINGER NAIL AND THE FINGER BONE IN THE TIP OF FINGER WAS BROKEN. THE ER STITCHED THE CUT ON SIDE AND XRAYED FINGER AND PUT FINE IN SPLINT AND REFER C TO ORPEDIATRIC SURGEON WHO C JUST SAW YESTERDAY AND SURGEON HAS TO REMOVE THE REMAINING FINGER NAIL AND STICH UP ON THE FINGER NAIL BED. C CALLING TO MAKE SURE THAT NISSAN IS AWARE OF THIS AND C LOST 3 DAYS OF WORK BECAUSE OF @05/03-ZEF191N

AND HAS A 5 INCH SPLINT ON FINGER MAKING IT HARD TO WORK.

CRR-EF WILL FORWARD FILE TO RCAS TO DOCUMENT C'S CONCERN

@05/03-ZEF191N

CRR-EF EMAILING RCAS-KT REGARDING NEW FILE FORWARDED

@05/03-ZEF191N

CS-JC CALLED AND LEFT A MMSG FOR C TO CALL CS BACK

CS-JC ADVISED C OF NAME, FILE, EXT.

@05/03-ZJC736N

\*\*\* RCAS IN REVIEW OF FILE AND PLACED IN CS-JC NAME

@05/04-ZKT925N

<<<CRR-ET RECEIVED INBOUND CALL FROM C REQUESTING CS-JC. CS-JC NOT AVAILABLE.

CRR TRANSFERRED C TO CS-JC VMAIL.

@05/05-ZET613N

CS TRY TO CALL C BACK AND STILL NOT ABLE TO TALK TO C.

IF C DOES CALL ASK C WHAT C WOULD LIKE FOR NNA TO DO.

@05/06-ZJC736N

CS WAS NOT ABLE TO GET C.

CS LEFT MMSG TO HAVE C CALL CS BACK

FILE WAS CLOSED PENDING C CALL BACK.

@05/09-ZJC736N

CS TOOK CALL FROM C

@05/09-ZJC736N

C STATES THAT C WOULD LIKE TO KNOW IF NNA IS GOING TO MAKE THIS A RECALL ON THE VEH

C STATES THAT C HAS SEEN THIS ON THE NET ALSO THAT STATES THAT OTHERS HAVE DONE THE SAME THING.

C STATES THAT C WAS DOING ALL THE THINGS THAT THE WARRANTY BOOK ADVISED.

CS NEEDED TO ASK C THE PROBE

@05/09-ZJC736N

1. DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH

C STATES [REDACTED] ANNAPOLIS MD [REDACTED]

2. OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS, DATE OF BIRTH

C STATES [REDACTED] ANNAPOLIS MD [REDACTED]

VEHICLE INFORMATION:

1. CURRENT MILEAGE

C STATES [REDACTED]

2. VEHICLE LICENSE NUMBER

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:39:17

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 3  
CAR ID: CA4926403N

NAME: [REDACTED]

SC: NONE  
VIN: 5N1BV28UB4N [REDACTED]

Y

C.A.R. COMMENTS:

C STATES 141M555

@05/10-ZJC736N

3.STATE WHERE VEHICLE IS REGISTERED

C STATES MD

4.SPECIAL EQUIPMENT OR ACCESSORIES

C STATES THAT THERS IS NONE ON THE VEH

5.LIST ALL RECALL CAMPAIGNS/SERVICE CAMPAIGNS LISTED ON THE ZCA1

AT THIS TIME THERE WAS NO OPEN RECALLS ON THE VEH

7.WAS THE VEHICLE PURCHASED NEW OR USED

C STATES THAT THE VEH WAS BOUGHT NEW.

DESCRIPTION OF INCIDENT & CLAIM:

1.DATE AND TIME OF ACCIDENT

C STATES APRIL 27/2005--9:15AM

2.EXACT LOCATION OF ACCIDENT

C STATES [REDACTED] ANNAPOLIS MD [REDACTED]

3.NATURE OF WEATHER/VISUAL OBSTRUCTION? (DESCRIBE)

C STATES SUNNEY C STATES NO OBSTRUCTION.

@05/10-ZJC736N

4.DETAILED DESCRIPTION OF THE INCIDENT. BE AS SPECIFIC AS POSSIBLE,  
INCLUDING PARTS OF THE VEHICLE AFFECTED.

C STATES THAT C WAS IN THE DRIVE WAY.

C STATES THAT C WAS MOVING THE DRIVER SEAT UPWARD.

C STATES THAT THE SEAT DID NOT LOCK IN PLACE AND CAME DOWN ON C RIGHT HAND  
RING FINGER.

C STATES THAT C HAD TO PULL THE HANDLE UP AND PULL C FINGER OUT OF THE HANDLE  
LOCK.

7.NAME, ADDRESS, AND TELEPHONE NUMBERS OF ANY WITNESSES/PASSENGERS IN THE  
VEHICLE.

C STATES JOYCE BOFFER [REDACTED]

C STATES DOUG RICHARDSON [REDACTED]

8.NAME, ADDRESS AND TELEPHONE NUMBER OF WHERE THE VEHICLE IS PHYSICALLY  
LOCATED

C STATES [REDACTED]

@05/10-ZJC736N

9. WAS A POLICE/FIRE REPORT FILED?

C STATES NO

@05/10-ZJC736N

1.WAS ANYONE INJUREDDETAILED DESCRIPTION OF THE EXTENT OF INJURIES

C STATES THAT WHEN THE SEAT CAME BACK THAT IT LOCKED C RIGHT RING FINGER

C STATES THAT THE HANDLE CUT THE TIP OF THE FINGER DOWN TO THE BONE.

C STATES THAT IT BROKE THE BONE.

C STATES THAT THE TIP OF THE VEH WAS CUT OFF.

C STATES THAT C IS IN A FINGER CAST NOW.

@05/10-ZJC736N

A.WAS HOSPITALIZATION REQUIRED?

C STATES NO JUST WENT TO THE ER.

@05/10-ZJC736N

2.HAS THE CUSTOMER CONTACTED THEIR INSURANCE COMPANY?

C STATES NO

CS THANKED C AND AND ADVISED C THAT ALL THE INFORMATION WILL BE SENT TO THE

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:39:17

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 4  
CAR ID: CA4926403N

NAME: [REDACTED]

SC: NONE  
VIN: 5N1EV28U84N [REDACTED] Y

C.A.R. COMMENTS:

DEPT TO LOOK OVER THE REPORT.

CS WAS ADVISED BY C THAT C WOULD LIKE FOR NNA TO PAY FOR THE BILLS AND THE TIME OFF WORK.

C STATES THAT C WOULD LIKE TO GET THE VEH SEAT HANDLE FIXED

C STATES THAT THERE WAS OTHER REPORTS OF THIS ON LINE.

FILE WAS SENT TO RSS-TH TO LOOK OVER.

@05/10-ZJC736N

\*\*RSS TJ RECEIVED REQUEST FOR IIR REQUEST 5-10-05. RSS TJ FORWARD IIR REQUEST

5-12-05. RSS TJ FORWARD IIR REQUEST TO ORM BG.

@05/12-ZTJ117N

@05/12-ZTJ117N

@05/12-ZTJ117N

\*RSS TJ RECEIVED EMAIL FROM DTS RG STATING THAT HE WILL DO INSPECTION

ON 6-21-05. RSS TJ FORWARD EMAIL TO CRR JC TO CONTACT C AND ADVISE C OF INSPECTION DATE.

@05/16-ZTJ117N

CS CALLED AND ADVISED C OF THE DATE.

@05/19-ZJC736N

CALL ENDED.

@05/19-ZJC736N

\*RSS TJ RECEIVED CALL FROM DTS R STATES HE WILL BE INSPECTING C VEHICLE

ON 5/23 OR 5/24 AND DTS WILL BE CONTACTING C. TO ADVISE C OF THE INSPECTION

DATE. RSS TJ REVIEWED FILE WITH CRR JC WAS ADVISED THAT C HAD VEHICLE.

CRR-CS RECD INBOUND CALL FROM C REQUESTING TO SPEAK WITH CS-JC.

CRR-CS ATTEMPTING TO CONNECT C. (9:00).

@05/20-ZCS139N

\*\*\*CS-BW IN RECEIPT OF IIR REPORT.

@05/25-ZBW747N

SPECIAL REMARKS: \*\*\* NONE \*\*\*

DEALER INSTRUCTIONS: \*\*\* NONE \*\*\*

DEALER ACTION: \*\*\* NONE \*\*\*

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:39:17

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 5  
CAR ID: CA4926403N

NAME:

SC: NONE  
VIN: 5N1BV28U84N

SATISFIED: Y		ACTION CODE: RT4B		CONTACT(S):
CALLBACK: _ (Y/N)	#:	DATE: 00 / 00 / 00	ROOT CAUSE(S): SDPP	USERID:
REOPEN: CALLBACK	#:	DATE: 00 / 00 / 00		USERID:
NEW INFO	#:	DATE: 00 / 00 / 00		USERID:
OTHER	#: 1	DATE: 05 / 09 / 05		USERID: ZJC736N
COMMENTS ONLY:	#:	DATE: 00 / 00 / 00		USERID:
RESP DLR: 3521		EFFECTIVE: 05 / 03 / 05	CHANGED BY: ZEF191N	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 05 / 03 / 05		CHECK REQUESTED: NO	
3RD PRTY:	PART #:		CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ZEF191N			
HISTORY: -	UPDATE BY: ZBW747N			
SVC CALL#:	UPDATE DATE: 05 / 25 / 05		MICROFILM: N	
CLOSE: _ (Y/N)	CLOSE DATE: 00 / 00 / 00		DOM: NOT IN TEL 014	
RESP CAA: WOMACK, BYNESHA	OLM: B CLARK		LANGUAGE: E ENGLISH	
PHONE: (310) 771-8455	OWNER FIRST:			

\*\* END OF REPORT \*\*

DATE: 05/26/05  
TIME: 15:40:44

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 1  
CAR ID: CA4574863N

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1BV28U64N [REDACTED] Y  
CITY: ANNAPOLIS YR/MDL: 04.0 QST MILEAGE:  
ST/ZIP: MD [REDACTED] IN SVC DATE: 09 / 06 / 03  
DAY PH: 410 263 5246 VCAN: N RTL DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
EVE PH: 410 263 8457 PAID: 11 SVC DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DLR PH: 410 224 0707 SUSP: 1 RESP DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DENY: 0 REGION: 36 DIST SL/SV/PT: 04 04 34

LETTER RECEIVED: 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:  
ORIG CODE: CT 11 OPEN DATE: 06 / 16 / 04 XFER/RESPNSBLTY: \_ / 11 00 S  
CONTACT(S): FOLLOWUP DATE: 06 / 17 / 04 DATANET (Y/N): \_  
SEVERITY: 9 CLOSE DATE: 06 / 16 / 04 DATANET DATE: 00 / 00 / 00

CONCERN AND CATEGORY SUBCATEGORY AND SYMPTOM  
NISSAN DEALER ISSUES ACCESSORY PURCHASE (NISSAN)  
NSN DEALER PARTS DEPT. GENERAL INQUIRY

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:40:44

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 2  
CAR ID: CA4574863N

NAME: [REDACTED]

SC: NONE  
VIN: 5N1BV28U84N [REDACTED] Y

CAR COMMENTS: INFO STATUS: N

FILE OPENED-ZST243N 06/16/2004

CRR-ST CONFIRMED C ADDRESS/PHONE/MILEAGE/DLR

@06/16-ZST243N

CRR-ST FOUND PRIOR FILE....CA4404861...CA4484158

@06/16-ZST243N

NO RECALLS.

@06/16-ZST243N

C CALLED WANTING TO KNOW IF THERE IS A DLR INSTALLED HITCH, OR AN AFTERMARKET HITCH FOR C'S QST 2004... CRR-ST APOLOGIZED AND EXPLAINED THAT AT THIS TIME THE ONLY HITCH THAT NMA HAS FOR THE QUEST IS THE FACTORY INSTALLED TOW PACKAGE HITCH...

@06/16-ZST243N

C STATES THAT THERE ARE NO AFTERMARKET HITCHES AVAILABLE... CRR-ST APOLOGIZED AND EXPLAINED THAT IT IS THE RESPONSIBILITY OF THE HITCH PROVIDER TO DESIGN & MAKE AVAILABLE AFTERMARKET HITCHES.

@06/16-ZST243N

C NOT HAPPY WITH ANSWER BUT UNDERSTOOD.

@06/16-ZST243N

CALL ENDED. FILE CLOSED.

@06/16-ZST243N

SPECIAL REMARKS: \*\*\* NONE \*\*\*

DEALER INSTRUCTIONS: \*\*\* NONE \*\*\*

DEALER ACTION: \*\*\* NONE \*\*\*

CONTACT(S):	
ROOT CAUSE(S):	PDEP PNPP
SATISFIED: N	
CALLBACK: (Y/N)	USERID:
REOPEN: CALLBACK	USERID:
NEW INFO	USERID:
OTHER	USERID:
COMMENTS ONLY:	USERID:
RESP DLR: 3521	CHANGED BY: ZST243N
IIR-DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRTY:	CHECK ISSUED: NO
BYBACK ST:	
HISTORY:	
SVC CALL#:	
CLOSE: (Y/N)	
RESP CAA: TURPIN, STEPHEN	
PHONE: (310) 771-3853	
ACTION CODE: RT8G	
#:	
DATE: 00 / 00 / 00	
#:	
DATE: 00 / 00 / 00	
#:	
DATE: 00 / 00 / 00	
#:	
DATE: 00 / 00 / 00	
#:	
DATE: 00 / 00 / 00	
EFFECTIVE: 06 / 16 / 04	
TRANS DATE: 00 / 00 / 00	
PART #:	
OPENED BY: ZST243N	
UPDATE BY: ZST243N	
UPDATE DATE: 06 / 16 / 04	
CLOSE DATE: 06 / 16 / 04	
OWNER FIRST:	
MICROFILM: N	
CAOM: NOT IN TEL 011	
LANGUAGE: E ENGLISH	

\*\* END OF REPORT \*\*



DATE: 05/26/05  
TIME: 15:45:20

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 1  
CAR ID: CA4484158N

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1BV28U84N [REDACTED] Y  
CITY: ANNAPOLIS YR/MDL: 04.0 QST MILEAGE:  
ST/ZIP: MD [REDACTED] IN SVC DATE: 09 / 06 / 03  
DAY PH: 410 263 5246 VCAN: N RTL DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
EVE PH: 410 263 8457 PAID: 11 SVC DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DLR PH: 410 224 0707 SUSP: 1 RESP DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DENY: 0 REGION: 36 DIST SL/SV/PT: 04 04 34

LETTER RECEIVED: 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES:  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:  
ORIG CODE: ST 11 OPEN DATE: 03 / 26 / 04 XFER/RSPNSBLTY: \_ / 11 00 S  
CONTACT(S): FOLLOWUP DATE: 04 / 01 / 04 DATANET (Y/N): \_ 1  
SEVERITY: 9 CLOSE DATE: 03 / 31 / 04 DATANET DATE: 03 / 29 / 04

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
NNA., INC. ISSUES	CA PERSONNEL (NISSAN)
DEPARTMENT PERSONNEL	GENERAL INQUIRY

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:45:20

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

SCAN750-R1 PAGE 2  
CAR ID: CA4484158W

NAME: [REDACTED]

SC: NONE  
VIN: 5N1BV28U84N [REDACTED]

CAR COMMENTS: INFO STATUS: N

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY  
C.A.R. CA4404861 WAS OPEN WHEN THIS C.A.R. WAS CREATED  
THE CUSTOMER IS ALWAYS RIGHT. IN THIS CASE OF A FAULTY VALVE STEM, IT WAS  
TRUE!

CRR/WJ REVIEWED FILE/ISSUE ADDRESSED IN THE AFOREMENTIONED CLOSED FILE  
FILE CLOSED @03/31-ZWJ697N

SPECIAL REMARKS: \*\*\* NONE \*\*\*

DEALER INSTRUCTIONS:

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

DEALER ACTION: \*\*\* NONE \*\*\*

SATISFIED: Y		ACTION CODE: NL8G		CONTACT(S):
CALLBACK: _ (Y/N)	#:	DATE: 00 / 00 / 00	ROOT CAUSE(S): SCPP	USERID:
REOPEN: CALLBACK	#:	DATE: 00 / 00 / 00		USERID:
NEW INFO	#:	DATE: 00 / 00 / 00		USERID:
OTHER	#:	DATE: 00 / 00 / 00		USERID:
COMMENTS ONLY:	#:	DATE: 00 / 00 / 00		USERID:
RESP DLR: 3521		EFFECTIVE: 03 / 26 / 04	CHANGED BY: ORCBATC	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 03 / 31 / 04		CHECK REQUESTED: NO	
3RD PRY:	PART #:		CHECK ISSUED: NO	
BYBACK ST:	OPENED BY: ORCBATC			
HISTORY: -	UPDATE BY: ZWJ697N			
SVC CALL#:	UPDATE DATE: 03 / 31 / 04			
CLOSE: _ (Y/N)	CLOSE DATE: 03 / 31 / 04			
RESP CAA: JACKSON, WALTER			MICROFILM: N	
PHONE: (310) 771-3796	OWNER FIRST:		CAOM: NOT IN TEL 011	
			LANGUAGE: E ENGLISH	

\*\* END OF REPORT \*\*

DATE: 05/26/05  
TIME: 15:39:56

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 1  
CAR ID: CA4404861N

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: 5N1BV28U84N [REDACTED] Y  
CITY: ANNAPOLIS YR/MDL: 04.0 QST MILEAGE: 8000  
ST/ZIP: MD [REDACTED] IN SVC DATE: 09 / 06 / 03  
DAY PH: 202 358 0820 VCAN: N RTL DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
EVE PH: 410 263 8457 PAID: 11 SVC DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DLR PH: 410 224 0707 SUSP: 1 RESP DLR: 3521 SHEEHY NISSAN OF ANNAPOLI  
DENY: 0 REGION: 36 DIST SL/SV/PT: 04 04 34

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

ORIG CODE: CT 11 OPEN DATE: 01 / 23 / 04 XFER/RSPNSBLTY: \_ / 32 01 S  
CONTACT(S): FOLLOWUP DATE: 04 / 06 / 04 DATANET(Y/N):  
SEVERITY: 9 CLOSE DATE: 03 / 31 / 04 DATANET DATE: 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ANNAPOLIS MD [REDACTED]  
VIN: 5N1BV28U84N [REDACTED] MODEL LINE/YEAR: QST 04.0

G/L VALUE CODE: 36GDWIL ACCOUNT: [REDACTED]  
G/L DESCRIPTION: MID-ATLANTIC GOODWILL  
CHECK AMOUNT: \$ 19.08

CHK REQUEST DATE: 03 / 29 / 04 REQUESTED BY: WYRICK, DELISE RCAA (32)  
DATE APPROVED: 03 / 30 / 04 APPROVED BY: ROYSTER, KAREN CAOM (11)  
CHECK ISSUE DATE: 04 / 01 / 04 CHECK NUMBER: 325589

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

CONCERN AND CATEGORY	SUBCATEGORY AND SYMPTOM
VEHICLE CONCERNS	TIRE (TIRE/VALVE/TUBE)
TIRE/WHEEL	POOR OR IMPROPER OPERATION
VEHICLE CONCERNS	WHEEL (WHEEL/STUD/NUT/BOLT)
TIRE/WHEEL	POOR OR IMPROPER OPERATION

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:39:56

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBEICH, KATHY

ZCAN750-R1 PAGE 2  
CAR ID: CA4404861N

NAME: [REDACTED]

SC: NONE  
VIN: 5N1BV28U84N [REDACTED] Y

CAR COMMENTS: INFO STATUS: N

FILE OPENED-ZDW181N 01/23/2004

NO PREVIOUS FILES

@01/23-ZDW181N

C STATES THAT HE IS HAVING A PROBLEM WITH A TIRE GOING FLAT IN COLD WEATHER. C STATES THAT THE DLR HAS CHECKED IT, TAKEN IT OFF, CHECKED IT FOR LEAKS AND SO ON AND THEY HAVE NOT FOUND ANY ISSUES. C STATES THAT HIS WIFE HAS BEEN STRANDED AND LATE FOR MEETING AT TIMES BECAUSE IT HAS BEEN COLD AND THEY HAVE PAID TOO MUCH MONEY FOR THIS VEHICLE TO DO THIS. C STATES THAT IT IS ONLY ONE TIRE AND HE THINKS THAT IT IS NOT THE TIRE IT IS THE RIM ITSELF AND THE TIRE MUST BE SHRINKING IN THE COLD WEATHER SO IT NO LONGER FITS THE RIM. C STATES THAT HE WANTS THIS ISSUE RESOLVED.

@01/23-ZDW181N

CRR DW VERIFIED C'S INFO/ NO RECALLS AND ADVISED C THAT CRR DW WOULD LOOK INTO ISSUE WITH DLR AND TECHLINE. CRR DW DID SUGGEST SPEAKING WITH TIRE MANUFACTURE AS WELL. C TO DO SO. CRR DW DISCUSSED ISSUE WITH ANOTHER CRR AND IT WAS SUGGESTED TO MAYBE HAVE DLR SWITCH RIM, THE RIM IS NOT TRUE AND IF IS BENT THEN THE AIR COULD BE LEAKING. CRR DW TO DISCUSS THIS WITH DLR. @01/23-ZDW181N CRR DW ADVISED C OF FILE # AND DIRECT EXT AND REQUESTED C GIVE CRR DW UNTIL MON-PM TO LOOK INTO ISSUE. C UNDERSTOOD AND THANKED.

@01/23-ZDW181N

CRR DW CONTACTED DLR ON THIS DATE AT 10AM PST AND SPOKE TO SERV FRANK. FRANK LISTS COMPLAINT 12/23 & 12/26 ON LOW AIR BUT NO PROBLEM/ LEAK WAS FOUND. DLR STATES THEY HAVE NOT HEARD FROM OR SEEN C SINCE 12/26/03. CRR DW EXPLAINED THAT C WAS LOOKING TO GET A VALVE STEM REIMBURSED WHICH WAS FOUND AT AN INDEPENDENT SHOP TO BE FAULTY. DLR STATES THAT ANYTHING CAN CAUSE THE VALVE STEM TO BE CUT, SOMEONE COULD HIT SOMETHING, ETC. CRR DW TO CONTACT DLR TO DISCUSS FURTHER.

@02/10-ZDW181N

CRR DW CONTACTED C ON THIS DATE AT 955AM PST, DAY # AND LEFT VM REQUESTING A CALL BACK TO DISCUSS ISSUE FURTHER. CRR DW TO TRY AGAIN BETWEEN FRI-TUES IF NO RESPONSE.

@02/12-ZDW181N

CRR DW CONTACTED C ON THIS DATE AT 950AM PST, DAY # AND LEFT VM REQUESTING A CALL BACK. CRR DW TO TRY AGAIN LATER THIS WEEK IF NO RESPONSE. @02/24-ZDW181N CRR DW CONTACTED C'S DAY # ON THIS DATE, 1015AM PST AND WAS ADVISED THAT C'S WIFE STOPPED BY A GOODYEAR DEALER AND WAS ADVISED THAT THE CAUSE OF THE LEAK WAS IN THE NISSAN VALVE STEM AND GOODYEAR DLR PUT ON NEW ONE. C WOULD LIKE TO BE REIMBURSED FOR THIS. CRR DW ADVISED C THIS WOULD BE FINE AND REQUESTED C SEND IN COPY OF RECEIPT FOR REIMBURSEMENT IN THE INTEREST OF C'S SATISFACTION. CRR DW ADVISED C OF FILE # AND DIRECT EXT. C THANKED. CRR DW TO FOLLOW UP WITH C IF NO DOCS RECEIVED BY MON/WEDS.

@03/04-ZDW181N

CRR DW RECEIVED DOCS AND REQUESTING CHECK FOR VALVE STEM REIMBURSEMENT IN THE INTEREST OF C'S SATISFACTION.

@03/29-ZDW181N

CHECK APPROVED---FILE CLOSED

@03/31-ZDW181N

MOVING DOCS TO CLOSED FILE DRAWER

@03/31-ZDW181N

SPECIAL REMARKS: \*\*\* NONE \*\*\*

DEALER INSTRUCTIONS: \*\*\* NONE \*\*\*

DEALER ACTION: \*\*\* NONE \*\*\*

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

DATE: 05/26/05  
TIME: 15:39:56

NISSAN MOTOR CORPORATION IN U.S.A.  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: GRUBBICH, KATHY

ZCAN750-R1 PAGE 3  
CAR ID: CA4404861N

NAME: [REDACTED]

SC: NONE  
VIN: 5N1BV28U84N [REDACTED] Y

SATISFIED: Y		ACTION CODE: RT2B		CONTACT(S):	
CALLBACK: _ (Y/N)	#:	DATE: 00 / 00 / 00	ROOT CAUSE(S): SNPP		
REOPEN: CALLBACK	#:	DATE: 00 / 00 / 00	USERID:		
NEW INFO	#:	DATE: 00 / 00 / 00	USERID:		
OTHER	#:	DATE: 00 / 00 / 00	USERID:		
COMMENTS ONLY:	#:	DATE: 00 / 00 / 00	USERID:		
RESP DLR: 3521	EFFECTIVE:	01 / 23 / 04	CHANGED BY: ZDW181N		
IIR-DATE: 00 / 00 / 00	TRANS DATE:	01 / 23 / 04	CHECK REQUESTED: YES		
3RD PRTY:	PART #:		CHECK ISSUED: YES		
BYBACK ST:	OPENED BY:	ZDW181N			
HISTORY:	UPDATE BY:	ZDW181N			
SVC CALL#:	UPDATE DATE:	04 / 01 / 04	MICROFILM: N		
CLOSE: _ (Y/N)	CLOSE DATE:	03 / 31 / 04	DOM: NOT IN TEL 014		
RESP CAA: WYRICK, DELISE	OLM: B CLARK		LANGUAGE: E ENGLISH		
PHONE: (310) 771-3859	OWNER FIRST:				

\*\* END OF REPORT \*\*

----- CONSUMER AFFAIRS -----  
 VEHICLE INFORMATION PRIMARY

ZCAN0564

DATE 05/26/05

TIME 15:40:48

NAME: [REDACTED]

VIN: 5N1BV28U84N [REDACTED]

VEHICLE DATA:

MANUF DATE: 08/14/03 PDI DATE: 08/26/03 PLANT NAME: \*\*\*\*\*

IN SVC DATE: 09/06/03 RETAIL DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

MODEL YEAR: 04.0

MODEL LINE: 2004 QUEST 3.5SL TRANSMISSION TYPE: AUTOMATIC TRANSMISSION

MODEL CODE: 10414

COLOR CODE: B10 AZURE BLUE EMISSIONS CERTIFICATION: 50 STATE

VEHICLE RECALL/SERVICE CAMPAIGN DATA:

STATUS	NUM	DESCRIPTION	DATE ADDED	DATE MAILED	DATE COMPLETED	SVC DLR
CLSD	B0112	QUEST R.F. SEAT NTB04-051	03/10/04	01/24/05	03/09/05	3521
CLSD	B0114	QUEST SEAT LEVER NTB04-053	04/30/04	00/00/00	11/23/04	3521
CLSD	B0115	QUEST R BALL STUD NTB04-053	04/28/04	00/00/00	11/23/04	3521
CLSD	B0116	QUEST SHIFT KNOB NTB04-053	04/30/04	00/00/00	11/23/04	3521
CLSD	B0122	QUEST DOOR RATTLE NTB04-053	04/29/04	00/00/00	11/23/04	3521

----- ZCAM0564

PF3=RETURN F7=BACKWARD F8=FORWARD PF13=MAIN MENU PF14=BRAND DTL

----- CONSUMER AFFAIRS ----- ZCAN0566  
 CA4926403 APPLICABLE WARRANTIES DATE 05/26/05  
 TIME 15:40:54

NAME: [REDACTED] VIN: 5N1BV28U84N [REDACTED] MODEL YEAR: 04.0  
 IN SVC DATE: 09/06/03 MODEL LINE: QST

WARRANTY DESCRIPTION	EXP. DATE	EXP. MILES
BASIC WARRANTY	09/06/08	60,000
OUTER TRIM CORROSION	09/06/04	12,500
ADJUSTMENTS	09/06/04	12,500
SEATBELTS	09/06/13	UNLIMITED
POWERTRAIN	09/06/08	60,000
PERFORATION	09/06/08	UNLIMITED
EMISSION DEFECTS	09/06/06	36,000
EMISSION DEFECTS (CALIF 1ST LIST)	09/06/06	50,000
EMISSIONS PERFORMANCE	09/06/05	24,000

----- ZCAM0566  
 ENTER=VEH INFO MENU PF14=BRAND DTL

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

ZCAN0568

CA4926403N

VEHICLE CLAIMS HISTORY

DATE 05/26/05

TIME 15:40:57

NAME: [REDACTED] VIN: 5N1BV28U84N [REDACTED] Y

MODEL YEAR: 04.0

IN SVC DATE: 09/06/03

MAKE : NISS

MODEL LINE: QST

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*68512 05/23/05,

PNC CODE DESC: \*\*\*\*\*

MILES: 34013

CLAIM TYPE: STANDARD WARRANTY CLAIM

STATUS: SUSPENDED

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*53141 06/11/04

PNC CODE DESC: 40700 TIRE PRESSURE SENSOR

MILES: 15410

CLAIM TYPE: STANDARD WARRANTY CLAIM

STATUS: PAID

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*35371 02/21/05

PNC CODE DESC: 89341 SEAT LOCK ASS'Y

MILES: 28612

CLAIM TYPE: STANDARD WARRANTY CLAIM

STATUS: PAID

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*35374 02/21/05

PNC CODE DESC: 34920 CONTROL LEVER ASS'Y

MILES: 28612

CLAIM TYPE: STANDARD WARRANTY CLAIM

STATUS: PAID

----- ZCAM0568

ENTER=CONTINUE PF3=RETURN



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

ZCAN0568

CA4926403N

VEHICLE CLAIMS HISTORY

DATE 05/26/05

TIME 15:40:57

NAME: [REDACTED] VIN: 5N1BV28U84N [REDACTED] Y  
IN SVC DATE: 09/06/03

MODEL YEAR: 04.0

MAKE : NISS

MODEL LINE: QST

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*80934 11/15/04

PNC CODE DESC: B0114 QUEST 2ND ROW SEAT LEVER

MILES: 23886

CLAIM TYPE: DEALER FACTORY MODIFICATION

STATUS: PAID

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*80935 11/15/04

PNC CODE DESC: B0115 QUEST REAR BALL STUD

MILES: 23886

CLAIM TYPE: DEALER FACTORY MODIFICATION

STATUS: PAID

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*80936 11/15/04

PNC CODE DESC: B0116 QUEST SHIFT KNOB

MILES: 23886

CLAIM TYPE: DEALER FACTORY MODIFICATION

STATUS: PAID

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI

RO: \*80937 11/15/04

PNC CODE DESC: B0122 QUEST SQUEEK & RATTLE

MILES: 23886

CLAIM TYPE: DEALER FACTORY MODIFICATION

STATUS: PAID

----- ZCAM0568

ENTER=CONTINUE PF3=RETURN

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----- CONSUMER AFFAIRS ----- ZCAN0568
CA4926403N      VEHICLE CLAIMS HISTORY      DATE 05/26/05
                                           TIME 15:40:57
NAME: [REDACTED] VIN: 5N1BV28U84N [REDACTED] Y MODEL YEAR: 04.0
                                           MAKE : NISS
                                           MODEL LINE: QST
IN SVC DATE: 09/06/03
SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI RO: *80938 11/15/04
PNC CODE DESC: B0123 QUEST LIFTGATE FOAM MILES: 23886
CLAIM TYPE: DEALER FACTORY MODIFICATION STATUS: PAID

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI RO: *80939 11/15/04
PNC CODE DESC: RU401 '04 V42 SLID DOOR ACTUATOR MILES: 23886
CLAIM TYPE: DEALER RECALL CLAIM STATUS: PAID

SERVICING DEALER: 3521 SHEEHY NISSAN OF ANNAPOLI RO: *35372 02/21/05
PNC CODE DESC: B0112 '04 V42 FRNT PASS SEAT SENSR MILES: 28612
CLAIM TYPE: DEALER RECALL CLAIM STATUS: PAID

SERVICING DEALER: - RO:
PNC CODE DESC: MILES:
CLAIM TYPE: STATUS:
----- ZCAM0568
ENTER=CONTINUE PF3=RETURN

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