

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:17 PM

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

CAR ID: CA4567012N
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**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

NAME: [REDACTED]	VIN: JN8AZ08W33W [REDACTED]	SC: NONE	Y
STREET: [REDACTED]	YR/MDL: 2003.0	MUR	MILEAGE: 0
CITY: MECHANICSBURG	IN SVC DATE: 06 / 02 / 03		
ST/ZIP: PA 17050 2006	VCAN: N	RTL DLR: 3396	BRENNER NISSAN
DAY PH: [REDACTED]	PAID: 4	SVC DLR: 3396	BRENNER NISSAN
EVE PH: [REDACTED]	SUSP: 0	RESP DLR: 3396	BRENNER NISSAN
DLR PH: 717 697 8400	DENY: 0	REGION: 36	DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 06 / 09 / 04	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	PREOWNEI	MILES
VEHICLE MAINTAINED BY:		# NISSAN/INFINITI VEHICLES: 0
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:
ORIG CODE: WL 11	OPEN DATE: 06 / 09 / 04	XFER/RSPNSBLTY: 11 00 S
CONTACT (S):	FOLLOWUP DATE: 06 / 11 / 04	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 10 / 04	DATANET (Y/N): 06 / 10 / 04

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY
NO OTHER C.A.R. EXISTS FOR THIS VIN
THEY REPAIRED THE DRIVER SEAT. A WELD FAILED.
TL/WJ REVIEWED FILE/VEH REPAIRED
FILE CLOSED @06/10-ZWJ697N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 06/10/04
THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF AN OWNER
FIRST CONTACT. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF
CONCERN.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NL1A	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3396	EFFECTIVE: 06 / 09 / 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: ZWJ697N	
SVC CALL#:	UPDATE DATE: 06 / 10 / 04	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 10 / 04	MICROFILM: N
RESP CAA: JACKSON, WALTER	OLM: ROYSTER KAREN	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE	[REDACTED]
STREET:	[REDACTED]	VIN: JN8AZ08W53W	[REDACTED] Y
CITY: MERRICK		YR/MDL: 2003.0	MUR MILEAGE: 8676
ST/ZIP: NY [REDACTED]		IN SVC DATE: 12 / 13 / 03	
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3701	WESTBURY NISSAN LLC
EVE PH: [REDACTED]	PAID: 11	SVC DLR: 3701	WESTBURY NISSAN LLC
DLR PH: 516 338 5600	SUSP: 0	RESP DLR: 3701	WESTBURY NISSAN LLC
	DENY: 0	REGION: 26	DIST: SL/SV/PT: 02 02 32

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

ORIG CODE: CT 11	OPEN DATE: 07 / 19 / 04	XFER/RSPNSBLTY: 26 01 S
CONTACT (S):	FOLLOWUP DATE: 08 / 24 / 04	DATANET (Y/N): 1
SEVERITY: 3	CLOSE DATE: 08 / 19 / 04	DATANET (Y/N): 07 / 20 / 04

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: MERRICK NY [REDACTED]
VIN: JN8AZ08W53W [REDACTED] MODEL LINE/YEAR: MUR 2003.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 062480000111460
G/L DESCRIPTION: NORTHEAST GOODWILL
CHECK AMOUNT: \$ 107.72

CHK REQUEST DATE: 08/17/04	REQUESTED BY: BELL TER	VTB430N
CHECK APPROVED: 08/17/04	APPROVED BY: VALAD JOE	VJV011N
CHECK ISSUE DATE: 08/24/04	CHECK NUMBER: 392562	

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

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	131000	ALTERNATOR
AF	ENGINE ELECTRICAL	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	131500	BATTERY
AF	ENGINE ELECTRICAL	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZLP092N 07/19/2004

>>NO PREVIOUS FILES

>>CRR-LP CONFIRMED AND UPDATED C NAME, ADDRESS, BOTH DAY AND EVENING PHONES, VIN, RESP. DLR AND MILEAGE.

>>CRR-LP CHECKED FOR RECALLS AND FOUND NONE. @07/19-ZLP092N

>>CRR-LP RECEIVED INBOUND CALL FROM C STATING THAT THE VEH BROKE DOWN LATE SAT AND SUNDAY DUE TO THE ALTERNATOR AND THAT THE C PURCHASED 2 BATTERIES IN ORDER TO GET THE VEH BACK TO THE C'S HOME. THE VEH IS AT THE DLR AND THE DLR TOOK CARE OF THE TOW TO THE DLR. C IS CALLING TO ASK FOR SPECIAL ASSISTANCE WITH THE COST OF THE BATTERIES. C STATES THAT C HAS BEEN WORKING WITH SA SPENCER AND THE SM PERRY IS OUT UNTIL TOMORROW. @07/19-ZLP092N

CRR LP ADVISED C THAT CRR LP WILL NEED TO CONTACT THE DLR CONCERNING THE SPECIAL ASSISTANCE THE C IS ASKING FOR AT THIS TIME. C UNDERSTOOD. CRR LP EXPLAINED THAT THE COST OF THE BATTERY PURCHASES IS NOT COVERED UNDER WARRANTY DUE TO THE FACT THAT THE WARRANTY COVERS TOWING FOR WARRENTALBE REPAIRS TO THE NEAREST NISSAN DLR AND THE C CHOSE TO DRIVE THE VEH A LONGER DISTANCE TO HOME. C UNDERSTOOD AND STATED THE C JUST WOULD LIKE TO GET REIMBURSED FOR THE COST OF THE BATTERIES DUE TO THE FACT THAT THE C COULD NOT STAY WHERE THE VEH BROKEDOWN AND HAD TO BE AT WORK ON MONDAY MORNING. CRR LP UNDERSTOOD AND ACKNOWLEDGED AND STATED THAT CRR LP WILL SEE WHAT IS AVAILABLE. C UNDERSTOOD AND THANKED. @07/19-ZLP092N

>>CRR-LP GAVE C NAME, CONTACT INFO, FILE NUMB. AND ASKED IF C HAD ANY OTHER QUESTIONS AND C HAD NONE. @07/19-ZLP092N

CRR LP CONTACT DLR AND STATES THAT THERE IS NO WAY FOR THE DLR TO ENTER THE NON-NISSAN PART FOR A WARRANTY CLAIM OR FOR GRT. CRR LP UNDERSTOOD AND STATED THAT CRR LP WILL LOOK INTO GOODWILL FOR THE C. @07/21-ZLP092N

CRR LP CONTACT C TO INFORM C HOW TO SUBMIT FOR A GOODWILL CLAIM AND LEFT MESSAGE ON VM. @07/21-ZLP092N

>>C CALLED CRR LP AND STATED THE DLR TOLD THE C THAT THE DLR WILL CUT THE C A CHECK FOR THE BATTARIES DUE TO THE DLR UNDERSTANDING THE SITUATION.

CRR LP THANKED THE C AND ACKNOWLEDGED THAT THE DLR MUST HAVE CHANGED THEIR POSITION SINCE CRR LP SPOKE WITH SM. C THEN STATED THAT IF THE C DOES NOT HAVE A CHECK WITHIN 20 DAYS THAT THE DLR WILL KNOW IT AND THE C WILL FILE A LAWSUIT WITH NNA. SINCE THE DLR TOLD THE C SHOULD RECEIVE A CHECK IN 20 DAYS. CRR LP STATED THAT CRR LP IS GLAD THAT THE SITUATION HAS BEEN RESOLVED.

>>FILE CLOSED @07/21-ZLP092N

C CALLED REQUESTING TO SPEAK TO AN RSS. C STATES THAT C WENT TO THE DLR AND DLR SAID THAT DLR HASN'T HEARD BACK FROM NNA IN WEEKS SO NO CHECK AVAILABLE. C STATES THAT C SPOKE TO SA-SPENCER SINCE SM WAS OUT TODAY AND HE WAS VERY RUDE TO C. C STATES THAT C IS GOING TO PARK THE VEH IN FRONT OF THE DLR WITH LEMONS ALL OVER TO SEND C'S MESSAGE THROUGH THE SERVICE DEPT. C STATES THAT C DOES NOT HAVE ACCESS TO A FAX AND WANTS TO KNOW IF C CAN EMAIL DOCS CRR-LP IS REQUESTING. CRR ADVISED C THAT CRR WILL ADVISE CRR-LP OF C'S REQUEST. EMAIL SENT. @08/05-ZLS586N-COMMENT

NIS0448311REC'D BBB CCF: DRIVER SEAT ROCKING, FEELS LOOSE. C SEEKS REIMBURSEMENT FOR BATTERIES. DOCS TO ARBS-LB. FILE REMAINS CLOSED.

@08/06-ZMM843N-COMMENT

___CRR-KT RECEIVED INBOUND CALL C REQUESTING CRR-LP

CRR-KT SENT EMAIL TO CRR-LP FOR FILE UPDATE

C STATES WANTS A SUP AND GOING TO C STATES CONSUMER AFFAIRS

CRR-KT STATES...THE DOCS WENT TO THE ARBS SPECIALIST AND C WILL BE HEARING FROM ARBS OR CRR-LP @08/06-ZKT545N-COMMENT

C CALLED REQUESTING TO SPEAK WITH A SUPERVISOR. CRR INQUIRING WHY? C SAYS HE

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WANTS TO BE REIMBURSED FOR TWO BATTERIES AND THE NISSAN DLR HAS NOT REIMBURSED THE C FOR THIS CONCERN. C SAYS IF NISSAN NEEDS THE PICTURES HE COULD SEND. CRR INQUIRING WHAT PICTURES. C SAYS PICTURES OF THE NISSAN DLR SALES MANAGER COMING OUT TO C VEH AND RIPPING DOWN THE SIGNS. CRR INQUIRED WHAT C MEANT. C SAYS HE HAD SIGNS ALL OVER HIS VEH WITH LEMONS. C SAYS THE POLICE CAME OUT TO THE DLR REGARDING THE INCIDENT YESTERDAY. CRR INQUIRED IF C HAS WORKED WITH THE NISSAN DLR, C SAYS YES AND NOW WANTS TO SPEAK WITH A SUPERVISOR. C SAYS SPOKE WITH SOMEONE ON FRIDAY THAT ADVISED HIS FILE WAS BEING HANDLED BY ARBS AND HE WOULD RECEIVE A RETURN CALL ON FRIDAY. CRR ADVISED C IF C HAS CONTACTED THE BBB HE SHOULD FOLLOW UP WITH THEM REGARDING HIS DOCUMENTS HE SUBMITTED. CRR EXPLAINED TO C THE DLRs ARE AN INDEPENDENTLY OWNED AND OPERATED BUSINESS AND THE INCIDENT THAT OCCURED WITH THE LEMONS SIGN, AND DLR REMOVING THE SIGN. CRR EXPLAINED THE POLICE WERE INVOLVED AND C WILL NEED TO RESOLVE THIS INCIDENT ACCORDING TO STATES LAWS REGARDING THE INCIDENT. @08/09-ZAJ329N
CRR ADVISED C CAN SUBMIT THE REQUEST FOR SUPERVISOR TO ALLOW 8 BUSINESS HOURS FOR RETURN CALL. BEST NUMBER TO CALL 516-523-4042. @08/09-ZAJ329N

EXEC RSS RECEIVED ESCALATION REQUEST AT 12:21 PM PST.

EXEC RSS ASSIGNED ESCALATION REQUEST AT 1:05 PM PST TO SR-TB @08/09-ZAS440N
SR-TB CALLED C AT 2:16 PM PST. C STATES 3 WEEKS AGO, THE ALTERNATOR FAILED 2-5 HOURS AWAY FROM HOME. C STATES THE FLOOR SALES MGR AT NEWBURGH NISSAN ADVISED C THAT AS LONG AS THE VEH IS RUNNING, C CAN MAKE IT HOME. IF NOT, HE GAVE C ROADSIDES 800# (VEH DIED ON A SATURDAY, SERVICE WAS NOT OPEN). C STATES @08/09-VTB430N

VEH DIED SO C HAD TO BUY A BATTERY FROM WALMART. C STATES WHEN C GOT HOME, C CONTACTED THE DLR AND C WAS ADVISED TO SPEAK TO SERVICE MANAGER PERRY ABOUT BATTERY REIMB. C STATES PERRY ADVISED SA DAN THAT DLR WILL CUT C A CHECK TO C AND SUBMIT THE CLAIM WITH WARRANTY. C STATES LAST THURSDAY, C CALLED DLR TO ADVISE THE SEAT TRACK IS STILL MAKING NOISE AND ROCKING. C STATES WHEN CALLED THE DLR TO ADVISE OF THIS, DAN TOLD C THAT LARRY AT NNA IS COVERING THE COST OF THE BATTERIES. C STATES IS ALSO UPSET BECAUSE THE SERVICE MANAGER DEMANDED A SERVICE REP TO REMOVE C LEMON SIGNS FROM C VEH SO C DECIDED TO TAKE PICTURES OF THE EMPLOYEE REMOVING THE SIGNS. C STATES C WAS THE ONE WHO CALLED THE POLICE BECAUSE DLR WAS TRESPASSING BY TAKING C SIGNS. C STATES THE POLICE WARNED THE DLR AND IN TURN, DLR BANNED C FROM THE DLRs PROPERTY. C STATES C FILED BBB COMPLAINT AGAINST THE DLR, NOT THE VEH. C STATES DLR DID REPAIR THE ALTERNATOR. PER C, DLR ADVISED C THAT THE ALT CONCERN IS "WIDESPREAD". CRR-TB APOLOGIZED FOR THE PROBLEMS C ENCOUNTERED, @08/09-VTB430N

THEN ASKED C TO FAX BATTERY BILL, PROOF OF PAYMENT AND VEH OWNERSHIP TO TB FOR REVIEW. C STATES BOTH BATTERIES AND COST OF WRENCH TO REMOVE AND REPLACE THEM IS ON THE BILL. TB LEFT A MESSAGE FOR SM PERRY. @08/09-VTB430N
CRR-TB RECEIVED FAXED COPIES OF WALMART RECEIPT DATED (SUNDAY) 7-18-04, NY STATE REGISTRATION AND NY STATE LEARNER PERMIT. CRR-TB CALLED DLR AGAIN (DLR SERVICE 516-935-1812). PER PERRY, VEH WAS TOWED IN AND WARRANTY COVERED TOW AND ALTERNATOR REPLACEMENT. PERRY STATES THE WALMART BATTERY WAS CHARGED. PERRY ADVISED C HAS NEVER HAD ANY SERVICE DONE AT THEIR DLR. NOT EVEN THE 1ST FREE OIL CHANGE. PERRY ADVISED HE CAN RUN THIS BY HIS DPSM TO SEE IF THE DPSM IS WILLING TO COVER THE COST OF ONE BATTERY, BUT DOUBTS WILL COVER 2 BATTERIES AND A WRENCH. PERRY STATES THE VEH CAN RUN ON THE BATTERY UNTIL IT HITS 11.5 VOLTS, SO MAYBE THIS IS WHY C PURCHASED 2 BATTERIES. PERRY QUESTIONS WHY C DIDN'T HAVE WALMART JUST CHARGE THE BATTERY FOR C. PERRY ALSO QUESTIONS WHY C DID NOT SEND THE CORE CHARGE REIMB C MUST HAVE RECEIVED. CRR-TB CALLED @08/10-VTB430N

C AND LEFT A VOICE MAIL MESSAGE ON BOTH DAY AND EVE #S. WHEN C CALLS, SR-TB WILL REQUEST THE AMOUNT C RECEIVED IN REIMB FOR THE CORE CHARGE. ALSO, TB WILL NEED TO EXPLAIN IF THE WALMART BATTERY SHOULD DIE DURING THE BASIC

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WARRANTY PERIOD. NNA WILL NOT COVER IT UNDER WARRANTY. TB WILL ALSO NEED TO
KNOW WHY C DID NOT HAVE WALMART CHARGE THE BATTERY @08/10-VTB430N
CRR AA RECEIVED CALL FROM C REQUESTING CRR-TB. CRR-TB NOT AVAILABLE. C ADVISED
CRR AA TO TELL CRR-TB THAT C STILL HAS OLD BATTERY AND THAT NISSAN CAN GET
CHARGE BACK. CRR AA WILL EMAIL CRR-TB @08/10-ZAA545N
TB CALLED C AND LEFT A VOICE MAIL MESSAGE ASKING IF THERE WAS A REASON WHY
C DID NOT LEAVE THE OLD BATTERY WITH THE DLR @08/11-VTB430N
>>CRR-KH RCVD INBOUND CALL FROM C REQUESTING FOR CRR-TB. CRR-KH TRANSFERED C
TO CRR-TB VMX. @08/11-ZPH518N
>>CRR-KH SENT EMAIL TO NOTIFY CRR-TB @08/11-ZPH518N
SR-TB CALLED C. C STATES C DID NOT BRING VEH TO WALMART AND C WAS NOT ABOUT
@08/11-VTB430N
TO CARRY THE NISSAN BATTERY TO WALMART FOR CORE REIMB. C STATES AFTER DLR
REPLACED THE ALTERNATOR. C CHARGED UP THE FACTORY BATTERY AND PUT IT BACK IN
THE VEH BECAUSE THE WALMART BATTERIES WERE NOT FITTING CORRECTLY. C STATES
C CANNOT RETURN THE WALMART BATTERIES BECAUSE THEY ARE USED AND C IS NOT GOING
TO GET A CORE CHARGE REIMB FOR EITHER BECAUSE C IS NOT GOING TO BUY ANY MORE
BATTERIES. C STATES C OFFERED THE WALMART BATTERIES TO THE DLR BECAUSE THE
DLR WAS GOING TO REIMB C AND THEY ADVISED THEY DID NOT NEED THEM. C STATES
IS JUST GOING TO JUNK THEM. SR-TB ADVISED C DUE TO SYSTEM UPGRADES, CHECK
REQUESTS ARE SUSPENDED. TB OFFERED TO REIMB C VIA SERVICE CREDIT, SINCE C
HAS A 7500 MAINT SERVICE DUE. C STATES HAS ALREADY ROTATED THE TIRES AND
WILL TAKE CARE OF THE MAINT HIMSELF. CHECK IN THE AMOUNT OF \$107.72 TO BE
REQUESTED WHEN SYSTEM IS UP. @08/11-VTB430N
CHECK IN THE AMOUNT OF \$107.72 REQUESTED THIS DATE @08/17-VTB430N
CHECK APPROVED 8-17. SR-TB CALLED C TO ADVISE, LEFT THIS INFORMATION ON C
@08/19-VTB430N
VOICE MAIL. FILE CLOSED, DOCS FORWARDED TO CLOSED DRAWER. @08/19-VTB430N
CRR-PC INBOUND CALL FROM C STATING SEATS STILL CKICKING & TICKING AND DLR
REFERRED C TO ORIGINAL DLR THAT 1ST REPLACED FRONT SEAT TRACKING ASSY. C
STATES DLR C IS AT NOW WANTS APPROVAL TO PERFORM REPAIRS AGAIN. CRR-PC TRANS-
@09/09-ZPC200N-COMMENT
CRR-KZ RECEIVED CALL FROM C REQUESTING TO SPEAK TO CRR-TB. CRR-KZ SPOKE WITH
CRR-TB, AND CRR-TB ADVISED THE CRR TO ADVISE THE C THAT THE CRR RECEIVED THE
C'S VMX AND THAT THE CRR WILL CONTACT THE C BACK LATER. C UNDERSTOOD.
SR-TB NOTES FILE ADDRESSES BATTERY ISSUE ONLY. BBB INFO REGARDING SEAT WAS
SENT TO ARBS. FILE 4683495 OPENED TO ADDRESS NEW ISSUE.

@09/10-VTB430N-COMMENT

LETTER RECEIVED. SEE FILE 4683495

@09/15-VTB430N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE RUN GRT FOR CUSTOMER'S COST FOR THE PURCHASE OF THE BATTERIES.

CA AGENT-LAWRENCE (LARRY) P. 310.771.3898. PLEASE CALL WITH QUESTIONS.

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT2A	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 #:	1 DATE: 08 / 09 / 04	USERID: ZAJ329N
COMMENTS ONLY: #:	10 DATE: 09 / 15 / 04	USERID: VTB430N
RESP DLR: 3701	EFFECTIVE: 07 / 19 / 04	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZLP092N	
HISTORY:	UPDATE BY: VTB430N	
SVC CALL#:	UPDATE DATE: 09 / 15 / 04	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 19 / 04	MICROFILM: N
RESP CAA: BELL, TERRI	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E
PHONE: 3107713766	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME:	[REDACTED]	VIN:	JN8AZ08T43W	[REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2003.0	MUR	MILEAGE: 42700
CITY:	BOLINGBROOK	IN SVC DATE:	07 / 16 / 03		
ST/ZIP:	IL [REDACTED]	VCAN:	Y	RTL DLR:	3089 GERALD NISSAN, INC.
DAY PH:	[REDACTED]	PAID:	2	SVC DLR:	3089 GERALD NISSAN, INC.
EVE PH:	[REDACTED]	SUSP:	0	RESP DLR:	3089 GERALD NISSAN, INC.
DLR PH:	630 355 3337	DENY:	0	REGION:	24 DIST: SL/SV/PT: 01 01 31

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:	7/26/2004	WHERE:	#3089		
VEHICLE PURCHASED:	NEW X PREOWNEI	MILES		# NISSAN/INFINITI VEHICLES:	2
VEHICLE MAINTAINED BY:	#3089				
OUTSIDE WARRANTY BY (B) MONTHS:		MILES:		(PT) MONTHS:	
ORIG CODE: CT 11		OPEN DATE:	08 / 04 / 04	XFER/RSPNSBLTY:	24 01 S
CONTACT (S):		FOLLOWUP DATE:	08 / 05 / 04	DATANET (Y/N):	1
SEVERITY: 9		CLOSE DATE:	08 / 11 / 04	DATANET (Y/N):	08 / 06 / 04

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	106000	FRAME
AB	BODY	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	106000	FRAME
AB	BODY	ZB	BROKEN/CRACKED

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FILE OPENED-ZDD388N 08/04/2004

NO PREVIOUS FILE. NO OPEN RECALL

@08/04-ZDD388N

CRR-DD VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE#, MILEAGE, VIN#.

C STATES THE DRIVER SEAT WELL WAS BROKEN. C STATES WHEN BRAKES WERE APPLIED THE SEAT ROCKS BACK AND FORTH. C STATES TOOK VEH TO DLR#3089 AND SPOKE WITH CHRIS-SM WHICH INFORMED C THE FRAME WAS BROKEN AND NOT COVERED UNDER ESC POLICY RCD01878221. C STATES PAID \$98 FOR THE WHEEL WELL TO BE TORCHED TOGETHER TWO WEEKS AGO. C STATES TODAY THE SEAT IS CRACKED AGAIN. DLR#3089 S/M-CHRIS INFORMED C NOW THE FRAME IS BROKEN AND THE COST IS OVER \$600.00. C STATES AFTER ONE YEAR THE FRAME IS BROKEN WHY SHOULDN'T THIS BEEN COVERED UNDER WARRANTY. C STATES JUST PURCHASED ANOTHER VEH 2003 MAXIMA FOR WIFE AND NOW HAVING PROBLEMS WITH THE SEAT. C REQUESTING ASSISTANCE WITH REPAIRS FOR THIS VEH.

CRR-DD INFORMED C THIS ISSUE WILL BE REVIEW AND A SPECIALIST OR S/M WILL CONTACT C WITHIN 24HRS TO ASSIST IN RESOLVING THIS ISSUE. CRR-DD GAVE C NAME, FILE, AND EXT.

@08/04-ZDD388N

CRR IC CALLED DLR SERVICE TO OBTAIN REPAIR UPDATES: DLR CHRIS IN SERVICE CONTACTED AT 8:44 PST DLR-CRR REVIEWED ALL C CONCERNS WITH DLR:

DLR ADVISED VEHICLE FRAME WAS WELDED.

@08/05-ZIC702N

DLR ADVISED WILL RECONTACT C AND FOLLOW UP ON REPAIRS. DLR ADVISED THEY WILL ASSIST C WITH ANY REPAIRS NOT PERFORMED PROPERLY BY DLR. DLR ADVISED CRR WOULD BE PROVIDED UPDATES:

@08/05-ZIC702N

C CALLED TO ADVISE THE DLR DID CALL C AND LEFT MESSAGE-

C STATED THE REPAIR WAS PROBABLY DONE CORRECTLY WHERE THE WELD WAS DONE TO BEGIN WITH-

@08/05-ZIC702N

CELL 630-650-1209-BEST NUMBER TO CONTACT C AT. C STATES SECOND NISSAN PURCHASE PURCHASED MAXIMA 6 MONTHS PRIOR-

CRR ADVISED C THAT THE DLR WILL CERTAINLY PROVIDE QUALITY SERVICE TO THE C RELATED TO VEHICLE SEAT NOT WORKING PROPERLY-

CRR ADVISED C DLR DID ASSURE RECONNECT WITH C WILL BE PERFORMED AND OUTSTANDING REPAIRS WILL BE ADDRESSED.

C THANKED AND UNDERSTOOD.

(FRAME QUESTION TO DLR-WELDING)

@08/05-ZIC702N

CRR IC CALLED AND SPOKE WITH MIKE IN SERVICE AT 10:47 PST

REWELDED SEAT FRAME: PICKED UP VEHICLE ON 7/30/4. CHRIS SERVICE DIRECTOR REVIEWED REPAIRS AND DID ADVISE VEHICLE PERFORMS AS NORMAL WAS REPAIRED AND C IS SATISFIED.

NO PROBLEM WITH WELD TO SEAT ACCORDING TO DLR.

C DID NOT HAVE ANY OUT OF POCKET EXPENSES.

@08/11-ZIC702N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

IDA COHEN 310-771-3774 FYI

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1A	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3089	EFFECTIVE: 08 / 04 / 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: ZDD388N	
HISTORY:	UPDATE BY: ZIC702N	
SVC CALL#:	UPDATE DATE: 08 / 11 / 04	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 11 / 04	MICROFILM: N
RESP CAA: COHEN, IDA	OLM: SMIT AGNES	DOM: HAFERTEPE, MIKE
PHONE: 6157257732	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA4636330

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:18 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: RENO, TODD

VIN:
IN SCV DATE: 7/16/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
3	RCDC01878221	3089 IL	7/16/2003	7/16/2008	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: RCDC01878221	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: C	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 07/16/03	EFFECTIVE:
EXPIRES: 07/16/08 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 7/21/2003	TRANSACTION:
PRINTED: 07/26/03	PRINTED:
DEALER NO: 3089 STATE: IL	DEALER NO: STATE:
DEALER NAME: GERALD NISSAN, INC.	DEALER NAME:
-----+-----	

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NAME: [REDACTED]	SC: NONE	[REDACTED]
STREET: [REDACTED]	VIN: JN8AZ08W53W	[REDACTED] Y
CITY: MERRICK	YR/MDL: 2003.0	MUR MILEAGE: 10470
ST/ZIP: NY [REDACTED]	IN SVC DATE: 12 / 13 / 03	
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3701 WESTBURY NISSAN LLC
EVE PH: [REDACTED]	PAID: 11	SVC DLR: 3717 NISSAN OF GARDEN CITY
DLR PH: 516 483 4400	SUSP: 0	RESP DLR: 3717 NISSAN OF GARDEN CITY
	DENY: 0	REGION: 26 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
 VEHICLE MAINTAINED BY: 516 483 9300
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 09 / 10 / 04	XFER/RSPNSBLTY: 26 02 S
CONTACT (S):	FOLLOWUP DATE: 09 / 16 / 04	DATANET (Y/N): 2
SEVERITY: 3	CLOSE DATE: 10 / 22 / 04	DATANET (Y/N): 09 / 16 / 04

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-VTB430N 09/10/2004

UNRELATED FILE 4613259.

CRR-PC-INBOUND-CALL-FROM-C-STATING-SEATS-STILL-CICKING-&-TICKING-AND-DLR
REFERRED-C-TO-ORIGINAL-DLR-THAT-1ST-REPLACED-FRONT-SEAT-TRACKING-ASSY.-C
STATES-DLR-C-IS-AT-NOW-WANTS-APPROVAL-TO-PERFORM-REPAIRS-AGAIN.-CRR-PC-TRANS-
@09/09-ZPC200N-COMMENT

CRR-KZ-RECEIVED-CALL-FROM-C-REQUESTING-TO-SPEAK-TO-CRR-TB.-CRR-KZ-SPOKE-WITH
CRR-TB-AND-CRR-TB-ADVISED-THE-CRR-TO-ADVISE-THE-C-THAT-THE-CRR-RECEIVED-THE
C'S-VMX-AND-THAT-THE-CRR-WILL-CONTACT-THE-C-BACK-LATER.-C-UNDERSTOOD.
SR-TB-NOTES-FILE-ADDRESSES-BATTERY-ISSUE-ONLY.-BBB-INFO-REGARDING-SEAT-WAS
SENT-TO-ARBS.-EMAIL-TO-CRR-PC-. SR-TB OPENED THIS FILE TO ADDRESS CURRENT
CONCERN.

@09/10-VTB430N

SR-TB CALLED C. C STATES DRIVERS SEAT ROCKS AND VEH DEVELOPED A TICKING NOISE.
C STATES AMITY NISSAN ADVISED UNABLE TO HEAR TICKING NOISE NEAR THE WHEEL
WELL OPENINGS AND LAMONT THE ADVISOR TOLD C THAT ALL THE OTHER LIKE VEHs ON
@09/10-VTB430N

THE LOT HAS ROCKING SEATS ALSO. C STATES LAMONT THEN ADVISED C THAT THE DLR
WHO REPAIRED THE SEAT PRIOR NEEDS TO ADDRESS THE ISSUE BECAUSE DLR IS AFRAID
THEY WILL NOT GET PAID. C REQUESTS NNA CONTACT LAMONT AT AMITY AND AUTHORIZE
REPAIR. SR-TB ADVISED LAMONT MAY WANT TO CONTACT WARRANTY IF THERE IS A
QUESTION REGARDING COVERAGE. SR-TB PROVIDED C WITH NEW FILE #, THEN ADVISED
WILL FOLLOW UP WITH DLR AND C

@09/10-VTB430N

LETTER RECEIVED FROM C DATED 9-13-04 VIA CERTIFIED MAIL ADVISING OF DRIVERS
SEAT ISSUE. SR-TB CALLED AMITY AND PER ASSISTANT SERVICE MGR FRANK, ANOTHER
DLR DID THE REPAIR LESS THAN 10 DAYS AGO AND C REFUSES TO TAKE THE VEH BACK
TO THEM. FRANK STATES C LEFT THE VEH AT AMITY, DEMANDING THEY REPAIR IT OR
TAKE IT TO THE OTHER DLR FOR C. FRANK STATES IT IS C RESPONSIBILITY TO TAKE
IT BACK TO THE DLR THAT DID THE LAST REPAIR. FRANK STATES OPENED AND CLOSED
THE RO WITH NO REPAIR ATTEMPT. FRANK STATES VEH IS NO LONGER AT THEIR DLRSHIP.
PER FRANK, 1ST REPAIR ATTEMPT WAS MADE AT WESTBURY NISSAN AND 2ND ATTEMPT WAS
@09/15-VTB430N

MADE AT MAJOR NISSAN OF GARDEN CITY..... SR-TB CALLED C TO FIND OUT IF C
BROUGHT VEH BACK TO GARDEN CITY. PER C, C PICKED VEH UP SATURDAY AND PLANS
TO BRING VEH BACK TO GARDEN CITY TODAY. C STATES SEAT ROCKING ISSUE. TICKING
NOISE COMING FROM A-C, CLANKING NOISE WHEN STOPPING AND GOING & LAST NIGHT,
THE CHECK ENGINE LIGHT CAME ON AND VEH IS BUCKING. C STATES C DISCONNECTED
THE BATTERY THEN RECONNECTED, SO THE BUCKING WENT AWAY HOWEVER, THE LIGHT
IS STILL ON. SR-TB ASKED C TO BRING VEH TO THE DLR AND SR-TB WILL CALL DLR
SM TO ADVISE OF CURRENT CONCERNS. SR-TB ASKED C TO GO ON A ROAD TEST WITH DLR
SO DLR WILL FULLY UNDERSTAND AND DUPLICATE ALL CONCERNS. C STATES C WILL.
C STATES C ADVISOR RAY AT GARDEN CITY IS HELPFUL. SR-TB CALLED DLR SERVICE
AT 516-483-9300 AND SPOKE WITH ADVISOR DAWN. PER DAWN, SM IS NOT IN AND RAY
IS NO LONGER WITH DLR. SR-TB ADVISED DAWN OF THE PROBLEMS C IS HAVING WITH
THE VEH NOW. DAWN STATES WILL CHECK TO SEE IF THERE ARE ANY TSB'S AND IF C
BRINGS VEH IN TONIGHT, DLR WILL ADDRESS ISSUES TOMORROW. SR-TB CALLED C TO
@09/15-VTB430N

ADVISE TB MADE DAWN AWARE OF C CURRENT CONCERNS. THEN ADVISED RAY IS NO
LONGER AT THE DLR. C THANKED TB FOR LETTING HIM KNOW. C STATES DLR GAVE C
A LOANER LAST TIME. C HOPES THEY WILL OFFER ONE TO HIM AGAIN. TB ADVISED
ALTERNATE TRANSPORTATION WAS NOT DISCUSSED WITH DAWN. C UNDERSTANDS.

@09/15-VTB430N

SR-TB CALLED DLR FOR STATUS. DAWN STATES C IS WITH DAWN NOW. PER DAWN, C
BROUGHT VEH TO DLR WED AND THEY WERE UNABLE TO DUPLICATE NOISE AND SEAT ISSUES

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DAWN PUT C ON THE PHONE. PER C, HE BROUGHT VEH TO AN INDEPT AFTER LAST DLR VISIT AND INDEPT FOUND THE TICK NOISE IS COMING FROM A FAN WIRE THAT IS BOUNCING OFF OF THE FAN BLADES. C STATES INDEPT VERIFIED THAT THE SEAT TRACK IS LOOSE ALSO. C STATES IS GOING TO POINT OUT WIRE TO TECH AND DUPLICATE SEAT ISSUE FOR DAWN AND TECH. C STATES IF VEH IS NOT REPAIRED, IS GOING TO GET A LAWYER INVOLVED. C STATES FOUND ON THE INTERNET THAT OTHERS ARE HAVING THE SAME SEAT PROBLEM EVEN AFTER THE TSB WAS DONE. C STATES NNA HAD REPLACED @09/17-VTB430N

SOME CUSTOMERS ENTIRE SEAT TO CORRECT IT. SR-TB ADVISED C WILL ASK DAWN TO HAVE TECH CALL TECH LINE SINCE DLR HAS ALREADY FOLLOWED THE TSB. AFTER DLR DUPLICATES THE PROBLEM TODAY. C STATES IS VERY HAPPY WITH SERVICE PROVIDED BY SR-TB AND IS GLAD TO KNOW SR-TB IS FOLLOWING UP WITH THE DLR. C GAVE PHONE BACK TO DAWN. SR-TB ASKED DAWN TO DUPLICATE CONCERN, VERIFY TSB WAS FOLLOWED AND IF SO, CALL TECH LINE. DAWN STATES WILL HAVE TECH DO THIS. @09/17-VTB430N SR-TB CALLED DAWN (516-483-9300) FOR DIAG STATUS. DAWN STATES TOOK CARE OF THE WIRE NOISE AND NOW, SERVICE MANAGER MATT IS CHECKING TO SEE IF DLR SHOULD REPLACE THE ENTIRE SEAT, SINCE THEY ALREADY REPLACED THE RAIL. DAWN STATES WILL CALL TB WITH STATUS @09/20-VTB430N

DAWN CALLED STATING C SPOKE WITH THE SERVICE MANAGER AND SERVICE MANAGER PLANS TO HOLD THE RO OPEN UNTIL A NEW MURANO ARRIVES AT THE DLR. DAWN STATES SM WANTS TO SWITCH SEATS TO RESOLVE C ISSUE. DAWN STATES C UNDERSTANDS EVERYTHING IS OK AND THE SEAT IS SAFE IN THE MEANTIME. DAWN STATES WILL BE IN @09/22-VTB430N

CONTACT WITH C AT THE END OF THE WEEK @09/22-VTB430N
SR-TB CALLED DAWN FOR STATUS. DAWN STATES VEH WAS TOWED IN DUE TO SHREDDED ALTERNATOR BELT. DAWN STATES THEY DON'T HAVE ONE IN STOCK, SO WILL TRY TO GET IT FROM ANOTHER DLR. DAWN STATES A SHIPMENT OF CARS IS EXPECTED IN TODAY, SO THEY WILL CHECK TO SEE IF A NEW VEH'S SEAT WILL WORK ON C VEH. SR-TB CALLED C TO FOLLOW UP. C STATES IS "DONE WITH THIS CAR". C WANTS TO KNOW IF DLR CANNOT REPAIR VEH TODAY, WILL C GET A RENTAL FOR THE WEEKEND. SR-TB ADVISED WILL ASK DAWN TO CHECK INTO THIS FOR C. SR-TB CALLED DAWN BACK AND ASKED DAWN TO RUN GRT IF DLR CANNOT FIX VEH TODAY. DAWN STATES SHE WILL AND WILL CALL SR-TB TO ADVISE OF OUTCOME. @09/24-VTB430N

DAWN CALLED STATING DLR FOUND A BELT AND VEH IS REPAIRED. DAWN STATES C HAS BEEN CONTACTED. DAWN STATES SM WILL REVIEW TO SEE IF DLR SHOULD ORDER A NEW SEAT. SR-TB CALLED C TO FOLLOW UP. C STATES C HAS THE VEH NOW, THEN THANKED TB FOR FOLLOWING UP @09/24-VTB430N

SR-TB CALLED DAWN FOR SEAT STATUS. DAWN STATES WILL CALL TB LATER WITH STATUS. @09/29-VTB430N

NO RESPONSE FROM DAWN. TB CALLED DLR AND PER SERVICE MANAGER MATT. WILL CALL TB BACK WITH SEAT STATUS. @10/04-VTB430N

NO RESPONSE FROM MATT. TB CALLED DLR AGAIN AND PER MATT, THERE ARE STILL WAITING FOR AN 04 MURANO TO COME IN. SR-TB ASKED MATT TO CALL TECH LINE. MATT STATES THERE IS NO NEED BECAUSE THE DLR DID THE BULLETIN TWICE AND C IS MAKING THE SEAT ROCK BY GRABBING THE SEAT WITH HIS HANDS. SR-TB ADVISED TB WILL CALL TECH LINE THEN CALL MATT BACK. PER TECH LINE SPEC AH, 04 MURANO SEAT IS NOT INTERCHANGABLE WITH 03. IF DLR FOLLOWED THE BULLETIN AND THE SEAT STILL MOVES, DLR NEEDS TO CALL TECH LINE TO GO OVER WHAT STEPS THEY TOOK. AH STATES THE VEH DOES NOT HAVE TO BE AT THE DLR. TB CALLED MATT BACK AND ASKED HIM TO PLEASE CALL TECH LINE. MATT STATES WILL HAVE TECH CALL TECH LINE. SR-TB CALLED C TO FOLLOW UP AND LEFT A VOICE MAIL MESSAGE ADVISING SR-TB HAS REQUESTED DLR TO FOLLOW UP WITH NNA'S TECH LINE. @10/07-VTB430N SR-TB NOTES DLR HAS NOT CONTACTED TECH LINE. SR-TB CALLED MATT. PER MATT, SHOP FOREMAN MIKE IS OUT UNTIL MONDAY, SO MATT WANTS TO WAIT UNTIL HE RETURNS. MATT STATES MIKE WAS THE TECH WORKING ON THE SEAT ISSUE SO WANTS MIKE TO BE THE ONE CONTACTING TECH LINE. SR-TB CALLED C AND LEFT THIS INFORMATION ON

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C VOICE MAIL.

@10/13-VTB430N

NIS0454236REC'D BBB CCF: NOISE COMINF FROM FRONT END/LOOSE STEERING BOLT DRIVER SEAT LOOSE; BROKEN TRANSFER CASE; DRIVESHAFT NEEDS REPLACEMENT; BROKEN ALTERNATOR; ENGINE BELT SNAPPED; POOR RADIO RECEPTION; DOOR LOCKS INTERMITTENT TAPPING SOUND FROM DOOR DURING COLD WEATHER; LOUD TICKING/TAPPING SOUND IN ENGINE/LOOSE WIRE HITTING FAN. C SEEKS REPURCHASE. DOCS TO ARBS-JN. EMAIL CRR.

@10/15-ZMM843N

SR-TB CALLED MATT FOR STATUS. SR-TB ADVISED MATT THAT C HAS CONTACTED THE BBB.

MATT STATES AS SOON AS HE GETS AN ANSWER, WILL CALL SR-TB @10/18-VTB430N

MATT LEFT A VOICE MAIL MSG FOR SR-TB STATING TECH LINE REPORT # 672714 WAS OPENED AND DLR WAS ADVISED TO TRY TO CONVINCE C THAT ISSUE IS NORMAL OPERATION

@10/18-VTB430N

IT WAS ALSO SUGGESTED DLR SHOW C OTHER VEHS ON THE LOT. MATT STATES DLR HAS ALREADY DONE THIS TWICE.

@10/18-VTB430N

SR-TB CALLED TECH LINE AND PER AH, ISSUE IS CONSIDERED A NORMAL CHARACTERISTIC OF THE VEH. C CAN ALWAYS BRING VEH TO ANOTHER NNA DLR IF C FEELS THIS IS NOT THE CASE.

@10/18-VTB430N

SR-TB CALLED C AND LEFT A VOICE MAIL MESSAGE ADVISING C THAT DLR CALLED TECH LINE. TB EXPLAINED AFTER DLR WENT OVER REPAIR PROCEDURES, IT WAS DETERMINED SEAT ISSUE IS A NORMAL CHARACTERISTIC OF THE VEH. SR-TB ADVISED C CAN GET ANOTHER NNA DLRS OPINION IF C WOULD LIKE TO VERIFY IT.

@10/19-VTB430N

>>> CRR-SM REDV'D INBOUND CALL FROM C REQUESTING TO SPEAK WITH RESPONSIBLE AGENT. C STATES THAT VEH WAS TAKEN TO ANOTHER NISSAN DLR FOR ANOTHER OPINION AND WAS TOLD THAT THERE WAS NOTHING DLR CAN DO AND FOR C TO TAKE VEH BACK TO ORIGINAL SERVICING DLR. C STATES THAT C THEN TOOK VEH TO LOCAL MECHANIC AND WAS TOLD THAT THE SEAT IS DEFECTIVE AND WILL NEED TO REPLACE THE SEAT.

@10/19-ZSM292N

SR-TB RETURNED C CALL. C STATES HAS ALREADY CONTACTED THE BBB AND FILLED OUT THE PAPERWORK ON LINE TO FILE LEMON LAW. C STATES C UNDERSTANDS NNA THINKS SEAT IS NORMAL HOWEVER, C WANTS NNA TO BUY THE VEH BACK ANYWAY. ALL OTHER ISSUES HAVE BEEN RESOLVED.

@10/19-VTB430N

SR-TB CALLED NISSAN OF GARDEN CITY AND ASKED SM MATT TO FAX OVER ALL REPAIR ORDERS FOR THIS VEH. MATT STATES WILL FAX ASAP. SR-TB CALLED WESTBURY NISSAN (516-935-1812) AND SPOKE WITH SM BARRY WHO ADVISED WILL FAX OVER ALL 4 REPAIR ORDERS AND PDI

@10/19-VTB430N

SR-TB RECEIVED FAXED INVOICES FROM BOTH DLRS. WESTBURY: 180668 DATED 8-8-03 PDI CLEAN & WAX, WASHER SOLVENT, OIL AND FILTER. 188081 DATED 12-13-03 NY INSPECTION, 189646 DATED 1-13-04 TIGHTENED STEERING BOLTS, ORDERED SEAT TRACK DUE TO ROCKING COMPLAINT, LUBED WINDOWS, REPAIRED RADIO. 200843 DATED 7-20-04 REPLACED ALTERNATOR. SEAT ROCKING-REPLACED SEAT ADJUSTER PER BULLETIN.....

MAJOR NISSAN OF GARDEN CITY: INVOICE 163737 DATED 8-12-04-ORDERED SEAT BASE DUE TO ROCKING COMPLAINT, WHEEL ALIGNMENT, DRIVERS SIDE DOOR LOCKS OCCASIONALLY. 165438 DATED 8-17-04 DRIVERS FRONT DOOR ONLY LOCKS WHEN VEH IS RUNNING, POPPING NOISE WHEN A-C IS ON, CHECK ENGINE LIGHT/VEH BUCKING AND JERKING. AFTER NEW SEAT TRACK WAS INSTALLED-SEAT STILL ROCKS. CREAKING UPON SHIFTING. 164205 DATED 8-26-04-REPLACED TRANSFER CASE ASSY. @10/20-VTB430N

DOCS FORWARDED TO ARBS FOR REVIEW

@10/22-VTB430N

PER ARBS-KC, SEAT CONCERN IS NOT A SAFETY RELATED ISSUE. NNA WILL NOT BUY BACK OR TRADE THE VEH. PER ARBS-KC, ARBS-LB MORE THAN LIKELY WILL NOT NEED THE DOCS. C PLANS TO CONTINUE TO WITH BBB. FILE CLOSED, DOCS FORWARDED TO CLOSED DRAWER.

@10/22-VTB430N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

DAWN, THANKS FOR YOUR HELP. TERRI 310-771-3766

DEALER ACTION:

		CONTACT(S):		
SATISFIED: N		ACTION CODE: RT6A	ROOT CAUSE: SNPP	
CALLBACK: (Y/N) #:	0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #:	0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #:		DATE: 00 / 00 / 00	USERID:	
OTHER #:		DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #:	0	DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3717		EFFECTIVE: 09 / 10 / 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: VTB430N		
HISTORY:		UPDATE BY: VTB430N		
SVC CALL#:		UPDATE DATE: 10 / 22 / 04		
CLOSE: Y (Y/N)		CLOSE DATE: 10 / 22 / 04	MICROFILM: N	
RESP CAA: BELL, TERRI		OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E	
PHONE: 3107713766		OWNER FIRST:	LANGUAGE: E ENGLISH	

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NAME: [REDACTED] SC: MULTI CONTRACT
STREET: [REDACTED] VIN: JN8AZ08T13W [REDACTED] Y
CITY: TAMPA YR/MDL: 2003.0 MUR MILEAGE: 0
ST/ZIP: FL [REDACTED] IN SVC DATE: 11 / 18 / 03
DAY PH: [REDACTED] VCAN: Y RTL DLR: 3480 FERMAN NISSAN OF NO TAMPA
EVE PH: [REDACTED] PAID: 15 SVC DLR: 3480 FERMAN NISSAN OF NO TAMPA
DLR PH: 813 933 6641 SUSP: 0 RESP DLR: 3480 FERMAN NISSAN OF NO TAMPA
DENY: 0 REGION: 34 DIST: SL/SV/PT: 02 02 32

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

ORIG CODE: CT 11 OPEN DATE: 09 / 21 / 04 XFER/RSPNSBLTY: 34 02 S
CONTACT (S): FOLLOWUP DATE: 12 / 08 / 04 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 12 / 03 / 04 DATANET (Y/N): 09 / 22 / 04

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: TAMPA FL 33619
VIN: JN8AZ08T13W [REDACTED] MODEL LINE/YEAR: MUR 2003.0

G/L VALUE CODE: 34GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: SOUTHEAST GOODWILL
CHECK AMOUNT: \$ 583.76

CHK REQUEST DATE: 12/01/04 REQUESTED BY: GLENN MIC ZMG032N
CHECK APPROVED: 12/01/04 APPROVED BY: HERR WAN ZWH944N
CHECK ISSUE DATE: 12/02/04 CHECK NUMBER: 450115

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

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	115000	POWER WINDOW
AC	BODY ELECTRICAL	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	244000	GEN. STEERING COMPONENT(S)
BM	STEERING	WE	PULLS/DRIFTS/UNSTABLE
OA	VEHICLE CONCERNS	252000	GEN. SUSPENSION COMPONENT(S)
BN	SUSPENSION	WE	PULLS/DRIFTS/UNSTABLE
OA	VEHICLE CONCERNS	254500	TIRE (TIRE/VALVE/TUBE)
BO	TIRE/WHEEL	WA	PREMATURE WEAR/FAILURE

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CA4695691N

C. A. R. COMMENTS

FILE OPENED-ZMG032N 09/21/2004

PREVIOUS RELATED FILES: 4420233, 4619419, 4626261.

**ARBS MG IN RECEIPT OF MVDN DATED 9/16/04, RECEIVED 9/20/04. C COMPLAINS OF ALIGNMENT PROBLEMS WITH THE STEERING, TIRE PROBLEMS, LOCKS, POWER WINDOWS, COTINUING RATTLES, FRONT RIGHT SEAT ROCKS AND CREAKS.
FILE DATANET.

**ARBS MG NOTES PER PRIOR FILE WITH ARBS TF, ARBS TF OFFERED DTS INSPECTION IN RESPONSE TO MRF WITH BBB BUT C DID NOT RESPOND AND FILE WAS CLOSED. ARBS MG TO CALL C TO DETERMINE WHAT CURRENT PROBLEMS ARE AND TO REQUEST DTS INSPECTION.

@09/21-ZMG032N

**ARBS MG CALLED C AT DAY # AND C LISTED COMPLAINTS:

- 1) PASSENGER SIDE FRONT WINDOW INOPERABLE
- 2) REAR HATCH INTERMITTENTLY DOES NOT OPEN
- 3) NONE OF LIGHTERS OR POWER OUTLETS WORK
- 4) RATTLE IN RADIO OVER ROUGH ROADS-NO DUPLICATION
- 5) STEERING WHEEL MISALIGNED

@09/22-ZMG032N

6) TIRES FEATHERING AND CAUSING C TO SLIP OFF ROAD. DLR REFERRED C TO GOODYEAR BUT GOODYEAR STATES THERE IS A PROBLEM WITH VEH, NOT TIRES. C TOOK VEH BACK TO DLR AND DLR TOLD C THAT C HAS WATER IN THE ENGINE AND THIS CAUSED THE SLIPPING C STATES C HAS NOT HAD A PLEASANT EXPERIENCE WITH FERMAN OR AUTOWAY NISSAN AND WOULD LIKE SOMEONE FROM NISSAN TO INSPECT AND REPAIR VEH. ARBS MG APOLOGIZED FOR CONCERNS AND ASSURED C THAT ARBS MG WILL SUBMIT FOR DTS REQUEST TODAY AND WILL CALL C ON FRIDAY WITH CONFIRMED DATE. C STATES C IS GETTING MARRIED ON SATURDAY AND WILL NOT BE BACK FROM HONEYMOON UNTIL EARLY OCTOBER SO REQUESTS THAT DTS INSPECTION OCCUR AFTER THIS. ARBS MG AGREED AND WILL CALL C IN 1-2 BUSINESS DAYS.

**ARBS MG SENT DTS REQUEST TO MGR RH.

@09/22-ZMG032N

**ARBS MG RECEIVED REPAIR ORDERS FROM AUTOWAY NISSAN.

@09/23-ZMG032N

**ARBS MG RECEIVED EMAIL FROM DTS JVE OFFERING DTS INSPECTION OF MONDAY 10/11. ARBS MG CALLED C WHO AGREED TO THIS. C IS ON HONEYMOON NOW IN FL KEYS BUT WILL BE DRIVING VEH HOME TOMORROW. C STATES ON THE WAY DOWN THE TRANSMISSION HESITATED AND SURGED WHILE MAKING A CHURNING NOISE. C STATES C WOULD LIKE THIS INSPECTED AS WELL BUT IT HAS NOT HAPPENED AGAIN AND IT WENT AWAY WHEN C TURNED THE VEH ON AND OFF. C ACCEPTS THE DATE AND WAS INFORMED THAT RENTAL WILL BE PROVIDED. ARBS MG SENT CONFIRMATION EMAIL TO DTS JVE AND INFORMED OF C'S NEW CONCERN.

@09/29-ZMG032N

**ARBS MG CALLED SM MATT TO ARRANGE FOR RENTAL ON THIS DAY. ARBS MG LEFT VMX WITH NAME, FILE NUMBER AND PHONE NUMBER AND REQUESTED THAT SM MATT ARRANGE FOR RENTAL FOR THIS C.

@10/05-ZMG032N

**ARBS MG RECEIVED EMAIL FROM DTS JVE WHICH STATES DTS MET WITH C FOR TEST DRIVE AND ADDRESSED THE FOLLOWING CONCERNS:

- 1) PASS SIDE FRONT WINDOW INOP-SOP WINDOW MOTOR
- 2) REAR HATCH INTERMITTENTLY WILL NOT UNLOCK-UNABLE TO DUPLICATE. DISASSEMBLED AND INSPECTED WITH NPF
- 3) INTERMITTENT BUZZING NOISE NEAR RADION-CONFIRMED, INTERNAL W/RADIO, REPLACE RADIO
- 4) DRIVER SEAT MAKES POPPING NOISE WHEN USING AUTO EXIT: UNABLE TO DEMONSTRATE OR DUPLICATE, SOP NEW SEAT TRACK PER NTB03-095
- 5) CHECK TIRES FOR ABNORMAL WEAR-NPF. TIRES WERE ROTATED DURING 15K SVC. 2 REAR TIRES EXHIBIT EVEN WEAR AND HAVE 3-4/32 OF TREAD REMAINING. 2 FRONT TIRES EXHIBIT EVEN WEAR AND HAVE 7/32 OF TREAD REMAINING. NEW TIRES CONTAIN 9/32 OF TREAD. C HAS USED JUST 50% OF TREAD ON THE ORIGINAL FRONT TIRES. THESE TIRES HAVE A TREAD COMPOUND RATING OF 360, MAX LIFE IS APPROX 36K.

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6) CHECK TRANSMISSION FOR FAIL SAFE ENGAGEMENT. FOUND DTC P0746. REQUIRES REPLACEMENT OF TRANSMISSION AND TCM (SOP)

7) BOTH POWER OUTLETS DON'T WORK. FOUND BOTH OUTLET FUSES BLOWN. NEW FUSES WERE INSTALLED BUT THIS WAS LIKELY CAUSED BY A DEVICE C PLUGGED INTO THE OUTLETS.

DTS JVE WILL FOLLOW UP WITH DLR LATER THIS WEEK TO DETERMINE WHEN SOPS WILL ARRIVE AND C CAN BE SCHEDULED TO BRING VEH IN FOR REPAIRS. @10/12-ZMG032N

**ARBS MG CALLED DLR TO SPEAK WITH SM MATT WHO WAS AT LUNCH. ARBS MG WILL CALL BACK @10/18-ZMG032N

.....CRR-CN RECEIVED CALL 10/18/04 AT 1:45 PM PST. C STATED THAT C IS TRYING TO GET A HOLD OF DTS JVE. C STATED THAT C FILED LEMON LAW PAPERWORK. C STATED THAT C PICKED UP VEH TODAY FROM DLR AND STATED THE FOLLOWING:

@10/18-ZCN594N

1. RADIO STILL TICKING - INVOICE STATED COULDN'T DUPLICATE BUT C CLAIMED THAT DTS-JVE ADMITTED TO HEARING TICKING IN RADIO

2. WINDOW NOT WORKING / CANNOT ROLL UP - INVOICE STATED THAT MOTOR WAS REPLACED BUT NOT WORKING AND DOOR PANEL IS NOW LOOSE.

3. REAR HATCH - INVOICE STATES THAT CANNOT DUPLICATE BUT C CLAIMS THAT DTS-JVE WITNESSED ISSUE. @10/18-ZCN594N

.....C STATED THAT C WOULD LIKE CALLBACK FROM EITHER DTS-JVE OR CRR-MG. C GAVE CELL PHONE NUMBER [REDACTED]. CRR-CN INFORMED C THAT CRR-CN WOULD DOCUMENT FILE AND EMAIL CRR-MG. C UNDERSTOOD AND THANKED CRR. CALL ENDED @10/18-ZCN594N

**ARBS MG CALLED DTS JVE WHO STATES:

1) IT IS LIKELY THAT DLR COMPLETED ALL REPAIRS EXCEPT FOR THE RADIO WHICH HAD NOT ARRIVED AS OF FRIDAY NIGHT.

2) DTS JVE IS NOT SURE IF THIS PART ARRIVED EITHER BECAUSE LAST DTS HEARD, THIS PART WAS ON B/O. DTS WOULD LIKE TO KNOW IF REPAIRS WERE DONE AND IF NOT, HOW DOOR PANEL BECAME LOOSE

3) DTS JVE STATES DTS WAS NEVER ABLE TO DUPLICATE THE PROBLEM WITH THE REAR HATCH AND NEITHER HAS DLR.

ARBS MG TO CALL DLR TO FOLLOW UP ON THESE THREE ISSUES. @10/18-ZMG032N

**ARBS MG CALLED DLR TO FOLLOW UP WITH SM MATT. ARBS MG LEFT VMX REQUESTING CALL BACK. @10/19-ZMG032N

NIS0447375REC'D BBB MRF. CCF STATES: ALL 4 TIRES FEATHERED-ALIGNMENT; REAR HATCH WON'T OPEN; RANDOM NOISES IN DASH; WINDOW CREAKS; WINDOW MOTOR BROKE; VEH STALLED - REPLACED TRANSMISSION; SEAT MAKES POPPING NOISE; BUZZING NOISE NEAR RADIO; ALTERNATOR WENT OUT - REPLACED. C SEEKS VEH REPLACEMENT/ REPURCHASE. DOCS TO ARBS-MG. @10/19-ZMM843N

**ARBS MG CALLED DLR AND SPOKE WITH SM MATT WHO STATES C CAME BACK IN THE OTHER NIGHT BECAUSE AFTER BATTERY WAS DISCONNECTED, DLR FORGOT TO RESET THE SUNROOF. DLR HAS FIXED THIS. C IS RETURNING TO DLR MONDAY FOR ANOTHER REPAIR ATTEMPT AND THE WINDOW WHICH IS STILL MALFUNCTIONING. DLR HAS RADIO ON ORDER FOR C WHICH WILL CORRECT THE PROBLEM. ARBS MG THANKED AND WILL FOLLOW UP WITH DLR ON MONDAY. @10/21-ZMG032N

**ARBS MG TO OFFER ONE MONTH PAYMENT OR SEC+ IN RESPONSE TO MRF AFTER FOLLOWING UP WITH DLR. @10/21-ZMG032N

**ARBS MG CALLED DLR TO SPEAK WITH SM MATT WHO STATES C HAD AN APPOINTMENT TODAY AT 11 BUT DID NOT SHOW UP. ARBS MG UNDERSTOOD AND THANKED. ARBS MG EMAILED SETTLEMENT TO BBB RE OFFERING ONE MONTH PAYMENT AND SEC + CONTINGENT ON VEH BEING REPAIRED. NNA REQUESTS THAT C BRING VEH TO DLR TO ALLOW FOR NNA TO CONTINUE TO HONOR WARRANTY. @10/25-ZMG032N

**ARBS MG RECEIVED EMAIL FROM BBB RE EXPLAINING THAT C WANTS TO KNOW WHAT SEC+ NNA IS OFFERING AND IF NNA WILL ALSO ON TOP OF ONE MONTH'S PAYMENT INCLUDE REIMBURSEMENT FOR THE COST OF 4 TIRES SINCE TIRES HAVE WORN PREMATURELY DUE TO PROBLEMS WITH VEH. ARBS MG EMAILED DTS JVE FOR OPINION. @11/08-ZMG032N

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**ARBS MG RECEIVED EMAIL FROM DTS JVE EXPLAINING THAT NONE OF C'S CONCERNS CAUSED C'S TIRES TO WEAR AND DTS JVE FOUND NO ABNORMAL WEAR DURING THE FINAL. DTS JVE SUGGESTS THAT IF C REJECTS OFFER OF SEC+ AND 1 MONTH PAYMENT, NNA SHOULD GO TO HEARING.
@11/08-ZMG032N

**ARBS MG RECEIVED EMAIL FROM BBB RE WHICH STATES C ACCEPTS NNA'S OFFER OF 1 MONTH PAYMENT AND SEC+ CONTRACT. BBB RE SENDING OUT SETTLEMENT LETTER.
@11/09-ZMG032N

NIS0454428REC'D BBB SETTLEMENT: 1 MONTH VEH PYMT REIMBURSEMENT AND GOLD ESC FOR 48MOS/48,000MILES. DOCS TO ARBS-MG.
@11/10-ZMM843N

**ARBS MG SUBMITTED SEC+ GOODWILL TO MGR WH.
@11/12-ZMG032N

**ARBS MG CALLED C WHO AGREED TO FAX PAYMENT SLIP TO ARBS MG FOR REIMBURSEMENT
@11/15-ZAN258N

**ARBS MG CALLED C AT DAY # TO FOLLOW UP ON PAYMENT STUB. ARBS MG LEFT VMX WITH PHONE NUMBER AND FAX # AND ADVISED C TO FAX PAYMENT STUB TO ARBS MG IN ORDER TO BE REIMBURSED.
@11/29-ZMG032N

**ARBS MG RECEIVED VMX FROM C STATING C FAXED MONTHLY PAYMENT THE NEXT DAY FROM KINKOS AND RECEIVED CONFIRMATION THAT IT WENT THROUGH.

@11/29-ZMG032N

**ARBS MG CALLED C AT DAY # AND LEFT VMX REQUESTING THAT C MAIL OR FAX THE MONTHLY STATEMENT AGAIN AS IT WAS NOT RECEIVED. ARBS MG LEFT FAX # AND ADDRESS AND REQUESTED THAT C SEND IT AGAIN AND IF C WOULD LIKE TO BE REIMBURSED FOR THE FAX CHARGES, ARBS MG WILL DO THAT.
@11/30-ZMG032N

**ARBS MG RECEIVED VMX FROM C WHO STATES C WILL REFAX DOCS TO ARBS MG.

**ARBS MG RECEIVED VMX FROM C WHO STATES C IS NOT SURE EXACTLY WHAT NNA NEEDS C TO FAX. ARBS MG CALLED C AND C STATES C HAS FOUND SOMETHING SHOWING THAT C PAYS \$583.76/MONTH AND WILL FAX THAT TO ARBS MG.
@11/30-ZMG032N

**ARBS MG RECEIVED FAX FROM C AND SUBMITTED CHECK REQUEST IN AMOUNT OF \$583.76 TO MGR WH.
@12/01-ZMG032N

**ARBS MG CALLED C AT DAY # AND EXPLAINED THAT CHECK SHOULD COME TO C EARLY NEXT WEEK. C THANKED.
@12/01-ZMG032N

**ARBS MG RECEIVED CHECK AND MAILED CHECK TO C VIA 2 DAY FEDEX. @12/03-ZMG032N

FILE CLOSED, DOCS TO BBB CLOSED DRAWER.
@12/03-ZMG032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

ATTN: SVC MGR; PLEASE FAX ALL REPAIR ORDERS TO MICHELLE @ 310-771-2743 AND CALL W/ANY ADD'L INFORMATION @ 310-771-3324. THANK YOU!

DEALER ACTION:

CUST HAS NOT BEEN TO DEALERSHIP SINCE 2/5/04

@11/15-3480

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CONTACT(S):

SATISFIED: N	ACTION CODE: DP4B	ROOT CAUSE: SDNR
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: 3480	EFFECTIVE: 09 / 21 / 04	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY:	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZMG032N	
HISTORY:	UPDATE BY: ZMG032N	
SVC CALL#:	UPDATE DATE: 12 / 03 / 04	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 03 / 04	MICROFILM: N
RESP CAA: GLENNAN, MICHELLE	OLM: ROYSTER KAREN	DOM:
PHONE: 3107713324	OWNER FIRST:	LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:18 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN: JN8AZ08T13W
IN SCV DATE: 11/18/2003

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

DATE: 1/26/2009
TIME: 12:48:18 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN: JN8AZ08T13W
IN SCV DATE: 8/28/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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5	RCNV02356702	34ESC CA	11/18/2003	11/18/2007	48.000	
6	RMNS06317062	2445 FL	8/28/2005	11/18/2009	72.000	10/17/2007

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCNV02356702		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: V		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 11/18/03		EFFECTIVE:	
EXPIRES: 11/18/07	MILES: 48,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 11/16/2004		TRANSACTION:	
PRINTED: 11/19/04		PRINTED:	
DEALER NO: 34ESC	STATE: CA	DEALER NO:	STATE:
DEALER NAME: SOUTHEAST CA CONTRACTS		DEALER NAME:	
-----+-----			

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RMNS06317062		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: M		PLAN TYPE:	
PLAN TERM: S		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 08/28/05		EFFECTIVE:	
EXPIRES: 11/18/09	MILES: 72,000	EXPIRES:	MILES:
CANCEL: 10/17/07	MILES: 62,418	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 11/9/2007		TRANSACTION:	
PRINTED: 09/02/05		PRINTED:	
DEALER NO: 2445	STATE: FL	DEALER NO:	STATE:
DEALER NAME: COURTESY NISSAN OF TAMPA		DEALER NAME:	
-----+-----			

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SC: NONE

VIN: JN8AZ08W94W Y

YR/MDL: 2004.0 MUR MILEAGE: 1380

IN SVC DATE: 09 / 23 / 04

NAME: [REDACTED]
STREET: [REDACTED]
CITY: FORT WAYNE

ST/ZIP: IN [REDACTED]

DAY PH: [REDACTED]

EVE PH: [REDACTED]

DLR PH: 260 484 9500

VCAN: N

PAID: 5

SUSP: 0

DENY: 0

RTL DLR: 3174

SVC DLR: 3174

RESP DLR: 3174

REGION: 24

FORT WAYNE NISSAN

FORT WAYNE NISSAN

FORT WAYNE NISSAN

DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00

EXEC: 00 / 00 / 00

EMAIL: 00 / 00 / 00

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

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

PREVIOUSLY REPAIRED: 00 / 00 / 00

WHERE:

VEHICLE PURCHASED: NEW X PREOWNEI

MILES

NISSAN/INFINITI VEHICLES: 1

VEHICLE MAINTAINED BY: NONE YET

OUTSIDE WARRANTY BY (B) MONTHS:

MILES:

(PT) MONTHS:

MILES:

ORIG CODE: CT 11

CONTACT (S):

SEVERITY: 9

OPEN DATE: 10 / 19 / 04

FOLLOWUP DATE: 10 / 20 / 04

CLOSE DATE: 10 / 20 / 04

XFER/RSPNSBLTY: 24 09 S

DATANET (Y/N): 1

DATANET (Y/N): 10 / 20 / 04

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	121000	FRONT BRAKE (DISC/CALIPER/PAD/ROTOR)
AD	BRAKES	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	248500	STEERING WHEEL
BM	STEERING	WE	PULLS/DRIFTS/UNSTABLE

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C. A. R. COMMENTS

FILE OPENED-ZYE726N 10/19/2004

NO PREVIOUS FILES

CRR-YE VERIFIED C NAME, ADDRESS, PHONE, VIN, RSP DLR, AND MILEAGE

NO RECALLS FOUND

CRR-YE RECEIVED INBOUND CALL FROM C STATING C IS EXTREMELY UNHAPPY WITH C'S RECENT PURCHASE. C STATES IN THE SHORT TIME THAT C HAS OWNED THE VEH, C HAS HAD TO HAVE THE ROTORS TURNED, THE SEAT IS LOOSE, AND THE FRONT END NEEDS AN ALIGNMENT. C STATES C TEST DROVE THIS VEH ONE MONTH BEFORE C PURCHASED IT AND IT DID NOT DRIVE THE WAY THAT IT DOES NOW. C STATES NOW, THE STEERING WHEEL TILTS TO THE RIGHT. C IS UNHAPPY.

CRR-YE APOLOGIZED TO C AND ADVISED C THAT FILE WILL BE FORWARDED TO RCAS-ST TO OBTAIN ADDITIONAL INFO FROM DLR AND C WILL RECEIVE A CALL FROM DLRSHIP OR RCAS IN 24 HOURS. C STATES C HAS AN APPT TO TAKE VEH TO DLRSHIP ON THURSDAY FOR THE SEAT TRACKS. C STATES C DOES NOT FEEL SAFE IN THE VEH. CRR-YE PROVIDED C WITH FILE NUMBER. C THANKED. CALL ENDED. FILE DATANETTED AND EMAIL NOTICE SENT TO RCAS-ST.

@10/19-ZYE726N

CRR-DD RECVD INBOUND CALL FROM DLR3174 SVC DIR.-HERB REQUESTING A CALLBACK
CRR-DD TRANS TO RCAS-AT VM AT 11:34AM(PST).

@10/20-ZDD388N

@10/20-ZDD388N

**RCAS CONTACTED DLR. RCAS-AT SPOKE WITH SM-HERB AT 11:40 AM PST. SM-HERB STATES FOLLOWING:

@10/20-ZAT118N

-STEERING WHEEL HAD SLIGHT VIBRATION, DLR TURNED FRONT ROTORS, 99.9% REMEDIED

-SM-HERB TEST DROVE VEH YESTERDAY WITH TECH AND HEARD GRINDING NOISE IN REAR BRAKES. C IS BRING VEH IN TOMORROW AND DLR WILL ADDRESS REAR BRAKE CONCERN TOMORROW.

-STEERING WHEEL SLIGHTLY OFF CENTERED, DLR WILL RECENTER STEERING WHEEL.

-C STATED VEH PULLS TO LEFT. SM-HERB TEST DROVE VEH YESTERDAY, ON FLAT ROADS VEH SLIGHTLY PULLS TO LEFT. DLR WILL DO ALLIGNMENT

-C STATED DRIVER'S SEAT IS LOOSE. DLR ORDERED BOTTOM SEAT FRAME THAT DLR WILL INSTALL TOMORROW.

@10/20-ZAT118N

SM-HERB STATES THAT ALL ISSUES WILL BE ADDRESSED AND REMEDIED TOMORROW.

RCAS-AT THANKED.

@10/20-ZAT118N

**RCAS-AT SPOKE WITH C AT 11:55 AM PST. RCAS-AT ADVISED C RCAS HAS SPOKEN WITH SM-HERB. RCAS-AT ADVISED C DLR WILL BE CENTERING STEERING WHEEL. PERFORMING AN ALLIGNMENT, INSPECTING REAR BRAKES AND INSTALLING DRIVER'S SIDE SEAT WITH BOTTOM SEAT FRAME. RCAS-AT ADVISED C ALL CONCERNS WILL BE ADDRESSED AND REPAIRED TOMORROW. C STATES C UNDERSTANDS DLR WILL REPAIR C VEH. C STATES C FEELS UNSAFE IN VEH. C STATES THAT C HAS TO BRING VEH TO DLR FOR REPAIRS ALREADY SHOWS THAT C VEH HAS PROBLEMS. RCAS-AT APOLOGIZED. RCAS-AT ADVISED C PROBLEMS WITH VEH DO OCCUR. RCAS-AT ADVISED C NNA FIRST PRIORITY IS TO REPAIR C VEH UNDER WARRANTY, FREE OF CHARGE TO C, THAT IS WHY NNA PROVIDES WARRANTY. RCAS-AT ADVISED C ALL OF C VEH CONCERNS WILL BE REPAIRED TOMORROW. C DISSATISFIED BUT THANKED.

@10/20-ZAT118N

FILE CLOSED.

@10/20-ZAT118N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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CUSTOMER COMPLAINT REGARDING MISCELLANEOUS PROBLEMS WITH VEH. PLEASE CONTACT
STEVE AT EXT 3853 TO DISCUSS. THANKS.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1A	ROOT CAUSE: SCCE
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3174	EFFECTIVE: 10 / 19 / 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: ZYE726N	
HISTORY:	UPDATE BY: ZAT118N	
SVC CALL#:	UPDATE DATE: 10 / 20 / 04	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 20 / 04	MICROFILM: N
RESP CAA: TRAN. ALICE	OLM: SMIT AGNES	DOM: ERWIN MARK
PHONE: 3107713775	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]	SC: NONE	[REDACTED]
STREET: [REDACTED]	VIN: JN8AZ08T83W	Y
CITY: MOBILE	YR/MDL: 2003.0	MUR MILEAGE: 36637
ST/ZIP: AL [REDACTED]	IN SVC DATE: 05 / 26 / 03	
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3492 PAT PECK NISSAN
EVE PH: [REDACTED]	PAID: 7	SVC DLR: 3492 PAT PECK NISSAN
DLR PH: 251 476 7800	SUSP: 0	RESP DLR: 3492 PAT PECK NISSAN
	DENY: 0	REGION: 34 DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED 10 / 25 / 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
 VEHICLE MAINTAINED BY:
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CL 11	OPEN DATE: 10 / 29 / 04	XFER/RSPNSBLTY: 34 10 S
CONTACT (S):	FOLLOWUP DATE: 11 / 01 / 04	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 01 / 14 / 05	DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	244000	GEN. STEERING COMPONENT(S)
BM	STEERING	YE	MULTIPLE REPAIR ATTEMPTS

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CA4742934N

C. A. R. COMMENTS

FILE OPENED-ZCM075N 10/29/2004

PREVIOUS FILE: 4727529

:: ARBS RECEIVED CERTIFIED LETTER FROM C ON 10/25/04, DATED 10/18/04.

C REQUEST THAT NNA GIVE THEM THEIR MONEY BACK. C HAS HAD PROBLEMS WITH:

1. SUNROOF
2. ALTERNATOR
3. SEAT
4. RADIATOR
5. SEAT HEATER BUTTON
6. STEERING WHEEL SHAKES
7. WHEN IT RAINS THERE IS A HORRIBLE SMELL THAT LINGERS IN THE VEH FOR DAYS.
8. STEERING WHEEL. C STATES DLR DAMAGED IT WHEN REPLACING THE SEAT.

@10/29-ZCM075N

:: ARBS CALLED THE C BUT THEY WERE NOT AVAILABLE. ARBS LEFT A MESSAGE WITH C'S DAUGHTER AT 2:47PM PST. PENDING CALL BACK.

@10/29-ZCM075N

ARBS RECEIVED HISOTRY LISTING FROM SM-RICK FOSTER:

- 1) 05/05/03 & 4.320MI DAYS: 1
A. NO START --- BATTERY FAILED TEST, DLR REPLACED THE BATTERY
- 2) 05/28/03 & 4.446MI DAYS: 2
A. SUNROOF WON'T CLOSE --- DLR FOUND AN INTERNAL SHORT IN SUNROOF MOTOR.
REPLACED SUNROOF MOTOR
- 3) 04/30/04 & 28,268MI DAYS: 1
A. VEH DIED WHILE DRIVING --- DLR REPLACED ALTERNATOR
- 4) 08/24/04 & 34,455MI DAYS: 10
A. DRIVER'S SEAT LOOSE AND MAKING NOISE --- DRIVERS SEAT TRAC BROKEN.
REPLACED SEAT TRAC

- 5) 09/11/04 & 35,985MI DAYS: 1
A. SES LIGHT ON --- VEH HAD GAS CAP CODE. RESET COMPUTER
B. C REQUESTED FOR DLR TO CHECK BRAKES --- HAS 50% LEFT
- 6) 09/29/04 & 36,637MI @11/01-ZCM075N
A. WILL NOT CRANK, JUST CLICKS -- DLR REPLACED BATTERY
B. STEERING WHEEL SCRATCHED AND HAS DENT FROM WHEN DLR REPLACED SEAT ---
DLR OFFERED TO REPLACE THE STEERING WHEEL AS GOODWILL. PART ORDERED.
C. NO START --- DLR REPLACED ALTERNATOR
D. AFTER REPLACING THE ALTERNATOR DLR SAW RADIATOR LEAKING --- REMOVED
RADIATOR AND FOUND LEAK AT CORE. RADIATOR WAS REPAIRED.

~~> SUMMARY: 2 REPAIR ATTEMPTS FOR A NO START (2 BATTERIES & 1 ALTERNATOR);
1 REPAIR FOR VEH DIEING (ALTERNATOR); 1 REPAIR FOR SUNROOF; 1 REPAIR FOR SEAT;
TOTAL DAYS: 15 @11/01-ZCM075N

:: ARBS TALKED TO MRS. FRANZONE TODAY AT 7:57AM PST. C STATES CURRENT CONCERNS

1. STEERING WHEEL HASN'T BEEN REPLACED BY THE DLR AS PROMISED
2. GM PROMISED C THAT VEH WOULD GET A NEW RADIATOR SINCE DLR DAMAGED IT
3. WHEN IT RAINS THERE IS A HORRIBLE SMELL THAT LINGERS IN THE VEH
4. SEAT HEAT HEATER BUTTON FELL INTO THE PANEL
5. STEERING WHEEL SHAKES AT VARIOUS SPEEDS. C ALREADY REPLACED TIRES W/GOODYEA
6. C STATES THAT WHEN ALTERNATOR WAS REPLACED ALL THE INSTRUMENT LIGHTS CAME
ON AND VEH WOULD LOOSE POWER. CURRENTLY THE VEH LOOSES POWER BUT THE LIGHTS
DON'T GO OFF.

:: ARBS HAD A DETAILED CONVERSATION WITH C AND C'S MAIN ISSUE IS HOW C HAS
BEEN TREATED BY DLR. C STATES THAT C WANTS STEERING WHEEL AND RADIATOR
REPLACED AS PROMISED BY THE DLR. ARBS MADE IT VERY CLEAR THAT SINCE ISSUES
ARE DLR ISSUES ARBS IS NOT IN A POSITION TO FORCE DLR TO REPLACE THE ITMES.
AS FOR THE RADIATOR IT STATES THAT DLR FOUND RADIATOR DAMAGED. C STATES THAT

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DLR TOLD HER THAT THEY PUNCTURED IT WHEN REPLACING THE ALTERNATOR AND GM PROMISED THAT THE RADIATOR WOULD BE REPLACED NOT REPAIRED. ARBS ADVISED THAT ARBS WILL CALL SM ON C'S BEHALF BUT IT IS UP TO THE DLR ON HOW THEY RESOLVE IT. IN ADDITION ALL OTHER CONCERNS CAN ALSO BE ADDRESSED BUT C MUST KNOW THAT THE VEH IS OUTSIDE OF WARRANTY. @11/01-ZCM075N

:: ARBS TALKED TO SM-RICK FOSTER AND STEERING WHEEL IS. ARBS THEN DISCUSSED THE RADIATOR AND THE FACT THAT IT WAS SUPPOSE TO BE REPLACED ACCORDING TO GM'S PROMISE TO C. SM-RICK WILL CHECK WITH GM AND CALL ARBS BACK. @11/02-ZCM075N

:: ARBS STILL HAVE NOT HEARD BACK FROM DLR. ARBS WILL CONTACT DLR TO GET STATUS. @12/02-ZCM075N

:: ARBS TALKED TO SM-RICK WHICH STATES THAT C DID COME BACK ON 11/29/04 & ` 40,918MI. DLR DID REPLACE THE RAIATOR AND STEERING WHEEL. ISSUE HAS BEEN RESOLVED. FILE CLOSED. ALL DOCS ARE IN THE BBB CLOSEED DRAWER. @01/14-ZCM075N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RP1F	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: 3492	EFFECTIVE: 10 / 29 / 04	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY: ST	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZCM075N	
HISTORY:	UPDATE BY: ZCM075N	
SVC CALL#:	UPDATE DATE: 01 / 14 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 14 / 05	MICROFILM: N
RESP CAA: MAYORGA, CYNTHIA	OLM: ROYSTER KAREN	DOM:
PHONE: 3107715262	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME:	[REDACTED]	VIN:	JN8AZ08T34W	[REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2004.0	MUR	MILEAGE: 10950
CITY:	COLLINSVILLE	IN SVC DATE:	11 / 20 / 04		
ST/ZIP:	IL [REDACTED]	VCAN:	Y	RTL DLR:	3526 AUTOCENTERS NISSAN. INC.
DAY PH:	[REDACTED]	PAID:	3	SVC DLR:	3526 AUTOCENTERS NISSAN. INC.
EVE PH:	[REDACTED]	SUSP:	1	RESP DLR:	3526 AUTOCENTERS NISSAN, INC.
DLR PH:	618 251 3000	DENY:	0	REGION:	24 DIST: SL/SV/PT: 06 06 36

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 PREOWNEI	MILES		# NISSAN/INFINITI VEHICLES:	2
VEHICLE MAINTAINED BY:	3526				
OUTSIDE WARRANTY BY (B) MONTHS:		MILES:		(PT) MONTHS:	

ORIG CODE: CT 11	OPEN DATE: 03 / 10 / 05	XFER/RSPNSBLTY:	24 06 S
CONTACT (S):	FOLLOWUP DATE: 03 / 11 / 05	DATANET (Y/N):	1
SEVERITY: 9	CLOSE DATE: 04 / 05 / 05	DATANET (Y/N):	03 / 14 / 05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZAG576N 03/10/2005

NO PREVIOUS FILES

**CRR-AG CONFIRMED NAME, ADDRESS, DAY&EVE PH, DLR, MILEAGE, VIN

CHECKED FOR RECALLS NONE OPEN NOTIFIED C

**CRR-AG TOOK INBOUND CALL FROM C REGARDING DRIVE SEAT RATTLE.

**C STATES C HAS VEH AT AUTO CENTER NISSAN TWICE FOR A RATTLE IN THE SEAT WHEN DRIVING VEH. C STATES THE DLR REPLACED THE SEAT TWICE. C STATES THIS THE SEAT IS A "SLOPPY FIT". C STATES THERE IS A DEFECT IN THE SEAT.

**C STATES WHEN ACCELERATING FROM A STOP OR TURN A CORNER THE SEAT RATTLES C STATES C CAN FEEL THE RATTLE/SHAKING AS WELL.

**C STATES THE FIRST SEAT THAT WAS PUT IN WAS WORSE THAN THE ORIGINAL SEAT THAT CAME WITH THE VEH. C STATES THAT LAST MONTH VEH WAS AT DLR FOR SECOND TIME AND SEAT WAS REPLACED AGAIN AND SEAT STILL RATTLES.

**C STATES THE DLR HAS INFORMED C THAT THE DLR INFORMED C THAT THEY DID CONTACT TECHLINE AND DLR WAS INFORMED THIS IS NORMAL AND THERE IS NOTHING TO FIX.

**CRR-AG INFORMED C THE FILE WILL BE FORWARDED TO REGIONAL SPECIALIST AND C SHOULD RECEIVE CALL BACK WITHIN NEXT BUSINESS DAY. C UNDERSTOOD.

**C DID NOT STAY ON THE LINE LONG ENOUGH FOR CRR-AG TO PROVIDE FILE# NAME AND EXT. C STATES THE ANSWER C HAS RECEIVED FROM NNA AND DLR IS NOT ACCEPTABLE.

@03/10-ZAG576N

RCAS CONTACTED DEALER

RCAS CONTACTED DEALER SERVICE AT 11:57 PST JAY IN SERVICE PROVIDED THE FOLLOWING INFORMATION: DEALER ADVISED THEY HAVE NOT VERIFIED THE RATTLE THE SEAT MAY BE LOOSE: SECOND TIME DID DETERMINE NOISE: NO WAY YOU CAN TAKE ALL OF THE LOOSENESS OUT OF THE SEAT: SEAT MEET SPECIFICATION: DEALER STATES WOULD LIKE TO DRIVE WITH THE CUSTOMER: TWO SEAT TRACKS WERE REPLACED:

2/24/05 AT MILEAGE 9445 REPAIR ORDER NUMBER 35772: @03/11-ZIC702N

RCAS CONTACTED CUSTOMER ON DAY NUMBER TO PROVIDE FOLLOW UP:

DAY NUMBER WAS CONTACTED AT 1:34 PST: NO ANSWER NO MACHINE: @03/14-ZIC702N

RCAS CONTACTED EVENING NUMBER AT 1:34 PST TO FOLLOW UP: @03/14-ZIC702N
CUSTOMER ADVISED SECOND SERVICE VISIT THE DEALER WAS ASKED TO DRIVE WITH THE CUSTOMER AND THE DEALER DID CONFIRM THIS REPAIR CONCERN

ORDERED PART AND THEN IT WAS CHANGE: @03/14-ZIC702N

CUSTOMER ADVISED THE SPECIFICATIONS ARE NOT GOOD AND THE DEALER IS JUST REPLACING THE SLIDES AS REQUESTED: CUSTOMER IS 6'2 218 LBS AND DEALER ADVISED SIZE OF CUSTOMER MAY BE CAUSING THE SEAT TO MOVE: CUSTOMER STATES HE IS NOT THAT BIG:

DRIVER SEAT ONLY THAT IS MOVING: HAPPENS ALL OF THE TIME WHEN ACCELERATE OR COME OUT OF A CORNER YOU CAN FEEL A JAR: @03/14-ZIC702N

NOTHING THE DEALERSHIP CAN DO TO MAKE THE REPAIRS: @03/14-ZIC702N

RCAS DID NOT SEE A FIX NUMBER ON FILE: DEALER TO CONTACT CUSTOMER AND HAVE VEHICLE BROUGHT BACK IN FOR ANOTHER SERVICE APPOINTMENT: CUSTOMER JUST WANTS TO HAVE THIS FIXED: @03/14-ZIC702N

RCAS CONTACTED DEALER SERVICE JAY TO ADVISE CUSTOMER CONTACT NEEDS TO BE MADE AND RECOMMENDATION TO CONTACT TECHLINE FOR ANY ADDITIONAL REPAIR RECOMMENDATIONS THEY MAY HAVE: @03/14-ZIC702N

DEALER WAS CONTACTED TO REVIEW: RCAS RECOMMENDED THE DEALERSHIP CONTACT TECHLINE TO OBTAIN REPAIR RECOMMENDATIONS TO HAVE BEFORE THE VEHICLE IS BACK IN FOR SERVICE: DEALER UNDERSTOOD AND WILL ADVISE RCAS OF INFORMATION OBTAINED: @03/14-ZIC702N

DEALER JAY WAS CONTACTED AT 8:06 PST AND PROVIDED THE FOLLOWING UPDATE
TECHLINE RECOMMENDED TO GREASE ALL JOINTS AND MOVING PARTS:

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DEALER CONTACTED CUSTOMER TO PROVIDE: @03/16-ZIC702N
::RCAS CONTACTED DLR AND SPOKE TO SA-JAY. SA STATED SA HAS NOT HEARD BACK FROM C.
@04/05-ZJM129N
::RCAS CONTACTED C AT DAY # AND WAS NOT ABLE TO LEAVE VMX AS THERE WAS NO ANSWERING SERVICE.
@04/05-ZJM129N
::RCAS CONTACTED C AT EVE # AND SPOKE TO C. RCAS ASKED C IF C PLANS TO CONTACT THE DLR. C STATED C DIDN'T KNOW C WAS SUPPOSED TO. RCAS APOLOGIZED AND EXPLAINED THAT THE TECHNICIANS AT NNA HAVE BEEN WORKING WITH THE DLR IN SOLVING THIS PROBLEM AND WOULD LIKE THE DLR TO GREASE ALL JOINTS AND MOVING PARTS TO SEE IF THIS ADDRESSES C CONCERN. C STATED THIS IS GREAT. RCAS ADVISED C TO CALL THE DLR TO MAKE AN APPT SO THIS CAN BE DONE. C UNDERSTOOD AND AGREED TO DO SO. RCAS ENCOURAGED C TO CALL RCAS BACK IF C'S CONCERNS AREN'T ADDRESSED AT THE DLRSHIP. RCAS GAVE NAME AND EXT.
FILE CLOSED PENDING POSSIBLE FUTURE C CALLBACK. @04/05-ZJM129N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.
FYI IDA COHEN 310-771-3774

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: RT8F		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: 3526		EFFECTIVE: 03 / 10 / 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: ZAG576N		
HISTORY:		UPDATE BY: ZJM129N		
SVC CALL#:		UPDATE DATE: 04 / 05 / 05		
CLOSE: Y (Y/N)		CLOSE DATE: 04 / 05 / 05		MICROFILM: N
RESP CAA: ROBINSON, JESSICA		OLM: SMIT AGNES		DOM: SHOOK, TODD
PHONE: 0000000000		OWNER FIRST:		LANGUAGE: E ENGLISH

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

CA4878930

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:19 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 11/20/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
9	RCDC01933162	3526 IL	11/20/2004	11/20/2009	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDC01933162		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 11/20/04		EFFECTIVE:	
EXPIRES: 11/20/09	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 11/30/2004		TRANSACTION:	
PRINTED: 12/03/04		PRINTED:	
DEALER NO: 3526	STATE: IL	DEALER NO:	STATE:
DEALER NAME: AUTOCENTERS NISSAN, INC.		DEALER NAME:	
-----+-----			

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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08T53W [REDACTED] Y	
CITY: PHOENIX		YR/MDL: 2003.0 MUR MILEAGE: 33200	
ST/ZIP: AZ [REDACTED]		IN SVC DATE: 07 / 28 / 03	
DAY PH: [REDACTED]	VCAN: Y	RTL DLR: 2718	ABC NISSAN
EVE PH: [REDACTED]	PAID: 19	SVC DLR: 3384	PINNACLE NISSAN
DLR PH: 480 998 9800	SUSP: 2	RESP DLR: 3384	PINNACLE NISSAN
	DENY: 0	REGION: 44	DIST: SL/SV/PT: 08 08 38

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2718/3384		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 05 / 20 / 05	XFER/RSPNSBLTY: 44 08 S
CONTACT (S):	FOLLOWUP DATE: 05 / 27 / 05	DATANET (Y/N): 2
SEVERITY: 3	CLOSE DATE: 08 / 01 / 05	DATANET (Y/N): 05 / 25 / 05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	103500	STEREO/CD/RADIO
AA	AUDIO/VIDEO/NAVI	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	103500	STEREO/CD/RADIO
AA	AUDIO/VIDEO/NAVI	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	ZM	EXCESSIVE NOISE

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FILE OPENED-ZKH181N 05/20/2005

NO PREVIOUS FILES

CRR KH UPDATED AND VERFIED NAME,ADDRESS,VIN,MILEAGE,RESP DLR AND PHONE

CRR KH CHECKED FOR RECALLS AND FOUND NONE

CRR KH RECEIVED INBOUND CALL C CALL TO PLACE A DLR COMPLAINT

C STATES THE SVC DLR WOULD DAMAGE THE C VEH WHEN C WOULD TAKE VEH IN FOR REPAIRS OR MAINTENCE WITH THE STERO.

C STATES THE VEH HAS BEEN IN FOUR TIME FOR THE BOSE STERO ISSUE.

C STATES THERE HAS BEEN CRACKS IN THE SEAT IN STICHING, AND SCRATCHES ON THE STEREO FACING AND LEFT OVER FOOD IN VEH FROM REPAIR WORK.

C STATES THE GAS DOOR DOESNT WORK ON VEH AND DRIVERSEAT IS BROKEN.

C STATES THE STEREO STILL DOESNT WORK AFTER SEVERAL REPLACEMENTS AND C DOESNT FEEL THE SVC REP HANDLING C VEH WAS COMPETENT.

C STATES BROUGHT C DISSATISFACTION ON SERVICE TO DLRSHIP ATTENTION.

C STATES LAST TIME WENT TO SCV DLR ABOUT A MONTH AGO.

C THEN TOOK VEH TO DLR#3384 FOR SERVICE BECAUSE C DIDNT WANT DLL WITH SVC DLR

C STAKES THE BREAKS HAVE BEEN SQUEAKING TOO.

C STATES IT'S TIME FOR THE 30K MILE CHECK UP AND SVC DLR DIDNT ADVISE

C OF NEEDED MAINTENCE ON THE VEH AND SVC DLR WANTS TO CHARGE C FOR THE

MAINTENCE NEEDED. C UNDERSTOOD C HAS TO PAY BUT C IS NOT HAPY WITH THE SVC DLR

C WANTS ASSITANCE FROM NNA REGARDING VEH ISSUE AND HOW TO PROCEED C DOESNT

TRUST THE NISSAN DLRSHIPS AND C FEELS THAT C SHOULD BE COMPENSTATED FOR THE

SERVICE AT SVC DLR BY NOT BEING CHARGES ALL OF THE FEES FOR THE UPCOMING VEH MAINTENCE.

C STATES HAS AN APPT TO DROP VEH OFF AT DRL#3384 SUNDAY FOR THE 30K CHECK UP.

CRR KH ADVISED C OF RECALL AND WILL TRANSFER FILE TO SPECIALIST FOR DLR

COMPLAINTS AND VEH ISSUES AND TO PLEASE ALLOW REP/DLR UNTIL END OF NEXT

BUSINESS DAY FOR C CALL BACK

C UNDERSTOOD AND CRR KH GAVE NAME,EXT,FILE#

CRR KH TRANSFERING FILE TO RCAS GROUP

@05/20-ZKH181N

***RCAS-PY CONTACTED C. C STATES THAT C HAS BEEN HAVING DIFFICULTY GETTING ISSUES ADDRESSED AT ABC NISSAN. C STATES THAT C WILL TAKE THE VEH IN FOR SERVICE AND WILL HAVE TO BRING THE VEH BACK INTO THE DLRSHIP BECAUSE C'S VEH WAS DAMAGED BY THE DLRSHIP. RCAS APOLOGIZED FOR THE INCONVENIENCE.

C STATES THAT THE GAS DOOR AND THE DRIVER'S SEAT HAS BEEN REPAIRED. C STATES THAT C STILL HAS AN ISSUE WITH THE BOSE SYSTEM AND THE SEAT CUSHIONS.

C STATES THAT PINNACLE NISSAN IS ADDRESSING THOSE ISSUES. RCAS INFORMED C THAT RCAS WILL DOCUMENT C'S COMPLAINT AND SEND IT OVER TO THE DLRSHIP FOR REVIEW. C UNDERSTOOD. RCAS ALSO INFORMED C THAT RCAS WILL CONTACT PINNACLE NISSAN TO SEE WHAT REPAIRS ARE BEING PERFORMED AT THIS TIME. RCAS INFORMED C THAT RCAS WILL FOLLOW UP WITH C AS SOON AS RCAS OBTAINS SOME INFORMATION FROM PINNACLE NISSAN. C THANKED RCAS FOR THE ASSISTANCE. @05/23-ZPY357N

***RCAS-PY CONTACTED SM-JOHN BUT SM WAS UNAVAILABLE AT TIME OF CALL. RCAS LEFT A MESSAGE REQUESTING A CALL BACK WITH AN UPDATE. @05/24-ZPY357N

***RCAS-PY RECEIVED A MESSAGE FROM SM-JOHN. SM STATES THAT THE SERVICE DEPARTMENT HAS REPLACED THE FACE PLATE. SM STATES THAT NOTHING MORE CAN BE DONE. SM STATES THAT EVERYTHING SEEMS TO BE WORKING AT THIS TIME. SM STATES THAT THE REPAIRS HAVE BEEN COMPLETED. @05/25-ZPY357N

***RCAS-PY CONTACTED SM-JOHN BUT THE SM WAS UNAVAILABLE AT TIME OF CALL.

RCAS LEFT A MESSAGE INFORMING SM THAT RCAS HAS RECEIVED SM'S VOICE MESSAGE.

RCAS LEFT A MESSAGE INFORMING SM THAT C ALSO HAS AN ISSUE WITH THE STITCHING IN THE SEATS. RCAS ASKED SM IF THIS ISSUE HAS BEEN ADDRESSED. RCAS LEFT

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A MESSAGE REQUESTING A CALL BACK.

@05/25-ZPY357N

***RCAS-PY RECEIVED A MESSAGE FROM SM-JOHN STATING THAT THE FACE PLATE WAS REPLACED IN ADDITION TO THE SEAT COVERS. SM STATES THAT THE DLRSHIP HAS ADDRESSED THE ISSUE WITH THE STITCHING OF THE SEAT. SM PROVIDED C'S RO NUMBER (#312455).

@05/25-ZPY357N

***RCAS-PY CONTACTED SM-JOHN. SM STATES THAT THE REPAIRS HAVE BEEN COMPLETED AND THAT C HAS PICKED UP THE VEH. SM STATES THAT C HAS AN ISSUE WITH THE

@05/26-ZPY357N

FACE PLATE HAVING A DELAY. SM STATES THAT THE DLRSHIP WAS NOT ABLE TO DUPLICATE THE ISSUE. SM STATES THAT THE UNIT WAS WORKING PERFECTLY NORMAL. RCAS THANKED SM FOR THE INFORMATION.

@05/26-ZPY357N

***RCAS-PY CONTACTED C. C STATES THAT THE REPAIRS WERE COMPLETED BUT C STILL HAS ISSUES WITH THE STEREO SYSTEM. C DID NOT GO INTO DETAIL. C STATES THAT C WILL CONTACT RCAS BACK TOMORROW.

@05/26-ZPY357N

-
RCAS-JC CONTACTED C AND DISCUSSED. C STATES C IS STILL HAVING ISSUES WITH RADIO. C STATES C HAS HAD RADIO REPLACED FOUR TIMES AND THAT RADIO WILL STILL "JUMP" INTO SONGS WHILE ON RANDOM. C STATES C ALSO REMEMBERED THAT RADIO USED TO STAY ON AFTER VEH WAS TURNED OFF, BUT RADIO NO LONGER DOES THIS. RCAS ADVISED RCAS WAS UNAWARE IF THIS WAS NORMAL AND RCAS WOULD NEED TO LOOK INTO IT. C STATES C HAS ALSO BEEN COMPLAINING TO ABC NISSAN ABOUT SQUEAKING BRAKES SINCE C BOUGHT VEH AND NOW IT IS GETTING WORSE. C STATES C ALSO THINKS THERE IS A LARGE AMOUNT OF ROAD NOISE. C STATES C WAS TOLD IT WAS THE LIFTERS. C STATES WHILE IN IDLE C THINKS C CAN HEAR THE FAN BELT LOOSE. C STATES C WAS TOLD BY PINNACLE THAT THIS WAS FINE. C STATES C IS DUE FOR A 30K SERVICE. C STATES C IS FRUSTRATED WITH VEH AND WANTS IT REPAIRED AND IS SCARED FOR WHEN C IS OOW. RCAS REQUESTED TIME FOR RESEARCH WITH SA-PHIL AND ANTHONY AT ABC AND SA-LORI AT PINNACLE AND THAT RCAS WOULD FOLLOW UP WITH C AFTERWARD. C UNDERSTOOD. RCAS PROVIDED EXTENSION.
@05/31-ZJC624N

-
RCAS CONTACTED ABC NISSAN SM-ANTHONY AND WAS ADVISED THAT DLR HAD REPLACED C'S RADIO THREE TIMES.

-
RCAS CONTACTED PINNACLE NISSAN SM-JOHN AND WAS ADVISED DLR VERIFIED WITH RADIO MANUFACTURER THAT PARTS HAD BEEN REPLACED. DLR STATES DLR HAS NEVER DUPLICATED C'S CONCERN AND THAT DLR ONLY REPLACED FACE PLATE LAST TIME BECAUSE RCAS-PY GOT INVOLVED. SM STATES DLR IS NOT GOING TO REPLACE ANY MORE PARTS ON VEH UNTIL DLR VERIFIES C'S CONCERNS. SM STATES ISSUE NEEDS TO BE DUPLICATED.

@06/02-ZJC624N

-
RCAS CONTACTED C AND EXPLAINED THAT SM-JOHN IS NOT GOING TO REPLACE ANYTHING UNTIL ISSUES CAN BE DUPLICATED. C EXPLAINED THAT C HAS MORE CONCERNS 1) WHILE ON RANDOM, CD PLAYER WILL SHUT INTO THE MIDDLE OF THE SONG WHILE STARTING 2) CD PLAYER WON'T LOAD 3) CD PLAYER STOPS AND FREEZES 4) BRAKES SQUEAK IN REVERSE 5) SKIRT ON SEAT WAS PUT ON WRONG 6) FRONT LIGHT NEED TO BE CLEANED 7) RADIO DOESN'T STAY ON AFTER VEH TURNS OFF AS IT USED TO. RCAS EXPLAINED THAT RCAS WOULD CONTACT DLR AND EXPLAIN C'S SITUATION AND REQUEST DLR CONTACT TECHLINE IF ISSUES ARE DUPLICATED. C STATES C THINKS C WILL BE GOING TO DLR ON MONDAY. RCAS ADVISED RCAS WOULD FOLLOW UP WITH DLR ON MONDAY.

@06/09-ZJC624N

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@06/13-ZJC624N

RCAS CONTACTED DLR SM-JOHN WHO ADVISED TECH DROVE WITH C TODAY AND THE ENGINE NOISE WAS THE A/C COMPRESSOR MAKING NOISE. SM STATES DLR WAS UNABLE TO DUPLICATE RADIO CONCERN, AND THAT DLR HAS ALREADY TOLD C THAT DLR IS NOT GOING TO REPLACE ANYTHING UNTIL ISSUE CAN BE

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DUPLICATED. DLR STATES NO WORK WAS DONE ON VEH AND C HAS ALREADY LEFT.
@06/13-ZJC624N

-
RCAS CONTACTED TL-DG WHO ADVISED TL-DG IS UNAWARE IF VHE RADIO SHOULD STAY ON AFTER C TURNS OFF VEH, BUT THAT DLR CAN COMPARE WITH A LIKE VEH. TL-DG ADVISED DLR CAN ALSO COMPARE THE CD'S C IS USING IN ANOTHER VEH TO SEE IF THE SAME THINGS HAPPENS.
@06/13-ZJC624N

-
RCAS CONTACTED C. C STATES C WAS ABLE TO RESOLVE C'S NOISE CONCERNS BUT THAT RADIO ISSUE IS STILL THERE. C STATES TECH IS SUPPOSED TO BE LOOKING INTO RE-PROGRAMMING RADIO TO STAY ON AFTER VEH IS TURNED OFF WITH BOSE. RCAS ADVISED RCAS WOULD RESEARCH WITH SA-LORI AND WOULD CONTACT C BACK.
@06/13-ZJC624N

-
RCAS CONTACTED DLR SA-LORI WHO ADVISED TECH NEVER GOT BACK TO SA ABOUT THIS. SA STATES SA WILL CHECK WITH TECH AND WILL CONTACT RCAS BACK. @06/21-ZJC624N

-
RCAS CONTACTED DLR SA-LORI WHO EXPLAINED TECH HAS MADE SOME PHONE CALLS TO THE RADIO MANUFACTURER, BUT SA DOES NOT HAVE CLEAR INFORMATION AT THIS TIME. SA STATES DLR SHOULD HAVE SOMETHING MORE TOMORROW. @06/22-ZJC624N

-
RCAS CONTACTED DLR SA-LORI WHO ADVISED TECH HAS NOT BEEN ABLE TO COME UP WITH ANYTHING. SA STATES SA WILL CALL RCAS AS SOON AS SA DOES. @06/24-ZJC624N

-
RCAS CONTACTED DLR SM-JOHN AND REQUESTED DLR CONTACT C TO EXPLAIN DLR'S FINDINGS IF ANYTHING. SM STATES SM WILL HAVE SA-LORI DO SO AND THAT RCAS SHOULD BE ABLE TO FOLLOW UP WITH C BY TUESDAY.
@06/30-ZJC624N

-
RCAS RECEIVED VMX FROM DLR SA-LORI ADVISING THAT DLR HAD CONTACTED C AND DLR WANTED TO GET AUTHORIZATION TO GET A WHOLE NEW UNIT IN VEH AND WANTED TO KNOW IF RCAS WOULD CONTACT DPSM-TT TO GET IT.
@07/06-ZJC624N

-
RCAS CONTACTED DPSM-TT AND EXPLAINED C'S SITUATION. DPSM-TT ADVISED DPSM DID NOT THINK IS WAS WISE TO JUST THROW PARTS AT THE VEH UNLESS ISSUE CAN BE DUPLICATED. DPSM-TT DID NOT WISH TO AUTHORIZE A NEW UNIT.
@07/06-ZJC624N

-
RCAS CONTACTED DLR SA-LORI AND ADVISED OF INFORMATION FROM DPSM-TT. SA STATES DLR HAS DUPLICATED ONE OF C'S CONCERNS: CD PLAYER NOT UPLOADING CD, BUT NOT THE OTHER TWO: SCREATCHING NOISE AND SKIPING INTO THE MIDDLE OF A SONG. SA STATES IT WAS SM'S IDEA TO GET A NEW UNIT AND SO SA WILL DISCUSS THIS WITH SM AND HAVE SM CONTACT DPSM-TT TO SEE IF A NEW UNIT CAN BE INSTALLED.
@07/06-ZJC624N

-
RCAS CONTACTED DLR SM-JOHN WHO ADVISED SM THOUGHT SA-LORI HAD SENT DPSM-TT AN EMAIL ON THIS CONCERN BUT SM WILL GET WITH SA-LORI LATER TO SEE WHAT NEEDS TO BE DONE.
@07/07-ZJC624N

-
RCAS CONTACTED DLR SM-JOHN WHO ADVISED DLR LEFT A DETAILED VMX FOR DPSM-TT AND IS WAITING TO HEAR BACK.
@07/08-ZJC624N

-
RCAS CONTACTED DLR SM-JOHN AND LEFT VMX INQUIRING C DLR HAD HEARD ANYTHING BACK FROM DPSM-TT IN REGARDS TO GETTING A NEW RADIO UNIT.
@07/11-ZJC624N

-
RCAS CONTACTED DLR ADN LEFT VMX FOR SM-JOHN REQUESTING UPDATE ON C'S

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SITUATION.

@07/14-ZJC624N

-

RCAS CONTACTED DLR SM-JOHN WHO ADVISED C WAS IN YESTERDAY AND DLR DID NOT DUPLICATE ANY OF C'S ISSUES. SM STATES SM IS GOING TO CONTACT DTS-TM TO SEE IF THE BCM WOULD HAVE ANYTHING TO DO WITH THE CONCERNS C IS COMPLAINING ABOUT. SM STATES IF NOT, S, WILL CONTACT DPSM-TT TO SEE IF A BRAND NEW UNIT CAN BE INSTALLED. @07/19-ZJC624N

-

RCAS RECEIVED VMX FROM SA-LORI WANTS TO KNOW IF THERE WAS A PRODUCT SPECIALIST FOR AUDIO UNITS THAT DLR COULD SPEAK WITH. @07/22-ZJC624N

-

RCAS CONTACTED TL-DG WHO ADVISED THERE ARE ENGINEERS WHO SPECIALIST IN THIS BUT THEY ARE FOR INTERNAL USE. TL-DG ADVISED DLR SHOULD CONTACT TECHLINE FOR ANY CONCERNS. @07/22-ZJC624N

- @07/22-ZJC624N

RCAS CONTACTED SA-LORI AND LEFT VMX ADVISNG OF INFORMATION FROM TL-DG. @07/22-ZJC624N

-

RCAS CONTACTED DLR SM-JOHN WHO ADVISED DLR HAS NOT HEARD ANYTHING MORE FROM THE PARTS PERSON AND THAT SM WILL DOUBLE CHECK. @07/26-ZJC624N

-

RCAS RECEIVED VMX FROM SA-LORI INDICATING THAT SA WAS FINALLY ABLE TO GET A HOLD OF SOMEONE AT CLARION AND GOT A RADIO WITH UPGRADED SOFTWARE TO CORRECT FOR THE EXACT PROBLEM C HAD BEEN COMPLAINING ABOUT. SA STATES C IS COMING IN THIS WEEK TO HAVE IT INSTALLED. @08/01-ZJC624N

-

RCAS CONTACTED DLR AND LEFT VMX FOR SA-LORI THANKING SA FOR THE CALL AND ADVISING THAT SHOULD C HAVE ANY ISSUES WITH RADIO AFTER THE NEW UNIT IS INSTALLED THIS WEEK. TO LET RCAS KNOW AND RCAS WILL RE-OPEN THE FILE. FILE CLOSED PENDING C OR DLR CONTACT. @08/01-ZJC624N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW FILE.

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW FILE.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8C	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3384	EFFECTIVE: 05 / 20 / 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: ZKH181N	
HISTORY:	UPDATE BY: ZJC624N	
SVC CALL#:	UPDATE DATE: 08 / 01 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 01 / 05	MICROFILM: N
RESP CAA: COLLINS, JENNIFER	OLM: SMIT AGNES	DOM: HARRIMAN, ALAN
PHONE: 3107713772	OWNER FIRST:	LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:19 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED] L

VIN:
IN SCV DATE: 12/2/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
10	PEDM03708293	3384 AZ	12/2/2005	12/2/2008	100.000

CANCEL DATE	TRANSFER DATE

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: PEDM03708293		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: M		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 12/02/05		EFFECTIVE:	
EXPIRES: 12/02/08	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 12/28/2005		TRANSACTION:	
PRINTED: 12/31/05		PRINTED:	
DEALER NO: 3384	STATE: AZ	DEALER NO:	STATE:
DEALER NAME: PINNACLE NISSAN		DEALER NAME:	
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W93W [REDACTED] Y
CITY: INDIANAPOLIS		YR/MDL: 2003.0 MUR MILEAGE: 47486
ST/ZIP: IN [REDACTED]		IN SVC DATE: 08 / 14 / 03
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3004 TOM WOOD NISSAN. INC.
EVE PH: [REDACTED]	PAID: 5	SVC DLR: 3004 TOM WOOD NISSAN. INC.
DLR PH: 317 848 8888	SUSP: 2	RESP DLR: 3004 TOM WOOD NISSAN, INC.
	DENY: 0	REGION: 24 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY:
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 11486 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 08 / 04 / 05	XFER/RSPNSBLTY: 24 08 S
CONTACT (S):	FOLLOWUP DATE: 08 / 05 / 05	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 08 / 09 / 05	DATANET (Y/N): 08 / 05 / 05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZBE156N 08/04/2005

RCAS-BE VERIFIED NAME, ADDRESS, PHONE NUMBER, VIN, MILEAGE AND RESPONSIBLE DLR
@08/04-ZBE156N

RCAS CHECKED FOR OPEN RECALL AND FOUND 1: @08/04-ZBE156N

OPEN P5215 MURANOALTERNATORNTB05-059 05/25/05 00/00/00 00/00/00

@08/04-ZBE156N

RCAS ADVISED C ON OPEN RECALL. @08/04-ZBE156N

C STATES SEAT FRAME IN VEH FAILED. C STATES THE SEAT FRAME IS BROKEN. C STATES THIS IS DUE TO A DEFECT FROM THE MANUFACTURER AND C WILL LIKE THIS COVERED AT NO COST TO C. RCAS ADVISED C THAT AT THIS TIME C IS OOW BY 10000MILES. RCAS INFORMED C THAT RCAS WILL FORWARD FILE TO RESPONSIBLE RCAS FOR FURTHER REVIEW WITH DLRSHIP REGARDING C'S REQUEST FOR GOODWILL ASSISTANCE. RCAS INFORMED C THAT C WILL BE CONTACTED WITHIN 24 HOURS WITH POSSIBLE RESOLUTION. C UNDERSTOOD. C STATES WILL LIKE A CALL BACK TODAY. RCAS INFORMED C THAT RCAS

WILL PUT IN REQUEST BUT CAN NOT GAURANTEE CALL BACK TODAY. @08/04-ZBE156N

RCAS PROVIDED NAME, FILE# AND EXT AND REQUESTED CALL BACK SHOULD C NOT RECIEVE A CALL WITHIN 24HRS. C UNDERSTOOD. CALL ENDED @08/04-ZBE156N

E-MAIL SENT TO RCAS-AJ @08/04-ZBE156N

@08/04-ZAJ329N

RCAS CONTACTED DLR AT 10:20AM PST SPOKE WITH THE SERVICE MANAGER-JIM THAT ADVISED VEH CURRENTLY AT THE DLR AND SM-JIM WILL NEED TO RESEARCH CONCERN FURTHER. @08/04-ZAJ329N

RCAS-BE RECIEVED INBOUND CALL FROM C. C STATES C HAS NOT RECIEVED A CALL BACK YET. RCAS-BE INFORMED C THAT RCAS-BE WILL SEND AN E-MAIL TO RCAS-AJ REQUESTING THAT C BE CONTACTED. C UNDERSTOOD. CALL ENDED @08/08-ZBE156N

E-MAIL SENT REQUESTING THAT C BE CONTACTED @08/08-ZBE156N

RCAS CONTACTED DLR AT 8:27AM PST SPOKE WITH THE SERVICE MANAGER-JIM THAT ADVISED C RECENTLY BROUGHT VEH INTO DLR LAST WEEK. SM-JIM EXPLAINED PART OF THE DRIVERS SEAT FRAME WAS CRACKED AND NEEDS TO BE REPLACED, DLR RAN GRT AND IT CAME BACK GOODWILL WAS NOT RECOMMENDED. DLR QUOTED PRICE TO REPAIR PARTS & LABOR \$800-\$900 DOLLARS. SERVICE MANAGER-JIM VERIFIED LITTLE SERVICE AT DLR.

RCAS ADVISED DLR WILL CONTACT C TO ADVISE. @08/08-ZAJ329N

RCAS REVIEWED FILE WITH RSS-DLR AND VERIFIED INFORMATION FROM GRT. RCAS CONTACTED C AT 8:44AM PST LEFT MESSAGE AT DAY NUMBER TO RETURN CALL.

@08/08-ZAJ329N

CRR-SP RECEIVED A CALL FROM C AND WANTED THE CALL TRANSFERED EXTENSION #3797. CRR-SP TRANSFERED THE CALL TO RCAS-AJ'S VMX. @08/08-ZSP933N

@08/08-ZSP933N

RECEIVED VOICEMAIL MESSAGE FROM C AT 9:05AM PST REQUESTING RETURN CALL TO DAY NUMBER. RCAS RETURNED CALL TO C AT 9:47AM PST. RCAS EXPLAINED TO C CONCERNS HAVE BEEN REVIEWED WITH THE DLR AND VEH IS OUT OF WARRRANTY. RCAS ADVISED C REQUEST WAS SUBMITTED FOR ASSISTANCE AND ASSISTANCE WAS DECLINED. RCAS ADVISED C NISSAN WILL NOT BE IN THE POSITION TO OFFER ASSISTANCE. C SAYS HE DOESN'T WANT TO HEAR NISSAN'S SPILL, BECAUSE HE WASN'T AWARE THERE WAS A PROBLEM UNTIL RECENTLY. C SAYS HE'S A SHORT MAN AND SEAT SITS ALL THE WAY DOWN AND DAUGHTER DROVE VEH AND LIFTED SEAT THIS IS WHEN C REALIZED THE SEAT WAS BROKEN AND NISSAN SHOULD COVER. RCAS EXPLAINED TO C THERE IS A WARRANTY TERM THAT BEGAN AND HAD AN EXPIRATION DATE. RCAS EXPLAINED TO C DEFECTS ARE COVERED UNDER THE SAME TERMS AS THE MANUFACTURER'S WARRANTY ONCE A VEH IS OUTSIDE OF WARRANTY THERE IS NO LONGER AN OBLIGATION BY THE MANUFACTURER TO OFFER ASSISTANCE. RCAS EXPLAINED TO C ALL FACTS HAVE BEEN REVIEWED AND NISSAN WILL NOT BE ABLE TO OFFER ASSISTANCE. C SAYS THAT IS A GOOD SPILL AND DOESN'T WANT TO HEAR ALL THE FLUFF, C SAYS NISSAN IS JUST HIDING BEHIND ALL THE TALK

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AND CAN OFFER ASSISTANCE. C REQUESTING TO SPEAK WITH SUPERVISOR/MANAGER TO REVIEW FURTHER. RCAS EXPLAINED TO C FILE WAS PREVIOUSLY REVIEWED WITH SUPERVISOR AND NISSAN STANDS BEHIND THE DECISION AS DLR SUBMITTED REQUEST FOR REVIEW. C SAYS HE'D STILL LIKE TO SPEAK WITH SUPERVISOR AND REQUESTED SUPERVISOR NAME.. RCAS PROVIDED RSS-D, C UNDERSTOOD. RCAS VERIFIED BEST NUMBER TO CONTACT C DAY NUMBER WHICH IS THE CELL PHONE NUMBER.

RCAS SUBMITTED REQUEST FOR SUPERVISOR CALLBACK. @08/08-ZAJ329N
RSS-DL CALLED THE C WHO STATED THAT C HAS FIGURED OUT AS OF LAST FRIDAY THAT THIS SEAT COULD HAVE BEEN BROKEN SINCE MAYBE A YEAR AGO, ALTHOUGH C DIDN'T PROVIDE ANY SPECIFIC EVIDENCE TO SUPPORT THAT OPINION. OTHER THAN TO SAY THAT WHEN THE C'S TALLER DAUGHTER AND GIRLFRIEND HAVE USED IT RECENTLY AND WHEN THEY MOVED THE SEAT BACK, THAT IS WHEN THEY FOUND THAT THE SEAT WAS CRACKED. RSS ADVISED C THAT RSS CERTAINLY WOULD NEVER BE ABLE TO DETERMINE, BASED ON THAT INFORMATION. WHEN THE SEAT WOULD HAVE BEEN BROKEN, AND NISSAN SIMPLY STATES, IN IT'S WARRANTY, THAT THE VEH MUST BE PRESENTED TO AN AUTHORIZED DLR, DURING THE WARRANTY PERIOD. C ASKED WHY NISSAN DIDN'T CARE TO TREAT A LOYAL C WELL BY PAYING FOR THE REPAIR. RSS ADVISED C THAT IT ISN'T A QUESTION OF C BEING LOYAL OR NOT, AND NISSAN DOES APPRECIATE C LOYALTY, AND NISSAN EVEN DEMONSTRATED APPRECIATION FOR C BY REVIEWING, BUT THIS VEH IS WELL OOW, BY OVER 11K MILES AND PERHAPS THE RESPONSE WOULD HAVE BEEN DIFFERENT IF THE VEH WERE OOW BY JUST A FEW MILES, OR FEW HUNDRED MILES. C STATED THAT C HAS HEARD THAT INFORMATION FROM THE RCAS AND DOESN'T NEED TO HEAR IT FROM RSS. RSS APOLOGIZED AND TOLD C THAT RSS THEN ISN'T SURE WHAT C WANTS FROM RSS. C SAID THAT C SIMPLY WANTS TO MAKE A COMMENT AND THEN ASK A QUESTION. C STATED THAT C ISN'T HAPPY WITH THE DLR BECAUSE THE DLR COERCED THE C INTO BUYING AN ESC THAT C DIDN'T WANT AND BECAUSE IT DOESN'T COVER HARDLY ANY COMPONENTS ON THE VEH, AND THAT C TOOK VEH TO DLR 3 TIMES FOR THE SAME ISSUE AND DLR TOLD C THAT DLR COULDN'T DUPLICATE, SO C THEN TOOK IT TO AN INDEPENDENT AND THE INDEPENDT DUPLICATE AND DIAGNOSED IMMEDIATELY, BECAUSE IT WAS SO OBVIOUS. RSS STATED THAT RSS WOULD HAVE RECOMMENDED A 2ND OPINION AT A NISSAN DLR, BUT IT SOUNDS LIKE THE C HAS ALREADY RESOLVED C'S CONCERN WITH THE VEH. C STATED THAT WAS CORRECT. C THEN STATED THAT C'S QUESTION WAS WHO COULD THE C ESCALATE THIS CONCERN TO. RSS GAVE C THE ADDRESS: NNA / ATTN: EXEC TEAM/ PO BOX 191 / GARDENA CA 90248. C THANKED AND TOLD RSS THAT C HOPES RSS DOESN'T TAKE THE ESCALATION REQUEST PERSONALLY, ITS JUST THAT C WANTS TO ESCALATE UNTIL C GETS WHAT C WANTS. RSS TOLD C THERE WAS NO OFFENSE TAKEN. C THANKED AND ENDED CALL. @08/08-ZDL105N

RCAS VERIFIED WITH RSS OKAY TO CLOSE FILE. @08/09-ZAJ329N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

REVIEW AND UPDATE DEALER COMMENTS OR CONTACT NNA REPRESENTATIVE ANITA 310-771-3797.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT3B	ROOT CAUSE: SNCP
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: 3004	EFFECTIVE: 08 / 04 / 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: ZBE156N	
HISTORY:	UPDATE BY: ZAJ329N	
SVC CALL#:	UPDATE DATE: 08 / 09 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 09 / 05	MICROFILM: N
RESP CAA: JOHNSON, ANITA	OLM: SMIT AGNES	DOM: ROCHE PATRICK
PHONE: 3107713774	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T83W [REDACTED] Y
CITY: DARIEN		YR/MDL: 2003.0 MUR MILEAGE: 41500
ST/ZIP: IL [REDACTED]		IN SVC DATE: 07 / 05 / 03
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3310 BILL KAY'S DOWNERS GROVE
EVE PH: [REDACTED]	PAID: 3	SVC DLR: 38061 AL PIEMONTE NISSAN INC
DLR PH: 708 343 3800	SUSP: 0	RESP DLR: 38061 AL PIEMONTE NISSAN INC
	DENY: 0	REGION: 24 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
 VEHICLE MAINTAINED BY: 3310
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 5500 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 08 / 30 / 05	XFER/RSPNSBLTY: 24 01 S
CONTACT (S):	FOLLOWUP DATE: 09 / 14 / 05	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 09 / 19 / 05	DATANET (Y/N): 09 / 14 / 05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AB BODY

108500 PANEL (DOOR/TAILGATE)
YX POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:19 PM

NISSAN MOTOR CORPORATION IN U.S.A
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CA5052425N

C. A. R. COMMENTS

FILE OPENED-ZEF191N 08/30/2005

NO PREVIOUS FILES FOUND. C ALSO HAS A 98 INFINITI @08/30-ZEF191N
CRR-EF VERIFIED NAME, ADDRESS, VIN, MILEAGE, DLR, DAY AND EVENING PHONE

CRR-EF CHECKED AND FOUND ONE OPEN RECALL:

OPEN P5215 MURANOALTERNATORNTB05-059 05/25/05 00/00/00 00/00/00

C HAD RECALL DONE ON 8-26-05 BUT NOT YET CLOSED IN COMPUTER

VEH IS OUT OF BASIC WARRANTY BUT STILL HAS POWERTRAIN

CRR-EF RECEIVED INBOUND CALL FROM C WHO STATES THAT C HAD VEHICLE AT DLR
WHEN VEHICLE HAD 17000 MILES ON VEH FOR A RATTLING NOISE AND C WAS TOLD BY
DEALER IT WAS SOMETHING IN THE GLOVE BOX THAT WAS RATTLING SO NOTHING WAS
DONE. THE VEH CONTINUES TO RATTLE AND LAS WEEN 8-26-05 WHEN RECALL WAS BEING
DONE C HAD THEM CHECK FOR THE RATTLE AGAIN AND WAS FOUND THAT A PASSENGER
AND DRIVERS SIDE DOOR SEAL NEEDS TO BE REPLACED CAUSING THE RATTLE BUT NOW
C IS OUT OF THE BASIC WARRANTY BY 5500 MILES AND REPAIR IS NOT COVERED.

@08/30-ZEF191N

C FEELS THAT THIS PROBLEM WAS BROUGHT TO DEALERS ATTENTION WHILE UNDER
WARRANTY BUT NOTHING WAS DONE AND NOW THAT THEY FINALLY FOUND THE PROBLEM
VEH IS OVER THE BASIC BY 5500 MILES. C ALSO CLAIMS A RATting IS COMING FROM
UNDERNEATH VEHICLE ALSO.

C IS ASKING NISSAN TO COVER THE REPAIRS UNDER WARRANTY AS PROBLEM HAS EXISTED
SINCE VEH WAS AT 17000 MILES AND C TRIED TO HAVE FIXED THEN.

CRR-EF GAVE C NAME, FILE NUMBER AND EXT AND INFORMED C THAT FILE WILL BE
FORWARDED TO A REGIONAL SPECIALIST FOR REVIEW AND C WILL RECEIVE A RETURN CALL
BY THE END OF THE NEXT BUSINESS DAY FROM EITHER THE RCAS OR DLR REGARDING C'S
CONCERN. C CURRENTLY HAS VEH WITH C AND WILL WAIT UNTIL C FINDS OUT IF REPAIR
IS COVERED UNDER WARRANTY OR NOT BEFORE BRINGING VEH BACK TO DLR.

CRR-EF TRANSFERRED FILE TO RCAS-AT TO FURTHER ASSIST C WITH GOODWILL REQUEST

@08/30-ZEF191N

@08/30-ZEF191N

C'S NAME IS VLADIMER

@08/30-ZEF191N

**RCAS CONTACTED DLR VIA DATANET.

@09/13-ZAT118N

**RCAS LEFT SM-JIM VM AT 9:38 AM PST REQUESTING CALL BACK. @09/13-ZAT118N

**RCAS SPOKE WITH C (OWNER-BOB DRAGOJLOVICH: VEH IS UNDER COMPANY'S NAME:

ROYAL MACHINERY CORPORATION). RCAS INQUIRED IF C HAD RO FROM C PREVIOUS
TRIP TO DLR WHILE VEH WAS UNDER WARRANTY. C STATES YES. RCAS ADVISED C
TO FAX RCAS RO. C UNDERSTOOD. C STATES THAT C IS UNHAPPY WITH BILL KAY'S.
C STATES C BROUGHT VEH TO AL PIEMONTE NISSAN THIS MORNING. C STATES AL
PIEMONTE HAS BEEN FRIENDLY AND C WOULD LIKE TO WORK WITH AL PIEMONTE. RCAS
ADVISED C THAT ONCE RCAS RECEIVES FAX FROM C. RCAS WILL TRANSFER FILE TO
THE REGIONAL SPECIALIST THAT WORKS WITH AL PIEMONTE AND THE REGIONAL
SPECIALIST OR DLR WILL FOLLOW UP WITH C. C UNDERSTOOD AND THANKED.

**RCAS UPDATING FILE TO AL PIEMONTE NISSAN.

@09/13-ZAT118N

**RCAS RECEIVED FAX FROM C.

**RCAS TRANSFERRING FILE RESPONSIBILITY TO RCAS-JM. EMAIL SENT ADVISING.

(RCAS FORWARDED DOCS TO RCAS-JM).

@09/13-ZAT118N

** RCAS CONTACTED DLR. SD-RICK STATE NO SVC HISTORY FOR VEH. SD STATES C HAD
APPOINTMENT FOR 9/13 BUT C WAS NO SHOW. ADVISED SD RCAS HAS R/O DATED 6/18/04
FROM BILL KAYS NISSAN. ADVISED R/O STATES CONCERN OF RATTLE FROM GLOVE
BOX AREA. ADVISED DLR BILL KAYS STATED RATTLED CAUSED BY KEY IN GLOVE BOX AND
NO REPAIRS PERFORMED. ADVISED SD C RETURNED TO DLR 8/26/05 AND STATED RATTLE
FROM PASSENGER SIDE. ADVISED DLR DIAGNOSED FAILED WEATHERSTRIPPING ON R/S
BETWEEN FRONT AND REAR DOORS AT THE UPPER PILLAR. ADVISED C WISHES TO BRING
VEH TO DLR 38061 AND HAVE REPAIR PERFORMED UNDER WARRANTY DUE TO PAST CONCERN

CONFIDENTIAL

DATE: 1/26/2009
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WHILE VEH UNDER WARRANTY. ADVISED SD RCAS SUPPORTS RUNNING GRT. ADVISED GOODWILL WOULD RETAIN SATISFIED CUSTOMER AND DLR MAY BE ABLE TO BUILD NEW RELATIONSHIP WITH SVC CUSTOMER. SD AGREED. SD STATES SD WILL RUN GRT FOR RELATED REPAIRS. CALL ENDED.

** RCAS CONTACTED C (BOB) ON DAY NUMBER. C STATES C NO LONGER WISHES TO TAKE VEH TO BILL KAYS AND WISHES TO BRING VEH TO DLR 38061. ADVISED RCAS REVIEWED ISSUE WITH SD-RICK AT DLR 38061 AND ADVISED SD AND RCAS AGREE TO SUBMIT FORMAL REQUEST FOR ASSISTANCE TO NNA WARRANTY DEPARTMENT AT TIME OF SERVICE. ADVISED RCAS AND SD SUPPORT ASSISTANCE BUT RCAS UNABLE TO ADVISE IF REPAIR COVERED UNTIL DLR SUBMITS REQUEST AT TIME OF SERVICE. ADVISED SINCE POSSIBLY RELATED R/O IS OVER 1 YEAR OLD NNA MAY NOT BE IN POSITION TO ASSIST. ADVISED IF NAN DOES NOT ASSIST RCAS HOPES DLR 38061 WILL AT LEAST BE ABLE TO PROVIDE C WITH HIGHER LEVEL OF CUSTOMER SATISFACTION. PROVIDED C WITH RCAS NAME AND DIRECT LINE. C STATES C SON WILL BRING VEH TO DLR. C THANKED AND C UNDERSTOOD RCAS RECOMMENDATION. CALL ENDED.

** FILE CLOSED. PENDING C CALL BACK @09/19-ZJM248N

** RCAS CONTACTED DLR. SD-RICK STATES VEH AT DLR TODAY AT 9/21 AT 42503 MILES. SD STATES C STATES:

- 1) DRIVER SEAT INOPERATIVE, DLR DIAGNOSED BROKEN SEAT TRACK AND RAN GRT AND AND GRT NOT RECOMMENDED
 - 2) C STATES RATTLE UNDERNEATH VEH. DLR FOUND EMERGENCY BRAKE RATTILING, SD STATES ISSUE IS MAINTENANCE ISSUE AND C RESPONSIBLE FOR INSPECTION COST AND REPAIRS IF C APPROVES ADJUSTEMENT (TIGHTENING). REQUESTED SD ADVISE C DLR IN CONTACT WITH NNA AND SUBMITTED FORMAL REQUEST FOR ASSISTANCE BUT REQUEST DECLINED. SD AGREED TO ADVISE C. CALL ENDED
- ** FILE REMAINS CLOSED, PENDING C CALL BACK @09/21-ZJM248N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT4E	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	1 DATE: 09 / 21 / 05	USERID: ZJM248N
RESP DLR: 38061	EFFECTIVE: 08 / 30 / 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: ZJM248N	
SVC CALL#:	UPDATE DATE: 09 / 21 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 19 / 05	
RESP CAA: MERVES, JARED	OLM: SMIT AGNES	MICROFILM: N
PHONE: 0000000000	OWNER FIRST:	DOM: FENTON JOE
		LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: lattad

CAR ID: CA5098650N
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NAME:	[REDACTED]	SC: NONE	[REDACTED]
STREET:	[REDACTED]	VIN: JN8AZ08W83W	[REDACTED] Y
CITY: SECAUCUS		YR/MDL: 2003.0	MUR MILEAGE: 0
ST/ZIP: NJ 0 [REDACTED]	VCAN: N	IN SVC DATE: 04 / 03 / 03	
DAY PH: [REDACTED]	PAID: 5	RTL DLR: 08052	ALL BRANDS NISSAN
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 08052	ALL BRANDS NISSAN
DLR PH: 201 489 6330	DENY: 0	RESP DLR: 08052	ALL BRANDS NISSAN
		REGION: 26	DIST: SL/SV/PT: 09 09 39

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 10 / 10 / 05	XFER/RSPNSBLTY: 26 09 S
CONTACT (S):	FOLLOWUP DATE: 10 / 11 / 05	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 10 / 10 / 05	DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 1/26/2009
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REQUESTED BY: lattad

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CA5098650N

C. A. R. COMMENTS

FILE OPENED-ZCP132N 10/10/2005
PREVIOUS FILES FOUND:4683666 @10/10-ZCP132N
CRR-CP VERIFIED C'S NAME,ADDRESS,VIN#,DAY/EVE# AND RESPONSIBLE DLR
CRR-CP CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND
OPEN P5215 MURANOALTERNATORNTB05-059 @10/10-ZCP132N
C CALLED STATING THAT C WAS ON THE NISSAN WEBSITE @10/10-ZCP132N
C STATES THAT C SAW 3 RECALLS @10/10-ZCP132N
C STATES THAT C WANTS TO KNOW WHY C DID NOT KNOW ABOUT THE THREE RECALLS
CRR-CP ADVISED THAT C'S VEH HAS ONLY THE ALTERNATOR RECALL @10/10-ZCP132N
CRR-CP ADVISED THAT THE RECALLS ARE VIN SPECIFIC @10/10-ZCP132N
C UNDERSTOOD @10/10-ZCP132N
CRR-CP ADVISED THAT C MAKE A APPOINTMENT FOR THE RECALL
C STATES THAT ALSO THE DRIVER SEAT ROCKS BAKE AND FORTH
CRR-CP ADVISED THAT C CAN HAVE THE DLR LOOK AT SEAT @10/10-ZCP132N
CRR-CP GAVE NAME EXT AND FILE# @10/10-ZCP132N
CALL ENDED @10/10-ZCP132N
FILE CLOSED @10/10-ZCP132N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8E	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: 08052	EFFECTIVE: 10 / 10 / 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: ZCP132N	
HISTORY:	UPDATE BY: ZCP132N	
SVC CALL#:	UPDATE DATE: 10 / 10 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 10 / 05	MICROFILM: N
RESP CAA: POTTS, CHARON	OLM: ROYSTER KAREN	DOM:
PHONE: 3107718456	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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REQUESTED BY: lattad

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NAME: [REDACTED]	SC: NONE	[REDACTED]
STREET: [REDACTED]	VIN: JN8AZ08W14W	[REDACTED] Y
CITY: ALTON	YR/MDL: 2004.0	MUR MILEAGE: 49963
ST/ZIP: IL [REDACTED]	IN SVC DATE: 11 / 15 / 03	
DAY PH: 6 [REDACTED]	VCAN: N	RTL DLR: 1964 BOMMARITO NISSAN INC
EVE PH: [REDACTED]	PAID: 4	SVC DLR: 1964 BOMMARITO NISSAN INC
DLR PH: 314 731 2228	SUSP: 0	RESP DLR: 1964 BOMMARITO NISSAN INC
	DENY: 0	REGION: 24 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: DLR 1964/DLR 3526
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 13000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 10 / 18 / 05	XFER/RSPNSBLTY: 24 06 S
CONTACT (S):	FOLLOWUP DATE: 10 / 19 / 05	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 10 / 31 / 05	DATANET (Y/N): 10 / 20 / 05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YO	PART MISSING/LOOSE/FELL OFF
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

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CA5108886N

C. A. R. COMMENTS

FILE OPENED-ZCS139N 10/18/2005
ONE RELATED FILE FOUND 4956251
ONE OPEN RECALL - C STATES HAD SERVICED AT DLR 10/17/05.
CRR-CS VERIFIED C'S NAME, ADDR, VIN#, MILEAGE, DAY/EVE#S, VEH. MAINT. INFO.
C STATES THAT PASSENGER SIDE SEAT IS LIFTING UP AND FEELS THAT IT IS A SAFETY
ISSUE. C STATES COMPLAINED ABOUT PROBLEM WITH DLR 3256 IN 04/05.
C STATES THAT THE RAILING ON THE LEFT SIDE WAS NOT TIGHTENED PROPERLY AND WHEN
C WOULD TURN, SEAT WOULD LIFT AND BUCKLE-UP. C STATES IT WAS DETERMINED BY
DLR THAT THE GUARDRAIL IS BROKEN AND HAS TO BE REPLACED.
C STATES ALSO THE DRIVER SIDE DOOR WOULD LOCK INTERMITTANTLY AND THAT C WOULD
HAVE TO KEEP DRIVERS SIDE WINDOW HALFWAY DOWN IN ORDER TO KEEP C FROM BEING
LOCKED OUT. C STATES THIS IS VERY INCONVENIENT, ESPECIALLY FOR C, BEING IN
REAL ESTATE, SHOWING HOMES, GOING IN AND OUT OF VEH.
C STATES WAS ADVISED BY DLR THAT REPAIRS WERE GOING TO COST SEE APPROX. \$750.
PLUS. C STATES THE ISSUE WITH C'S SEAT WAS AN ISSUE THAT C ADDRESSED WHEN C'S
VEH. WAS WITHIN 36,000 MILES AND FEELS THAT C SHOULD NOT HAVE TO PAY.
DLR ASKED C IF C HAD ANYTHING TO SUPPORT THAT C COMPLAINED ABOUT ISSUE.
C ADVISED BOMARRITO NSN TOOK VEH. TO DLR 3526. C GAVE COPY OF W.O. TO DLR 1964
C WAS ADVISED BY DLR 1964 THAT DLR WILL REVIEW AND CONTACT NNA AND THAT C WILL
GIVE C A CALLBACK WITHIN 24 TO 48 HOURS.
C STATES IN THE MEANTIME, C HAD TO TAKE VEH. BACK, BECAUSE C WORKS 7 DAYS A
WEEK IN REAL ESTATE AND NEEDS VEH.
CRR-CS PROVIDED C WITH FILE#, CRR-CS NAME AND EXT.
CRR-CS ADVISED C THAT FILE WILL BE FORWARDED TO RCAS TO REVIEW WITH DLR.
C STATES HAS BEEN WORKING WITH SA-RM.
CRR-CS FORWARDING FILE.
END CALL.

@10/18-ZCS139N

@10/18-ZCS139N

RECEIVED VOICEMAIL MESSAGE FROM DLR SERVICE MANAGER-KURT AT 3:49PM PST ON
10/20/05 TO RETURN CALL.

@10/21-ZAJ329N

RECEIVED VOICEMAIL MESSAGE FROM DLR SERVICE MANAGER-KURT AT 3:49PM PST ON
10/20/05 TO RETURN CALL.

@10/21-ZAJ329N

RCAS CONTACTED DLR AT 7:26AM PST ADVISED C LAST AT DLR ON 10/17/05 DUE TO
DRIVERS WINDOW REGULATOR- C PAID FOR REPAIRS, DRIVERS SEAT BROKEN-NOT COVERED
UNDER WARRANTY. DLR REVIEWING CONCERN AS C STATING TOOK VEH TO AUTO NISSAN
AND DLR WAS UNABLE TO DUPLICATE. DLR SM-KURT SAYS WILL RUN THE GRT TO REVIEW
SEAT REQUEST.

@10/21-ZAJ329N

RCAS REVIEWING GRT RUN ON 10/19/05- AMOUNT \$420.16, PFP/PO: P5215 - GOODWILL
IS RECOMMENDED.

@10/24-ZAJ329N

RCAS CONTACTED DLR AT 7:39AM PST LEFT MESSAGE TO RETURN CALL ON ID VOICEMAIL.
@10/24-ZAJ329N

RCAS CONTACTED DLR AT 6:58AM PST SAYS THE GRT RAN ON 10/19/05 RENTAL ON
CAMPAIGN THE REMAINING AMOUNT WAS FOR THE CAMPAIGN.

@10/26-ZAJ329N

RECEIVED VOICEMAIL MESSAGE FROM DLR SM-KURT AT 8:59AM PST STATING DLR RAN THE
GRT AND IT CAME BACK APPROVED. DLR ORDERED THE SEAT ASSEMBLY AND WAITING FOR
THE PART.

@10/31-ZAJ329N

GRT RAN ON 10/31/05 WITH 50,423 MILES PART #87450CA610 AMOUNT \$667.45.

GOODWILL IS RECOMMENDED.

@10/31-ZAJ329N

RCAS CONTACTED DLR AT 11:14AM PST SPOKE WITH SERVICE MANAGER-KURT THT ADVISED
DLR ALREADY CONTACTED THE DLR AND ADVISED PART ON ORDER AND WILL CALL C ONCE
PART ARRIVES TO REPAIR. FILE CLOSED.

@10/31-ZAJ329N

SPECIAL REMARKS:

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:20 PM

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

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CA5108886N

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

REVIEW AND UPDATE DEALER COMMENTS OR CONTACT NNA REPRESENTATIVE ANITA 310-771-3797.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SNCP
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: 1964	EFFECTIVE: 10 / 18 / 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: ZCS139N	
HISTORY:	UPDATE BY: ZAJ329N	
SVC CALL#:	UPDATE DATE: 10 / 31 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 31 / 05	MICROFILM: N
RESP CAA: JOHNSON, ANITA	OLM: SMIT AGNES	DOM: SHOOK, TODD
PHONE: 3107713774	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:20 PM

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

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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JN8AZ08T74W [REDACTED] Y
CITY: MIRAMAR YR/MDL: 2004.0 MUR MILEAGE: 33000
ST/ZIP: FL [REDACTED] IN SVC DATE: 12 / 18 / 03
DAY PH: [REDACTED] VCAN: N RTL DLR: 2831 WESTON NISSAN
EVE PH: [REDACTED] PAID: 6 SVC DLR: 2831 WESTON NISSAN
DLR PH: 954 888 6800 SUSP: 1 RESP DLR: 2831 WESTON NISSAN
DENY: 0 REGION: 34 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2831
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 19 / 05 XFER/RSPNSBLTY: 34 03 S
CONTACT (S): FOLLOWUP DATE: 10 / 20 / 05 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 08 / 05 DATANET (Y/N): 10 / 21 / 05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YE	MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

DATE: 1/26/2009
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CA5111156N

C. A. R. COMMENTS

FILE OPENED-ZTW052N 10/19/2005

NO PREVIOUS RELATED FILE

CHECKED FOR RECALLS AND FOUND NONE

CRR-TW VERIFIED NAME, ADDRESS, VIN, MILEAGE, RESP DLR DAY AND EVENING PHONE
VEH IS WITHIN WARRANTY

C CALLED IN STATEING THAT C HAS TAKEN THE VEH TO THE DLR AT LEAST THREE TIMES
FOR THE SAME PROBLEM, THE DRIVER SEAT IS LOOSE AND THE DLR HAS TRIED TO
REPAIR THE PROBLEM.

C STATES THAT C WAS ADVISED THAT THERE IS A RECALL ON THE SEATS.

C STATES THAT LAST TIME C TOOK THE VEH TO THE DLR FOR THE PROBLEM WAS IN
THE MIDDLE OF SEPTEMBER.

C STATES THAT C IS TIRED OF TAKING THE VEH BACK TO THE DLR.

C STATES TNAT C WANTS NISSAN TO GIVE C A NEW VEH.

C STATES THAT C STATES THAT C IS NOT SURE OF WHO C SPOKE WITH. @10/19-ZTW052N

CRR ADVISED C THAT THE SYSTEM DOES NOT SHOW A RECALL LISTED ON THIS VEH
FOR THE SEATS.

CRR ALSO CHECKED ASSIST AND FOUND NOT INFORMATION LISTED.

CRR ADVISED C THAT THE FILE WOULD BE FORWARDED TO A REGIONAL SPECIALIST FOR
FURTHER REVIEW REGARDING C'S REQUEST FOR A NEW VEH.

CRR ADVISED C THAT THE SM OR THE SPECIALIST WILL CONTACT C WITHIN 24 TO 48
BUSINESS HOURS.

C THANKED CRR AND ENDED CALL

CRR GAVE NAME EXT AND FILE NUMBER. @10/19-ZTW052N

:: RCAS CONTACTED DLR SM-BRUCE, LEFT VMAIL W/DIRECT LINE. @10/20-ZMW554N

:: RCAS RECEIVED CALL FROM DLR SM BRUCE. SM STATES C COMPLAINTS: FRONT LEFT
SEAT FEELS LOOSE & HAS CLICKING SOUND WHEN MAKING TURNS OR TAKING OFF. SM
STATES RATTLE NOISE FROM RIGHT REAR. DID NOT DUPLICATE. RATTLE FROM DASH:
DID NOT DUPLICATE, RIGHT REAR CORNER PANEL WHEN DRIVING: DID NOT DUPLICATE
DRIVER SEAT NOISEY & LOOSE: DLR REPAIRED LEFT FRONT POWER SEAT BY REPLACING A
@10/21-ZMW554N

LINK. SM STATES C STATES DRIVERS SEAT ROCKS BACK & FORTH. COULD NOT DUPLICATE.
SM STATES ADJUSTMENTS ARE COVERED UNDER 12/12 BUT DLR HAS GOODWILLED SOME
ADJUSTEMENTS. DLR & RCAS AGREE C CAN DRIVE WITH A DLR REP AND POSSIBLY TEST
AGAINST ANOTHER LIKE VEHICLE. @10/21-ZMW554N

:: RCAS CONTACTED C AT DAY#, LINE RANG & NO VOICEMAIL PICKED UP. CALLED EVE#,
LINE RANG, NO ANSWER. @10/24-ZMW554N

:: RCAS CONTACTED C AT EVE#, LEFT VMAIL W/DIRECT LINE. @11/07-ZMW554N

:: FILE CLOSED PENDING C RESPONSE :: @11/08-ZMW554N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CA5111156N

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8G	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 2831	EFFECTIVE: 10 / 19 / 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: ZTW052N	
HISTORY:	UPDATE BY: ZMW554N	
SVC CALL#:	UPDATE DATE: 11 / 08 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 08 / 05	MICROFILM: N
RESP CAA: OGAWA, MICHELLE	OLM: ROYSTER KAREN	DOM:
PHONE: 3107710000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08W03W [REDACTED] Y	
CITY: OREFIELD		YR/MDL: 2003.0 MUR MILEAGE: 43000	
ST/ZIP: PA [REDACTED]		IN SVC DATE: 07 / 15 / 03	
DAY PH: [REDACTED]	VCAN: Y	RTL DLR: 3762	COOPER NISSAN/LEHIGH VALL
EVE PH: [REDACTED]	PAID: 4	SVC DLR: 3762	COOPER NISSAN/LEHIGH VALL
DLR PH: 610 258 8600	SUSP: 0	RESP DLR: 3762	COOPER NISSAN/LEHIGH VALL
	DENY: 0	REGION: 26	DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
 VEHICLE MAINTAINED BY: 3762 COOPER NISSAN/LEHIC
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 11 / 18 / 05	XFER/RSPNSBLTY: 26 08 S
CONTACT (S):	FOLLOWUP DATE: 12 / 09 / 05	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 12 / 08 / 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)	WN	SEC+ COVERAGE INQUIRY
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WZ	WARRANTY COVERAGE INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZMM971N 11/18/2005

PREVIOUS RELATED FILES FOUND:5109312. 4256168. 4231837.

CRR-MM VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE #, VIN, MILEAGE AND
SERVICING DLR. @11/18-ZMM971N

CRR-MM UPDATED C'S ADDRESS, DAY AND EVENING PHONE #'S.

CRR-MM RECEIVED INBOUND CALL FROM C.

C CALLED IN AND WANTED TO KNOW IF THE LEFT FRONT ASSEMBLY SEAT IS COVERED
UNDER THE ESC OR NOT.

C ALSO GAVE THE PART NUMBER:87450CA01A AS WELL.

CRR-MM CHECKED FOR THE INFORMATION AND INFORMED C THAT THE LEFT FRONT SEAT
ASSEMBLY IS NOT COVERED UNDER THE ESC FOR C.

C THEN STATED THAT THE METAL PART OF THE SEAT SUDDENLY BROKE AND C WAS ABOUT
TO FALL.

C STATED THIS IS A MANUFACTURING DEFECT AND NISSAN SHOULD COVER IT UNDER THE
ESC. @11/18-ZMM971N

THE DEALERSHIP IS NOT HELPING C OUT IN A CLEAR WAY AND THE DEALERSHIP DIRECTLY
SAID THAT IT WOULD NOT BE COVERED UNDER THE ESC.

C WAS VERY UPSET AND INFORMED THAT THIS A DEFECT ON THE MANUFACTURER'S SIDE
AND IT SHOULD BE COVERED UNDER THE ESC FOR C.

CRR-MM INFORMED C THAT CRR-MM WOULD FORWARD THE CONCERN TO THE SPECIALIST AND
THE SPECIALIST WOULD REVIEW THE FILE AND GIVE THE SOLUTION.

C AGREED AND CRR-MM TRANSFERRED THE CALL TO REGION-26 FOR FURTHER ASSISTENCE.

CRR-MM PROVIDED C WITH THE FILE NUMBER, CRR-MM'S NAME, EXT# FOR REFERENCE.

C UNDERSTOOD CRR-MM FOR THE INFORMATION. @11/18-ZMM971N

CRR-SS RECEIVED AN INBOUND CALL FROM C.

C STATING C WAS INFORMED THAT A SUPERVISOR WILL CALL BACK C BY END OF MONDAY
HOWEVER, C HAS NOT HEARD FROM NISSAN YET.

C STATING C IS WORKING WITH A DEFECTIVE SEAT FOR THE PAST 2 WEEKS AND IS VERY
UPSET WITH THE DELAY IN GETTING A SUPERVISOR CALL BACK.

CRR FOUND THAT THE CALL WAS TRANSFERRED TO THE REGION QUEUE. @11/23-ZSS997N

CRR INQUIRED IF C WAS ABLE TO TALK TO A SPECIALIST.

C STATING C FIRST SPOKE TO CRR-MM AND LATER WAS TRANSFERRED TO A SPECIALIST
AND WAS INFORMED THAT A SUPERVISOR WILL CALL C BACK.

CRR FOUND NO NOTES LOGGED IN THE FILE WITH REGARDS TO THE SUPERVISOR CALL BACK

CRR INFORMED C THAT CRR WILL FOLLOW UP IN HAVING A SUPERVISOR CALL BACK C.

C THANKED CRR AND ENDED CALL.

C CAN BE REACHED AT [REDACTED] (CELL) ANYTIME OF THE DAY.

CRR SENT AN EMAIL TO CRR-MM WITH REGARDS TO THE FILE REQUESTING TO INITIATE A
SUPERVISOR CALL BACK. @11/23-ZSS997N

*** CRR-MM RECIEVED AN INBOUND CALL FROM C STATING C WANTED TO SPEAK TO THE
SUPERVISOR.

C STATED C IS FACING AN ISSUE WITH THE LEFT FRONT SEAT ASSEMBLY AND THE 1N
DEALERSHIP IS NOT COVERING THE PART UNDER THE ESC.

CRR-MM SENT MAIL TO NNA CA ESCALATION TO GIVE A CALL BACK TO C WITHIN 4 TO 8
BUSINESS DAY. @12/01-ZMM971N

*** CRR-MM SENT REMINDER MAIL TO NNA CA ESCALATION FOR GIVING A SUPERVISOR
CALL IN REGARDS TO C'S CONCERN. @12/07-ZMM971N

SR CALLED C AT 7:47 AM, PST. @12/08-ZCN755N

SR CALLED [REDACTED]. SR VERIFIED THROUGH THE COMPONENET COVERGAE GUIDE TO
INFORM C THAT THE PART IS NOT COVERED. SR INFORMED C IT WAS COVERED FOR 3/36
FROM THE MANUFACTURER. C UNDERSTOOD BUT STATED THAT IT SHOULD BE COVERED AS C
CAN POSSIBLY GET INTO AN ACCIDENT. SR INFORMED C THAT SR HOPE THAT C DOES NOT,
BUT UNFORTUNATELY THE WARRANTY EXPIRED BY MILEAGE ALREADY. C THANKD AND CALL

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ENDED.

@12/08-ZCN755N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8E	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: 3762	EFFECTIVE: 11 / 18 / 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: ZMM971N	
HISTORY:	UPDATE BY: ZCN755N	
SVC CALL#:	UPDATE DATE: 12 / 08 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 08 / 05	MICROFILM: N
RESP CAA: NERO, COREY	OLM: ROYSTER KAREN	DOM: MEEKS FRED L
PHONE: 3107713862	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5144339

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:20 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 7/15/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
16	RCDC01838918	3762 PA	7/15/2003	7/15/2008	100.000	4/6/2007	9/10/2004

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDC01838918		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 07/15/03		EFFECTIVE:	
EXPIRES: 07/15/08	MILES: 100,000	EXPIRES:	MILES:
CANCEL: 04/06/07	MILES: 78,111	CANCEL:	MILES:
TRANSFER: 9/10/2004		TRANSFER:	
TRANSACTION: 5/3/2007		TRANSACTION:	
PRINTED: 10/15/04		PRINTED:	
DEALER NO: 3762	STATE: PA	DEALER NO:	STATE:
DEALER NAME: COOPER NISSAN/LEHIGH VALL		DEALER NAME:	
-----+-----			

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NAME:	[REDACTED]	SC: NONE	[REDACTED]
STREET:	[REDACTED]	VIN: JN8AZ08W43W	[REDACTED] Y
CITY: HYDE PARK		YR/MDL: 2003.0	MUR MILEAGE: 39000
ST/ZIP: MA [REDACTED]		IN SVC DATE: 07 / 23 / 03	
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3410	QUIRK NISSAN, INC.
EVE PH: [REDACTED]	PAID: 17	SVC DLR: 3410	QUIRK NISSAN, INC.
DLR PH: 617 472 6700	SUSP: 1	RESP DLR: 3410	QUIRK NISSAN, INC.
	DENY: 0	REGION: 26	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)
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 17	# NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3410		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES: 3000	(PT) MONTHS: MILES:
ORIG CODE: CT 11	OPEN DATE: 12 / 06 / 05	XFER/RSPNSBLTY: 26 10 S
CONTACT (S):	FOLLOWUP DATE: 12 / 20 / 05	DATANET (Y/N): 1
SEVERITY: 3	CLOSE DATE: 12 / 19 / 05	DATANET (Y/N): 12 / 12 / 05

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WT	UNABLE DIAGNOSE/DUPLICATE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YO	PART MISSING/LOOSE/FELL OFF

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C. A. R. COMMENTS

FILE OPENED-ZRY049N 12/06/2005

NO PREVIOUS FILE

@12/06-ZRY049N

CRR-RY VERIFIED C NAME, ADDRESS, PHONE#, VIN#, RESP DLR AND MILEAGE.

CRR ADVISED C OF NO OPEN RECALLS/CAMPAIGNS ON VEH:

CLSD P5215 MURANOALTERNATORNTB05-059.

@12/06-ZRY049N

CRR-RY RECEIVED INBOUND CALL FROM C STATING THAT C WAS CALLING REGARDING TO SERVICE ISSUES:

1. SQUEAKY DRIVER SIDE SEAT.

2. TRANSMISSION ISSUE.

C STATED THAT VEH HAS BEEN TAKEN TO C'S DLR, QUIRK NISSAN #3410, ON THIS MATTER ON 4 SEPERATE OCCASIONS. C STATES THE LAST TIME VEH WAS TAKEN IN FOR ISSUE WAS TWO WEEKS AGO. C STATES ISSUE IS ONGOING.

C ALSO STATED THAT VEH IS HAVING PROBLEMS WITH TRANSMISSION. HOWEVER. VEH HAS NOT BEEN INSPECTED BY DLR FOR THIS ISSUE YET.

C IS REQUESTING THAT NNA ASSIST C'S DLR IN RESOLVING THESE ISSUES.

CRR ADVISED C THAT C MUST FIRST HAVE TRANSMISSION ISSUE LOOKED AT BY DLR BEFORE NNA CAN PROVIDE ANY ASSISTANCE.

@12/06-ZRY049N

CRR ADVISED C THAT CRR WOULD REFER C'S OTHER ISSUE TO A SPECIALIST FOR FURTHER ASSISTANCE. CRR ADVISED C THAT THE SPECIALIST WILL COORDINATE THE RESOLUTION TO C'S CONCERN THROUGH C'S DLR.

C ADVISED TO ALLOW UNTIL END OF NEXT BUSINESS DAY FOR FOLLOW UP.

C UNDERSTOOD.

CRR ASKED C IF THERE WAS ANYTHING FURTHER CRR COULD ASSIST WITH.

C STATED NO.

CRR PROVIDED C WITH CRR NAME, EXT AND FILE#. CALL ENDED.

@12/06-ZRY049N

RCAS CONTACTED DLR AND SM LEE STATE DLR WORKED ON SEAD SLIDE FOR SQUEEKS.

SM LEE STATE COULD NOT DUPLICATE TRANSMISSION ISSUE. SM STATE COULD BE ACCEL.

PEDAL ISSUE. SM STATE WILL RUN GRT.

@12/09-ZAF308N

RCAS CONTACTED C AND C STATES DID NOT WANT TO TAKE IN VEH TO DLR UNTIL SPOKE WITH RCAS. RCAS GAVE NAME/EXTENSION/FILE NUMBER TO C. C STATES WILL CONTACT

@12/09-ZAF308N

RCAS WHEN TAKE VEH TO DLR FOR DIAGNOSIS.

@12/09-ZAF308N

CALL ENDED.

@12/09-ZAF308N

FILE CLOSED PENDING C CALLBACK.

@12/12-ZAF308N

CRR-TH REOPENED C FILE C STATES THAT C IS AT THE DEALER HAVING THE VEHICLE DIAGNOSED

C STATES THAT C WOULD LIKE TO LEAVE RCAS A VOICEMAIL CALL ENDED WITH TRANSFER

@12/13-ZTH498N-COMMENT

C CONTACTED RCAS AND LEFT MESSAGE THAT VEH AT DLR FOR DIAGNOSIS. C STATES ADVISED DLR TO CHECK OUT SEAT/TRANSMISSION ISSUE.

@12/13-ZAF308N

RCAS CONTACTED SM LEE AND SM STATE VEH AT DLR. SM STATE WILL TEST DRIVE VEH.

RCAS CONTACTED C AND C STATES SPOKE WITH SM. C STATES ADVISED SM THAT SEAT AND TRANSMISSION HAVE ISSUES. C STATES THAT INFORMED SM THAT C SPOKE WITH RCAS.

@12/13-ZAF308N

RCAS CONTACTED C AND SM STATE SEAT TRACK BROKEN. CANAAN STATE ORDERED NEW

@12/14-ZAF308N

SEATTRACK FOR VEH. DLR STATE SEAT TRACK COVERED UNDER 12/12 WARRANTY. DLR STATE WILL CONTACT RCAS WITH DIAGNOSIS ON C'S TRANSMISSION CONCERN.

@12/14-ZAF308N

RCAS CONTACTED SM AND SM STATE SEAT TRACK COVERED UNDER 12/12 WARRANTY. SM

STATE THAT FOUND NO ISSUE WITH TRANSMISSION. SM STATE C HAS RENTAL VEH

RCAS CONTACTED C AND ADVISED C THAT SEAT TRACK COVERED UNDER 12/12 WARRANTY.

RCAS ADVISED C THAT DLR RAN DIAGNOSIS AND FOUND NO ISSUES WITH TRANSMISSION. C

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THANKED RCAS FOR FOLLOW UP.
@12/15-ZAF308N

@12/15-ZAF308N

RCAS CONTACTED DLR AND SM STATE VEH IS REPAIRED UNDER 12/12 WARRANTY.
RCAS CONTACTED C AND C STATES HAS VEH. C STATES DOES NOT HAVE TIME.
C HUNG UP ON RCAS. FILE CLOSED.

@12/19-ZAF308N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

VEHICLE HAS ALREADY BEEN BROUGHT INTO DEALERSHIP SERVICE AND REPAIRED FOR TRAN
SMISSION ISSUE - CUSTOMERS NOISE COMPLAINT CHECKED NUMEROUS TIMES - UNABLE TO
DUPLICATE CONCERN - - VEHICLE HAS BEEN PICKED UP AND CUST IS SATISFIED.

@12/09-3410

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1A	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	1 DATE: 12 / 13 / 05	USERID: ZTH498N
OTHER #:	0 DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	1 DATE: 12 / 13 / 05	USERID: ZTH498N
RESP DLR: 3410	EFFECTIVE: 12 / 06 / 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: ZRY049N	
HISTORY:	UPDATE BY: ZAF308N	
SVC CALL#:	UPDATE DATE: 12 / 19 / 05	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 19 / 05	MICROFILM: N
RESP CAA: FARRIS, ADAM	OLM: ROYSTER KAREN	DOM: WILLIAMS RODNEY
PHONE: 3107718445	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED] SC: MULTI CONTRACT
STREET: [REDACTED] VIN: JN8AZ08W85W [REDACTED] Y
CITY: CORTLANDT MANOR YR/MDL: 2005.0 MUR MILEAGE: 16000
ST/ZIP: NY [REDACTED] IN SVC DATE: 01 / 24 / 05
DAY PH: [REDACTED] VCAN: Y RTL DLR: 07167 GEIS NISSAN, INC.
EVE PH: [REDACTED] PAID: 4 SVC DLR: 07167 GEIS NISSAN, INC.
DLR PH: 914 528 4347 SUSP: 0 RESP DLR: 07167 GEIS NISSAN, INC.
DENY: 1 REGION: 26 DIST: SL/SV/PT: 01 01 31

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

ORIG CODE: CT 11 OPEN DATE: 02 / 09 / 06 XFER/RSPNSBLTY: 26 01 S
CONTACT (S): FOLLOWUP DATE: 02 / 10 / 06 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 02 / 23 / 06 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OE	NMAC/IFS ISSUES	202500	NISSAN VEHICLE LEASE
AX	NEW VEHICLE LEASE	ZR	GENERAL INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZCN755N 02/09/2006

NO PREVIOUS FILES.

SR VEWRIED NAME, ADDRESS, DAY/EVE NUMBER, VIN, MILEAGE.

SR FOUND NO OPEN RECALLS.

CV STATES THE TRANSMISSION HAS A LOUD BANG AT TAKE OFFS. C STATES C HAS BEEN TO THE DLR 5-6 TIMES FOR THE ISSUE. C STATES A NISSAN REPRESENTATIVE DROVE C'S VEHICLE. C STATES A TRANSMISSION HAS BEEN PLACED ON ORDER. C STATES C WAS ADVISED BY THE DLR TO CALL NNA TO DISCUSS THE POSSIBILITY OF GETTING OUT THE LEASE.
@02/09-ZCN755N

C STATES THE DRIVERS SIDE SEAT WAS BROKEN AND A BRACKET ALSO WAS ORDERED. C STATES IT HURTS C'S BACK. C STATES THERE'S A LARGE RATTLE NOISE AT THE DASH, THAT ENDED UP BEING A FRACTURE IN THE WINDSHIELD, THAT ALSO WILL BE REPLACED. C STATES C WANTS OUT OF THE LEASE, BUT DOES NOT WANT TO SPEND ANYMORE MONEY. C STATES THE SEAT HURTS C'S BACK STILL. C STATES C LIKES THE VEHICLE. C STATES THE BACK OF THE SEAT IS DOWN SO THE C'S FRONT IS POINTING UPWARDS. C
@02/09-ZCN755N

STATE C'S DOCTOR HAS ADVISED C TO GET OUT OF THE VEHICLE. C STATES C'S BACK IS BEING THROWN OUT.
@02/09-ZCN755N

SR APOLOGIZED FOR THE EXPERIENCE. SR PROVIDED NAME, EXTENSION AND FILE NUMBER. SR ADVISED C THAT NMAC WOULD BE IN THE BEST POSITION TO ADVISE ON THE IN AND OUTS OF THE LEASE, BUT SR WILL FORWARD THE FILE TO A RCAS FOR REVIEW AND C WILL BE CALLED BY THE END OF BUSINESS TOMORROW, IN REGARDS TO THE VEHICLES PERFORMANCE. C THANKED.
@02/09-ZCN755N

RCAS-TH CONTACTED C @12:22AM PST NO ANSWER RCAS LEFT MESSAGE @02/16-ZTH498N

RCAS-TH CONTACTED C @2:38PM PST NO ANSWER RCAS LEFT MESSAGE @02/23-ZTH498N

RCAS RECEIVED VOICEMAIL FROM C REQUESTING CALL BACK

RCAS CONTACTED C @11:17AM PST NO ANSWER RCAS LEFT MESSAGEW.

@02/24-ZTH498N-COMMENT

CRR-JJ RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH RCAS. CRR CONTACT RCAS WHO ACCEPTED TRANSFER
@03/03-ZJJ455N-COMMENT

RCAS-TH RECEIVED CALL FROM C

C STATES THAT C HAS A PROBLEM WITH C TRANSMISSION BACKING UP

C STATES THAT THEN ASKED RCAS TO HOLD THEN CALL WAS DISCONNECTED BY C
@03/03-ZTH498N-COMMENT

@03/03-ZTH498N-COMMENT

CRR-NC RECVD INBOUND CALL FROM C STATING THAT CALL WAS LOST AND NEEDED TO BE TRANSFERRED TO EXT. #3757.
@03/03-ZNC098N-COMMENT

CRR-NC CONTACTED EXT AND CALL WAS TRANSFERED. @03/03-ZNC098N-COMMENT

RCAS CONTACTED DEALER AND SPOKE WITH SA-DWIGHT

SA STATES THAT C @03/03-ZTH498N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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

CAR ID:
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CA5227202N

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8G	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: #:	5 DATE: 03 / 03 / 06	USERID: ZTH498N
RESP DLR: 07167	EFFECTIVE: 02 / 09 / 06	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: ZCN755N	
HISTORY:	UPDATE BY: ZTH498N	
SVC CALL#:	UPDATE DATE: 03 / 03 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 23 / 06	MICROFILM: N
RESP CAA: HILL, TAMANIKA	OLM: ROYSTER KAREN	DOM: YAKIM DAVID N
PHONE: 6157257766	OWNER FIRST:	LANGUAGE: E ENGLISH

CA5227202N

----- CONSUMER AFFAIRS -----								
CA5227202		SERVICE CONTRACTS SUMMARY					DATE: 1/26/2009	
							TIME: 12:48:20 PM	
NAME: [REDACTED]		VIN:					MODEL YEAR: 2005.0	
		IN SCV DATE: 1/24/2005					MAKE:	
							MODEL LINE: MUR	
SEQ		DEALER	EFFECTIVE	EXPIRE	EXPIRE	CANCEL	TRANSFER	
NO	CONTRACT NO	NUMBER ST	DATE	DATE	MILEAGE	DATE	DATE	
18	MUNF00430186	07167 NY	1/24/2005	1/24/2006	15.043			
19	NNDQ08453231	5028 PA	10/31/2008	10/31/2010	76.634			
20	RCDN02173345	07167 NY	1/24/2005	7/24/2008	53.000			

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: MUNF00430186		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: U		PLAN TYPE:	
PLAN TERM: F		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 01/24/05		EFFECTIVE:	
EXPIRES: 01/24/06	MILES: 15,043	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 2/28/2005		TRANSACTION:	
PRINTED: 03/04/05		PRINTED:	
DEALER NO: 07167	STATE: NY	DEALER NO:	STATE:
DEALER NAME: GEIS NISSAN, INC.		DEALER NAME:	
-----+-----			

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: NNDQ08453231	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: N	PLAN TYPE:
PLAN TERM: Q	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 10/31/08	EFFECTIVE:
EXPIRES: 10/31/10 MILES: 76,634	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 11/5/2008	TRANSACTION:
PRINTED: 11/08/08	PRINTED:
DEALER NO: 5028 STATE: PA	DEALER NO: STATE:
DEALER NAME: CHAPMAN NISSAN LLC	DEALER NAME:
-----+-----	

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NISSAN MOTOR CORPORATION IN U.S.A
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDN02173345		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: N		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 01/24/05		EFFECTIVE:	
EXPIRES: 07/24/08	MILES: 53,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 2/28/2005		TRANSACTION:	
PRINTED: 03/04/05		PRINTED:	
DEALER NO: 07167	STATE: NY	DEALER NO:	STATE:
DEALER NAME: GEIS NISSAN, INC.		DEALER NAME:	
-----+-----			

CONFIDENTIAL

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

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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08T53W [REDACTED] Y	
CITY: GLENDALE		YR/MDL: 2003.0 MUR MILEAGE: 40350	
ST/ZIP: AZ [REDACTED]		IN SVC DATE: 03 / 22 / 03	
DAY PH: [REDACTED]	VCAN: Y	RTL DLR: 3734	MIDWAY NISSAN
EVE PH: [REDACTED]	PAID: 1	SVC DLR: 3734	MIDWAY NISSAN
DLR PH: 602 866 6600	SUSP: 0	RESP DLR: 3734	MIDWAY NISSAN
	DENY: 0	REGION: 44	DIST: SL/SV/PT: 08 08 38

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	PREOWNEI X	MILES 32000 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: DLR#3734		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:
ORIG CODE: CT 11	OPEN DATE: 02 / 13 / 06	XFER/RSPNSBLTY: 44 08 S
CONTACT (S):	FOLLOWUP DATE: 02 / 14 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 02 / 17 / 06	DATANET (Y/N): 02 / 14 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190500	SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA
AU	INTERIOR (NON-ELECTRIC)	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	190500	SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA
AU	INTERIOR (NON-ELECTRIC)	YI	OOV GOODWILL ASSISTANCE REQUEST

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CA5229738N

C. A. R. COMMENTS

FILE OPENED-ZTH347N 02/13/2006

NO PREVIOUS FILES

@02/13-ZTH347N

RSS-TH VERIFIED C'S NAME, ADDRESS, DAY AND EVE.#, MILEAGE AND RESP DLR

RSS-TH CHECKED FOR RECALLS: NO OPEN RECALLS

C STATES DRIVERS SEAT MAKES A LOUD CREEKING NOISE THAT SOUNDS LIKE A ROCKING CHAIR

C STATES TOOK VEH TO DLR IN OCTOBER AND DLR LUBED THE SEAT

C STATES NOISE CAME BACK 4 MONTHS LATER

C STATES CALLED DLR TODAY AND SPOKE TO SA-MIKE WHO ADVISED C TO CONACT CA

S STATES WANTS ASSISTANCE IN REPAIRING SEAT BECAUSE C BROUGHT ISSUE TO DLRS ATTENTION WHEN C WAS STILL WITHIN WARRANTY

C STATES WILL HAVE VEH TO DLR ON 2/17

RSS-TH ADVISED C THAT FILE WOULD BE SENT TO RCAS TO DATANET C'S REQUEST AND C WOULD BE CONTACTED AFTER DLR VISIT

C UNDERSTOOD

@02/13-ZTH347N

RSS-TH PROVIDED C WITH RSS-TH EXT AND FILE#

CALL ENDED

@02/13-ZTH347N

***C ALSO OWNS 97 INFINITI

@02/13-ZTH347N

RCAS DATANET FILE TO DLR PENDING C'S APPT 2/17.

@02/14-ZTH543N

RCAS CONTACTED DLR SM-DAVID AND LEFT VMX REQUESTING CALL BACK. @02/17-ZTH543N

RCAS CONTACTED DLR SM-DAVID WHO ADVISED THAT THE DLR GRT'D THE C'S SEAT FRAME AND ORDERED IT FOR C AND THE GRT WAS APPROVED SO THE DLR IS REPAIRING THE VEH. RCAS THANKED FOR THE INFORMATION. DLR ASSISTING C'S CONCERN, C'S CONCERN RESOLVED. RCAS CLOSING FILE. @02/17-ZTH543N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	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: 3734	EFFECTIVE: 02 / 13 / 06	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: ZTH347N	
HISTORY:	UPDATE BY: ZTH543N	
SVC CALL#:	UPDATE DATE: 02 / 17 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 17 / 06	MICROFILM: N
RESP CAA: HUERTA, TIFFANY	OLM: SMIT AGNES	DOM: HARRIMAN, ALAN
PHONE: 3107713765	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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REQUESTED BY: lattad

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

CA5229738

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:20 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED]

VIN:
IN SCV DATE: 3/22/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
21	NCDF01488535	3734 AZ	3/22/2003	3/22/2010	100.000	9/10/2005	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NCDF01488535		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: F		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 03/22/03		EFFECTIVE:	
EXPIRES: 03/22/10	MILES: 100,000	EXPIRES:	MILES:
CANCEL: 09/10/05	MILES: 31,728	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 12/19/2005		TRANSACTION:	
PRINTED: 04/04/03		PRINTED:	
DEALER NO: 3734	STATE: AZ	DEALER NO:	STATE:
DEALER NAME: MIDWAY NISSAN		DEALER NAME:	
-----+-----			

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

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SC: ONE CONTRACT

NAME: [REDACTED]	VIN: JN8AZ08W43W [REDACTED]	Y
STREET: [REDACTED]	YR/MDL: 2003.0	MUR MILEAGE: 126300
CITY: SAN JOSE	IN SVC DATE: 03 / 10 / 03	
ST/ZIP: CA [REDACTED]	VCAN: Y	RTL DLR: 3474 CAPITOL NISSAN
DAY PH: [REDACTED]	PAID: 3	SVC DLR: 3580 TRI-CITIES NISSAN, INC.
EVE PH: [REDACTED]	SUSP: 0	RESP DLR: 3580 TRI-CITIES NISSAN, INC.
DLR PH: 423 282 4731	DENY: 0	REGION: 36 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4
 VEHICLE MAINTAINED BY: 3474 CAPITOL NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 90300 (PT) MONTHS: MILES: 66300

ORIG CODE: CT 11	OPEN DATE: 03 / 09 / 06	XFER/RSPNSBLTY: 36 09 S
CONTACT (S):	FOLLOWUP DATE: 03 / 14 / 06	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 03 / 13 / 06	DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST

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NISSAN MOTOR CORPORATION IN U.S.A
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CA5257062N

C. A. R. COMMENTS

FILE OPENED-ZSJ926N 03/09/2006
PREVIOUS UNRELATED THE FILE FOUND:5240547
CRR-SJ VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBER, VIN, MILEAGE AND MAINTAINING DLR.
CRR-SJ UPDATED C'S ADDRESS, DAY AND EVENING PHONE NUMBERS.
CRR-SJ CHECKED FOR OPEN RECALLS/CAMPAIGNS AND FOUND THE FOLLOWING:
CLSD R0516 MURANO TANK PROTECT XXX-XXX 01/06/06 00/00/00 01/17/06 V908
CRR-SJ RECEIVED INBOUND CALL FROM C.
C CALLED IN STATING THAT C HAS AN ISSUE WITH THE DRIVER'S SEAT OF THE VEH.
C STATED THAT THE HINGE'S ON THE DRIVERS SEAT OF THE VEH HAS BROKEN TWICE IN THE LAST THREE YEARS.
C STATED THAT C TOOK THE VEH TO THE DLR ON 07/15/05 AT 89524 MILES AND THE VEH WAS REPAIRED UNDER WARRANTY.
C STATED THAT C HAS THE SAME ISSUE AND THAT THE REPAIR WAS DENIED UNDER WARRANTY BY NNA.
C STATED THAT C ALSO REQUESTED FOR TOWING REIMBURSEMENT AS THE ALTERNATOR DIED AND C WANTED TO KNOW AS TO WHEN WOULD C RECEIVE THE CHECK.
CRR-SJ CHECKED AND FOUND PREVIOUS FILE (FILE NUMBER: 5240547) AND FOUND THAT THE REIMBURSEMENT WAS IN PROCESS AND INFORMED THE SAME TO C.
C UNDERSTOOD.
C STATED THAT C'S CONCERN WAS THE DRIVERS SEAT NOW.
C STATED THAT C DOES NOT UNDERSTAND AS TO WHY DID THE VEH NEED REPAIR IN JUST 8 MONTHS TIME. C STATED THAT C IS A MECHANIC AND THAT C THINKS THERE IS A MATERIAL DEFECT.
C STATED THAT C EXPECTS NISSAN TO FIX THE VEH RIGHT.
CRR-SJ INFORMED C THAT SINCE THE VEH WAS OUT OF WARRANTY THE REPAIR WAS DENIED UNDER WARRANTY.
C STATED THAT THE DLR DID NOT DENY THE REPAIR UNDER WARRANTY.
C STATED THAT THE DLR CONTACTED SOMEBODY BY NAME SHERYN AND THE CLAIM NUMBER IS N0309061268317.
CRR-SJ INFORMED C THAT NISSAN WOULD NOT BE ABLE TO REPAIR THE VEH UNDER WARRANTY AS THE VEH IS OUT OF WARRANTY.
C STATED THAT C WANTED TO SPEAK TO A MANAGER.
CRR-SJ INFORMED C THAT THERE WAS NO MANAGER AVAILABLE ON THE FLOOR.
C STATED THAT C NOW EXPECTS NISSAN TO FIX THE VEH RIGHT FOR NO CHARGE.
CRR-SJ INFORMED C THAT CRR-SJ WILL FORWARD THE FILE TO ANOTHER AGENT WHO CAN ASSIST C IN A BETTER WAY AND THAT C WOULD GET A CALL BACK WITHIN THE NEXT BUSINESS DAY.
C STATED THAT C CAN BE CONTACTED ON THE CELL PHONE NUMBER: [REDACTED]
CRR-SJ INFORMED C ABOUT THE RECALL ON THE MURANO TANK.
C STATED THAT C OWNED A NISSAN 240, A PTH AND A 300Z.
CRR-SJ PROVIDED THE FILE NUMBER, NAME AND EXTENSION NUMBER TO C.
C THANKED CRR-SJ AND ENDED THE CALL.
CRR-SJ FORWARDING FILE TO TL-GS FOR APPROVAL.
@03/09-ZSJ926N @03/09-ZSJ926N
SR-AP FORWARDING FILE TO CRR-KE FOR FURTHER HANDLING, EMAIL SENT
@03/13-ZAP758N
CRR-KE RECEIVED FILE AND REVIEWED COMMENTS
CRR-KE FORWARDED FILE BASED ON THE DENIAL FOR ASSISTANCE ALREADY BEING PRESENT
CRR-KE EMAILED RCAS TO LET RCAS KNOW FILE WAS FORWARDED @03/13-ZKE346N
RCAS IN REVIEW OF FILE @03/13-ZCP132N
RCAS CONTACTED C AND EXPLAINED VEH IS OUTSIDE OF BASIC, POWERTRAIN, AND ESC WARRANTY
@03/13-ZCP132N

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RCAS ADVISED THAT NISSAN WOULD NOT BE IN A POSITION TO ASSIST WITH THE
REPAIRS OF THE SEAT
C STATES WHATEVER AND HUNG UP @03/13-ZCP132N
FILE CLOSED @03/13-ZCP132N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT3B	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3580	EFFECTIVE: 03 / 09 / 06	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: ZSJ926N	
HISTORY:	UPDATE BY: ZCP132N	
SVC CALL#:	UPDATE DATE: 03 / 13 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 13 / 06	MICROFILM: N
RESP CAA: POTTS, CHARON	OLM: ROYSTER KAREN	DOM:
PHONE: 3107718456	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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----- CONSUMER AFFAIRS -----

CA5257062

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:21 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 3/10/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
22	RBDD01512755	3474 CA	3/10/2003	3/10/2009	75.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RBDD01512755		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: B		PLAN TYPE:	
PLAN TERM: D		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 03/10/03		EFFECTIVE:	
EXPIRES: 03/10/09	MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/20/2003		TRANSACTION:	
PRINTED: 03/21/03		PRINTED:	
DEALER NO: 3474	STATE: CA	DEALER NO:	STATE:
DEALER NAME: CAPITOL NISSAN		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

CAR ID: CA5287417N
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W33W [REDACTED] Y
CITY: GREENVILLE		YR/MDL: 2003.0 MUR MILEAGE: 44000
ST/ZIP: SC [REDACTED]		IN SVC DATE: 12 / 10 / 03
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3897 CENTRAL AVENUE NISSAN INC
EVE PH: [REDACTED]	PAID: 5	SVC DLR: 3923 CROWN NISSAN GREENVILLE
DLR PH: 864 254 7700	SUSP: 0	RESP DLR: 3923 CROWN NISSAN GREENVILLE
	DENY: 0	REGION: 34 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3923 CROWN NISSAN GREEN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 8000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 04 / 05 / 06	XFER/RSPNSBLTY: 34 09 S
CONTACT (S):	FOLLOWUP DATE: 04 / 11 / 06	DATANET (Y/N): 1
SEVERITY: 3	CLOSE DATE: 04 / 10 / 06	DATANET (Y/N): 04 / 11 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:21 PM

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

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CA5287417N

C. A. R. COMMENTS

FILE OPENED-ZSM006N 04/05/2006

NO PREVIOUS RELATED FILE FOUND.

@04/05-ZSM006N

CRR-SM VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, MILEAGE, VIN AND RESPONSIBLE DLR.

CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS AND FOUND TWO AND INFORMED C.

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 00/00/00

CRR-SM RECEIVED AN INBOUND CALL FROM C AND STATED THAT C HAS THE VEH AT THE DLRSHIP TO HAVE THE RECALLS PERFORMED ON THE VEH.

C STATED THAT C HAS ANOTHER CONCERN ON THE VEH AND C WAS INFORMED C THAT C'S VEH IS OUTSIDE THE WARRANTY AND C WILL HAVE TO PAY FOR THE REPAIRS.

CRR-SM ASKED IF C CAN EXPLAIN LITTLE MORE ABOUT THE CONCERN.

C STATED THAT C NOTICED THAT THE DRIVER SEAT CAME LOOSE AND WHEN C CONTACTED THE DLRSHIP C WAS INFORMED THAT THE BOLTS UNDER THE SEAT CAME LOOSE AND C WILL HAVE TO PAY \$800 FOR THE REPAIR.

@04/05-ZSM006N

C STATED THAT C HAS OWN MANY VEH AND FEELS THAT ITS NOT COMMON TO OCCUR ON ANY VEH.

CRR-SM ASKED HOW C WOULD LIKE CRR-SM TO ASSIST C WITH THE CONCERN.

C STATED THAT C WANTS NNA TO PAY FOR THE REPAIR.

CRR-SM INFORMED C THAT CRR-SM WILL DOCUMENT C'S CONCERN AND WILL TRANSFER THE CALL TO ANOTHER AGENT.

C AGREED.

CRR-SM ASKED FOR CALL BACK NUMBER AND TIME AND INFORMED C THAT CRR-SM WILL ARRANGE FOR CALL BACK IN CASE THE CALL IS DISCONNECTED.

C PROVIDED CALL BACK TIME AS [REDACTED] (ANYTIME).

CRR-SM ASKED IF FURTHER ASSISTANCE IS REQUIRED.

C SAID "NO".

CRR-SM PROVIDED C WITH CRR-SM'S NAME. EXTENSION AND FILE NUMBER.

C THANKED.

CRR-SM INFORMED C THAT IT SEEMS THAT LINES AT THE OTHER END ARE BUSY AND ITS TAKING CRR-SM LITTLE LONGER TO TRANSFER THE CALL.

C STATED THAT C WILL STAY ON HOLD.

CRR-SM SPOKE WITH CRR AND WARM TRANSFERRED THE CALL.

@04/05-ZSM006N

CRR-JJ RECEIVED WARM TRANSFER FROM CRR-SM WHO ATTEMPTED TO TRANSFER CALL BUT C HUNG UP WHEN CRR-SM WENT TO TRANSFER CALL.

@04/05-ZJJ455N

CRR-SM SENT AN EMAIL TO CRR-JJ REQUESTING TO CALL BACK C AT C'S CELL PHONE NUMBER [REDACTED] (ANYTIME) AS C IS EXPECTING CALL BACK.

@04/05-ZSM006N

CRR-SM SENT AN EMAIL TO CRR-JJ REQUESTING TO CALL BACK C FOR FURTHER ASSISTANCE.

@04/10-ZSM006N

CRR-AB VERIFIED C'S NAME, ADDRESS.

CRR-AB DID NOT UPDATE ANY INFORMATION.

CRR-AB CHECKED FOR OPEN RECALLS AND FOUND ONE.

A

CRR-AB RECEIVED AN INBOUND CALL FROM C.

C PROVIDED THE FILE NUMBER AS 5287417.

@04/10-ZAB020N

C STATES THAT C IS EXPECTING A CALL BACK HOWEVER NO ONE CALLED C YET.

CRR-AB INQUIRED IF THE ISSUE IS INREGARDS TO THE SEAT.

C STATES YES.

CRR-AB INFORMED C THAT THERE IS A RECALL ON THE SEAT BELT PROTECTORS.

C STATES THAT THE ISSUE IS TAKEN CARE OF AND NOW THE CONCERN IS RELATED TO THE BROKEN SEAT AND C IS INFORMED THAT INORDER TO REPLACE THE SEAT C HAS TO PA Y \$ 800.

CRR-AB INQUIRED WHAT C WOULD LIKE TO NISSAN TO DO FOR C.

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C STATES THAT THE VEH IS NEW AND C WOULD LIKE NISSAN TO COVER THE REPAIR CHARGE.

CRR-AB OFFERED TO TRANSFER THE CALL TO ANOTHER AGENT SINCE THE RESPSONSIBILITY OF THE FILE IS NOT YET CHANGED.

C AGREED.

CRR-AB PROVIDED NAME, EXTENSION AND FILE NUMBER.

CRR-AB OFFERED FURTHER ASSISTANCE.

C THANKED AND CRR-AB TRANSFERRING THE FILE. @04/10-ZAB020N

CRR-LF RECEIVED TRANSFER FROM CRR-AB @04/10-ZLF343N

C STATES THAT C DOESN'T UNDERSTAND HOW THE FRAME ON THE SEAT BROKE THE WAY IT DID AND C IS EXPECTING NNA TO ASSIST IN THESE REPAIRS. @04/10-ZLF343N

CRR-LF CHECKED CPIA FOR WARRANTY CLAIMS ASSISTANCE AND FOUND NO REQUEST.

CRR-LF ADVISED C THAT C'S FILE WILL BE FORWARDED TO THE REGIONAL SPECIALIST THAT IS RESPONSIBLE FOR C'S REGION. CRR-LF ALSO ADVISED C THAT THE DLR OR SPECIASLIST WILL GIVE C A CALL BY CLOSE OF BUSINESS

4.11.06. C UNDERSTOOD. CRR-LF PROVIDED C WITH ET AND NAME. CALL ENDED

@04/10-ZLF343N

}}}RCAS-JZ CONTACTED C AND LEFT VMX REQUESTING CALLBACK. @04/10-ZJZ881N

}}}RCAS-JZ RCVD VMX FROM C REQUESTING CALLBACK. @04/10-ZJZ881N

}}}RCAS-JZ CONTACTED C AT CELL# [REDACTED] C STATES C'S VEH IS OOW AND IS REQUESTING NNA TO PAY FOR C'S SEAT WHICH NEEDS TO BE REPLACED. RCAS ADVISED C THAT NNA WOULD NOT BE IN A POSISTION TO ASSIST C FOR REPAIRS TO SEAT SINCE C

@04/10-ZJZ881N

IS OUT OF BASIC WARRANTY. C UNDERSTOOD AND HUNG UP PHONE. @04/10-ZJZ881N

*****RCAS CLOSING FILE***** @04/10-ZJZ881N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVEIW FILE

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: RT3B		ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0	DATE: 00 / 00 / 00		USERID:
REOPEN: CALLBACK #:	0	DATE: 00 / 00 / 00		USERID:
NEW INFO #:		DATE: 00 / 00 / 00		USERID:
OTHER #:		DATE: 00 / 00 / 00		USERID:
COMMENTS ONLY: #:	0	DATE: 00 / 00 / 00		USERID:
RESP DLR: 3923		EFFECTIVE: 04 / 05 / 06		CHANGED BY:
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO
3RD PRTY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZSM006N		
HISTORY:		UPDATE BY: ZJZ881N		
SVC CALL#:		UPDATE DATE: 04 / 10 / 06		
CLOSE: Y (Y/N)		CLOSE DATE: 04 / 10 / 06		MICROFILM: N
RESP CAA: ZULUETA, JOSE		OLM: ROYSTER KAREN		DOM:
PHONE: 6157257901		OWNER FIRST:		LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08W04W [REDACTED] Y	
CITY: W SACRAMENTO		YR/MDL: 2004.0 MUR MILEAGE: 63000	
ST/ZIP: CA [REDACTED]		IN SVC DATE: 03 / 25 / 04	
DAY PH: [REDACTED]	VCAN: Y	RTL DLR: 3581	FOLSOM LAKE NISSAN
EVE PH: [REDACTED]	PAID: 6	SVC DLR: 3984	FOLSOM LAKE NISSAN
DLR PH: 916 608 5300	SUSP: 0	RESP DLR: 3984	FOLSOM LAKE NISSAN
	DENY: 0	REGION: 48	DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3984 ALOIAS FOLSOM LAKE I
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 27000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 04 / 10 / 06	XFER/RSPNSBLTY: 48 07 S
CONTACT (S):	FOLLOWUP DATE: 04 / 11 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 04 / 20 / 06	DATANET (Y/N): 04 / 12 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSS997N 04/10/2006

NO PREVIOUS RELATED FILES FOUND FOR THE C.

CRR-SS VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND MAINTAINING DLRSHIP INFORMATION.

CALLER CAN BE REACHED AT [REDACTED] OR [REDACTED] (CELL NUMBER)

CRR-SS RECEIVED AN INBOUND CALL FROM CUSTOMER'S HUSBAND.

CRR-SS FOUND 2 OPEN RECALLS FOR THE VEH -

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 00/00/00

CRR-SS INFORMED C ABOUT THE OPEN RECALLS.

C STATES C IS AWARE OF THE OPEN RECALLS AND THE VEH IS CURRENTLY AT THE DLR.

C STATES THE POWER SEAT ASSEMBLY IN THE VEH CAME APART AND THE SEAT DANGLES IN THE AIR.

C STATES THE BROKEN SEAT IS A MAJOR SAFETY ISSUE AND COULD BE A REASON FOR BIG WRECK AND WHEN THE DLRSHIP CONTACTED NISSAN, DLRSHIP WAS INFORMED THAT THE PART IS NOT LISTED AS COVERED UNDER THE ESC.

C STATES THE SERVICE MANAGER AT THE DLRSHIP AGREES WITH C THAT NISSAN SHOULD BE PAYING FOR THE REPAIRS AS THE POWER SEAT IS A SAFETY ISSUE.

C STATES C FOLLOWED UP WITH SEAN SMITH [REDACTED] / [REDACTED] (CELL NUMBER) AT THE DLRSHIP REGARDING THE REPAIRS TO BE PERFORMED.

C STATES THE DLRSHIP HAS SUGGESTED C TO CALL NNA CONSUMER AFFAIRS TO GET THE VEH'S POWER SEAT REPAIRED.

CRR-SS CONFIRMED C THAT THERE IS A SILVER POLICY APPLICABLE FOR THE VEH WHICH COVERS 1001 DIFFERENT VEH COMPONENTS AND SINCE THE DLRSHIP HAS ALREADY CONTACTED NISSAN AND WAS INFORMED THAT THE REPAIRS ARE NOT COVERED UNDER THE ESC, CRR-SS WOULD BE ABLE TO DOCUMENT THE FILE AND CALL TRANSFERRED TO AN AGENT FOR FURTHER ASSISTANCE.

C UNDERSTOOD AND WAS OK.

C WANTS THE REPAIRS PERFORMED BY NISSAN.

C STATES THE DLRSHIP HAS QUOTED \$561 FOR THE POWER SEAT. @04/10-ZSS997N

C SEEKING SPECIAL FINANCIAL ASSISTANCE HENCE CRR-SS PROVIDED C WITH THE FILE NUMBER, CRR-SS'S NAME AND EXTENSION NUMBER AND TRANSFERRED THE CALL TO CORE GROUP.

C STATES THE VEH IS C'S FIRST NISSAN AND BASED ON NISSAN'S DECISION, C WOULD EITHER TRADE THE VEH OR PURCHASE OTHER NISSAN VEH'S.

C ALSO FEELS THE VEH IS NEW AS THE VEH IS AN 04 MODEL YEAR VEH. @04/10-ZSS997N

>>>>> CRR-KD RECEIVED TRANSFER CALL FROM CRR-SS.

C STATES THAT C IS AT THE DLR NOW AND SA-GARY HAS ADVISED C THAT THE FOLLOWING PART: TRACK ASSEMBLY FOR THE DRIVER POWER SEAT IS NOT COVERED UNDER ESC AND COST FOR PART IS \$581.01

C STATES THAT C WOULD LIKE NNA TO ASSIST WITH REPAIRS, C STATES THAT THIS IS A SAFETY ISSUE AND SEAT IS JUST DANGLING. C STATES THAT C NEEDS TO HAVE THIS REPAIRED AND STATES THAT C IS GOING TO AUTHORIZE DLR TO START REPAIRS AND WANTS NNA TO ASSIST C WITH THE REPAIRS. @04/10-ZKD608N

CRR ADVISED C THAT CRR WILL SEND FILE TO AN RCAS FOR REVIEW AND THE RCAS WILL CONTACT C BY THE END OF NEXT BUSINESS DAY.

CRR ADVISED C THAT CRR CAN NOT GUARANTEE APPROVAL.

CRR PROVIDED C WITH CRR'S NAME, FILE, EXT AND C THANKED AND ENDED CALL.

@04/10-ZKD608N

--

RCAS-NT CHECKED CPIA FOUND GRT APPROVED FOR:

COST OF REPAIR \$691.51

@04/11-ZNT502N

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RCAS-NT CONTACTED DLR LEFT VMX FOR SM-GREG. @04/13-ZNT502N
RCAS-DM CONTACTED DLR AND LEFT VMX FOR SM-GREG TO CALLBACK. @04/19-ZDM229N
RCAS-DM CONTACTED DLR AND SPOKE TO SA-SHAWN, DLR STATES THE VEH IS SERVICED
AND C DIDNT HAVE TO PAY. NO FURTHER ACTION REQUIRED FILE [CLOSED.@04/20-ZDM229N](#)

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	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: 3984	EFFECTIVE: 04 / 10 / 06	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: ZSS997N	
HISTORY:	UPDATE BY: ZDM229N	
SVC CALL#:	UPDATE DATE: 04 / 20 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 20 / 06	MICROFILM: N
RESP CAA: TOME, NAMI	OLM: SMIT AGNES	DOM:
PHONE: 3107713831	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5291977

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:21 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 3/25/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
24	NBDC02186452	3581 CA	3/25/2004	3/25/2009	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NBDC02186452		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: B		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 03/25/04		EFFECTIVE:	
EXPIRES: 03/25/09	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/16/2005		TRANSACTION:	
PRINTED: 03/19/05		PRINTED:	
DEALER NO: 3581	STATE: CA	DEALER NO:	STATE:
DEALER NAME: FOLSOM LAKE NISSAN		DEALER NAME:	
-----+-----			

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NAME: [REDACTED] SC: ONE CONTRACT
STREET: [REDACTED] VIN: JN8AZ08T05W [REDACTED] Y
CITY: CHICAGO YR/MDL: 2005.0 MUR MILEAGE: 0
ST/ZIP: IL [REDACTED] IN SVC DATE: 04 / 04 / 05
DAY PH: [REDACTED] VCAN: Y RTL DLR: 1864 KELLY NISSAN, INC.
EVE PH: [REDACTED] PAID: 7 SVC DLR: 1864 KELLY NISSAN, INC.
DLR PH: 708 499 1000 SUSP: 0 RESP DLR: 1864 KELLY NISSAN, INC.
DENY: 0 REGION: 24 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 04 / 18 / 06 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: BL 24 OPEN DATE: 05 / 09 / 06 XFER/RSPNSBLTY: 24 02 S
CONTACT (S): FOLLOWUP DATE: 06 / 28 / 06 DATANET (Y/N): 0
SEVERITY: 3 CLOSE DATE: 06 / 23 / 06 DATANET (Y/N): 00 / 00 / 00

CHECK PAYABLE TO: [REDACTED]
ADDRESS: [REDACTED]
CITY: ELMHURST IL
VIN: JN8AZ08T05W [REDACTED] MODEL LINE/YEAR: MUR 2005.0

G/L VALUE CODE: 24GDWIL ACCOUNT: [REDACTED]
G/L DESCRIPTION: NORTH CENTRAL GOOC
CHECK AMOUNT: \$ 5500

CHK REQUEST DATE: 06/21/06 REQUESTED BY: LEMOL DIA ZDD617N
CHECK APPROVED: 06/21/06 APPROVED BY: HERR WAN ZWH944N
CHECK ISSUE DATE: 06/22/06 CHECK NUMBER: 768652

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

CONCERN AND CATEGORY		SUBCATEGORY AND SYMPTOM	
OA	VEHICLE CONCERNS	108500	PANEL (DOOR/TAILGATE)
AB	BODY	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	108500	PANEL (DOOR/TAILGATE)
AB	BODY	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	197000	POWER WINDOW (MOTOR/SWITCH/RELAY)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZDD617N 05/09/2006

* LETTER RECEIVED FROM CONSUMER LEGAL SERVICES PC REQUESTING A REPURCHASE UNDER ILLINOIS LEMON LAW FOR VEH BEING TAKEN TO DLR ON 8 DIFFERENT OCCASIONS.

RO'S PROVIDED:

4/13-14/05: SCRATCH BY DRIVERS DOOR KEY HOLE. SUBLET FOR REPAIR.

: SUNROOF JUST INSTALLED LAST WEEK AND HEARS RATTLES. SWITCH SEEMS LOOSE. MAY BE CAUSE OF RATTLE. SUNROOF SWITCH WAS REPAIRED BY SUBLET

6/28/05: FRONT DOOR RATTLES. UNABLE TO DUP DURING TEST DRIVE W/ C. NO REPAIRS.

: WHEN TURNING WHEEL FIRST THING IN THE MORNING. WHEEL MAKES CRACKLING NOISE. NO REPAIRS NEEDED AT THIS TIME.

9/1/05: DRIVERS FRONT WINDOW/DOOR RATTLES. IN WET CONDITION COULD HEAR RATTLES WITH FINGERS UNDER TRIM CAN FEEL DOOR RATTLING BACK & FORTH. TECH VERIFIED C'S CONCERN. FOUND WINDOW REGULATOR BINDING CAUSING POPPING NECESSARY TO REPLACE REGULATOR. PART IS NOT IN INVENTORY. NECESSARY TO SOP. WILL CALL C WHEN IT ARRIVES. @05/09-ZDD617N

9/7/05: DRIVERS FRONT WINDOW RATTLES. REPLACE SOP. FOUND THAT WINDOW REGULATOR WAS MAKING NOISE. REPLACED REGULATOR. NOISE WAS GONE.

10/26/05: NOISE IN THE STEERING WHEEL WHEN TURNING. DIDN'T HEAR NOISE IN STEERING. NO LEAKS. COULDN'T DUPLICATE.

: C/S CAN FEEL THE L/F DOOR BOUNCING CAUSING RATTLE. WHEN WINDOW IS PARTIALLY DOWN IT ALSO RATTLES. CAN BE HEARD BEST WHEN WET. TECH COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME.

: VEH CREAKS WHEN ACCELERATING OR BRAKING. TECH COULD NOT DUPLICATE.

: C/S FRONT PSGR DOOR CREAKS WHILE DRIVING. TECH COULD NOT DUPLICATE.

: C/S THAT THE REMOTE START DOES NOT WORK FROM A DISTANCE. NEEDS TO BE RIGHT ON TOP. TECH FOUND REMOTE START WORKS FROM APPROX 45 FEET AWAY WITHOUT ANY INTERFERENCE.

: MALFUNCTION INDICATOR LIGHT ON. REPALCED THROTTLE CHAMBER. NOW OK.

10/26-27/06: DRIVER SEAT ROCKS CAUSING SQUEAK. INSTALLED SEAT LINK PER TSB.

: RATTLE NOISE COMING FROM THE DRIVERS DOOR TOP REAR WHILE DRIVING.

: TECH UNABLE TO DUPLICATE.

: TICKING NOISE IN STEERING WHEEL WHEN STARTING UP. TECH UNABLE TO DUP.

11/22-23/05: CLICK FROM BOTH FRONT DOORS. BOTH FRONT DOOR STRIPS DEFORMED.

(2 DAYS) REPLACED BOTH FRONT DOOR STRIPS.

: NOISE WHEN MAKING TURNS. HAPPENS WHEN COLD. COULDN'T DUPLICATE.

: DRIVER SEAT IS STILL MAKING NOISE. PERFORMED REPAIRS PER TSB.

2/3-13/06: WHEN ROLLING WINDOW UP, THE MOLDING ON OUTSIDE DOES NOT HOLD WATER.

(11 DAYS) WATER LEAKS IN.

: PSGR SIDE VISOR BROKEN. REPLACED.

: DRIVER FRONT DOOR RATTLES NEAR THE UPPER LEFT CORNER OF THE DOOR IS BOUNCY. DOOR WELT WASW DEFORMED & NOT ABSORBING IMPACT. REPLACED BODY WELT & RETESTED. OK.

: DOOR RATTLES. REPLACED DOOR PANEL.

: WHEN VEH IS COLD, STEERING WHEEL CRACKLES WHEN TURNING. FOUND THE CLOCK SPRING WAS MAKING NOISE. REPLACED CLOCK SPRING & RETESTED OK

2/20-23/06: RATTLES FROM RIGHT FRONT DASH BOARD AREA. DIDN'T HEAR ABNORMAL (NO DAYS) NOISES. MAY BE CAUSED BY NORMAL BODY FLEX OVER BUMPS.

: WINDOW RATTLES WHEN DRIVING. NOT DUPLICATED.

19 DAYS CALENDAR DAYS DOWN. NNA IS ENTITLED A FINAL REPAIR. EMAIL SENT ADVISING THAT IF ANY CONCERNS ARE CURRENT, NNA WOULD LIKE TO EXERCISE RIGHT TO FINAL UNDER THE LAW. ALSO OFFERING \$3750 INCLUSIVE. PENDING. @05/09-ZDD617N

* ATTY RESPONDED STATING C'S VEH IS EXPENSIVE, HAS ONLY OWNED IT FOR A YEAR & HAS HAD NUMEROUS REPAIRS. C DEMANDS \$7500 INCLUSIVE. @05/12-ZDD617N

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CA5324985N

* ARBS COUNTERING WITH \$5500 INCLUSIVE. @05/12-ZDD617N
* ATTY COUNTERED \$6250.00.
* ARBS REITERATING OFFER OF \$5500 AND THAT IF CONCERN IS CURRENT, NNA WILL
SEND DTS. @05/18-ZDD617N
* OFFER ACCEPTED. RELEASE SENT THIS DATE. @05/25-ZDD617N
* RELEASE RECEIVED, CHECK REQUESTED. @06/21-ZDD617N
* CHECK SENT, FILE CLOSED. @06/23-ZDD617N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RP9D	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: 1864	EFFECTIVE: 05 / 09 / 06	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: YES
3RD PRY: AT	PART#:	CHECK ISSUED: YES
BYBACK ST:	OPENED BY: ZDD617N	
HISTORY:	UPDATE BY: ZDD617N	
SVC CALL#:	UPDATE DATE: 06 / 23 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 23 / 06	MICROFILM: N
RESP CAA: LEMOLI, DIANA	OLM: SMIT AGNES	DOM: FENTON JOE
PHONE: 3107713136	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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----- CONSUMER AFFAIRS -----

CA5324985

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:21 PM
MODEL YEAR: 2005.0
MAKE:
MODEL LINE: MUR

NAME: PAGLIUCO, PETER J

VIN: JN8AZ08T05W [REDACTED]
IN SCV DATE: 4/4/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
25	NCDD02491498	1864 IL	4/4/2005	4/4/2011	75.000	6/29/2006	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NCDD02491498		CONTRACT:	
OWNER NAME: PAGLIUCO, PETER J		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: D		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 04/04/05		EFFECTIVE:	
EXPIRES: 04/04/11	MILES: 75,000	EXPIRES:	MILES:
CANCEL: 06/29/06	MILES: 18,350	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 8/17/2006		TRANSACTION:	
PRINTED: 04/08/05		PRINTED:	
DEALER NO: 1864	STATE: IL	DEALER NO:	STATE:
DEALER NAME: KELLY NISSAN, INC.		DEALER NAME:	
-----+-----			

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DATE: 1/26/2009
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SC: MULTI CONTRACT

NAME: [REDACTED]	VIN: JN8AZ08T43W [REDACTED] Y
STREET: [REDACTED]	YR/MDL: 2003.0 MUR MILEAGE: 42100
CITY: BEND	IN SVC DATE: 07 / 15 / 03
ST/ZIP: OR 97701 2458	RTL DLR: 3082 SANTA MONICA NISSAN, INC.
DAY PH: [REDACTED]	PAID: 2 SVC DLR: 563 SMOLICH NISSAN
EVE PH: [REDACTED]	SUSP: 0 RESP DLR: 563 SMOLICH NISSAN
DLR PH: 541 389 1177	DENY: 0 REGION: 48 DIST: SL/SV/PT: 11 11 41

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 563/DLR SMOLICH NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:
ORIG CODE: CT 11	OPEN DATE: 05 / 15 / 06	XFER/RSPNSBLTY: 48 11 S
CONTACT (S):	FOLLOWUP DATE: 05 / 25 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 05 / 24 / 06	DATANET (Y/N): 05 / 25 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZBW200N 05/15/2006

NO PREVIOUS FILE FOUND.

CRR BW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/ EVE NUMBERS AND DLR

CRR-BW UPDATED C'S PHONE EVE NUMBER.

CRR BW CHECKED FOR RECALLS/UPGRADES/CAMPAIGNS AND FOUND NONE OPEN.

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 08/03/05 563

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 04/11/06 563

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 04/11/06 563

C WAS INFORMED. C HAS AN 05 QST AND HAD A MAX BEFORE.

CRR BW RECEIVED CALL FROM C REGARDING ISSUE WITH VEH. @05/15-ZBW200N

C STATES THAT THE DRIVER SEAT IS BROKEN WHERE IT IS MOUNTED TO THE FLOOR.

C STATES THAT C HAD BEEN TO THE DLR 1 AND A HALF WEEK AGO AND THE DLR IS CHARGING C \$900.00 TO REPLACE THE SEAT. C STATES THAT C DO NOT HAVE THE MONEY TO REPLACE THE SEAT. C STATES THAT C IS SEEKING GOODWILL ASSISTANCE FROM NISSAN. @05/15-ZBW200N

CRR-BW APOLOGIZED TO C FOR THE INCONVENIENCE OF VEH. @05/15-ZBW200N

CRR-BW INFORMED C THAT CRR-BW CAN DOCUMENT THE CONCERN AND FORWARD FILE OVER TO A REGIONAL SPECIALIST FOR REVIEW. CRR-BW INFORMED C THAT EITHER DLR OR SPECIALIST WILL CONTACT C BY THE END OF NEXT BUSINESS DAY.

C SAID THANKS AND CALLBACK NUMBER IS (541) 312-2466.

CRR-BW ASKED C IF THERE WERE ANYTHING ELSE.

C SAID NO. C STATES THAT C IS AWARE THAT VEH IS OUT OF BASIC WARRANTY SO C WOULD LIKE NISSAN TO ASSIST.

CRR-BW THANKED C FOR CALLING NNA AND FOR ALLOWING CRR TO ASSIST C.

CRR BW PROVIDED C WITH CRR NAME, FILE NUMBER AND EXTENSION.

CRR-BW FORWARD FILE FOR GOODWILL ASSISTANCE. @05/15-ZBW200N

-- @05/15-ZST228N

RCAS CONTACTED DLR AT 11:41AM AND SPOKE TO SA-RAY. SA STATES THAT GRT HAS ALREADY BEEN RUN FOR \$648.69 AND WAS DECLINED. SA STATES TAHT C HAS ONLY DONE 30,000 MILE SERVICE AND AN OIL CHANGE. SA STATES THAT HTE REST OF C'S VISITS HAVE BEEN FOR WARRANTY WORK. RCAS UNDERSTOOD. CALL ENDED. @05/15-ZST228N

-- @05/15-ZST228N

RCAS CONTACTED DPSM-JAC AND LEFT VMX ADVISING DPSM TO CALL RCAS BACK.

@05/15-ZST228N

-- @05/15-ZST228N

RCAS RECEIVED INBOUND CALL FROM DPSM-JAC STATING THAT DPSM WILL CONSIDER C'S REQUEST FOR GOODWILL. DPSM STATES THAT DPSM PROBABLY WON'T BE ABLE TO PROVIDE A DECISION UNTIL TOMORROW. RCAS UNDERSTOOD. CALL ENDED. @05/15-ZST228N

-- @05/19-ZST228N

RCAS RECEIVED VMX FROM DPSM-JAC STATING THAT AFTER SPEAKING TO THE DLR, DPSM HAS DECIDED TO DENY THE REQUEST FOR GOODWILL AS IT DOES NOT SEEM THAT C IS A GOOD SERVICING C. @05/19-ZST228N

-- @05/19-ZST228N

RCAS CONTACTED C AT 11:11AM AND ADVISED C THAT NNA IS NOT IN A POSITION TO ASSIST WITH THE REPAIR. C STATES THAT C WANTS TO KNOW WHY C IS NOT BEING ASSISTED WITH THIS REPAIR. C STATES THAT C SERVICES AT DLR WHERE C PURCHASED VEH BEFORE C MOVED TO OREGON. RCAS ADVISED C THAT RCAS WOULD RESEARCH C'S SERVICE HISTORY AND CALL C BACK WITH A DECISION. C ENDED CALL. @05/19-ZST228N

-- @05/19-ZST228N

RCAS CONTACTED SANTA MONICA NISSAN AND SPOKE TO SA-SAM. SA STATES THAT C ONLY HAS A PDI IN C'S SERVICE FILE AT DLR. CALL ENDED. @05/19-ZST228N

-- @05/19-ZST228N

RCAS CONTACTED DLR 042B AND THE CUSTOMER HAS ONLY HAD THE OIL CHANGED ONCE IN

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2004. @05/19-ZSJ952N
--
RCAS RECEIVED FAXED DOCUMENTS FROM C. @05/22-ZST228N
-- @05/22-ZST228N
RCAS CONTACTED DLR AT 9:36AM AND SPOKE TO SA-RAY. SA STATES THAT C'S COMPLAINT
WAS FOR A SQUEAKING AND THIS TIME AROUND THE SEAT BRACKET IS ACTUALLY BROKEN
AND NEEDS TO BE REPLACED. RCAS UNDERSTOOD. CALL ENDED. @05/22-ZST228N
RCAS CONTACTED C AT DAY # (4:45PM) LEAVING MESSAGE WITH RECEPTIONIST ADVISING
C TO CONTACT RCAS. RCAS PROVIDED NAME, EXTENSION, AND FILE NUMBER.
@05/22-ZST228N
-- @05/24-ZST228N
RCAS RECEIVED INBOUND CALL FROM DPSM-JAC. DPSM STATES THAT DPSM WILL JUST
TAKE CARE OF THE REPAIR THIS TIME AROUND. CALL ENDED. @05/24-ZST228N
-- @05/24-ZST228N
RCAS CONTACTED C AT 11:20AM AND ADVISED C THAT NNA WOULD BE TAKING CARE OF THE
COST OF THE REPAIR AS A GOODWILL GESTURE. C THANKED RCAS FOR ASSISTANCE. C
ENDED CALL. @05/24-ZST228N
-- @05/24-ZST228N
RCAS CONTACTED DLR AND ADVISED SA-RAY THAT DPSM-JAC WOULD BE OVERRIDING THE
GRT FOR C. SA UNDERSTOOD. CALL ENDED. @05/24-ZST228N
FILE CLOSED @05/24-ZST228N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	1 DATE: 05 / 24 / 06	USERID: ZST228N
OTHER #:	0 DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 563	EFFECTIVE: 05 / 15 / 06	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: ZBW200N	
HISTORY:	UPDATE BY: ZST228N	
SVC CALL#:	UPDATE DATE: 05 / 24 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 24 / 06	MICROFILM: N
RESP CAA: TSAI, STEVEN	CAOM: KUHARSKI, MARK	CAOM: KUHARSKI, MARK
PHONE: 6157257726	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 1/26/2009
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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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----- CONSUMER AFFAIRS -----
CA5329926 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009
TIME: 12:48:21 PM
NAME: [REDACTED] VIN: MODEL YEAR: 2003.0
IN SCV DATE: 8/17/2006 MAKE:
MODEL LINE: MUR

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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----- CONSUMER AFFAIRS -----
CA5329926 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009
TIME: 12:48:21 PM
NAME: [REDACTED] VIN: MODEL YEAR: 2003.0
IN SCV DATE: 8/17/2006 MAKE:
MODEL LINE: MUR

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
26	PEDQ04058628	1951 CA	8/17/2006	7/15/2010	100.000		
27	RMNZ07691469	1951 CA	8/17/2006	7/15/2010	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: PEDQ04058628		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: Q		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 08/17/06		EFFECTIVE:	
EXPIRES: 07/15/10	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 8/22/2006		TRANSACTION:	
PRINTED: 08/26/06		PRINTED:	
DEALER NO: 1951	STATE: CA	DEALER NO:	STATE:
DEALER NAME: PACIFIC NISSAN		DEALER NAME:	
-----+-----			

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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RMNZ07691469		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: M		PLAN TYPE:	
PLAN TERM: Z		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 08/17/06		EFFECTIVE:	
EXPIRES: 07/15/10	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 8/22/2006		TRANSACTION:	
PRINTED: 08/26/06		PRINTED:	
DEALER NO: 1951	STATE: CA	DEALER NO:	STATE:
DEALER NAME: PACIFIC NISSAN		DEALER NAME:	
-----+-----			

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DATE: 1/26/2009
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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08TX5W [REDACTED] Y
CITY: PATRIOT	YR/MDL: 2005.0 MUR MILEAGE: 60000
ST/ZIP: IN [REDACTED]	IN SVC DATE: 02 / 27 / 05
DAY PH: [REDACTED]	VCAN: N RTL DLR: 1829 FALHABER NISSAN INC
EVE PH: [REDACTED]	PAID: 2 SVC DLR: 1829 FALHABER NISSAN INC
DLR PH: 513 385 1400	SUSP: 1 RESP DLR: 1829 FALHABER 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 1829 FALHABERNISSANINC
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 24000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 05 / 19 / 06	XFER/RSPNSBLTY: 24 10 S
CONTACT (S):	FOLLOWUP DATE: 06 / 05 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 08 / 06	DATANET (Y/N): 05 / 25 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZTL158N 05/19/2006

NO PREVIOUS FILES FOUND:

CRR-TL VERIFIED C'S NAME, ADDRESS, DAY/EVE PHONE NUMBERS, VIN #, MILEAGE AND RESPONSIBLE DEALER.

CRR-TL CHECKED FOR RECALL/UPGRADES/CAMPAIGNS AND FOUND:

OPEN R0511 MURANOSBPROTECTNTB06-024 02/14/06 00/00/00 00/00/00

OPEN R0516 MURANOTANKPROTECTNTB06023 01/06/06 00/00/00 00/00/00

CRR-TL RECEIVED CALL FROM C STATING THAT C BELIEVES A BAR IN BACK OF THE DRIVER SEAT BROKE. C ADVISED THAT WHEN C TURNS TO LEFT OR RIGHT IN THE VEHICLE C MUST HOLD ON TO THE DOOR TO KEEP FROM TURNING OVER WHILE DRIVING THE VEHICLE. C STATED THAT CHRIS MCKNIGHT FROM DLR# 1829 ADVISED WILL COST C \$75 JUST TO TAKE SEAT APART TO DETERMINE WHAT HAPPENED TO THE SEAT. THEN CHRIS ADVISED C THAT WILL HAVE TO OSPECIAL ORDER PARTS AND NONE OF THIS WILL BE COVERED BY WARRANTY. C STATED THAT C SHOULD NOT HAVE TO PAY FOR REPLACMENT OF SEAT THAT JUST BROKE IN A 1 YEAR OLD VEHICLE. CRR-TL ADVISED C THAT VEHICLE IS OUTSIDE OF WARRANTY PARAMETERS AND ASKED WHAT WAS C ASKING OF NNA. C THEN STATED THAT C FEELS NNA SHOULD PAY FOR REPAIRS TO THE SEAT. CRR-TL ADVISED C THAT CRR WILL FORWARD FILE TO SPECIALIST WHO WILL CALL C WITHIN 48 BUSINESS HOURS.
@05/19-ZTL158N

CRR-TL GAVE C CRR NAME AND EXT # [REDACTED] AND FILE#. C ASKED THAT SPECIALIST CALL C BACK AT WORK# 1-877-667-5101 EXT 258 TINA FOX OWNERS WIFE.
@05/19-ZTL158N

RCAS-KT CONTACTED C 447PM CST AND LEFT A MESSAGE WITH KIM @05/23-ZKT674N

RCAS-KT CONTACTED DLR 831AM CST

SM-TOM STATED THAT SEATS DOES ROCK. SM STATED TOLD CUSTOMER THAT DIAGNOSIS MUST BE COMPLETED AND PAID FOR AND WOULD OFFER ASSISTANCE IF APPROVED.

@05/24-ZKT674N

RCAS-KT CONTACTED C 923AM CST AND LEFT A MESSAGE WITH RYAN. @05/26-ZKT674N

@05/26-ZKT674N

RCAS-KT CONTACTED C 908AM CST AND LEFT A MESSAGE WITH TIM. @05/30-ZKT674N

3RD ATTEMPT SENT A POST CARD

FILE CLOSED.

@05/30-ZKT674N

RCAS SENT POSTCARD

@06/01-ZSY310N-COMMENT

RCAS-KT RECEIVED A VOICEMAIL FROM SM TOM STATING THAT THE C BROUGHT THE VEH TO THE DEALER.

SM STATED IN VOICEMAIL THERE IS A TSB AND THE GRT WAS APPROVED BUT THE BACK BAR IS COMPLETELY BROKEN AND DOES IS NOT THE SAME ISSUE AS THE TSB.

@06/02-ZKT674N

RCAS-KT AGREED TO CONTACT DPSM FOR VCAN APPROVAL. @06/02-ZKT674N

VEH IS DOWN AND PART IS AVAILABLE AT DLR. @06/02-ZKT674N

RCAS-KT CONTACTED DPSM AWAITING REGARDING C-AWAITING UPDATE. @06/07-ZKT674N

RCAS-KT CONTACTED C 2:26PM CST LEFT MESSAGE WITH KIM @06/07-ZKT674N

RCAS-KT CONTACTED DLR 2:28PM SPOKE WITH SM TOM STATED THE REPAIR WAS 600.00

GRT WAS OVERTURNED BY DPSM.

@06/07-ZKT674N

RCAS-KT CONTACTED C 7:58PM CST TINA STATED C GOT THE VEH BACK YESTERDAY

@06/08-ZKT674N

AND WAS HAPPY WITH THE REPAIR.

@06/08-ZKT674N

C HAS NO OTHER ISSUES.

@06/08-ZKT674N

FILE CLOSED.

@06/08-ZKT674N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SCNR
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: 06 / 02 / 06	USERID: ZKT674N
COMMENTS ONLY: #: 1	DATE: 06 / 01 / 06	USERID: ZSY310N
RESP DLR: 1829	EFFECTIVE: 05 / 19 / 06	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: ZTL158N	
HISTORY:	UPDATE BY: ZKT674N	
SVC CALL#:	UPDATE DATE: 06 / 08 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 08 / 06	MICROFILM: N
RESP CAA: TURRENTINE, KARA	OLM: SMIT AGNES	DOM: PARSONS HARRY
PHONE: 6157257739	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:22 PM

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

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W13W [REDACTED] Y
CITY: LUDLOW		YR/MDL: 2003.0 MUR MILEAGE: 56424
ST/ZIP: MA [REDACTED]		IN SVC DATE: 10 / 29 / 03
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3261 LIA NISSAN OF ENFIELD
EVE PH: [REDACTED]	PAID: 5	SVC DLR: 3261 LIA NISSAN OF ENFIELD
DLR PH: 860 253 6827	SUSP: 2	RESP DLR: 3261 LIA NISSAN OF ENFIELD
	DENY: 0	REGION: 26 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES 10 # NISSAN/INFINITI VEHICLES: 2
 VEHICLE MAINTAINED BY: 3261 LIA NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 20000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 05 / 24 / 06	XFER/RSPNSBLTY: 26 13 S
CONTACT (S):	FOLLOWUP DATE: 05 / 25 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 02 / 06	DATANET (Y/N): 05 / 26 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST

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

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CA5340895N

C. A. R. COMMENTS

FILE OPENED-ZMC571N 05/24/2006
PREVIOUS FILES FOUND- NONE @05/24-ZMC571N
VERIFY CUSTOMER'S NAME, ADDRESS, DAY/EVE PH#S, VIN # AVAILABLE, MILEAGE..
AND RESPONSIBLE DEALERSHIP.
RECALL/CAMPAIGNS- 3 FOUND, C ADVISED.
OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 00/00/00
OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 00/00/00
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 01/26/06 3261
CRR-MCC TOOK INBOUND CALL, C STATES HAD TAKEN VEHICLE IN FOR TIGHTENING OF THE
DRIVER SEAT ABOUT A YEAR AGO.
C STATES WAS VERY LOOSE AND A SHIM KIT WAS USED TO TIGHTEN DOWN THE SEAT.
C STATES VEHICLE WAS UNDER WARRANTY AT THAT TIME.
C STATES SEAT IS NOW LOOSE AGAIN, TO THE POINT WHEN MAKING A RIGHT HAND TURN,
THE SEAT TIPS OVER ALMOST ONTO THE PASSENGERS AREA. @05/24-ZMC571N
C STATES SERVICE DEPARTMENT MENTIONED THAT THE SEAT MAY NEED TO BE SOLDERED
DOWN.
C STATES VEHICLE IS NOW OUT OF WARRANTY, AND IS REQUESTING ASSISTANCE IN
FIXING THE SEAT PROPERLY. C ALSO HAD A 280 Z IN THE PAST.
CRR-MCC ADVISED C IS CURRENTLY OUT OF WARRANTY BY 20,000 MILES.
CRR-MCC ALSO ADVISED WILL LOG CONCERN, AND WILL FORWARD FILE TO REGIONAL
SPECIALIST, C WILL HAVE A CALLBACK BY END OF BUSINESS ON THURSDAY, MAY 25TH.
CRR-MCC GAVE FILE# ALONG WITH NAME AND EXTENSION FOR FUTURE ASSISTANCE.
@05/24-ZMC571N
RCAS-MP CONTACTED C AND COULD NOT GET ANSWER--BUSY MULTIPLE TIMES.
@05/25-ZMP034N
RCAS-MP CONTACTED C AND SPOKE TO SOMEONE THAT ADVISED C WAS NOT THERE.
RCAS-MP ASKED TO LEAVE A MESSAGE AND PERSON ADVISED COULD DO SO.
RCAS-MP GAVE NAME AND COMPANY AND PERSON HUNG UP THE PHONE. @05/30-ZMP034N
CRR-NA RECEIVED C INBOUND CALL REQUESTING TO SPEAK WITH CRR-MCC.
CRR-NA ADVISED C THAT FILE IS NOW BEING HANDELED BY RCAS. @05/31-ZNA159N
CRR-NA CONTACTED RCAS ON THE OTHER LINE AND TRANSFERED @05/31-ZNA159N
C WHEN RCAS ACCEPTED CALL. @05/31-ZNA159N
RCAS-MP RECEIVED TRANSFERED CALL WITH C.
C STATES THAT ISSUE OCCURED FOR THE FIRST TIME UNDER WARRANTY AND HAS
BEEN GOING ON OUT OF WARRANTY.
C STATES THAT DLR TOLD C THAT GOODWILL WAS REQUESTED AND DENIED.
RCAS-MP ADVISED C WILL SPEAK WITH DLR ABOUT GETTING PROBLEM FIXED.
C STATES HAS VEH IN POSITION AND WAITING TO HEAR FROM NISSAN BEFORE TAKING IT
BACK IN, ALTHOUGH C DOES NOT FEEL COMFORTABLE IN A SEAT THAT DOES NOT STAY
ATTACHED TO THE FLOOR. @05/31-ZMP034N
C STATES BEEN DEALING WITH SA-JEFF.
RCAS-MP ADVISED C WOULD REVIEW FILE WITH DLR AND CONTACT C BACK.
C UNDERSTOOD AND CALL ENDED. @05/31-ZMP034N
RCAS-MP CONTACTED DLR AND SPOKE TO SA-NATE.
DLR STATES THAT C IS A GOOD SERVICE C AND IS IN FOR ALL REGULAR MAINTENANCE.
DLR STATES THAT C'S VEHICLE ORIGINALLY WAS DONE UNDER WARRANTY AND HAS COME
BACK UNDER A YEAR LATER BUT OVER MILEAGE.
DLR RAN GRT FOR PARTS AND GRT WAS DENIED.
DLR TRIED TO HAVE APPROVED BUT WAS DENIED. @05/31-ZMP034N
DLR STATES THAT DLR HAS APPROXIMATELY 23 RO'S RELATED TO MAINTENANCE ON VEH
INCLUDING OIL CHANGES, ROTATIONS, OTHER MAJOR SERVICES.
DLR WAS REQUESTING TO HAVE PARTS ONLY COVERED AND WAS NOT GOING TO CHARGE FOR
LABOR.

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RCAS-MP TO REVIEW WITH REGION TO REVIEW FOR POSSIBLE ASSISTANCE.

CALL ENDED. @05/31-ZMP034N

RCAS REQUESTING ORM REVIEW. NO WTY CLAIM FOR SEAT REPAIR EVIDENT. ORM REQUESTD ALL VEH R/OS BE SUBMITTED FOR REVIEW & CONFIRMATION DLR WILL GOODWILL LABOR IF NNA CAN ASSIST W/GOODWILL OF PARTS.

@05/31-ZRC310R

RCAS-MP REQUESTED ALL RO'S FROM DLR-DLR STATES WILL FAX. @05/31-ZMP034N
ORM SPOKE TO JEFF-SERVICE MGR @ DLR. BROKEN WELD WAS DISCOVERED EARLIER IN VEH WHEN TSB WAS PERFORMED. WHEN NOTIFIED, DLR STATES WTY DECLINED REPAIR. SEAT WELD IS BROKEN AT THE FRAME AND DLR CONFIDENT THERE IS NOTHING THE DRIVER CLD HAVE DONE TO CAUSE BREAK. TOTAL REPAIR PARTS & LABOR UNDER \$400. C HAS ALL VEH WORK PERFORMED BY NISSAN DLR. ORM APPROVED GOODWILL RPR & NOTIFIED RCAS

@06/01-ZRC310R

RCAS-MP CONTACTED C AND LEFT MESSAGE FOR CALL BACK. @06/01-ZMP034N

RCAS-MP CONTACTED C AND LEFT MESSAGE FOR CALL BACK. @06/02-ZMP034N

RCAS-MP RECEIVED CALL FROM C.

C STATES HAD BEEN CONTACTED BY DLR AND IS HAPPY TO HEAR THAT NISSAN WILL BE ASSISTING C IN REPAIR.

RCAS-MP INQUIRED IF C HAD ANY OTHER CONCERNS OR COMMENTS.

C STATES NO AND THANKED RCAS-MP AGAIN.

CALL ENDED.

FILE CLOSED PENDING FUTHER CONTACT @06/02-ZMP034N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8C	ROOT CAUSE: SCIR
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3261	EFFECTIVE: 05 / 24 / 06	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: ZMC571N	
HISTORY:	UPDATE BY: ZMP034N	
SVC CALL#:	UPDATE DATE: 06 / 02 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 02 / 06	
RESP CAA: PLANTE, MAURICE	OLM: ROYSTER KAREN	MICROFILM: N
PHONE: 6157250000	OWNER FIRST:	DOM: CARMICHEL BUTCH X
		LANGUAGE: E ENGLISH

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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JN8AZ08T33W [REDACTED] Y
CITY: ROCKTON YR/MDL: 2003.0 MUR MILEAGE: 72759
ST/ZIP: IL [REDACTED] IN SVC DATE: 05 / 06 / 03
DAY PH: [REDACTED] VCAN: N RTL DLR: 38031 ANDERSON NISSAN, INC.
EVE PH: [REDACTED] PAID: 1 SVC DLR: 38031 ANDERSON NISSAN, INC.
DLR PH: 815 633 3460 SUSP: 0 RESP DLR: 38031 ANDERSON NISSAN, INC.
DENY: 0 REGION: 24 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES 10 # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDANT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 05 / 06 XFER/RSPNSBLTY: 24 01 S
CONTACT (S): FOLLOWUP DATE: 06 / 15 / 06 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 06 / 26 / 06 DATANET (Y/N): 06 / 07 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	WA	PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZMC571N 06/05/2006

PREVIOUS FILES FOUND- 3 UNRELATED- #5001537. #5260462 AND #429300905-ZMC571N
VERIFY CUSTOMER'S NAME, ADDRESS, DAY/EVE PH#S, VIN # AVAILABLE, MILEAGE..

AND RESPONSIBLE DEALERSHIP.

RECALL/CAMPAIGNS- FOUND 3 OPEN, NONE CLOSED, C ADVISED.

OPEN P5215 MURANO ALTERNATOR NTB05-059 05/25/05 10/24/05 00/00/00

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 00/00/00

CRR-MCC TOOK INBOUND CALL, C STATES THE RECALLS HAVE BEEN COMPLETED 2 WEEKS
AGO.

C STATES TOOK VEHICLE INTO DEALERSHIP AND WAS TOLD THE SEAT TRACK FRAME
ASSEMBLY IS BROKE.

C STATES IT IS A METAL FRAME AND C WEIGHS 170 LBS AND C'S HUSBAND WEIGHS 200
LBS.

C STATES C AND HUSBAND ARE NOT BIG PEOPLE AND DON'T BELIEVE C AND C'S HUSBAND
ARE THE CAUSE OF THE METAL PART BREAKING. C STATES IS A METAL PART FAILURE.

C STATES WAS TOLD IT WOULD COST \$800.00 TO REPLACE THE ASSEMBLY BY THE
DEALERSHIP. C HAS BEEN WORKING WITH CHAD.

C STATES IS REQUESTING NNA TO REPLACE THE SEAT TRACK FRAME ASSEMBLY.

C STATES HAS HAD A 94 ALTIMA IN THE PAST.

CRR-MCC THANKED C FOR BEING A LOYAL CUSTOMER.

CRR-MCC ADVISED WILL LOG CONCERN, AND WILL FORWARD FILE TO REGIONAL

SPECIALIST, C WILL HAVE A CALLBACK BY END OF BUSINESS ON TUESDAY, JUNE 6, 06

CRR-MCC GAVE FILE# ALONG WITH NAME AND EXTENSION FOR FUTURE ASSISTANCE.

CRR-MCC TRANSFERRED FILE TO RCAS-SG FOR FURTHER HANDLING. @06/05-ZMC571N

@06/05-ZMC571N @06/05-ZMC571N

CRR-MB RECEIVED INBOUND CALL FROM C STATING THAT C WAS DUE TO RECEIVE A CALL
RETURN FROM AN RCAS ON TUESDAY 06-06-06. C STATE THAT NO ONE HAS CONTACTED C.

C IS REQUESTING TO CONNECTED TO RCAS HANDLING C FILE. @06/07-ZMB109N

CRR-MB ADVISED C THAT RCAS-SG HAS BEEN IN REVIEW OF C FILE. CRR-MB PROVIDED

@06/07-ZMB109N

RCAS-SG EXT#, AND TRANSFERRED C TO RCAS-SG FOR FURTHER ASSISTANCE AT C
REQUEST. @06/07-ZMB109N

CALL ENDED. @06/07-ZMB109N

CRR-SP RECEIVED A CALL FROM C STATING THAT C WAS TRANSFERRED TO A WRONG EXT
AND THAT C HAS NOT RECEIVED A CALL BACK.

CRR-SP INFORMED C THAT A INTERNAL EMAIL WOULD BE SENT TO RCAS

CRR-SP ASKED C WHAT IS A GOOD CONTACT NUMBER C COULD BE REACHED AND C STATED
THAT C COULD BE REACHED AT 815-262-7039

C THANKED CRR AND ENDED CALL @06/07-ZSP171N

RCAS SG SPOKE WITH SA CHAD AT 8:30 CST. SA CHAD INFORMED RCAS SP THAT THE
PIVOT BRACKET ON THE DRIVER'S SIDE SEAT FRAME ASSEMBLY IS BROKEN. SA CHAD SAID
THIS CAUSES THE SEAT TO TIP. RCAS SG THANKED SA CHAD. @06/08-ZSG689N

RCAS SG CONTACTED C AT 9:25 CST. RCAS SG INFORMED C THAT NNA IS NOT IN A
POSITION TO ASSIST C AT THIS TIME. C STATED THAT C WEIGHS 170 LBS AND THIS

PIECE OF METAL SHOULD NOT HAVE BROKEN. RCAS SG EXPLAINED THAT THE C HAS 72,000
MILES ON VEHICLE. C WAS STILL NOT HAPPY ASKED TO SPEAK WITH A SUPERVISOR. RCAS
SCHEDULED CALLBACK FOR 4:30 CST WITH RSS RM. C AGREED. @06/08-ZSG689N

RSS RM CONTACTED C AT BOTH DAY AND EVENING NUMBERS AND LEFT VMX ASKING C TO
RETURN CALL RSS LEFT FULL NAME DIRECT EXT AND FILE NUMBER. @06/08-ZRM651N

>CRR-GL RECEIVED INBOUND CALL FROM C STATING C HAD CALLED # GIVEN BY RSS-RM
BUT WAS NOT ABLE TO REACH RSS (C MADE A POINT OF STATING RSS DID NOT CALL AT
EXACTLY 4:30 AS ARRANGED). C STATES C "DID NOT REMEMBER" EXTENSION # LEFT ON C

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CELL PHONE. AND ADDED C "COULD NOT BE RESPONSIBLE" FOR ERROR AS C SHOULD NOT
HELD RESPONSIBLE FOR NOT COPYING DOWN MESSAGE LEFT ON CELL PHONE. CRR DID NOT
WISH TO SPEAK WITH RCAS-SG. CRR UNABLE TO REACH RSS-RM, APOLOGIZED TO C AND
WILL UPDATE RSS ON C CALLBACK REQUEST. CRR VERIFIED PHONE #'S, NOTES DAY PHONE
IS C CELL#.

@06/08-ZGL780N

CRRKB GOT INBOUND CALL FROM C REQUESTING TO SPEAK TO A RICK
C STATES C IS VERY FRUSTRATED AT THIS POINT AND C THINK C WILL CALL THE BBB

@06/09-ZKB084N

CRR-KB APOLOGIZE TO C BY BEING FRUSTRATED

C HUNG UP

@06/09-ZKB084N

CRR-AB RECEIVED INBOUND CALL FROM C

@06/09-ZAB757N

C-STATES THAT C WANTED TO SPEAK TO SOMEONE BY THE NAME OF RICK AT EXT 7761

AND THAT C WAS UNABLE TO CONTACT WHEN TRYING

@06/09-ZAB757N

CRR-AB ATTEMPTED TO CONTACT EXT 7761 AND WAS UNABLE

@06/09-ZAB757N

CRR-AB OFFERED TO TRANSFER C TO RESPONSIBLE AGENTS EXT

@06/09-ZAB757N

C-STATED THANK YOU AND ENDED CALL

@06/09-ZAB757N

CALL TRANSFERRED.

@06/09-ZAB757N

RCAS SG SPOKE WITH SM SCOTT AT 8:15 CST. RCAS SG INFORMED SM SCOTT TO ORDER
PART FOR REPLACEMENT. RCAS SG HAS RECEIVED APPROVAL FROM ORM TZ TO OVERRIDE
THIS GRT. SM SCOTT ADVISED THAT WILL CALL RCAS AFTER VEHICLE IS REPAIRED. RCAS
THANKED SM SCOTT.

@06/15-ZSG689N

RCAS SG SPOKE WITH SM SCOTT. ADVISED STILL WAITING ON PART.

@06/19-ZSG689N

RCAS SG SPOKE WITH SA MARK WHO ADVISED THAT DLR IS STILL WAITING FOR PART.

@06/21-ZSG689N

RCAS SG SPOKE WITH SM SCOTT. SM SCOTT WANTED TO GET APPROVAL CODE FOR GRT.
RCAS SG ADVISED C TO CONTACT ORM TZ FOR APPROVAL CODE. ORM TZ IS AWARE THAT
THE GRT WAR OVERRODE. SM SCOTT THANKED RCAS SG.

@06/26-ZSG689N

RCAS SG SPOKE WITH C AT 9:40 CST. C INFORMED RCAS SG THAT THE VEHICLE IS FIXED
AND THANKED RCAS SG. FILE CLOSED.

@06/26-ZSG689N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

REVIEW AND CONTACT STEPHEN GORMAN 615-725-7750

DEALER ACTION:

NISSAN HAS AGREED TO GOOD WILL REPAIR.

@06/14-38031

@06/15-38031

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 38031	EFFECTIVE: 06 / 05 / 06	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: ZMC571N	
HISTORY:	UPDATE BY: ZSG689N	
SVC CALL#:	UPDATE DATE: 06 / 26 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 26 / 06	MICROFILM: N
RESP CAA: ANSLEY, ALEXANDER	OLM: SMIT AGNES	DOM: HAFERTEPE, MIKE
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JN8AZ08WX4W [REDACTED] Y
CITY: BERKELEY HTS YR/MDL: 2004.0 MUR MILEAGE: 44000
ST/ZIP: NJ [REDACTED] IN SVC DATE: 08 / 14 / 04
DAY PH: [REDACTED] VCAN: N RTL DLR: 08064 ACME NISSAN
EVE PH: [REDACTED] PAID: 3 SVC DLR: 5003 NORTH PLAINFIELD NISSAN
DLR PH: 908 755 6400 SUSP: 0 RESP DLR: 5003 NORTH PLAINFIELD NISSAN
DENY: 0 REGION: 26 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: NORTHPLAINFIELDNISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 27 / 06 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): FOLLOWUP DATE: 07 / 20 / 06 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 30 / 06 DATANET (Y/N): 08 / 29 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 206500 MURANO
AZ NISSAN PRODUCT INQUIRIES VG PROVIDED RECALL INFORMATION

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FILE OPENED-ZMM525N 06/27/2006
CRR-MM NO PREVIOUS FILES FOUND @06/27-ZMM525N
CMM C VERIFIED SAME ADDRESS VIN# MILEAGE DAY/EVE# & RESPONSIBLE DLR
@06/27-ZMM525N
CRR-MM CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES: @06/27-ZMM525N
OPEN P5215 MURANOALTERNATORNTB05-059
OPEN R0511 MURANOSBPROTECTNTB06-024
OPEN R0516 MURANOTANKPROTECTNTB06023 @06/27-ZMM525N
CRR-MM C CALLED AND SAID DRIVER'S SIDE SEAT LEFT FRONT IS NOT STABLE LIKE A
SPRING OR POST IS DOESN'T FEEL SECURE @06/27-ZMM525N
CRR-MM C WANTED TO KNOW IF THERE WAS A RECALL. ADVISED NO. @06/27-ZMM525N
CRR-MM TRANSFER FILE TO RCAS TO HAVE RECALLS/CAMPAIGNS/UGRADES CLOSED
@06/27-ZMM525N
RCAS KS REVIEWED FILE. NOTES ARE INCOMPLETE. NO RCAS ACTION NEEDED UNTIL
NOTES ARE COMPLETE AND RCAS KS KNOWS WHAT C IS REQUESTING OF NNA.
@06/28-ZKS610N
RCAS KS TRANSFERRED FILE BACK TO CRR MM TO HAVE IT UPDATED. @06/28-ZKS610N
CRR-MM TO RCAS KS NEED TO HAVE RECALL CLOSED CLOSED FILE PER RCAS REQUEST
@06/29-ZMM525N
CRR-JW C CALLED BACK STATING THE TRACK OF THE DRIVER SEAT IS MALFUNCTIONING
WHICH IS \$631 FOR THE PART PLUS LABOR WHICH IS ABOUT 3 TO 4 HOURS MAKING THE
COSTS AROUND \$1000 TO \$1100. C STATES THE SEAT IS ROCKING LIKE A LAWN CHAIR C
STATES THE SEAT IS A SAFETY ISSUE AND DOESN'T UNDERSTAND WHY THE DRIVER SEAT
ISN'T WORKING PROPERLY. THE C IS CURRENTLY AT 5003 NORTH PLAINFIELD NISSAN
SERVICE MANAGER RICK IS STATING C SHOULD CALL NNA FOR ASSISTANCE WITH COVERAGE
SINCE THERE IS NO RECALL ON THE SEAT. @07/19-ZJW560N
CRR-JW WILL FORWARD FILE TO RCAS FOR GOODWILL CONSIDERATIONS ON SEAT TRACK AND
LABOR. @07/19-ZJW560N
CRRDJ RECEIVED INBOUND CALL FROM C REQUESTING RCAS LR
CRRDJ ADVISED C THAT C IS DUE A PHONE CALL BY END OF BUSINESS TODAY.
C UNDERSTOOD. @07/20-ZDJ003N
CRR-RM RECEIVED INBOUND CALL. C STATES THAT VEH IS AT THE DLRSHIP NOW:
5003_ NORTH PLAINFIELD NISSAN. @07/20-ZRM390N
C STATES THAT C WANTS GOODWILL CONSIDERATION. FOR REPAIRING THE SEAT. C STATES
THAT C BEST CONTACT NUMBER IS C CELL, WHICH IS: 908 625 6630. CRR-RM GAVE C
NAME AND EXTENSION. C THANKED AND ENDED CALL. @07/20-ZRM390N
RCAS-LR CONTACTED C AT DAY NUMBER 7:38AM C STATES THAT C IS REQUESTING FOR
NNA TO COVER REPAIRS C STATES THAT SEAT SHOULD NOT BREAK IN 45K MILES. RCAS
APOLOGIZED FOR INCONVENIENCE. RCAS INFORMED C WILL CONTACT C BACK ONCE RCAS
SPEAKS WITH SM AT DLRSHIP. C UNDERSTOOD. CALL ENDED @08/01-ZLR206N
RCAS-LR CONTACTED SM-RS SM STATES WILL FIND RO AND RUN GRT AND CONTACT RCAS
BACK WITH RESULTS. RCAS THANKED SM FOR INFORMATION. CALL ENDED @08/02-ZLR206N
RCAS-LR CONTACTED SM-RS TO RUN GRT @08/08-ZLR206N
RCAS-LR CONTACTED SM-RS WILL HAVE TO GET PART NUMBER AND RUN [GRT@08/10-ZLR206N](#)
RCAS CONTACTED SM-RS TO HAVE GRT RAN L/M AT 10:56AM @08/21-ZLR206N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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CUSTOMER.

PLEASE REVIEW AND CONTACT LAKESHA WITH ANY QUESTIONS 615-725-7811

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8G	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 2	DATE: 07 / 19 / 06	USERID: ZJW560N
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5003	EFFECTIVE: 06 / 27 / 06	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: ZMM525N	
HISTORY:	UPDATE BY: ZLR206N	
SVC CALL#:	UPDATE DATE: 08 / 30 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 30 / 06	MICROFILM: N
RESP CAA: RHODES, LAKESHA	OLM: ROYSTER KAREN	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T35W [REDACTED] Y
CITY: BRONX		YR/MDL: 2005.0 MUR MILEAGE: 26000
ST/ZIP: NY [REDACTED]		IN SVC DATE: 04 / 07 / 05
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 2157 KOEPPPEL NISSAN INC
EVE PH: [REDACTED]	PAID: 3	SVC DLR: 2764 MEADOWLANDS NISSAN
DLR PH: 201 796 5050	SUSP: 1	RESP DLR: 2764 MEADOWLANDS NISSAN
	DENY: 0	REGION: 26 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4
 VEHICLE MAINTAINED BY: 3736 COXNISSAN.INC.
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 07 / 18 / 06	XFER/RSPNSBLTY: 26 09 S
CONTACT (S):	FOLLOWUP DATE: 07 / 19 / 06	DATANET (Y/N): 1
SEVERITY: 3	CLOSE DATE: 07 / 27 / 06	DATANET (Y/N): 07 / 20 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YP	PARTS AVAILABILITY (BACKORDER)
OF	NNA., INC. ISSUES	206500	MURANO
AZ	NISSAN PRODUCT INQUIRIES	VG	PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZJB507N 07/18/2006

NO PREVIOUS FILES FOUND

@07/18-ZJB507N

CRR-CM VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE#, AND RESPONSIBLE DLR.

CRR-CM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00

__OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00

C STATES C DRIVER SEAT IS BROKEN. C STATES TOOK TO DLRSHIP WHO ORDERED SEAT OVER NIGHT ON FRIDAY. C STATES SEAT HAS STILL NO BEEN DELIVERED AND DLRSHIP WILL NOT COVER A RENTAL. C THINKS THIS IS NOT RIGHT FOR C TO HAVE TO COVER COST OF RENTAL VEH. C IS STILL DRIVING VEH. C STATES HE IS LOYAL TO NISSAN, PREVIOUSLY HAVING AN XTR, CURRENTLY HAS ALT, QST AND THE MUR. C REQUESTS ASSISTANCE IN GETTING THIS RESOLVED.

CRR-JB ADVISED FILE WILL BE SENT TO RCAS AND C WILL RECEIVE A CALLBACK WITHIN 24 BUSINESS HOURS. CRR-JB APPRECIATED C LOYALTY TO NSN.

@07/18-ZJB507N

CRR-CM PROVIDED NAME, FILE#, AND EXTENSION. CRR-CM ASKED C IF ANY FURTHER ASSISTANCE WAS REQUIRED. C DECLINED AND ENDED CALL

@07/18-ZJB507N

CRR-JJ RECEIVED CALL FROM C STATING THAT C IS DRIVING AN UNSAFE VEHICLE AND NEEDS A CALL FROM RCAS A.S.A.P.

CRR-JJ EMAILING RCAS RESPONSIBLE FOR THIS FILE.

@07/19-ZJJ443N

RCAS CONTACTED DLR

@07/19-ZWK160N

RCAS-WK SPOKE WITH PARTS AND PARTS STATED THAT THE VIN IS INVALID AND THE DLR HAS NO RECORD OF THE VEH.

@07/19-ZWK160N

RCAS CONTACTED C

@07/19-ZWK160N

RCAS-WK SPOKE WITH C AND C STATED THAT THE PART IS ORDERED THROUGH DLR #2764

@07/19-ZWK160N

RCAS SENT EMAIL TO RCAS LH NOTING FILE TRANSFER.

@07/19-ZWK160N

-

RCAS-LW CONTACTED DLR AND LEFT VOICEMAIL FOR PARTS DEPARTMENT.

-

@07/19-ZLH103N

CRR-GB RECEIVED CALL FROM C REQUESTING TO SPEAK TO RCAS.

CRR-GB ATTEMPTED TO CONTACT RCAS AND RCAS WAS NOT AVAILABLE.

CRR-GB INFORMED C THAT RCAS WAS NOT AVAILABLE AND THAT CRR-GB WOULD SEND RCAS E-MAIL ON THE CONCERN OF C.

C UNDERSTOOD.

CRR-GB ASKED C WHAT IS A GOOD TIME AND NUMBER TO BE REACHED.

C STATED THAT C CAN BE REACHED AT ANYTIME ON C'S CELL PHONE NUMBER OF

CRR-GB ASKED IF C NEEDED ANY FURTHER ASSISTANCE.

@07/20-ZJP509N

C STATED NO.

C THANKED CRR-GB AND ENDED CALL.

@07/20-ZJP509N

-

RCAS-LW CONTACTED DLR AND SPOKE WITH PARTS-SHAUN BECAUSE PM NOT AVAILABLE.

PARTS-SHAUN CONFIRM THE PART IS ON BACKORDER AND IS VOR STATUS. PART NUMBER IS 87450 CA06A.

@07/21-ZLH103N

RCAS-LW CONTACTED DLR AND LEFT MESSAGE FOR SM-MICHAEL.

-

@07/21-ZLH103N

RCAS-LW CONTACTED DLR AND LEFT MESSAGE FOR PM.

-

@07/24-ZLH103N

RCAS-LW CONTACTED C ON DAYTIME NUMBER. RCAS-LW ADVISED C THAT RCAS-LW IS IN REVIEW OF THE FILE. C STATED THAT C TOOK THE VEH TO THE DLRSHIP BECAUSE THE DRIVER'S SIDE SEAT IS BROKEN. C STATED THAT THE DLR ADVISED C THAT C WOULD HAVE TO SECURE A RENTAL VEH BY GIVING C'S CREDIT CARD NUMBER. C STATED THAT C

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REFUSED TO GIVE THE CREDIT CARD NUMBER SO THE DLR PUT THE BROKEN SEAT BACK IN THE VEH AND ADVISED C THE DLRSHIP WILL CALL WHEN THE PART COMES IN AND C CAN BRING THE VEH BACK THEN. C STATED THAT C CALLED THE DLRSHIP AND WAS ADVISED THAT THE PART IS NOW IN BACKORDER AND CANNOT GIVE DATE WHEN THE PART WILL BE IN. RCAS-LW ADVISED C THAT RCAS-LW WILL FOLLOW UP WITH C ONCE RCAS-LW HAS CONTACTED THE DLR. C ADVISED BEST CONTACT # IS EVENING NUMBER [REDACTED]

@07/24-ZLH103N

RCAS-LW CONTACTED DLR.

RCAS-LW SPOKE WITH PARTS-EDDIE AGAIN. PARTS-EDDIE STATED THAT THE PART STATUS IS VOR BUT STILL HAVE NOT RECEIVED THE PART. PARTS-EDDIE GAVE PART NUMBER AGAIN 87450-CA06A AND IT WAS ORDERED 7/13/06. PARTS-EDDIE ADVISED THAT PARTS GAVE C THE C/A NUMBER FOR ASSISTANCE EXPEDITING THE PART TO C.

@07/24-ZLH103N

RCAS-LW RECEIVED EMAIL FROM PC-JH. PC-JH ADVISED THE PART IS NO LONGER ON BACK ORDER.

@07/25-ZLH103N

RCAS-LW CONTACTED DLR AND THERE WAS NO ANSWER IN THE SERVICE DEPARTMENT.

@07/26-ZLH103N

RCAS-LW CONTACTED DLR AND SPOKE WITH PARTS-ANTHONY. PARTS-ANTHONY ADVISED THAT PARTS-ANTHONY WOULD RESEARCH AND WILL FOLLOW UP WITH RCAS-LW.

@07/26-ZLH103N

RCAS-LW RECEIVED A VOICEMAIL FROM PARTS-ANTHONY. @07/26-ZLH103N

RCAS-LW CONTACTED PARTS-ANTHONY BUT ANTHONY WAS UNAVAILABLE. RCAS-LW SPOKE WITH ANOTHER MALE IN PARTS WHO ADVISED THAT C'S PART IS IN.

RCAS-LW CONTACTED THE SERVICE DEPARTMENT AND LEFT MESSAGE FOR SA-MARK.

@07/26-ZLH103N

RCAS-LW RECEIVED INBOUND CALL FROM SA-MARK. SA-MARK CONFIRMED THE PART HAS ARRIVED AND C CAN MAKE AN APPOINTMENT TO HAVE VEH REPAIRED.

@07/26-ZLH103N

RCAS-LW CONTACTED C ON DAYTIME NUMBER AT 12:06PM CST AND LEFT VOICEMAIL.

@07/26-ZLH103N

RCAS-LW CONTACTED C ON EVENING NUMBER AT 12:08PM CST AND LEFT VOICEMAIL.

@07/26-ZLH103N

RCAS-LW CONTACTED C ON DAYTIME NUMBER AT 7:14AM CST AND LEFT VOICEMAIL.

@07/27-ZLH103N

RCAS-LW CONTACTED C ON THE EVENING NUMBER AT 7:18AM CST. RCAS-LW ADVISED C THAT THE SEAT HAS COME IN. RCAS-LW ADVISED C TO CALL AND MAKE AN APPOINTMENT AT C'S CONVENIENCE. C STATED THAT THE DLRSHIP HAS NOT CONTACTED C TO ADVISE THAT THE SEAT IS IN. C ALSO STATED THAT C WAS VERY INCONVENIENCED YESTERDAY WHEN TRYING TO RETURN RCAS-LW'S CALL. RCAS-LW APOLOGIZED FOR C'S INCONVENIENCE C THANKED RCAS-LW AND ENDED CALL.

FILE CLOSED.

@07/27-ZLH103N

RCAS-LW RECEIVED VOICEMAIL FROM C ADVISING THAT THE DLRSHIP ADVISED C THAT C WILL HAVE TO WAIT UNTIL TUESDAY 8/02/06 TO BRING VEH IN AND C REQUESTED A RETURN CALL.

@07/27-ZLH103N-COMMENT

RCAS-LW CONTACTED C ON EVENING NUMBER AT 11:15AM CST AND LEFT VOICEMAIL.

@07/27-ZLH103N-COMMENT

RCAS-LW RECEIVED INBOUND CALL FROM C. C STATED THAT THE EARLIEST APPOINTMENT THAT C CAN GET IS TUESDAY 8/02/06. C ADVISED RCAS-LW TO CONTACT THE DLRSHIP AND REQUEST AN EARLIER APPOINTMENT FOR C. RCAS-LW ADVISED THAT RCAS WILL CONTACT THE DLRSHIP, HOWEVER RCAS-LW MAY NOT BE ABLE TO ASSIST C IN GETTING AN EARLIER APPOINTMENT.

@07/27-ZLH103N-COMMENT

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RCAS-LW CONTACTED DLRSH.

RCAS-LW SPOKE WITH SA-MARK. SA-MARK ADVISED THAT C IS UNHAPPY BECAUSE THE DLR CANNOT GET C IN UNTIL 8/02/06. SA-MARK ADVISED THAT DLRSH IS OVERBOOKED EACH DAY UNTIL 8/02/06 AND CANNOT SQUEEZE C IN. RCAS-LW THANKED SA-MARK.

-

RCAS-LW CONTACTED C ON EVENING NUMBER AND ADVISED THAT THE DLRSH IS UNABLE TO WORK C IN BECAUSE THE DLRSH IS ALREADY OVERBOOKED. C WAS NOT SATISFIED WITH RCAS-LW'S RESPONSE. RCAS-LW APOLOGIZED TO C AND C DISCONNECTED THE CALL.

@07/27-ZLH103N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW. THANK YOU.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1A	ROOT CAUSE: SCAV
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: #:	3 DATE: 07 / 27 / 06	USERID: ZLH103N
RESP DLR: 2764	EFFECTIVE: 07 / 18 / 06	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: ZJB507N	
HISTORY:	UPDATE BY: ZLH103N	
SVC CALL#:	UPDATE DATE: 07 / 27 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 27 / 06	MICROFILM: N
RESP CAA: HOUK WEBER, LAUREN	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257920	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08T13W [REDACTED] Y	
CITY: FOREST HILL		YR/MDL: 2003.0 MUR MILEAGE: 29837	
ST/ZIP: MD [REDACTED]		IN SVC DATE: 07 / 16 / 03	
VCAN: Y	PAID: 2	RTL DLR: 3619	CARMAX NISSAN/WHITE MARSH
DAY PH: [REDACTED]	SUSP: 0	SVC DLR: 11026	BEL AIR NISSAN
EVE PH: [REDACTED]	DENY: 0	RESP DLR: 11026	BEL AIR NISSAN
DLR PH: 410 879 1133		REGION: 36	DIST: SL/SV/PT: 03 03 33

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 11026 BEL AIR NISSAN, SUB/		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 07 / 21 / 06	XFER/RSPNSBLTY: 36 03 S
CONTACT (S):	FOLLOWUP DATE: 08 / 01 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 08 / 08 / 06	DATANET (Y/N): 07 / 31 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZSV979N 07/21/2006

NO PREVIOUS RELATED OR UNRELATED FILES FOUND. @07/21-ZSV979N

CRR-SV VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND THE RESPONSIBLE DLR.

CRR-SV CHECKED FOR OPEN CAMPAIGNS AND FOUND NONE.

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 00/00/00

CRR-SV RECEIVED AN INBOUND CALL FROM C.

C STATED THAT C TOOK THE VEH TO THE DLR (11026) ON 07/18/06. C STATED THAT THE SEATS OF THE VEH BROKE.

C TOOK THE VEH TO THE DLR FOR THE REPAIR ON THE SEATS AND FOR THE RECALLS.

C STATED THAT C RECEIVED A RECALL LETTER FOR THE ALTERNATOR.

C STATED THAT THE DLR INQUIRED WITH C IF THE ALTERNATOR NEEDS TO BE ORDERED.

C STATED THAT C TOOK THE VEH TO THE DLR FOR THE RECALL AND SUGGESTED THE DLR TO ORDER FOR THE ALTERNATOR.

@07/21-ZSV979N

C INFORMED C THAT C TTKOK BACK THE VEH FROM THE DLR AND LATER C NOTICED THAT TRHE REPAIR FOR THE SEAT AND THE RECALL FOR THE SEAT BELT PROTECTOR HAS NOT BEEN PERFORMED.

C STATED THAT C IS NOT SATISFIED BY THE SERVICE AT THE DLRSHIP.

C STATED THAT THE DLR INFORMED C THAT THE PARTS FOR THE SEAT BELTS HAS NOT BEEN ORDERED YET.

CRR-SV INFORMED C THAT CRR-SV WOULD TRANSFER THE CALL TO AN AGENT FOR FURTHER ASSISTANCE.

C AGREED.

CRR-SV PROVIDED C WITH CRR-SV'S NAME, EXTENSION AND THE FILE NUMBER.

C THANKED CRR-SV AND CRR-SV TRANSFERRED THE CALL TO 615-725-7450.

@07/21-ZSV979N

CRR-LU RECIEVED XFER INBOUND CALL

CRR-LU ADVISED C HAVING BAD CONNECTION AND WILL NEED TO CALLBACK

CRR-PROVIDED CRR-LU WITH CALLBACK #

@07/21-ZLU500N

CRR-LU CALLBACK C AT 410-399-9877 AND RECIEVED MESSAGE NOT CALLER NOT ABLE TO RECIEVE CALLS FROM PRIVATE #'S

@07/21-ZLU500N

CRR-AB VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, FILE NUMBER.

CRR-AB DID NOT UPDATE ANY INFORMATION.

CRR-AB CHECKED FOR OPEN RECALLS AND FOUND THE FOLLOWING.

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 00/00/00

CRR-AB RECEIVED AN INBOUND CALL FROM C.

C STATES THAT C HAD A CONCERNS RELATED TO THE VEH AND THE DEALERSHIP.

CRR-AB INQUIRED IF THE CONCERN WITH VEH IS RELATED TO THE SEAT.

C STATES YES AND MENTIONED THAT THE ISSUE IS RELATED TO THE ELECTRONIC DRIVER'S SEAT.

CRR-AB INFORMED C THAT C HAD SPOKEN WITH CRR-SV INITIALLY.

C STATES YES AND MENTIONED THAT CRR-SV HAD TRANSFERRED THE CALL TO CRR-LU AND CRR-LU NEVER CONTACTED C.

CRR-AB INFORMED C THAT CRR-LU TRIED TO CALL C HOWEVER THE CALL COULD NOT BE COMPLETED.

C UNDERSTOOD.

CRR-AB INQUIRED WHAT EXACTLY WAS THE CONCERN AT THE DEALERSHIP.

C STATES THAT WHEN C VISITED THE DEALER C HAD INFORMED THAT THERE ARE THREE RECALLS ON THE VEH AND THERE IS A CONCERN WITH THE ELECTRONIC DRIVER'S SEAT.

C STATES THAT THE WARRANTY ON THE SEAT HAD EXPIRED AND IT WAS ONLY TWO DAYS THEN HOWEVER THE DEALER NEVER ASSISTED C.

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C STATES THAT THE DEALER INITIALLY INFORMED C THAT THE ALTERNATOR IS ON BACKORDER AND C'S PERMISSION IS REQUIRED IN ORDER TO PLACE AN ORDER FOR THE PART.

C STATES THAT THE REPAIR ON THE ALTERNATOR WAS PERFORMED HOWEVER THE RECALL ON THE SEAT BELT PROTECTOR IS NOT YET PERFORMED AS THE PART IS ALSO ON BACKORDER.

C STATED THAT C'S VEH DOES NOT EVEN HAVE 30,000 MILES ON IT HOWEVER THE DEALER NEVER TOOK CARE OF THE ELECTRONIC DRIVER'S SEAT.

CRR-AB INQUIRED IF C WAS REFERRING TO BEL AIR NISSAN, SUBARU

C STATES YES.

CRR-AB INQUIRED IF THE RECALL ON THE SEAT BELT PROTECTOR HAS BEEN PERFORMED.

C STATES NO AS THE PART ARE STILL UNDER BACKORDER.

CRR-AB INFORMED C THAT CRR-AB WOULD TRANSFER THE CALL TO ANOTHER AGENT SO THAT FURTHER ASSISTANCE COULD BE PROVIDED TO C.

CRR-AB ALSO INFORMED C THAT IF IT TAKES A LITTLE LONGER THEN CRR-AB WOULD ARRANGE FOR A CALL BACK.

C UNDERSTOOD.

CRR-AB PROVIDED C WITH THE FILE NUMBER, CRR-AB'S NAME AND THE EXTENSION NUMBER CRR-AB INQUIRED IF C REQUIRES FURTHER ASSISTANCE.

C STATED NO, THANKED CRR-AB AND CRR-AB TRANSFERRED THE CALL TO CRR-RH.

CRR-RH RECEIVED TRANSFER CALL. C STATED THAT C WAS LOOKING FOR GOODWILL ASSISTANCE FOR REPAIRS ON C SEAT WHICH IS 2 DAYS OUT OF WARRANTY AND THE

C STATES THAT THE DEALER INITIALLY INFORMED C THAT THE ALTERNATOR IS ON BACKORDER AND C'S PERMISSION IS REQUIRED IN ORDER TO PLACE AN ORDER FOR THE PART.

C STATES THAT THE REPAIR ON THE ALTERNATOR WAS PERFORMED HOWEVER THE RECALL ON THE SEAT BELT PROTECTOR IS NOT YET PERFORMED AS THE PART IS ALSO ON BACKORDER.

@07/25-ZRH908N

CONTACT C. CRR-RH ASKED C FOR FURTHER ASSISTANCE: C SAID NO THANKS AND ENDED CALL. CRR-RH PROVIDED C WITH FILE, NAME, AND EXTENSION NUMBER.

CRR-RH WILL FORWARD C FILE.

@07/25-ZRH908N

@07/25-ZAB020N

CRR-SK RECEIVED CALL FROM C STATING THAT C WANTS TO SPEAK TO CRR-RH AT 7765 AND PROVIDED THE FILE NUMBER. CRR-SK VERIFIED THE ADDRESS, DAY AND EVENING PHONE NUMBERS. CRR-SK INFORMED C THAT CRR-RH FORWARDED THE FILE TO CRR-JK FOR FURTHER ASSISTANCE. CRR-SK INFORMED C THAT CRR-JK WILL CALL C AS SOON AS POSSIBLE AND INQUIRED IF C CAN WAIT FOR A CALL FROM CRR-JK. C SAID NO AND WANTED TO SPEAK TO CRR-RH. CRR-SK PROVIDED THE FILE NUMBER, NAME AND EXTENSION. C THANKED AND CRR-SK TRANSFERRED THE CALL TO CRR-RH.*****

@07/27-ZSK974N

RCAS-JK CONTACTED C @ 3:15PM CT FRIDAY & SPOKE WITH C. @07/28-ZJK472N

RCAS-JK STATED THAT RCAS-JK WOULD LIKE TO CONTACT SM-GEOFF ON MONDAY, AND GET SOME MORE INFORMATION ABOUT THE VEH, AND THEN RCAS-JK WOULD CONTACT C BACK MONDAY AFTERNOON.

@07/28-ZJK472N

RCAS-JK LEFT NAME, NUMBER, AND FILE NUMBER.

@07/28-ZJK472N

RCAS-JK ENDED THE CALL.

@07/28-ZJK472N

RCAS-JK CONTACTED SM-GEOFF & REQUESTED A CALLBACK.

@07/31-ZJK472N

RCAS-JK CONTACTED SM-GEOFF.

@07/31-ZJK472N

SM-GEOFF STATED THAT THE SEAT TRACK IS OUTSIDE OF WARRANTY, AND THE GOODWILL WAS NOT RECOMMENDED.

@07/31-ZJK472N

SM-GEOFF STATED AT THIS POINT, THIS IS ALL SM-GEOFF WOULD LIKE TO DO.

@07/31-ZJK472N

RCAS-JK CONTACTED C @ 10:04AM CT MONDAY & SPOKE WITH C. @07/31-ZJK472N

RCAS-JK ADVISED C THAT RCAS-JK REVIEWED THE FILE, AND HAD THE FILE REVIEWED BY THE DEPARTMENT. BUT AT THIS TIME NISSAN WOULDN'T BE IN THE POSITION TO ASSIST THE C WITH C'S REQUEST. RCAS-JK STATED THAT RCAS-JK LOOKED INTO SPECIAL

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ASSISTANCE. AND THE ASSISTANCE WAS NOT RECOMMENDED. RCAS-JK APOLOGIZED FOR THE INCONVENIENCE.

@07/31-ZJK472N

C STATED THAT C WAS NOT HAPPY, AND C COULDN'T BELIEVE THAT NISSAN WOULD NOT HONOR THE WARRANTY ONLY 2 DAYS OUTSIDE OF WARRANTY COVERAGE.

@07/31-ZJK472N

C STATED THAT C FEELS NISSAN SHOULD AT LEAST PAY FOR THE PARTS.

@07/31-ZJK472N

C HUNG UP THE PHONE.

@07/31-ZJK472N

RCAS-JK CLOSING THE FILE.

@07/31-ZJK472N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

GEOFF - I WILL CONTACT YOU ON MONDAY ABOUT THIS CUSTOMER.. THANKS & HAVE A GOOD WEEKEND. JESSICA

DEALER ACTION:

TALKED TO JESSICA ON 7/31/06, SHE INDICATED THAT SHE WOULD CONTACT CUSTOMER PL EASE CLOSE26

@08/01-11026

CONTACT(S):

SATISFIED: Y	ACTION CODE: DP8C	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: 11026	EFFECTIVE: 07 / 21 / 06	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: ZSV979N	
HISTORY:	UPDATE BY: ZJK472N	
SVC CALL#:	UPDATE DATE: 08 / 08 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 08 / 06	MICROFILM: N
RESP CAA: KRAUS, JESSICA	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257891	OWNER FIRST:	LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

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TIME: 12:48:22 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 7/16/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
33	RCDE01904603	3619 MD	7/16/2003	7/16/2009	100.000		

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDE01904603		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: E		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 07/16/03		EFFECTIVE:	
EXPIRES: 07/16/09	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 7/17/2003		TRANSACTION:	
PRINTED: 07/18/03		PRINTED:	
DEALER NO: 3619	STATE: MD	DEALER NO:	STATE:
DEALER NAME: CARMAX NISSAN/WHITE MARSH		DEALER NAME:	
-----+-----			

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: SOUTH ORANGE
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 609 978 6700

VIN: JN8AZ08WX4W [REDACTED] Y
YR/MDL: 2004.0 MUR MILEAGE: 50000
IN SVC DATE: 12 / 30 / 03
RTL DLR: 3635 NISSAN WORLD/SPRINGFIELD
SVC DLR: 3507 PINE BELT NIS/MANAHAWKIN
RESP DLR: 3507 PINE BELT NIS/MANAHAWKIN
REGION: 26 DIST: SL/SV/PT: 05 05 35

VCAN: Y
PAID:
SUSP:
DENY:

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

ORIG CODE: CT 11 OPEN DATE: 08 / 02 / 06 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): FOLLOWUP DATE: 08 / 03 / 06 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 22 / 06 DATANET (Y/N): 08 / 04 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJW560N 08/02/2006

NO PREVIOUS FILES FOUND

CRR-JW VERIFIED C DLR MILEAGE DAY AND EVENING PHONE NUMBERS AND VIN# AND DLR

CRR-JW VERIFIED UPGRADES CAMAPAGNS AND RECALLS AND FOUND

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 07/12/06 3507

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 07/12/06 3507

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 07/12/06

CLSD R3007 ALTIMA ENG EXHAUST NTB03-070 03/13/03 11/24/03 04/27/05 170133

C STATES THE DRIVER SEAT IS ROCKING AND AFTER PINEBROOK NISSAN HAD A CHANCE TO

DIAGNOSIS SEAT DLR STATES C NEEDS THE WHOLE POWER SEAT WHICH PARTS ARE \$500

AND LABOR IS \$250 C IS REQUESTING NNA ASSISTANCE SINCE NO WRECKAGE OR ANY

APPARENT METHOD OF DAMAGING SEAT IS AVAILABLE C FEELS THIS ISSUE IS A

MANUFACTURE DEFECT .

@08/02-ZJW560N

CRR-JW WILL FORWARD FILE TO RCAS FOR FURTHER REVIEW AND GOODWILL CONSIDERATION

@08/02-ZJW560N

RCAS-LR L/M AT DAY NUMBER 2:18PM

@08/03-ZLR206N

RCAS-LR RECEIVED INBOUND CALL 9:10AM FROM C STATING THAT VEHICLE WAS TAKEN TO

3507_ PINEBELTNIS/MANAHAWKINC STATES THAT DRIVER SEAT IS BROKEN AND C

THINKS THAT THIS IS A MANUFACTURERS DEFECT ON VEHICLE. RCAS APOLOGIZED TO C

FOR INCONVIENCE. C WAS INFORMED THERE ARE NO RECALLS/CAMPAIGNS BULLETINS

REGARDING SEAT. RCAS ALSO INFORMED C WILL TRANSFER FILE TO APPROPRIATE RCAS

TO HANDLE FILE. C IS REQUESTING FINANCIAL ASSISTANCE IN GETTING SEAT REPAIRED

C STATES THAT PART NUMBER IS 87450CA66A. RCAS THANKED C FOR INFORMATION. C

UNDERSTOOD C WILL BE RECEIVING A CALL BACK WITHIN THE NEXT 24 BUSINESS HOURS.

RCAS-LR EMAILED RCAS-MS THAT FILE HAS BEEN TRANSFERRED TO RCAS-MS

RESPONSIBILITY.

@08/04-ZLR206N

CRR-SG REACIEVED CALL FROM C WHO STATES THAT C HAS NOT HEARD FROM RCAS-MS

CRR-SG ADVISED C THAT CRR-SG WOULD ATTEMPT TO REACH RCAS-MS

CRR-SG REACHED VMX AND ADVISED C. CRR-SG TRANSFERRED C TO RCAS-MS VMX

@08/11-ZSG359N

RCAS CONTACTED DLR. SM-AJ ADVISED THAT C SEAT TRACK IS BROKEN. RCAS REQUESTED

THAT DLR RUN GRT. DLR ADVISED C HAS NOT BROUGHT VEHICLE TO DLRSHF FOR SERVICE.

DLR ADVISED THE ONLY TIME VEHICLE AT DLRSHF WAS ONCE FOR RECALL WORK. DLR DOES

NOT FEEL JUSTIFIED IN RUNNING GRT.

@08/16-ZMS488N

CRR-VG RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK WITH RCAS-MS.

CRR-VG TRANSFERRED TO RCAS-MS VMX.

@08/17-ZAB129N

RCAS CONTACTED C, RCAS ADVISED C THAT NNA IS NOT ABLE TO OFFER C ASSISTANCE

WITH REPAIR. RCAS EXPLAINED TO C THAT VEHICLE IS OUTSIDE OF WARRANTY AND NNA

IS NOT ABLE TO OFFER GOODWILL ASSISTANCE. RCAS EXPLAINED THAT GOODWILL

ASSISTANCE IS REVIEWED UPON C HISTORY AS A NNA C, C HISTORY AT NNA DLRSHF, AND

THE TYPE OF REPAIR NEEDED. RCAS ADVISED WITH THIS INFORMATION, NNA HAS

DETERMINED THAT GOODWILL ASSISTANCE CANNOT BE EXTENDED AT THIS TIME.

FILE CLOSED.

@08/22-ZMS488N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW AND CONTACT LAKESHA WITH ANY QUESTIONS 615-725-7811

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DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 3507	EFFECTIVE: 08 / 02 / 06	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: ZJW560N	
HISTORY:	UPDATE BY: ZMS488N	
SVC CALL#:	UPDATE DATE: 08 / 22 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 22 / 06	MICROFILM: N
RESP CAA: SHAW, MAIA	OLM: ROYSTER KAREN	DOM: DEVEREAUX JOHN T
PHONE: 6157257747	OWNER FIRST:	LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:22 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 12/30/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
34	RCDL02044481	3635 NJ	12/30/2003	3/30/2007	39.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDL02044481		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: L		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 12/30/03		EFFECTIVE:	
EXPIRES: 03/30/07	MILES: 39,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 12/30/2003		TRANSACTION:	
PRINTED: 01/02/04		PRINTED:	
DEALER NO: 3635	STATE: NJ	DEALER NO:	STATE:
DEALER NAME: NISSAN WORLD/SPRINGFIELD		DEALER NAME:	
-----+-----			

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DATE: 1/26/2009
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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W74W [REDACTED] Y
CITY: BEND	YR/MDL: 2004.0 MUR MILEAGE: 30697
ST/ZIP: OR [REDACTED]	IN SVC DATE: 01 / 19 / 04
DAY PH: [REDACTED]	VCAN: N RTL DLR: 3040 GRESHAM NISSAN SUBARU INC
EVE PH: [REDACTED]	PAID: 5 SVC DLR: 563 SMOLICH NISSAN
DLR PH: 541 389 1177	SUSP: 0 RESP DLR: 563 SMOLICH NISSAN
	DENY: 0 REGION: 48 DIST: SL/SV/PT: 11 11 41

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)	AIRBAG: (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00	WHERE:	SENT TO LEGAL: N (Y/N)
VEHICLE PURCHASED: NEW X PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 563 SMOLICH NISSAN		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:
ORIG CODE: CT 11	OPEN DATE: 08 / 09 / 06	XFER/RSPNSBLTY: 48 11 S
CONTACT (S):	FOLLOWUP DATE: 08 / 10 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 09 / 06 / 06	DATANET (Y/N): 08 / 23 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	121500	GEN. BRAKE COMPONENT(S)
AD	BRAKES	WZ	WARRANTY COVERAGE INQUIRY
OF	NNA., INC. ISSUES	206500	MURANO
AZ	NISSAN PRODUCT INQUIRIES	VG	PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZBC680N 08/09/2006

NO PREVIOUS FILE

@08/09-ZBC680N

CRR-BC VERIFIED NAME,DLR, MILEAGE, VIN, BOTH DAY AND EVENING PHONE NUMBERS

CRR-BC CHECKED RECALL. THE FOLLOWING WAS FOUND

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 11/21/05 07/25/06 563

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 07/03/06 07/25/06 563

OPEN R0516 MURANOTANKPROTECTNTB06023 01/06/06 07/03/06 00/00/00

C IS AWARE

CRR-BC RECEIVED INBOUND CALL FROM C STATING THAT C BRAKES ARE SQUEAKING

C HAD BRAKES LOOKED AT AND WAS ADVISED BRAKES STILL HAD MORE THAN 60%

OF BRAKE LEFT AND WAS NOT THE REASON FOR THE SQUEAKING NOISE

C TOOK BACK TO DLR AND DLR STATES BRAKES WERE A WEAR AND TEAR ITEM AND

IS NOT COVERED UNDER THE WARRANTY.

C STATES THAT THE BRAKES ARE NOT WORN AND IS NOT THE CAUSE OF THE SQUEAKING

NOISE AND C WANTS ISSUE RESOLVED

@08/09-ZBC680N

C STATES VEH IS WITH C.

CRR-BC ADVISED C THAT THE FILE WILL BE TRANSFERRED TO A REGIONAL SPECIALIST

AND THE RCAS WILL BE IN CONTACT WITH THE C BY THE END OF THE FOLLOWING

BUSINESS DAY

CR-BC PROVIDED FILE NUMBER, NAME, AND EXT

@08/09-ZBC680N

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@08/11-ZST228N

RCAS-ST CONTACTED DLR AT 4:17PM CST AND SPOKE TO SA-RAY. SA STATES THAT THERE

IS NOTHING WRONG WITH C'S BRAKES. SA STATES THAT THERE IS DUST GETTING CAUGHT

BETWEEN THE ROTOR AND THE PAD. SA STATES THAT THE PADS ALSO HAVE A METALLIC

LINING WHICH CONTRIBUTES TO THE SQUEAKING, HOWEVER, THERE IS NOTHING WRONG

WITH THE FUNCTIONALITY OF THE BRAKES ARE THEY STOP THE VEH JUST FINE. SA

STATES THAT THE ONLY RECOMMENDATION THAT SA CAN MAKE IS TO TRY CHANGING FROM

OEM PADS TO PORCELAIN PADS TO QUIET DOWN THE BRAKES. RCAS UNDERSTOOD. CALL

ENDED.

--

@08/11-ZST228N

RCAS-ST CONTACTED C AT 4:27PM CST AND LEFT VMX ADVISING C THAT RCAS HAS BEEN

IN CONTACT WITH THE DLR AND WAS ADVISED BY SA-RAY THAT THE REASON FOR C'S

SQUEALING BRAKES IS DUE TO DUST BEING CAUGHT BETWEEN THE BRAKE PAD AND BRAKE

ROTOR. RCAS ADVISED C THAT C'S BRAKE FUNCTIONALITY HAS NOT BEEN AFFECTED. RCAS

ADVISED C OF SA'S SUGGESTION TO SWITCH TO A PORCELAIN PAD TO TRY QUIETING THE

NOISE DOWN. RCAS LEFT DLR CONTACT NUMBER, RCAS'S NAME, EXTENSION, AND FILE

NUMBER.

@08/11-ZST228N

--

@08/11-ZST228N

RCAS-ST RECEIVED INBOUND CALL FROM C AT 5:31PM CST. C STATES THAT DLR DIDN'T

HAVE A CHANCE TO LOOK AT C'S VEH AT THE BRAKES. C STATES THAT ALL OF THE

INFORMATION THAT SA-RAY HAD GIVEN TO RCAS WAS FRAUDULENT. C STATES THAT C HAS

ONLY BEEN TO THE DLR 2 TIMES AND C HAS THE DOCUMENTATION TO PROVE THAT THE DLR

NEVER ONCE LOOKED AT C'S VEH. RCAS ADVISED C THAT RCAS WOULD NEED C TO AT

LEAST BRING IT TO AN AUTHORIZED NISSAN DLR FOR INSPECTION. C STATES THAT C

WOULDN'T MIND IF NNA JUST MEETS C IN THE MIDDLE. C STATES THAT C HAS TAKEN VEH

MULTIPLE TIMES TO LES SCHWAB TO HAVE THE DLR INSPECT THE BRAKES. C STATES THAT

LES SCHWAB HAS DONE EVERYTHING BESIDES CHANGE PADS. C STATES THAT C'S PAD LIFE

IS FINE. RCAS ADVISED C THAT RCAS WOULD LOOK INTO C'S SITUATION FURTHER AND

CALL C BACK ON MONDAY 8/14/06. C THANKED RCAS AND ENDED CALL. @08/11-ZST228N

--

@08/14-ZST228N

RCAS-ST RECEIVED INBOUND CALL FROM C AT 4:44PM CST. C STATES THAT C MUST GO

BACK TO DLR TOMORROW. RCAS ADVISED C THAT NNA MUST HAVE DOCUMENTATION THAT DLR

AT LEAST ATTEMPTED TO ADDRESS ISSUE. C STATES THAT C WOULD LIKE RCAS TO

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CONTACT DLR SO THAT THIS INSPECTION CAN TAKE PLACE THE SAME DAY AS C GETTING VEH REPAIRED. C STATES THAT C'S DRIVER SEAT DISCONNECTED FROM THE BASE AND IT HAS BEEN LOOSE, FLOPPING AROUND. C STATES THAT THIS HAPPENED A WEEK AND A HALF AGO AND WAS TOLD BY DLR THAT IT WOULD TAKE A FEW WEEKS FOR THE PART TO COME IN. RCAS ADVISED C THAT RCAS WOULD CONTACT DLR ON C'S BEHALF TO ARRANGE FOR BRAKE INSPECTION. C THANKED RCAS AND ENDED CALL.

-- @08/14-ZST228N

RCAS-ST CONTACTED DLR AT 5:13PM CST AND SPOKE TO SA-DAVID. RCAS ADVISED SA TO MAKE NOTES TO HAVE C'S BRAKES INSPECTED AND DOCUMENTED DURING C'S VISIT TOMORROW MORNING. SA UNDERSTOOD. CALL ENDED.

-- @08/14-ZST228N

RCAS-ST RECEIVED INBOUND CALL FROM C AT 12:02PM CST. C STATES THAT C RECEIVED A CALL FROM FROM DLR STATING THAT DLR HAD ORDERED THE WRONG SEAT PART, SO C HAS TO GO PICK UP VEH FROM THE DLR AFTER WAITING A WEEK AND A HALF FOR THIS PART. C STATES THAT C WILL BE CALLING DLR TO ASK DLR TO LOOK AT BRAKES BEFORE C PICKS UP VEH. C STATES THAT C WOULD JUST LIKE TO UPDATE RCAS WITH NEW NOTES. RCAS UNDERSTOOD. C ENDED CALL.

-- @08/15-ZST228N

RCAS-ST RECEIVED INBOUND CALL FROM C AT 12:11PM CST. C STATES THAT DLR HAS BEEN ABLE TO LOOK AT THE BRAKES AND THERE IS NO REASON WHY THEY SHOULD BE SQUEAKING. RCAS ADVISED C TO FAX OVER A COPY OF THE REPAIR ORDER WHEN C PICKS UP VEH. C UNDERSTOOD. RCAS PROVIDED FAX NUMBER. C ENDED CALL.

-- @08/15-ZST228N

RCAS-ST RECEIVED INBOUND CALL FROM C AT 3:14PM CST. C STATES THAT C TRIED TO REQUEST A COPY OF THE REPAIR ORDER BUT SA-RAY WOULD NOT PROVIDE A COPY TO C AS THE SEAT REPAIR WAS NOT PERFORMED. C STATES THAT SA READ THE RO TO C REGARDING THE BRAKES BUT SA WILL NOT PROVIDE A COPY AS THE REPAIR ORDER IS NOT CLOSED OUT. RCAS ADVISED C THAT RCAS WOULD CONTACT DLR AND SPEAK TO SD-DON REGARDING THIS CONCERN. C UNDERSTOOD AND ENDED CALL.

-- @08/15-ZST228N

RCAS-ST RECEIVED INBOUND CALL FROM DPSM-JAC. DPSM STATES THAT THERE IS A TSB (NTB04-011) THAT CAN BE DONE TO C'S BRAKES TO ADDRESS C'S CONCERN. RCAS VERIFIED THAT CAMPAIGN HAS NOT BEEN DONE ACCORDING TO WARRANTY HISTORY. RCAS ADVISED DPSM THAT RCAS WOULD BE CONTACTING DLR TO HAVE DLR PERFORM THE TSB. CALL ENDED.

-- @08/22-ZST228N

RCAS-ST CONTACTED C AT 6:41 P.M. CST. RCAS ADVISED C THAT THERE IS A TSB TO ADDRESS THE BRAKE SQUEAKING. C STATES THAT C WAS CONTACTED BY DLR LAST WEEK ABOUT A FIX FOR C'S BRAKES. RCAS ADVISED C THAT THE TSB ADDRESSES BRAKE SQUEAL WHEN IN REVERSE. C STATES THAT WHEN DLR WAS REPLACING C'S SEAT, THERE WAS SIGNIFICANT DAMAGE DONE TO THE INTERIOR PANELS. C STATES THAT IT WOULD BE HELPFUL IF RCAS COULD DO ANYTHING ON C'S BEHALF WITH DLR. RCAS ADVISED C THAT RCAS WOULD BE IN CONTACT WITH SD-DON MUELLER. C STATES THAT C BROUGHT VEH IN FOR NEW BRAKE PADS, BUT DLR STATED THAT SHIMS WOULD BE NEEDED ON VEH SO C WOULD HAVE TO BRING VEH BACK YET AGAIN TO HAVE THEM INSTALLED. C STATES THAT C IS VERY FRUSTRATED WITH DLR. RCAS APOLOGIZED TO C FOR INCONVENIENCE AND ADVISED THAT RCAS WOULD BE IN CONTACT WITH C TOMORROW. C ENDED CALL.

-- @08/28-ZST228N

RCAS-ST CONTACTED DLR AT 4:17 P.M. CST AND SPOKE TO SD-DON. RCAS ADVISED SD OF THE ISSUE WITH THE SCRATCHED INTERIOR PANELS. SD STATES THAT IF DLR HAS SCRATCHED THE PANELS, THE DLR SHOULD TAKE RESPONSIBILITY FOR IT. SD STATES THAT SD WILL HAVE SA-DAVE CONTACT C TO ADDRESS THIS CONCERN. RCAS UNDERSTOOD. CALL ENDED.

-- @08/30-ZST228N

RCAS-ST CONTACTED C AT 4:31 P.M. CST AND ADVISED C THAT SA-DAVE WOULD BE CONTACTING C. C STATES THAT C WENT TO LES SCHWAB IN REGARDS TO THE BRAKES AND

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WAS ADVISED THAT LES SCHWAB WOULD BE ABLE TO RECEIVE NEW GENUINE NISSAN BRAKE PADS WITHIN ONE BUSINESS DAY. C STATES THAT C CANNOT BELIEVE HOW LONG IT IS TAKING SMOLICH NISSAN TO ORDER AND RECEIVE THESE PARTS. C STATES THAT C IS VERY FRUSTRATED WITH THE SITUATION AND WOULD LIKE IT TO BE RESOLVED AS SOON AS POSSIBLE. RCAS APOLOGIZED FOR THE SITUATION. C STATES THAT C WILL UPDATE RCAS AS SOON AS C HEARS FROM THE DLR AGAIN. RCAS UNDERSTOOD. C ENDED CALL.

-- @08/30-ZST228N
CLOSING FILE PENDING C CONTACT** @09/06-ZST228N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT8G		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: 563		EFFECTIVE: 08 / 09 / 06		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: ZBC680N		
HISTORY:		UPDATE BY: ZST228N		
SVC CALL#:		UPDATE DATE: 09 / 06 / 06		
CLOSE: Y (Y/N)		CLOSE DATE: 09 / 06 / 06		MICROFILM: N
RESP CAA: TSAI, STEVEN		CAOM: KUHARSKI, MARK		CAOM: KUHARSKI, MARK
PHONE: 6157257726		OWNER FIRST:		LANGUAGE: E ENGLISH

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SC: MULTI CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: TRENTON
ST/ZIP: NJ [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 609 586 190d

VIN: JN8AZ08W25W [REDACTED] Y
YR/MDL: 2005.0 MUR MILEAGE: 36970
IN SVC DATE: 12 / 16 / 04
RTL DLR: 3690 WALSER NISSAN
SVC DLR: 3181 HALDEMAN NISSAN, INC.
RESP DLR: 3181 HALDEMAN NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 05 05 35

VCAN: Y
PAID:
SUSP:
DENY:

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3181 HALDEMAN NSN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 10 / 06 XFER/RSPNSBLTY: 26 05 S
CONTACT (S): FOLLOWUP DATE: 08 / 11 / 06 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 08 / 18 / 06 DATANET (Y/N): 08 / 14 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)
AU INTERIOR (NON-ELECTRIC) WH REQUEST FOR RENTAL ASSISTANCE

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:23 PM

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

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C. A. R. COMMENTS

FILE OPENED-ZJJ902N 08/10/2006

NO PREVIOUS FILES

CRR-JJ VERIFIED C'S NAME, ADDRESS, DAY/EVE PHONE#, VIN#, MILEAGE AND RESPONSIBLE DLR.

CRR-JJ CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES: @08/10-ZJJ902N

CLSD R0511 MURANOSBPROTECTNTB06-024

CLSD R0516 MURANOTANKPROTECTNTB06023

CRR-JJ RECEIVED INBOUND CALL FROM C STATING C IS 7 MONTHS PREGNANT.

C STATES C WAS DRIVING VEH THIS MORNING AND WHILE DRIVING THE FRAME TO THE DRIVER'S SEAT POPPED AND THE SEAT FRAME HAD COMPLETELY BROKEN. @08/10-ZJJ902N

C STATES C TOOK TO 3181_ HALDEMANNISSAN,INC AND DLR TOLD C THAT DLR HAD NEVER SEEN THAT HAPPEN ON ANY VEH BEFORE.

C STATES C HAS ESC AND ONLY HAD TO PAY \$50.00 FOR COPAY. @08/10-ZJJ902N

C STATES VEH WILL BE IN DLR AT 3-4 DAYS WHILE DLR ORDERED SEAT AND VEH WOULD THEN NEED TO BE FIXED. @08/10-ZJJ902N

C STATES C ASKED DLR FOR LOANER VEH. @08/10-ZJJ902N

C STATES DLR TOLD DLR THAT C WOULD HAVE TO DRIVE VEH WITH BROKEN SEAT.

C STATES C IS 7 MONTHS PREGNANT AND HAS NO OTHER TRANSPORTATION.

C STATES C FEELS UNSAFE DRIVING ON BROKEN SEAT SINCE IS C IS SO FAR ALONG IN C'S PREGNANCY. @08/10-ZJJ902N

C STATES C HAS TO GO TO DOCTOR AND HOSPITAL EVERY WEEK.

C STATES C WANTS NNA TO PROVIDE RENTAL VEH UNTIL DLR. @08/10-ZJJ902N

C STATES C CAN BE REACHED AT 609-672-6867 AND BEST TIME IS ANYTIME.

CRR-JJ APOLOGIZED FOR C'S INCONVENIENCE AND TOLD C THAT FILE WILL BE SENT TO RCAS AND TO ALLOW 24-48 BUSINESS HOURS FOR RESPONSE. @08/10-ZJJ902N

CRR-JJ GAVE C NAME, EXT AND FILE#

C THANKED CRR-JJ AND ENDED CALL. @08/10-ZJJ902N

CRR-JJ RECEIVED INBOUND CALL FROM C STATING DLR TOLD C THAT VEH CANNOT BE FIXED UNDER ESC.

C STATES WOULD UNDERSTAND IF C DAMAGED IT BUT THAT C DIDN'T BREAK SEAT AND C C DOESN'T HAVE \$1000.00 TO REPAIR SEAT.

C STATES C DOESN'T HAVE THE MONEY TO PAY FOR IT AND C WANTS NNA TO HELP GET SEAT FIXED.

C STATES THIS MORNING DLR HAD TOLD C THAT SEAT WOULD QUALIFY FOR ESC AND NOW DLR HAS CHANGED IT TO C HAS TO PAY ALL. @08/10-ZJJ902N

CRR-JJ ADVISED C THE INFORMATION WOULD BE ADDED TO FILE AND IF DLRSHIP HAD ANYN QUESTIONS IT WOULD BE SENT TO THE RCAS AND THE DLR COULD CALL THE RCAS TO VERIFY THE REQUEST WAS MADE.

CRR-JJ RECEIVED INBOUND CALL FROM DLRSHIP STATING C CALLED AND TOLD THEM TO CALL US ASAP.

CRR-JJ ADVISED DLR THAT C WAS TOLD THE FILE WAS FORWARDED TO RCAS AND THAT IF DLRSHIP HAD ANY QUESTIONS ABOUT THE FILE THAT DLR COULD CONTACT RCAS.

CRR-JJ THANKED DLR AND ENDED CALL. @08/10-ZJJ902N

RCAS-MP IN FILE FOR DATA NET. @08/11-ZMP034N

RCAS CONTACTED DLR, LEFT MESSAGE FOR SM-SAL. @08/15-ZMS488N

RCAS REVIEWED FILE, DLR RAN GRT, GOODWILL IS RECOMMENDED WITH CUSTOMER PORTION OF \$687.34. @08/15-ZMS488N

RCAS CONTACTED DLR, SM-SAL ADVISED THAT C WOULD NOT AGREE TO THE REPAIR UNLESS NNA WILL COVER MORE OF THE REPAIR. SM-SAL ADVISED WOULD AGREE TO PROVIDE C WITH A LOANER VEHICLE IF C DECIDES TO HAVE THE REPAIR COMPLETED. @08/15-ZMS488N

CRR-PS RECEIVED INBOUND CALL FROM C WANTING TO CHECK STATUS OF FILE.

C GAVE BEST CONTACT NUMBER 609-672-6867 CELL.

CRR-PS ADVISED WILL CONTACT RCAS-MS FOR C. @08/16-ZPS968N

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CRR-PS ADVISED C THAT RCAS-MS IS UNAVAILABLE AND TRANSFERRED C TO RCAS-MS VMX.
@08/16-ZPS968N

RCAS CONTACTED C, LEFT MESSAGE @ DAY/EVEN # @ 11:50AM CST. @08/16-ZMS488N
CRR-SS RECEIVED INBOUND CALL FROM C AND TRANSFERRED C TO RCAS-MS.

@08/17-ZLU500N

CRR-BC RECEIVED INBOUND CALL FROM C REQUESTING X 7447, TRANSFERRED CALL'

@08/18-ZBC680N

CRR-PS RECEIVED INBOUND CALL FROM C REQUESTING RCAS-MS.

C GAVE BEST CONTACT NUMBER 609-672-6867 CELL. @08/18-ZPS968N

CRR-PS ADVISED C CRR-PS WILL EMAIL RCAS-MS.

CRR-PS EMAILED RCAS-MS.

@08/18-ZPS968N

CRR-PS TRANSFER C TO RCAS-MS VMX.

@08/18-ZPS968N

RCAS RECEIVED MESSAGE FROM C, RCAS CONTACTED C BACK. RCAS ADVISE C THAT NNA POSITION TO OFFER C PARTIAL ASSISTANCE WITH REPAIR. RCAS ADVISED AT THIS TIME NNA IS ONLY ABLE TO OFFER C \$300 AS GOODWILL ASSISTANCE. C INQUIRED WHAT DECISION IS BASED UPON. RCAS ADVISED DECISION IS BASED UPON A VARIETY OF FACTORS, SUCH AS HISTORY WITH NISSAN, HISTORY AT DLRSH, AND TYPE OF REPAIR NEEDED. C INQUIRED ABOUT CONTACTING BBB. RCAS ADVISED C THAT C DOES HAVE THE OPTION OF CONTACTING THE BBB, IF C CHOOSES TO DO SO. C UNDERSTOOD.

@08/18-ZMS488N

FILE CLOSED.

@08/18-ZMS488N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT8G	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3181	EFFECTIVE: 08 / 10 / 06	CHANGED BY:
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#: 87351CA000	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZJJ902N	
HISTORY:	UPDATE BY: ZMS488N	
SVC CALL#:	UPDATE DATE: 08 / 18 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 18 / 06	
RESP CAA: SHAW, MAIA	OLM: ROYSTER KAREN	MICROFILM: N
PHONE: 6157257747	OWNER FIRST:	DOM: DEVEREAUX JOHN T
		LANGUAGE: E ENGLISH

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SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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36	MTNF00311462	3181	NJ	12/9/2005	12/9/2006	18.100
37	RCDI02405334	3181	NJ	12/16/2004	12/16/2009	75.000

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: MTNF00311462		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: T		PLAN TYPE:	
PLAN TERM: F		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 12/09/05		EFFECTIVE:	
EXPIRES: 12/09/06	MILES: 18,100	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 12/9/2005		TRANSACTION:	
PRINTED: 12/09/05		PRINTED:	
DEALER NO: 3181	STATE: NJ	DEALER NO:	STATE:
DEALER NAME: HALDEMAN NISSAN, INC.		DEALER NAME:	
-----+-----			

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDI02405334		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: I		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 12/16/04		EFFECTIVE:	
EXPIRES: 12/16/09	MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 1/16/2006		TRANSACTION:	
PRINTED: 01/20/06		PRINTED:	
DEALER NO: 3181	STATE: NJ	DEALER NO:	STATE:
DEALER NAME: HALDEMAN NISSAN, INC.		DEALER NAME:	
-----+-----			

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W14W [REDACTED] Y
CITY: OMAHA	YR/MDL: 2004.0 MUR MILEAGE: 37000
ST/ZIP: NE [REDACTED]	IN SVC DATE: 03 / 22 / 04
DAY PH: [REDACTED]	RTL DLR: 2821 STAN OLSEN NISSAN
EVE PH: [REDACTED]	SVC DLR: 5004 NISSAN OF OMAHA, LLC
DLR PH: 402 493 4000	RESP DLR: 5004 NISSAN OF OMAHA, LLC
	REGION: 32 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)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00	WHERE:	
VEHICLE PURCHASED: NEW X PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 08 / 23 / 06	XFER/RSPNSBLTY: 32 10 S
CONTACT (S):	FOLLOWUP DATE: 08 / 24 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 08 / 29 / 06	DATANET (Y/N): 08 / 29 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	111000	WINDSHIELD/WINDOW (FRONT/REAR)
AB	BODY	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZQP239N 08/23/2006

NO PREVIOUS FILES FOUND.

@08/23-ZQP239N

CRR-QP CONFIRMED C NAME, ADDRESS, BOTH DAY AND EVENING PHONE NUMBERS, VIN, AND RESPONSIBLE DEALER AND MILEAGE.

CRR-QP CHECKED FOR RECALLS/CAMPAIGN AND FOUND NONE.

CRR-QP RECEIVED INBOUND CALL FROM C IN REGARDS DRIVER SEAT.

C STATED THE DRIVER SEAT IS VERY ROCKY AND DISLOGGED.

C STATED THE VEHICLE AT THE DLRSHIP NOW.

C STATED A PIECE BROKEN UNDERNEATH THE SEAT AND THE C WILL HAVE TO HAVE THE WHOLE SEAT REPLACED.

C STATED DLRSHIP INFORMED C THAT SEAT WAS NOT COVERED UNDER WARRANTY.

C STATED THE CHARGES IS \$ 800.00

C STATED C FEELS THAT IT'S A STRUCTURE ISSUE.

C WANT NNA TO REPAIR THE DRIVER SEAT UNDER WARRANTY BECAUSE OF STRUCTURE ISSUE

CRR-QP INFORMED C THAT A REGIONAL SPECIALIST WILL CONTACT BY THE END OF THE NEXT BUSINESS DAY.

CRR-QP PROVIDED C FILE NUMBER AND EXTENSION NUMBER.

ENDED CALL.

@08/23-ZQP239N

CRR-JP RECEIVED CALL FROM C IN REGARDS TO THE FILE.

C STATED THAT C JHAS NOT RECEIVED A FOLLOW -UP CALL ON THE FILE.

CRR-JP INFORMED C THAT A RCAS IS ON THE FILE.

CRR-JP ASKED C IF C WOULD LIKE TO CONTACT RCAS ON THE FILE.

C STATED YES.

CRR-JP ASKED C IF C WOULD LIKE TO LEAVE VMX IF RCAS IS NOT AVAILABLE.

C STATED YES.

CRR-JP GAVE C NAME AND EXTENSION.

C THANKED CRR-JP.

CRR-JP WARM TRANSFERRED THE FILE TO RCAS VMX.

@08/24-ZJP509N

---CRR-GE RECEIVED AN INBOUND CALL FROM THE C WANTING TO KNOW IF THERE WAS ANYTHING THAT NNA CAN DO OUTSIDE OF THE WARRANTY.

@08/24-ZGE559N

CRR-GE INFORMED THE C THAT THE FILE HAD BEEN FORWARDED TO AN RCAS FOR REVIEW TO SEE IF NNA CAN ASSIST THE C OUTSIDE OF WARRANTY.

CRR-GE INFORMED THE C THAT C SHOULD RECEIVE A RETURN CALL NO LATER THEN END OF BUSINESS 08/25.

C UNDERSTOOD.

C ENDED THE CALL.

@08/24-ZGE559N

CRR-DD RECEIVED INBOUND CALL FROM C REQUESTING X7774.

CRR-DD ADVISED V THAT AN ATTEMPTED WOULD BE MADE.

@08/25-ZSD605N

CRR-DD HAS UPDATED FILE

@08/25-ZSD605N

CRR-DD ADVISED C THAT THE FILE HAS BEEN FORWARDED TO REGIONAL SPECIALIST TO ALLOW A LITTLE MORE TIME FOR THE FOLLOW-UP CALL.

@08/25-ZSD605N

C STATES UNDERSTOOD.

@08/25-ZSD605N

CRR-QP RECEIVED INBOUND CALL FROM C'S WIFE IN REGARDS TO STATUS OF FILE.

CRR-QP PROVIDED RCAS NAME AND EXTENSION NUMBER.

CRR-QP TRANSFERRED CALL TO RCAS-DA VMX.

@08/25-ZQP239N

*RCAS DA RECEIVED A CALL FROM C.

@08/28-ZDA626N

C STATED C BROUGHT C'S VEH IN TO DLRSHIP BECAUSE THE SEAT WAS LOOSE AND C FELT IT WAS A SAFETY CONCERN. C THINKS THIS SHOULD BE A RECALL, RCAS EXPLAINED TO C IF NNA SEES ENOUGH OF THESE CONCERNS NNA DOES ISSUE A RECALL. C SAID C WAS TOLD THIS WAS A RARE REPAIR AND THE DLRSHIP DOESN'T EVEN HAVE THE PART AND HAD TO ORDER THE PART, RCAS TOLD C IT IS TYPICALLY FOR A DLRSHIP NOT TO HAVE STOCK OF EVERY PART, AND IT IS NOT UNUSUAL FOR DLRSHIPS TO HAVE THE PART ORDERED. RCAS ASKED C IF C HAS SINCE HAD THE VEH REPAIRED AND IF C PAID FOR IT, C SAID C DID

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BECAUSE C NEEDED C'S VEH. C SAID C EXPECTED MORE HELP FROM THE DLRSHIP SINCE C'S HUSBAND LEASED A VEH FROM THE DLRSHIP A WEEK BEFORE THIS ISSUE AROSE. C STATED THE REPAIR COST C \$759.45 AND C STATED THIS IS AN EXPENSIVE REPAIR FOR A FAIRLY NEW VEH. C SAID THE PART ALONE WAS ABOUT \$562. C SAID THE DLRSHIP DID GIVE C A SMALL DISCOUNT ON THE REPAIR, C STATES C WAS GIVEN A 10% DISCOUNT ON THE PART AND 10% DISCOUNT ON THE LABOR, C SAID THIS DIDN'T ADD UP TO MUCH AND C WOULD LIKE NNA TO CHECK FOR FURTHER ASSISTANCE. @08/28-ZDA626N

RCAS ASKED WHO C DEALT WITH AND C SAID SM-MIKE. RCAS TOLD C RCAS WILL CALL SM TO SEE IF SM REVIEWED C'S REQUEST FOR GOODWILL ON THE DLRSHIP LEVEL, WHICH NNA MAKES AVAILABLE FOR DLRSHIPS. RCAS TOLD C RCAS WOULD HAVE TO DO SOME MORE RESEARCH AND THEN RCAS WILL GIVE C A CALL BACK. C SAID C APPRECIATES RCAS REVIEWING C'S REQUEST BECAUSE C GOT THE FEELING THAT DLRSHIP DIDN'T DO EVERYTHING DLRSHIP COULD HAVE DONE. RCAS TOLD C WILL CALL C BACK.

*RCAS DA CHECKED CPIA AND SEES DLRSHIP DID RUN GRT AND IT WAS NOT RECOMMENDED.

*RCAS DA SPOKE TO SM. SM SAID SM TRIED TO DO GRT FOR C BUT IT WAS DECLINED, SM SAID C DOESN'T HAVE A SERVICE HISTORY WITH DLRSHIP EITHER. SO SM DIDN'T PUSH IT FURTHER. SM SAID THE C DID TALK TO GM-PATRICK BURKE AND GM GAVE C A DISCOUNT, BUT SM SAID THAT COULD BE DONE FOR C. RCAS SAID TOLD SM RCAS WILL EXPLAIN TO C THAT C WAS REVIEWED BY DLRSHIP FOR GOODWILL AND DLRSHIP COULDN'T GET APPROVAL. RCAS THANKED SM. @08/28-ZDA626N

*RCAS DA CALLED DPSM AND REVIEWED FACTS WITH DPSM. DPSM DECIDED TO GO ALONG WITH THE DECISION TO DECLINE C FOR FINANCIAL REIMBURSEMENT ON THE REPAIR.

*RCAS DA CALLED C, DELIVERED NNA'S POSITION TO DECLINE C'S REQUEST FOR FINANCIAL REIMBURSEMENT. RCAS TOLD C THAT C WAS CONSIDERED FOR GOODWILL ASSIST AT THE DLRSHIP BEFORE C PAID FOR THE REPAIR AND THE REQUEST WAS DECLINED. RCAS TOLD C RCAS SOUGHT OUT FURTHER CONSIDERATION FROM DPSM AND RCAS EXPLAINED DPSM DECIDED TO AGREE WITH THE FIRST VERDICT TO DECLINE C. C ASKED ABOUT WARRANTY ON THE REPAIR, RCAS EXPLAINED THE 12/12 WARRANTY. C ASKED WHAT HAPPENS IF THIS WERE TO HAPPEN TO OTHER SEAT. RCAS TOLD C TO CALL NNA AT THAT TIME AND NNA WILL ALWAYS EVALUATE A REQUEST AND GO THROUGH THE CONSIDERATION PROCESS FOR GOODWILL AGAIN. RCAS TOLD C TO CALL NNA BEFORE CLOSING OUT WITH DLRSHIP TO SEE WHAT NNA CAN DO. RCAS ASKED IF C CONSIDER GETTING AN ESC, C SAID YES AND ASKED IF C DOES WOULD THE MONEY FOR THIS REPAIR BE REIMBURSED OR GO TOWARDS ESC, RCAS TOLD C IT DOESN'T WORK THAT WAY, AND EXPLAINED WHY NNA CAN'T. RCAS TOLD C THE ESC ACTS AS A SAFETY NET IF REPAIRS WERE NEEDED IN THE FUTURE AND EVEN SO CAN OFFER C SOME PIECE OF MIND. C ASKED IF THERE WAS ANY OTHER CONSIDERATION POSSIBLE AND RCAS TOLD C NO, RCAS HAS REVIEWED ALL FACTORS OF C'S CLAIM THOROUGHLY AND EXHAUSTED ALL AVENUES AND THE DECISION IS FINAL. RCAS APOLOGIZED TO C AND C SAID C KNOWS ITS NOT RCAS AND RCAS IS JUST THE DELIVERING A MESSAGE. C ASKED IF THERE IS ENOUGH PROBLEMS WITH THIS PART IS IT POSSIBLE IT MAY BECOME A RECALL. RCAS TOLD C IT IS POSSIBLE AND IF THAT IS THE CASE THEN C WOULD BE REFUNDED FOR THE REPAIR IF IT IS LATER MADE A RECALL. C SAID THAT GIVES C SOME RELIEF. C SAID C IS DISAPPOINTED AND C HAD A HONDA BEFORE. C SAID C THINKS C MADE A BIG MISTAKE BY NOT GETTING ANOTHER HONDA. C IS WORRIED ABOUT THE SAFETY OF THE VEH AND C SAID C THINKS C MAY HAVE A PROBLEM VEH. RCAS TOLD C IF THIS IS C'S 1ST ISSUE WITH THE VEH RCAS WOULD HAVE TO DISAGREE WITH THE STATEMENT C HAS A PROBLEM VEH, RCAS TOLD C THIS IS A MISFORTUNATE INCIDENT, RCAS IS SORRY IT HAPPENED FOR C. RCAS ADVISED C TO CONSIDER LOOKING INTO AN ESC AND IF THE SAME THING HAPPENS TO OTHER SEAT TO CALL NNA. C ASKED IF C DOES THAT CAN C HAVE A LETTER OF DENIAL FROM RCAS FOR C'S RECORDS. RCAS TOLD C THAT WOULD BE NO PROBLEM AND RCAS WILL SEND ONE OUT TO C AFTER RCAS GETS OFF THE PHONE WITH C. C THANKED RCAS AND RCAS THANKED C AND ENDED CALL. @08/29-ZDA626N

*RCAS DA SENDING OUT A GOODWILL REQUEST DENIAL LETTER.

@08/29-ZDA626N

*RCAS DA CLOSING FILE.

@08/29-ZDA626N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: RT3B	ROOT CAUSE: SNFA
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: 5004	EFFECTIVE: 08 / 23 / 06	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: ZQP239N	
HISTORY:	UPDATE BY: ZDA626N	
SVC CALL#:	UPDATE DATE: 08 / 29 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 29 / 06	MICROFILM: N
RESP CAA: AVERY, DANIELLE	OLM: SMIT AGNES	DOM:
PHONE: 6157257756	OWNER FIRST:	LANGUAGE: E ENGLISH

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REQUESTED BY: lattad

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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JN8AZ08W13W [REDACTED] Y
CITY: CENTENNIAL YR/MDL: 2003.0 MUR MILEAGE: 41000
ST/ZIP: CO [REDACTED] IN SVC DATE: 05 / 19 / 03
DAY PH: [REDACTED] VCAN: N RTL DLR: 3524 GO NISSAN ARAPAHOE
EVE PH: [REDACTED] PAID: 11 SVC DLR: 3524 GO NISSAN ARAPAHOE
DLR PH: 303 790 7333 SUSP: 0 RESP DLR: 3524 GO NISSAN ARAPAHOE
DENY: 1 REGION: 48 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: 3524 JOHNELWAYNISSANSO
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 29 / 06 XFER/RSPNSBLTY: 48 02 S
CONTACT (S): FOLLOWUP DATE: 08 / 30 / 06 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 09 / 07 / 06 DATANET (Y/N): 09 / 07 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	WA	PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZEG964N 08/29/2006

NO PREVIOUS FILE

CRR-EG VERIFIED C NAME, ADDRESS, MILEAGE, DAY/EVE PHONE#, VIN, AND RESP DLR.

CRR-EG CHECKED FOR RECALLS, CAMPAIGNS, AND UPGRADES AND FOUND NONE.

C CALLED STATING THAT THE DRIVER SEAT HAS BROKEN FROM THE BASE ON THE FLOOR
AND WOULD LIKE NSN TO COVER THE COST OF THE REPAIRS SINCE T HE VEH IS OOW.

CRR-EG ADVISED C THAT FILE WILL BE FORWARDED TO A RCAS FOR REVIEW.

CRR-EG PROVIDED FILE#, NAME, AND EXT. C THANKED AND ENDED. @08/29-ZEG964N

CRR WJ RECEIVED INBOUND CALL FROM C REQUESTING CALLBACK.

CRR WJ ADVISED C COULD BE TRANSFERRED TO RCAS ST VMX.

C AGREED.

CRR WJ TRANSFERRED CALL TO VMX.

@09/05-ZWJ020N

--

@09/06-ZST228N

RCAS-ST CONTACTED DLR AT 12:09 P.M. CST AND SPOKE TO SM-JOHN. SM STATES THAT C
HAS DONE LITTLE OR NO SERVICING AT THE DLR. SM STATES THAT C HAS ONLY BEEN TO
DLR FOR WARRANTY REPAIRS. RCAS UNDERSTOOD. CALL ENDED.

--

@09/06-ZST228N

RCAS-ST VERIFIED IF GRT WAS RUN:

@09/06-ZST228N

DLR CNT: 1 CC CNT: ORIG. REQST: 08/22/06 LAST CHANGED: 08/22/06

DAYS IN REPAIR 2 COST OF REPAIR 648.37 FG RENTAL AMT

FG NON RENTAL 348.37 FACTORY WARRANTY SERVICE CONTRACT

DEALER INTERNAL CUSTOMER PORTION 300.00

ENTRD BY: DEALER UPDATED BY: DEALER APPROVED BY:

GOODWILL IS NOT RECOMMENDED

--

@09/06-ZST228N

RCAS-ST CONTACTED C AT 12:12 P.M. CST. RCAS ADVISED C THAT UPON REVIEW OF C'S
CASE, NNA IS NOT IN A POSITION TO ASSIST C WITH THIS REPAIR. C STATES THAT C
WOULD UNDERSTAND IF THIS WAS A WEAR AND TEAR ITEM. C STATES THAT THIS IS THE
STEEL BASE THAT SHOULD ATTACH TO THE FRAME OF THE VEH. C STATES THAT C IS
DISAPPOINTED IN NISSAN AND WILL NEVER BUY ANOTHER NISSAN IN C'S LIFE. C ENDED
CALL.

FILE CLOSED

@09/07-ZST228N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONFIDENTIAL

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CA5450209N

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3524	EFFECTIVE: 08 / 29 / 06	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: ZEG964N	
HISTORY:	UPDATE BY: ZST228N	
SVC CALL#:	UPDATE DATE: 09 / 07 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 07 / 06	MICROFILM: N
RESP CAA: TSAI, STEVEN	OLM: SMIT AGNES	DOM: SILVER, STEVE
PHONE: 6157257726	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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SC: MULTI CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LITTLETON
ST/ZIP: CO [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 303 762 9922

VCAN: Y
PAID:
SUSP:
DENY:

VIN: JN8AZ08W53W [REDACTED] Y
YR/MDL: 2003.0 MUR MILEAGE: 42500
IN SVC DATE: 08 / 05 / 03
RTL DLR: 3704 PEAK NISSAN ON WADSWORTH
SVC DLR: 5041 LARRY MILLER NISSAN
RESP DLR: 5041 LARRY MILLER NISSAN
REGION: 48 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 5041 LARRY MILLER NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 1 MILES: 6500 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 31 / 06 XFER/RSPNSBLTY: 48 02 S
CONTACT (S): FOLLOWUP DATE: 09 / 01 / 06 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 08 / 31 / 06 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WN	SEC+ COVERAGE INQUIRY

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CA5452585N

C. A. R. COMMENTS

FILE OPENED-ZSH942N 08/31/2006

NO PREVIOUS RELATED OR UNRELATED FILES FOUND.

CRR-SH VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-SH UPDATED C'S DAY AND EVENING PHONE NUMBERS IN OWNER DATABASE.

C'S ADDRESS IS: 2765 W RIVERWALK CIR UNIT A
LITTLETON

CO, 80123.

CRR-SH CHECKED FOR OPEN RECALLS / CAMPAIGNS AND FOUND NONE.

CRR-SH RECEIVED AN INBOUND CALL FROM C.

C STATES THAT THE VEH HAD AN ISSUE WITH DRIVER'S SEAT TRACK SLIDE ASSEMBLY.

C STATES THAT C WAS CHARGED FOR THE REPAIR, HOWEVER WANTS TO KNOW THE COVERAGE UNDER THE POLICY.

C FEELS THAT THE REPAIR SHOULD BE COVERED UNDER THE POLICY.

CRR-SH CHECKED AND INFORMED C THAT THE VEH DOES NOT HAVE ANY OPEN RECALLS.

CRR-SH CHECKED GOLD POLICY DETAILS AND INFORMED C THAT THE POLICY WILL BE GOOD UNTIL 08/05/08 OR 100,000 MILES, WHICHEVER COMES FIRST.

CRR-SH INFORMED C THAT THE MAINTENANCE PLUS POLICY EXPIRED ON 08/05/06.

CRR-SH CHECKED AND INFORMED C THAT THE TRACK ASSEMBLY IS NOT LISTED AS COVERED UNDER THE POLICY, HOWEVER MANY SEAT RELATED PARTS ARE LISTED AS COVERED.

CRR-SH INQUIRED ABOUT THE PART NUMBER TO CHECK THE COVERAGE.

C PROVIDED PART NUMBER: 87450-CA66A.

CRR-SH CHECKED AND INFORMED C THAT THE PART NUMBER IS NOT LISTED AS COVERED.

C UNDERSTOOD.

CRR-SH OFFERED FILE NUMBER.

C DECLINED.

CRR-SH PROVIDED C WITH CRR-SH'S NAME AND EXTENSION.

CRR-SH INQUIRED ANY FURTHER ASSISTANCE NEEDED.

C THANKED. CALL ENDED.

CRR-SH CLOSING THE FILE, NO FURTHER FOLLOW UP NEEDED. @08/31-ZSH942N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8D	ROOT CAUSE: SSPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 1	DATE: 08 / 31 / 06	USERID: ZSH942N
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 5041	EFFECTIVE: 08 / 31 / 06	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: ZSH942N	
HISTORY:	UPDATE BY: ZSH942N	
SVC CALL#:	UPDATE DATE: 08 / 31 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 31 / 06	MICROFILM: N
RESP CAA: HAMILTON, SANDRA	OLM: SMIT AGNES	DOM: SILVER, STEVE
PHONE: 2142591925	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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----- CONSUMER AFFAIRS -----
CA5452585 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009
NAME [REDACTED] VIN: TIME: 12:48:23 PM
IN SCV DATE: 8/5/2003 MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR
SEQ DEALER EFFECTIVE EXPIRE EXPIRE CANCEL TRANSFER
NO CONTRACT NO NUMBER ST DATE DATE MILEAGE DATE DATE

----- CONSUMER AFFAIRS -----
CA5452585 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009
NAME [REDACTED] VIN: TIME: 12:48:23 PM
IN SCV DATE: 8/5/2003 MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR
SEQ DEALER EFFECTIVE EXPIRE EXPIRE CANCEL TRANSFER
NO CONTRACT NO NUMBER ST DATE DATE MILEAGE DATE DATE

40	MTNH00269358	3704	CO	8/5/2003	8/5/2006	45.015		
41	NCDC01487817	3704	CO	8/5/2003	8/5/2008	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: MTNH00269358	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: T	PLAN TYPE:
PLAN TERM: H	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 08/05/03	EFFECTIVE:
EXPIRES: 08/05/06 MILES: 45,015	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 8/7/2003	TRANSACTION:
PRINTED: 08/08/03	PRINTED:
DEALER NO: 3704 STATE: CO	DEALER NO: STATE:
DEALER NAME: PEAK NISSAN ON WADSWORTH	DEALER NAME:
-----+-----	

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NCDC01487817		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 08/05/03		EFFECTIVE:	
EXPIRES: 08/05/08	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 8/7/2003		TRANSACTION:	
PRINTED: 08/08/03		PRINTED:	
DEALER NO: 3704	STATE: CO	DEALER NO:	STATE:
DEALER NAME: PEAK NISSAN ON WADSWORTH		DEALER NAME:	
-----+-----			

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DATE: 1/26/2009
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T15W [REDACTED] Y
CITY: GREENVILLE		YR/MDL: 2005.0 MUR MILEAGE: 42320
ST/ZIP: SC 29605 5966	VCAN: N	IN SVC DATE: 04 / 30 / 05
DAY PH: [REDACTED]	PAID: 5	RTL DLR: 3298 BENSON NISSAN
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 3923 CROWN NISSAN GREENVILLE
DLR PH: 864 254 7700	DENY: 0	RESP DLR: 3923 CROWN NISSAN GREENVILLE
		REGION: 34 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3923 CROWN NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6320 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 09 / 06 / 06	XFER/RSPNSBLTY: 34 09 S
CONTACT (S):	FOLLOWUP DATE: 09 / 21 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 09 / 20 / 06	DATANET (Y/N): 09 / 08 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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CA5457756N

C. A. R. COMMENTS

FILE OPENED-ZPT102N 09/06/2006

NO PREVIOUS FILES FOUND.

@09/06-ZPT102N

CRR-PT CONFIRMED C NAME, ADDRESS, BOTH DAY AND EVENING PHONES, VIN, MILEAGE, AND RESPONSIBLE DLRSH.

CRR-PT CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND: @09/06-ZPT102N

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 07/03/06 04/07/06 3923

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 07/03/06 04/07/06 3923

CRR-PT ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.

CRR-PT RECEIVED INBOUND CALL FROM C REGARDING ISSUE WITH DRIVER'S SEAT.

C STATED THAT C TOOK THIS VEH TO 3923 CROWN NISSAN DLRSH 04/06. C STATED THAT THE DRIVER'S SEAT WAS WIGGLY. C STATED THAT THE DLRSH ADVISED C THAT THERE WAS A LOOSE PIECE UNDER THE SEAT. C STATED THAT THE ISSUE HAS NOT BEEN RESOLVED AND NOW THE WARRANTY HAS EXPIRED. C STATED THAT C SPOKE WITH THE SA FELICIA AT THE DLRSH AND SA ADVISED C TO CONTACT NNA FOR FURTHER ASSISTANCE. C STATED THAT THE DLRSH ADVISED C THAT THE SEAT TRACK IS THE ISSUE NOW WITH THE SEAT. C STATED THAT C IS REQUESTING THAT NISSAN ASSIST WITH THE REPAIR.

CRR-PT ADVISED C THAT CRR-PT WILL FORWARD THE FILE TO A SPECIALIST FOR FURTHER ASSISTANCE. CRR-PT ADVISED C OF THE FILE NUMBER, NAME, AND EXTENSION. C REQUESTED TO BE CONTACTED AT 864-414-1280. C THANKED AND ENDED THE CALL.

CRR-PT FORWARDED THE FILE TO RCAS.

@09/06-ZPT102N

**RCAS-VL CONTACTED C AND RECEIVED NO ANSWER AT 3:53PM CST. RCAS-VL LEFT VMX AND PROVIDED FILE# AND DIRECT PHONE#.

@09/07-ZVL825N

**RCAS-VL CONTACTED SM-GARY AND REC'D NO ANSWER AT 11:37AM CST. RCAS-VL LEFT VMX REQUESTING SM TO CALLBACK.

@09/08-ZVL825N

**RCAS-VL CONTACTED SM-GARY AND REC'D NO ANSWER AT 8:42AM CST. RCAS-VL LEFT VMX REQUESTING SM TO CALLBACK.

@09/11-ZVL825N

SM-GARY CONTACTED RCAS-VL TO DISCUSS FILE. SM STATED THAT C HAD A SEAT PIECE REPAIRED IN APRIL 2006. SM STATED THAT C'S SEAT WAS LOOSE SO DLR REPLACED A LIFTER LINK ASSEMBLY. SM STATED THAT C BROUGHT VEH IN WITH A COMPLAINT ABOUT @09/11-ZVL825N

SEAT BEING LOOSE AGAIN. SM STATED THAT C IS NOW OUT OF WARRANTY. SM STATED THAT REPAIR IS AROUND \$1100.

RCAS-VL ASKED SM TO RUN A GRT FOR C.

SM STATED THAT SM WOULD RUN A GRT.

RCAS-VL THANKED SM AND ENDED CALL.

@09/11-ZVL825N

- @09/11-ZTL158N

CRR-TL RECEIVED CALL FROM C STATING THAT C HAS RECEIVED CALL FROM RCAS AND WAS ASKED TO RETURN CALL. CRR-TL TRANSFERRED C TO RCAS-VL. @09/11-ZTL158N

**RCAS-VL INFORMED C THAT RCAS WAS STILL REVIEWING FILE.

C THANKED RCAS AND ENDED CALL.

@09/11-ZVL825N

**RCAS-VL CHECKED CPIA AND GOODWILL WAS RECOMMENDED.

RCAS-VL TRIED TO CONTACT SM-GARY AND REC'D NO ANSWER. RCAS-VL LEFT VMX REQUESTING SM TO CONTACT RCAS.

@09/13-ZVL825N

**RCAS-VL CONTACTED C ON 9/13/06 AT 3:17 PM CST AND REC'D NO ANSWER ON DAY AND @09/13-ZVL825N

EVENING PHONE#S.

RCAS-VL LEFT VMX REQUESTING C TO CALLBACK AND PROVIDED FILE# AND DIRECT PHONE#.

@09/13-ZVL825N

**RCAS-VL CONTACTED C AT DAY# ON 9/14/06 AT 10:22 AM CST. RCAS-VL LEFT VMX AND PROVIDED FILE# AND DIRECT PHONE#.

@09/14-ZVL825N

RCAS-EG CALLED DLR TO IDENTIFY IF APPOINTMENT HAD BEEN MADE FOR SERVICES TO BE PERFORMED AND RCAS-EG WAS ADVISED THAT C WAS AT THE DLR AT THE PRESENT TIME.

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CA5457756N

CALL WAS MADE AT 11:04AM ON 09/18/06. RCAS-EG WILL CONTACT C LATER 09/18/06.

@09/18-ZEG964N

RCAS-EG ATTEMPTED TO CONTACT C AT 9:47AM ON 09/19/06 ON DAY/EVE PHONE# AND NO ANSWER. RCAS-EG LEFT MESSAGE FOR C TO CALL BACK. @09/19-ZEG964N

RCAS-EG HAS NOT RECEIVED CONTACT BACK FROM C CLOSING FILE UNTIL C CONTACT.

@09/20-ZEG964N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW FILE AND CONTACT CUSTOMER.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4C	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: 3923	EFFECTIVE: 09 / 06 / 06	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: ZPT102N	
HISTORY:	UPDATE BY: ZEG964N	
SVC CALL#:	UPDATE DATE: 09 / 20 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 09 / 20 / 06	MICROFILM: N
RESP CAA: GANTT, EUGENE	OLM: ROYSTER KAREN	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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REQUESTED BY: lattad

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08WX3W [REDACTED] Y
CITY: FOLSOM	YR/MDL: 2003.0 MUR MILEAGE: 39000
ST/ZIP: PA 19033 1035	IN SVC DATE: 06 / 19 / 03
DAY PH: [REDACTED]	RTL DLR: 09078 C. R. LOUGHEAD, INC.
EVE PH: [REDACTED]	SVC DLR: 09078 C. R. LOUGHEAD, INC.
DLR PH: 610 328 1500	RESP DLR: 09078 C. R. LOUGHEAD, INC.
VCAN: N	REGION: 26 DIST: SL/SV/PT: 06 06 36
PAID:	
SUSP:	
DENY:	

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 09078 C.R.LOUGHEAD,INC.
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 3000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 10 / 04 / 06	XFER/RSPNSBLTY: 26 06 S
CONTACT (S):	FOLLOWUP DATE: 10 / 05 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 10 / 27 / 06	DATANET (Y/N): 10 / 10 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

CONFIDENTIAL

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CA5490435N

C. A. R. COMMENTS

FILE OPENED-ZAB129N 10/04/2006

NO PREVIOUS FILES FOUND

CRR-AB VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE#, AND RESPONSIBLE DLR.

CRR-AB CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND NONE.

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 10/24/05 12/20/05 09078

OPEN R0511 MURANOSBPROTECTNTB06-024 02/14/06 07/24/06 00/00/00

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 07/24/06 08/18/06 09078

CRR-AB RECEIVED AN INBOUND CALL FROM C STATING C WENT TO DLR#09078 BECAUSE THE DRIVERS SEAT FRAME IS BROKEN. C STATES THE SEAT WOBBLES BACK AND FORTH. C IS REQUESTING ASSISTANCE FROM NNA WITH REPLACING THE DRIVER SEAT.

CRR-AB ADVISED C THAT VEH IS OOW.

C STATES VEH IS ONLY OOW BY 3.000 MILES AND C SHOULD NOT BE EXPERIENCING THIS ISSUE WITH A 2003 VEH.

CRR-AB ADVISED WILL FORWARD TO A REGIONAL SPECIALIST FOR [REVIEW.@10/04-ZAB129N](#)

CRR-AB ADVISED C WILL RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY.

CRR-AB OFFERED ADDITIONAL ASSISTANCE. C DECLINED.

CRR-AB PROVIDED C WITH CRR'S NAME, EXT, AND FILE#.

C THANKED AND ENDED CALL @10/04-ZAB129N

C STATES THAT C IS LOOKING FOR AN UPDATE ON THE FILE AND HAS NOT HEARD FROM RCAS YET.

CRR-MW ADVISED C THAT CRR-MW WILL UPDATE FILE AND EMAIL RCAS-DA TO NOTIFY RCAS OF REQUEST.

C UNDERSTOOD BUT FRUSTRATED.

C ENDED CALL. @10/09-ZMW536N

RCAS CONTACTED DLR AND LEFT A MSG WITH RECEPTIONIST. @10/10-ZDA881N

RCAS CONTACTED C AND LEFT VMX. @10/10-ZDA881N

RCAS CONTACTED DLR IN REGARDS TO CONCERN. SM-BOB STATES C IS OOW AND ONE OF THE REASONS THE SEAT BROKE IS DUE TO C'S WEIGHT. SM-BOB STATES SM-BOB WILL RUN GRT FOR THE SEAT. RCAS UNDERSTOOD. CALL ENDED. @10/10-ZDA881N

RCAS RECEIVED INBOUND CALL FROM C. RCAS INFORMED C THAT RCAS IS WORKING WITH DLR TO SEE IF ANY FINANCIAL ASSISTANCE CAN BE CONSIDERED. C UNDERSTOOD. CALL ENDED. @10/13-ZDA881N

RCAS CONTACTED DLR AND WAS INFORMED SM-BOB IS OUT OF THE DLR FOR THE DAY. RCAS UNDERSTOOD. CALL ENDED. @10/13-ZDA881N

RCAS CONTACTED DLR AND INFORMED SM-BOB NOT WORKING ALL DAY. RCAS UNDERSTOOD. CALL ENDED. @10/16-ZDA881N

RCAS CONTACTED DLR AND LEFT A MSG FOR SM-BOB. @10/17-ZDA881N

C STATES C IS VERY DISAPPOINTED THAT THE RCAS HAS NOT RETURNED THE C'S CALL.

CRR-BC ADVISED THE C THAT CRR-BC COULD ALLOW THE C TO LEAVE A MESSAGE FOR THE RCAS. CRR-BC TRANSFERRED CALL TO RCAS V/M. @10/17-ZBC521N

RCAS CONTACTED C ON 10/17 AND LEFT VMX. @10/20-ZDA881N

RCAS CONTACTED DLR. SM-BOB STATES SM-BOB HAS BEEN OUT SICK AND HAS NOT HAD THE OPPORTUNITY TO RUN GRT. SM-BOB WANTED TO LET RCAS KNOW THAT WHEN C DID LEAVE DLR, C STATED C WOULD NEVER PURCHASE ANOTHER NISSAN AGAIN. RCAS INFORMED SM-@10/20-ZDA881N

BOB THAT IF SM-BOB DID NOT WANT TO RUN GRT. RCAS WOULD UNDERSTAND. SM-BOB STATES SM-BOB WILL LET RCAS KNOW NEXT WEEK IF SM-BOB WOULD LIKE TO ASSIST C.

RCAS UNDERSTOOD. CALL ENDED. @10/20-ZDA881N

CRR-WS RCVD CALL FROM C

C STATES THAT C IS NEEDING UPDATE ON FILE

C STATES THAT C WANTS TO SUPERVISOR CALL BACK

C STATES THAT C NEEDS HELP GETTING VEH

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CRR-WS ADVISED THAT CRR-WS WOULD SEND REQUEST FOR SUPERVISOR CALL BACK
C UNDERSTOOD C CAN BE REACHED AT 610 608 2428 OR 610 608 1344

CRR-WS ESCALATING FILE.

@10/24-ZWS320N

RSS RM CONTACTED C, C EXPLAINED THAT C IS WAITING ON A DECISION FROM NISSAN TO
FIND OUT IF ASSISTANCE WILL BE GIVEN ON REPAIR. RSS EXPLAINED THAT THE
REQUEST WAS STILL BEING REVIEWED. C STATED C WOULD LIKE AN ANSWER TODAY. RSS
EXPLAINED THAT AN IF C HAD TO HAVE AN ANSWER TODAY THEN NISSAN WOULD HAVE TO
RESPECTFULLY DECLINE C'S REQUEST. RSS EXPLAINED HOWEVER THAT RSS EXPECTED AN
ANSWER BY THE END OF THE WEEK. C STATED C WOULD WAIT FOR ANSWER. RSS STATED
WOULD HAVE RCAS DA CONTACT C WITH OR WITHOUT A DECISION BY FRIDAY. C THANKED
AND ENDED CALL.

@10/24-ZRM651N

@10/25-ZDA881N

RCAS CONTACTED DLR IN REGARDS TO CONCERN. SM-BOB STATED SM-BOB LOOKED BACK
INTO C'S SERVICING HISTORY AND C DOES NOT DO REGULAR SERVICES AT DLR. SM-BOB
STATED THAT BASED ON THAT INFORMATION, THE FACT THAT THE C STATED TO SM-BOB
THAT C WOULD NEVER PURCHASE ANOTHER NISSAN AGAIN AS WELL AS BEING OOW. AND THE
SEAT BEING BROKEN IS NOT CAUSED BY A DEFECT, SM-BOB IS NOT INCLINED TO RUN
GRT TO ASSIST C. RCAS UNDERSTOOD. CALL ENDED.

@10/27-ZDA881N

RCAS CONTACTED C IN REGARDS TO REQUEST. RCAS INFORMED C THAT NNA IS NOT GOING
TO BE IN A POSITION TO FINANCIALLY ASSIST WITH THE REPAIR AT THIS TIME. C
STATED THE ANSWER IS VERY DISAPPOINTING. C STATED C DOES NOT THINK NNA STANDS
BEHIND THEIR PRODUCT. RCAS INFORMED C THAT NNA DOES STAND BEHIND THE PRODUCT

@10/27-ZDA881N

AND THAT IS WHY A WARRANTY OF 3/36,000 IS PUT INTO PLACE AND C IS OOW OF THAT
WARRANTY. C STATED C BELIEVES ISSUE IS A DEFECT AND IF ISSUE HAD HAPPENED IN
MAY, REPAIR WOULD HAVE BEEN COVERED. C STATED THAT BECAUSE ISSUE HAPPENED
OOW, NNA DOES NOT ASSIST C'S BECAUSE C'S ARE OUTSIDE OF WARRANTY OR DID NOT
PURCHASE AN ESC. RCAS INFORMED C THAT EVERY FILE IS REVIEWED ON A CASE BY
CASE BASIS. C STATED DECISION IS NOT A GOOD ONE AND C WILL NOW BE TRADING IN
VEH AND PURCHASING A TOYOTA. RCAS APOLOGIZED THAT A MORE FAVORABLE ANSWER
COULD NOT BE GIVEN AND ASKED IF C NEEDED ANY FURTHER ASSISTANCE. C STATED NO
AND RCAS DID NOT ASSIST C ANYWAY. CALL ENDED.

@10/27-ZDA881N

FILE CLOSED

@10/27-ZDA881N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT RCAS DANIELLE WITH ANY QUESTIONS OR CONCERNS AT 615-725-7755.
THANK YOU.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 09078	EFFECTIVE: 10 / 04 / 06	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: ZAB129N	
HISTORY:	UPDATE BY: ZDA881N	
SVC CALL#:	UPDATE DATE: 10 / 27 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 10 / 27 / 06	MICROFILM: N
RESP CAA: ALEXANDER, DANIELLE	OLM: ROYSTER KAREN	DOM: STALNAKER ROBERT
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W95W [REDACTED] Y
CITY: SAN FRANCISCO	YR/MDL: 2005.0 MUR MILEAGE: 43780
ST/ZIP: CA [REDACTED]	IN SVC DATE: 03 / 03 / 05
DAY PH: [REDACTED]	VCAN: N RTL DLR: 3764 MAGNUSSEN'S FREMONT NISSA
EVE PH: [REDACTED]	PAID: 1 SVC DLR: 2261 SERRAMONTE NISSAN
DLR PH: 650 994 1661	SUSP: 1 RESP DLR: 2261 SERRAMONTE NISSAN
	DENY: 0 REGION: 48 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 PREOWNEI X MILES 29000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2261 SERRAMONTENISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7780 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 11 / 02 / 06	XFER/RSPNSBLTY: 48 05 S
CONTACT (S):	FOLLOWUP DATE: 11 / 03 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 11 / 07 / 06	DATANET (Y/N): 11 / 08 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YO	PART MISSING/LOOSE/FELL OFF
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZKC249N 11/02/2006

NO PREVIOUS FILES FOUND.

CRR-KC UPDATED ADDRESS, DAY/EVE#, MILEAGE, VIN AND DLR

CRR-KC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND TWO. C INFORMED.Q

OPEN R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/01/06 00/00/00

OPEN R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/01/06 00/00/00

CRR-KC RECEIVED INBOUND CALL FROM C.

C STATES THAT THE C WAS HAVING PROBLEMS WITH THE DRIVER SEAT.

C STATES THAT THE C TOOK THE VEH IN TO 2261 SERRAMONTENISSAN.

C STATES THAT THE DLR ADVISED THAT THE SEAT HAD A BAD WELLED BRACKET.

C STATES THAT THE DLR ADVISED THE C THAT IT WOULD COST THE C \$1000 TO REPLACE THE BRACKET.

C STATES FEELS THAT SHOULD NOT HAVE TO PAY FOR THAT COVERAGE SINCE THE VEH IS NEW.

CRR-KC ADVISED WOULD FORWARD FILE TO RCAS FOR FURTHER ASSISTANCE.

C UNDERSTOOD AND STATED THAT COULD BE REACHED AT [REDACTED]

C STATES THAT WILLIAM MAISON AT DLRSHIP.

CRR-KC ADVISED OF FILE#, CRR-KC NAM, EXT AND CALLBACK TURNAROUND TIME.

C THANKED CRR-KC AND ENDED CALL.

CRR-KC FORWARDING FILE TO RCAS.

@11/02-ZKC249N

CRR-BC RECEIVED INBOUND CALL FROM C STATING C HAS NOT RECEIVED CALL

ADVISED C THAT THE FILE HAS BEEN UPDATED

@11/03-ZBC680N

--

RCAS-ST CONTACTED DLR AT 2:36 P.M. CST AND SPOKE TO SM-ERWIN. SM STATES A GRT WAS RUN FOR C BUT DECLINED. SM STATES THIS IS C'S FIRST EVER VISIT TO THE DLR.

RCAS UNDERSTOOD. CALL ENDED.

--

RCAS-ST VERIFIED IN CPIA THAT GRT HAS BEEN RUN:

DEALER NO.: 2261 VIN: JN8AZ08W95W [REDACTED] MILEAGE: 43780 GRT: 64

W.O. NO.: 526010 W.O. LINE: B PFP/PO/CAMPAIGN: 87450CA01A @11/06-ZST228N

CUSTOMER LAST NAME FIRST NAME MID ZIP CD AFTER MKT

ON FILE: UNKNOWN CONTRACT

DLR CST: DINABURG ERIC 94117 N

DLR CNT: CC CNT: ORIG. REQST: 11/01/06 LAST CHANGED: 11/01/06

DAYS IN REPAIR 1 COST OF REPAIR 695.20 FG RENTAL AMT

FG NON RENTAL 695.20 FACTORY WARRANTY SERVICE CONTRACT

GOODWILL IS NOT RECOMMENDED.

--

@11/06-ZST228N

CRR-CE RECEIVED CALL FROM C STATING THAT C HAS NOT HEARD ANYTHING FROM RCAS-ST

CRR-CE ADVISED C THAT THE FILE IS STILL BEING REVIEWED AND THAT C SHOULD EXPECT A CALL BACK SHORTLY.

C STATES THAT C HAS LEFT SEVERAL MESSAGES FOR RCAS-ST

CRR-CE ADVISED C THAT CRR-CE WILL E-MAIL RCAS-ST AND ADVISE OF THE C'S CALL

C STATES THAT C HAS BEEN WITHOUT THE VEH FOR 6 DAYS AND NEEDS TO KNOW NNA'S POSITION ON THE ISSUE.

@11/06-ZCE465N

C STATES THE BEST NUMBER TO REACH THE C IS: DAYPH: 415 699 3281 @11/06-ZCE465N

CRR-CE SENT E-MAIL TO RCAS-ST ADVISING OF THE CALL

@11/06-ZCE465N

--

@11/07-ZST228N

RCAS-ST CONTACTED C AT 12:05 P.M. CST AND ADVISED C THAT NNA IS NOT IN A

POSITION TO ASSIST WITH THIS REPAIR. C STATES C HAS ONLY OWNED THE VEH NINE

MONTHS AND ALREADY, C HAS TO PAY \$1100 TO HAVE C'S VEH FIXED. C STATES C IS AN

AVERAGE-SIZED PERSON AND C WOULD LIKE IT IF NNA COULD MEET C HALFWAY WITH THE

COST OF THE REPAIR. C STATES C PURCHASED THE VEH FROM PUTNAM TOYOTA IN

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BURLINGAME AND C HAD DONE A LOT OF RESEARCH PRIOR TO PURCHASING THE VEH. C STATES THIS IS THE LAST THING C HAD EXPECTED. RCAS ADVISED C THAT RCAS CAN LOOK INTO PROVIDING C WITH PARTIAL ASSISTANCE AND CALL C BACK LATER TODAY. C UNDERSTOOD AND ENDED CALL.

--

RCAS-ST CONTACTED DLR AT 12:16 P.M. CST AND SPOKE TO SA-WILL. RCAS ADVISED SA TO RUN A GRT FOR HALF OF THE REPAIR TO SEE IF C COULD BE PROVIDED WITH ASSISTANCE. SA UNDERSTOOD. CALL ENDED.

--

@11/07-ZST228N

RCAS-ST VERIFIED THAT GRT HAS BEEN RUN IN CPIA: @11/07-ZST228N

DEALER NO.: 2261 VIN: JN8AZ08W95W MILEAGE: 43780 GRT: 62

W.O. NO.: 526010 W.O. LINE: B PFP/PO/CAMPAIGN: 87450CA01A

CUSTOMER LAST NAME FIRST NAME MID ZIP CD AFTER MKT

ON FILE: UNKNOWN CONTRACT

DLR CST: DINABURG ERIC 94117 N

DLR CNT: 7 CC CNT: ORIG. REQST: 11/01/06 LAST CHANGED: 11/07/06

DAYS IN REPAIR 1 COST OF REPAIR 1020.00 FG RENTAL AMT

FG NON RENTAL 300.00 FACTORY WARRANTY SERVICE CONTRACT

DEALER INTERNAL CUSTOMER PORTION 720.00

GOODWILL IS RECOMMENDED.

--

RCAS-ST CONTACTED DLR AT 4:14 P.M. CST AND SPOKE TO SA-WILL. SA STATES C HAS ALREADY BEEN CONTACTED AND C IS HAPPY WITH THE RESULT. RCAS UNDERSTOOD. CALL ENDED.

--

@11/07-ZST228N

RCAS-ST CONTACTED C AT 4:17 P.M. CST AND LEFT VMX ADVISING C THAT RCAS HAS BEEN IN CONTACT WITH THE DLR AND IT APPEARS THAT C HAS ALREADY BEEN CONTACTED BY SA-WILL. RCAS ADVISED C THAT NNA WOULD BE COVERING THE COST OF A PORTION OF THE REPAIR AS A GOODWILL GESTURE. RCAS PROVIDED C WITH NAME, EXTENSION, AND FILE NUMBER IF C HAS FURTHER QUESTIONS FOR RCAS.

FILE CLOSED

@11/07-ZST228N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 2261	EFFECTIVE: 11 / 02 / 06	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: ZKC249N	
HISTORY:	UPDATE BY: ZST228N	
SVC CALL#:	UPDATE DATE: 11 / 07 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 07 / 06	MICROFILM: N
RESP CAA: TSAI, STEVEN	OLM: SMIT AGNES	DOM: INMAN, GARY
PHONE: 6157257726	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W05W [REDACTED] Y
CITY: WASHINGTONVILLE	YR/MDL: 2005.0 MUR MILEAGE: 50000
ST/ZIP: NY [REDACTED]	IN SVC DATE: 07 / 09 / 05
DAY PH: [REDACTED]	RTL DLR: 3367 NISSAN OF MIDDLETOWN
EVE PH: [REDACTED]	SVC DLR: 07132 POUGHKEEPSIE NISSAN INC
DLR PH: 845 297 4314	RESP DLR: 07132 POUGHKEEPSIE NISSAN INC
VCAN: N	REGION: 26 DIST: SL/SV/PT: 01 01 31
PAID: 3	
SUSP: 1	
DENY: 1	

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

ORIG CODE: CT 11	OPEN DATE: 11 / 08 / 06	XFER/RSPNSBLTY: 26 09 S
CONTACT (S):	FOLLOWUP DATE: 11 / 09 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 11 / 13 / 06	DATANET (Y/N): 11 / 13 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZGB821N 11/08/2006

NO PREVIOUS FILES FOUND

CRR-GB CERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS VIN, MILEAGE
AND DLR.

CRR-GB CHECKED FOR RECALLS/UPGRADES/CAMPAIGNS AND FOUND : @11/08-ZGB821N
OPEN R0601 MURANOTANKR&RNTB06-025 02/23/06 04/10/06 00/00/00
CRR-GB NOTIFIED C.

C STATED FRONT SEAT FRAME SNAPPED WHILE C WAS DRIVING VEH.

C STATED THAT C IS VERY UPSET C COULD HAVE HAD A WRECK C STATED THAT WHOLE
FRONT DRIVERS SEAT CAME LOOSE.

C STATED POUGHKEEPSIENISSAN IS CHARGING C 650.00 TO FIX SEAT. C FEELS THAT
NISSAN SHOULD PAY FOR CHARGES. C STATED THAT VEH IS NOT THAT OLD AND SEAT
FRAME SHOULD NOT HAVE FELL APART.

C STATED C COULD SEE PAYING FOR REPAIRS IF C WEIGHED 300 POUNDS C STATES C
ONLY WEIGHES ONLY 195. @11/08-ZGB821N

CRR-GB ADVISED C THAT FILE WOULD BE SENT TO A RCAS FOR REVIEW.

CRR-GB ADVISED C THAT IT WOULD THE NEXT BUSINESS DAY BEFORE A RCAS WOULD
GET BACK WITH C.

CRR-GB GAVE C FILE NUMBER NAME AND EXTENSION. @11/08-ZGB821N

CRR-DS RECEIVED INBOUND CALL FROM C STATING NO ONE HAS CONTACTED C.

CRR-DS INFORMED C THAT FILE HAS BEEN TRANSFERRED AND RCAS HAS UP TO 5:00PM TO
CONTACT DLR AND CALL C BACK.

C STATES DLR HAS VEH AND IS READY TO PROCEED WITH REPAIR. C ASKED TO BE
TRANSFERRED TO RCAS THAT IS HANDLING FILE.

CRR-DS TRANSFERRED C TO RCAS-CM VMX. @11/09-ZDS717N

RCAS-AP RECEIVED INBOUND TRANSFER CALL FROM CRR-GB AT 8:57AM CST ON 11/10/06.

C STATED THAT C VEH IS AT THE DLR AND THE DLR IS CHARGING C \$600 PLUS DOLLARS
TO REPAIR VEH.

RCAS-AP FOUND THAT C WAS AT WRONG DLR. RCAS-AP TRANSFER TO CORRENT RCAS FOR
HANDLEING. @11/10-ZAP998N

CRR-EJ RECEIVED CALL FROM C ABOUT PREVIOUS FILE

C STATED THAT HE HAS MADE MANY ATTEMPT TO CONTACT RCAS BUT ONLY CAN LEAVE
A VM.

CRR-EJ APOLOGIZED AND SENT RCAS AN EMAIL AND ALSO TRANSFERED C TO RCAS
EXTENSION. @11/10-ZEJ875N

CRR-EJ ASKED C IF C NEEDED ADDITIONAL ASSISTANCE. C STATED NO
C THANKED AND ENDED CALL @11/10-ZEJ875N

CRR-BC RECEIVED INBOUND CALL FROM C STATING THAT C HAS NOT RECEIVED A CALL
BACK , C STATES C IS STILL OUT OF A VEH. ADVISED C THAT THE FILE HAS BEEN
UPDATED... C STATES WOULD LIKE TO SPEAK TO THE RCAS SUPERVISOR..

CRR-BC ADVISED C THAT THE FILE HAS BEEN UPDATED AND CRR-BC WILL SEND EMAIL
TO RCAS AND SUPERVISOR.. @11/13-ZBC680N

CRR-BC SENT EMAIL TO SS-VS AND RCAS @11/13-ZBC680N
RCAS CONTACTED ORM @11/13-ZJG318N

RCAS ADVISED ORM RCAS COULD NOT CONTACT DPSM. RCAS ADVISED ORM RCAS WOULD LIKE
A GRT OVERTURN. ORM STATED ORM WOULD VOUCH AND AGREED GRT SHOULD BE OVERTURNED
@11/13-ZJG318N

RCAS CONTACTED DLR @11/13-ZJG318N

RCAS ADVISED SA-MIKE NNA IS GOING TO OVERTURN GRT. SA UNDERSTOOD. RCAS THANKED
SA AND ENDED CALL @11/13-ZJG318N

RCAS CONTACTED C @11/13-ZJG318N

C STATED C WANTED TO KNOW THE STATUS OF C FILE. RCAS ADVISED C RCAS HAS
REVEIWED C FILE. RCAS ADVISED C NNA AS A GOODWILL GUESTURE NNA IS GOING TO

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COVER THE COST OF THE REPAIRS. C THANKED RCAS. RCAS ASK C IF THERE IS ANYTHING ELSE RCAS CAH HELP C WITH. C STATED NONE THANKED RCAS AND ENDED CALL

@11/13-ZJG318N

RCAS CLOSING FILE PENDING C CALLBACK

@11/13-ZJG318N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 07132	EFFECTIVE: 11 / 08 / 06	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: ZGB821N	
HISTORY:	UPDATE BY: ZJG318N	
SVC CALL#:	UPDATE DATE: 11 / 13 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 13 / 06	MICROFILM: N
RESP CAA: GREER, JASON	OLM: ROYSTER KAREN	DOM: YAKIM DAVID N
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 1/26/2009
TIME: 12:48:24 PM

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T43W [REDACTED] Y
CITY: ROSEVILLE		YR/MDL: 2003.0 MUR MILEAGE: 39341
ST/ZIP: CA [REDACTED]	VCAN: N	IN SVC DATE: 07 / 21 / 03
DAY PH: [REDACTED]	PAID:	RTL DLR: 3581 FOLSOM LAKE NISSAN
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3984 FOLSOM LAKE NISSAN
DLR PH: 916 608 5300	DENY:	RESP DLR: 3984 FOLSOM LAKE NISSAN
		REGION: 48 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
 VEHICLE MAINTAINED BY: 3984 ALOIAS FOLSOM LAKE I
 OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 3341 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 11 / 10 / 06	XFER/RSPNSBLTY: 48 07 S
CONTACT (S):	FOLLOWUP DATE: 11 / 30 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 11 / 27 / 06	DATANET (Y/N): 11 / 17 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

DATE: 1/26/2009
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C. A. R. COMMENTS

FILE OPENED-ZDW797N 11/10/2006

NO PREVIOUS FILES FOUND.

@11/10-ZDW797N

CRR-DW VERIFIED C'S NAME, ADDRESS, DAY/EVE#, VIN, RESPONSIBLE DLR, AND MILEAGE.

CRR-DW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND ONE CLSD CAMPAIGN AND TWO CLSD RECALLS:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 07/25/05

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 06/21/06

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 06/21/06

CRR-DW RECEIVED AN INBOUND CALL FROM C STATING VEH'S DRIVER'S SEAT IS BROKEN.

C STATED THE BAR ACROSS THE BACK OF HAS COME UNWELDED. C STATED C TOOK VEH TO JAPAN REPAIR SHOP. C STATED INDEPENDENT SHOP WOULD NOT REPAIR C'S VEH BECAUSE

OF WIRING ON VEH'S SEAT. C STATED C TOOK VEH TO DLRSHF FUTURENISSAN.INC. ON 11/07/06 AND WAS INFORMED BY GREG IN SERVICE THAT REPAIRS WERE GOING TO COST

OVER \$1000. C STATED C HAD TO PAY FOR A RENTAL VEH AND \$104 TO HAVE SEAT REINSTALLED. C STATED C TOOK VEH TO DLRSHF 3984 ALOIAS FOLSOM LAKE NISSAN

ON 11/10/06. C STATED SM-GREG INFORMED C WOULD NEED TO TURN VEH OVER TO SA-SHAWN SMITH ON 11/13/06. C STATED SM-GREG OFFERED C A FREE RENTAL AND \$85

AN HOUR FOR LABOR INSTEAD OF \$140. C STATED C CALLED THE JAPAN STORE AND THE JAPAN STORE INFORMED C THAT NNA AND DLRSHFS HAD PROGRAMS IN PLACE TO

FINANCIALLY ASSIST C'S WITH VEH REPAIRS.

C STATED C WOULD LIKE NNA TO FINANCIALLY ASSIST C WITH VEH'S REPAIRS AND TO REIMBURSE C FOR THE \$81 FOR THE RENTAL VEH AND \$104 REINSTALLATION FEE.

CRR-DW INFORMED C THAT CRR-DW WILL TRANSFER C'S FILE TO ONE OF NNA'S

SPECIALISTS ASSIGNED TO C'S REGION. THE REGIONAL SPECIALIST WILL BE

COORDINATING THE RESOLUTION TO C'S CONCERN THROUGH 3984 ALOIAS FOLSOM LAKE

NISSAN. CRR-DW INFORMED C THAT C CAN EXPECT A CALLBACK FROM EITHER THE

DEALER OR THE REGIONAL SPECIALIST BY THE END OF THE NEXT BUSINESS DAY. CRR-DW

INFORMED C THAT FOR ANY REASON C HAS NOT HEARD FROM EITHER THE DEALER OR

REGIONAL SPECIALIST AFTER THAT TIME, PLEASE FEEL FREE TO CALL CRR-DW HERE AT

AT NISSAN CONSUMER AFFAIRS.

CRR-DW PROVIDED C NAME, FILE NUMBER, AND EXTENSION 57853.

C UNDERSTOOD AND ENDED CALL.

C STATED C OWNED A 2000 MAXIMA.

C STATED C'S BEST TIME TO CONTACT C IS 6AM TO 2PM PST AT 916-985-8610.

@11/10-ZDW797N

** CRR-SN RECEIVED INBOUND FROM C AND WANTED TO BE TRANSFERRED TO EXTENSION 57853.

C PROVIDED THE FILE NUMBER.

CRR-SN VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

CRR-SN REVIEWED THE FILE AND INFORMED C THAT THE FILE HAS BEEN TRANSFERRED TO AN RCAS FOR FURTHER ASSISTANCE.

CRR-SN ADVISED C THAT C WILL RECEIVE A CALL BACK AT THE EARLIEST POSSIBLE.

C STATED C SPOKE TO THE DLRSHF AND WAS TOLD THAT THE REPAIRS WOULD COST \$800.

C WANTED RCAS TO SPEAK TO THE DLRSHF.

@11/13-ZSN930N

C STATED C CAN BE REACHED ON THE NUMBER 916-985-8610 AT EXTENSION 15500 UNTIL 2 PM (PST).

C ALSO STATED THAT C CAN BE REACHED ON THE CELL PHONE [REDACTED] AFTER 2 PM (PST).

CRR-SN INFORMED C THAT C WILL RECEIVE A CALL BACK AS SOON AS RCAS REVIEWS THE FILE.

C UNDERSTOOD, THANKED AND ENDED THE CALL.

@11/13-ZSN930N

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CRR-NF RECEIVED AN INBOUND CALL FROM C.
C PROVIDED THE FILE NUMBER.

CRR-NF VERIFIED C'S NAME, ADDRESS ALONG WITH PHONE NUMBERS THROUGH THE FILE
NUMBER PROVIDED BY C.

C STATED THAT C WANTED THE CALL TO BE TRANSFERRED TO CRR-DW AT EXT# 57853.
CRR-NF OFFERED ASSISTANCE BEFORE TRANSFERRING THE CALL, HOWEVER, C DECLINED.
CRR-NF PROVIDED CRR-NF'S NAME AND EXTENSION NUMBER TO C. @11/15-ZNF082N
CRR-NF TRANSFERRED THE CALL TO CRR-DW AT EXT #57853.

@11/15-ZNF082N

CRR-MJ RECEIVED INBOUND CALL.

CRR-MJ VERIFIED C'S NAME, ADDRESS AND DAY AND EVENING PHONE NUMBERS.

CRR-MJ CHECKED FOR RECALLS/CAMPAIGNS AND FOUND NONE.

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 07/25/05 26488

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 06/21/06 2648

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 06/21/06 2648

C CALLED IN AND MENTIONED TAHT C IS WAITING FOR CALL BACK FROM CRR.

CRR-MJ CHECKED AND INFORMED THAT CRR-MJ CAN TRANSFER THE CALL TO CRR OR
ARRANG A CALL BACK.

C INFORMED CRR-MJ CAN TRANSFER.

CRR-MJ TRANSFERRED THE CALL TO CRR-DW.

@11/15-ZAT068N

@11/15-ZAT068N

@11/15-ZSP030N

CRR-SP RECEIVED AN INBOUND CALL FROM C.

CRR-SP VERIFIED C'S NAME AND ADDRESS.

C CALLED IN TO SPEAK TO RCAS-TB.

C WANTED IMMEDIATE ASSISTANCE AS C WAS WAITING FOR RCAS-TB'S CALL FOR ABOUT
THREE DAYS.

CRR-SP TRANSFERRED THE CALL TO CORE GROUP FOR C TO SPEAK TO SOMEONE.

@11/15-ZSP030N

CRR-JH RECEIVED INBOUND CALL FROM C STATING C NEEDS TO SPEAK WITH RCAS-TB

BECAUSE C'S VEHICLE IS AT THE DLRSP RIGHT NOW AND DLRSHP NEEDS RCAS-TB
TO AUTHORIZE REPAIRS.

CRR-JH ADVISED C THAT CRR-JH COULD NOT REACH RCAS-TB BUT WOULD SEND RCAS-TB
AN EMAIL FOR CALLBACK.

C UNDERSTOOD AND ENDED CALL.

@11/15-ZJH581N

-

**RCAS-TB RECEIVED VMX FROM C ON 11/15/2006 AT 12:55.

@11/16-ZTB827N

**RCAS-TB DATANETED FILE ON 11/16/2006.

**RCAS-TB FILLED OOW BY FIELDS.

@11/16-ZTB827N

-

**RCAS-TB CONTACTED SM-GREG AT DLR# 3984 AT 10:02 ON THIS DATE.

**RCAS-TB LEFT VMX FOR SM-GREG WITH NAME, NUMBER AND FILE NUMBERS NEEDING TO
BE DISCUSSED FOR THE DLR.

@11/16-ZTB827N

-

**RCAS-TB CONTACTED C AT DAYTIME NUMBER AT 10:03 ON THIS DATE.

**RCAS-TB LEFT VMX WITH NAME, NUMBER AND FILE NUMBER.

@11/16-ZTB827N

-

@11/16-ZTB827N

**RCAS-TB RECEIVED CALL FROM SM-GREG AT 3:40 ON THIS DATE.

SM-GREG STATES GRT WAS DECLINED FOR C AND REPAIR WILL BE 1139.00.

**RCAS-TB ACKNOWLEDGED.

SM-GREG STATES NISSAN NEEDS TO ASSIST C BECAUSE ISSUE IS A SAFETY/LIABILITY
ISSUE.

**RCAS-TB ACKNOWLEDGED.

SM-GREG STATES C IS OVER WEIGHT AND THIS IS THE ISSUE WITH SEAT.

**RCAS-TB ACKNOWLEDGED.

**RCAS-TB THANKE SM-GREG AND CALL ENDED.

@11/16-ZTB827N

CONFIDENTIAL

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-
**RCAS-TB SENT EMAIL TO DPSM-BH. @11/16-ZTB827N
-
**RCAS-TB CONTACTED DPSM-BH BY PHONE BY AT 4:05 ON THIS DATE.
DPSM-BH ANSWERED.
**RCAS-TB ADVISED DPSM-BH DLR IS REQUESTING GRT TO BE OVERRIDDEN.
AFTER DISCUSSING FILE WITH DPSM-BH OVERRIDE HAS BEEN DECLINED. @11/16-ZTB827N
-
**RCAS-TB RECEIVED CALL FROM C AT 6:08 ON THIS DATE.
C STATES RETURNING CALL.
**RCAS-TB THANKED C. @11/16-ZTB827N
**RCAS-TB ADVISED C AT THIS TIME C IS OUTSIDE OF BASIC WARRANTY PARAMETERS OF
3 YEARS/36,000 MILES SO NISSAN IS UNABLE TO ASSIST WITH SEAT REPAIR OF VEHICLE
C STATES UNHAPPY AND FEELS SEAT SHOULD NOT HAVE WENT BAD AFTER 3 YEARS.
**RCAS-TB REFERRED C TO WARRANTY BOOKLET.
C STATES NISSAN NEEDS TO MAKE A BETTER DECISION THAN THIS ONE.
**RCAS-TB ACKNOWLEDGED AND THANKED C.
CALL ENDED. @11/16-ZTB827N
-
**RCAS-TB CLOSING FILE. @11/27-ZTB827N
**RCAS-TB VERIFIED NO PREVIOUS FILES. @11/27-ZTB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

THANKS,
TAMELA

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 3984	EFFECTIVE: 11 / 10 / 06	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: ZDW797N	
HISTORY:	UPDATE BY: ZTB827N	
SVC CALL#:	UPDATE DATE: 11 / 27 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 27 / 06	
RESP CAA: BERRY, TAMELA	OLM: SMIT AGNES	MICROFILM: N
PHONE: 6157257932	OWNER FIRST:	DOM:
		LANGUAGE: E ENGLISH

CONFIDENTIAL

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T23W [REDACTED] Y
CITY: ATLANTA		YR/MDL: 2003.0 MUR MILEAGE: 65000
ST/ZIP: GA [REDACTED]	VCAN: N	IN SVC DATE: 10 / 11 / 03
DAY PH: [REDACTED]	PAID:	RTL DLR: 2181 TEAM NISSAN/LITHIA SPRING
EVE PH: [REDACTED]	SUSP:	SVC DLR: 2181 TEAM NISSAN/LITHIA SPRING
DLR PH: 770 739 2005	DENY:	RESP DLR: 2181 TEAM NISSAN/LITHIA SPRING
		REGION: 34 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 40000 # NISSAN/INFINITI VEHICLES: 2
 VEHICLE MAINTAINED BY: TNDEPENDENT
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 11 / 13 / 06	XFER/RSPNSBLTY: 34 01 S
CONTACT (S):	FOLLOWUP DATE: 11 / 24 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 11 / 21 / 06	DATANET (Y/N): 11 / 15 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZLA412N 11/13/2006

NO PREVIOUS FILES FOUND.

@11/13-ZLA412N

CRR-LA VERIFIED C'S NAME, ADDRESS, DAY/EVE PHONE, MILEAGE, VIN
AND RESPONSIBLE DLR.

CRR-LA CHECKED FOR RECALLS/CAMPAIGNS AND FOUND NONE.

CRR-LA ADVISED C.

CRR-LA RECEIVED INBOUND CALL FROM C.

C STATES THAT WHILE DRIVING DRIVER'S SIDE SEAT CAME LOSE.

C STATES THAT WHEN VEH WAS TAKEN TO LTHONIA SPRINGS NISSAN, C WAS
TOLD THAT SEAT WAS DEFECTIVE AND WAS ADVISED TO CONTACT NNA.

CRR-LA APOLOGIZED TO C AND ADVISED THAT C'S CONCERNS WILL BE NOTED
AND FORWARDED TO RCAS FOR REVIEW AND A CALL BACK BY THE END OF NEXT
BUSINESS DAY.

C UNDERSTOOD.

CRR-LA INQUIRED IF C NEEDED FURTHER ASSISTANCE.

@11/13-ZLA412N

C STATED NO.

CRR-LA PROVIDED C WITH CRR'S NAME, EXT AND FILE NUMBER.

C THANKED AND ENDED CALL.

@11/13-ZLA412N

>>>RCAS JZ CONTACTED C AT 11:34AM AND LEFT VMX.

@11/14-ZJZ881N

>>>RCAS JZ RCVD INBOUND CALL FROM C AT 12:50PM. C STATED A
PIECE FROM THE DRIVER SIDE SEAT BROKE AND WOULD COST C \$600 TO HAVE SEAT
REPAIRED. C STATED C FEELS THAT ISSUE SHOULD BE RECALLED. C STATED C WANTS
TO GIVE NNA AN OPPORTUNITY TO INITIATE RECALL FOR ISSUE THAT HAPPENED TO
C'S SEAT. RCAS JZ ADVISED C THAT C'S VEH IS NOT INVOLVED IN ANY RECALLS
AT THIS TIME BUT RCAS WOULD LIKE TO CONTACT DLR AND GET MORE INFORMATION.
RCAS JZ INFORMED C THAT AFTER RCAS SPEAKS WITH DLR RCAS OR SM WILL FOLLOW
UP WITH C. C UNDERSTOOD AND ENDED CALL.

@11/14-ZJZ881N

>>>RCAS JZ CONTACTED SM-KEVIN AT 11:51AM AND LEFT VMX.

@11/16-ZJZ881N

>>>RCAS JZ RCVD INBOUND CALL FROM SM-KEVIN AT 3:07PM. SM STATES
LEFTFRONT OF DRIVER SEAT GOES ALL THE WAY DOWN. SM STATES SEAT TRACK BROKE AND

SEAT TRACK ONLY COMES AS WHOLE BOTTOM ASSEMBLY. SM STATED DLR
ONLY HAS WARRANTY WORK FOR C'S VEH. SM STATED C IS NOT A GOOD SERVICING C AND
DOES NOT RECOMMEND GRT FOR C. RCAS JZ UNDERSTOOD.

@11/16-ZJZ881N

>>>RCAS JZ CONTACTED C AT 9:18AM. RCAS JZ INFORMED C THAT RCAS
HAS CONTACTED SM AT DLR. RCAS INFORMED C THAT SEAT TRACK ASSEMBLY FALLS
UNDER THE BASIC WARRANTY WHICH IS 3YRS/36K MILES WHICH EVER COMES FIRST.

C STATED THIS ISSUE SHOULD BE RECALLED. RCAS JZ INFORMED C THAT AT THIS TIME
C'S VEH IS NOT INVOLVED IN ANY RECALLS. RCAS JZ ADVISED C THAT IF PART SHOULD
EVER BE INVOLVED IN A RECALL AS LONG AS C HAS WORK PERFORMED AT DLR C MAY BE
ENTITLED TO A REIMBURSEMENT. C UNDERSTOOD AND STATED C WILL JUST PURSUE WITH
OTHER ALTERNATIVES AND ENDED CALL.

*****FILE CLOSED*****

@11/21-ZJZ881N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 2181	EFFECTIVE: 11 / 13 / 06	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: ZLA412N	
HISTORY:	UPDATE BY: ZJZ881N	
SVC CALL#:	UPDATE DATE: 11 / 21 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 21 / 06	MICROFILM: N
RESP CAA: ZULUETA, JOSE	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257901	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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REQUESTED BY: lattad

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WEST HARTFORD
ST/ZIP: CT [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 860 549 2800

VIN: JN8AZ08WX4W [REDACTED] Y
YR/MDL: 2004.0 MUR MILEAGE: 58888
IN SVC DATE: 07 / 23 / 04
RTL DLR: 3033 GEORGE HARTE NISSAN, INC.
SVC DLR: 2148 HARTE NISSAN, INC.
RESP DLR: 2148 HARTE NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 13 13 43

VCAN: Y
PAID: 3
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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 5
VEHICLE MAINTAINED BY: 3033 GEORGEHARTENISSA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 13 / 06 XFER/RSPNSBLTY: 26 13 S
CONTACT (S): FOLLOWUP DATE: 11 / 14 / 06 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 11 / 15 / 06 DATANET (Y/N): 11 / 15 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZNS627N 11/13/2006

NO PREVIOUS FILES FOUND

@11/13-ZNS627N

CRR-NS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE# AND RESPONSIBLE DLR.

CRR-NS CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND NONE

CRR-NS ADVISED C OF NO OPEN RECALLS ON VEH

C STATED C IS CALLING BECAUSE ON THE DRIVER'S SIDE SEAT THE METAL BAR UNDER THE SEAT ASSEMBLY BROKE. C STATED THIS HAPPENED 11-11-06 AND C IS CURRENTLY

AT THE DLR TODAY AND THE DLR ADVISED C THIS REPAIR IS NOT COVERED UNDER WARRANTY. C STATED IS SEEKING FINANCIAL ASSISTANCE FROM NNA IN REGARDS TO GETTING VEH REPAIRED. C STATED THE DLR SAID THE REPAIR WOULD COST \$820.00.

C STATED C SPOKE WITH SAL.

CRR-NS ADVISED C FILE WILL BE FORWARDED TO RCAS FOR REVIEW

CRR-NS PROVIDED FILE#.NAME AND EXT57993

CRR-NS ADVISED IF C NEEDED FURTHER ASSISTANCE.

C STATED NO, THANKED AND ENDED CALL.

@11/13-ZNS627N

CRR MD RECEIVED INBOUND CALL FROM C.

C STATES C HAS NOT HEARD FROM RCAS.

CRR MD ADVISED THE RCAS HAS REVIEW THE FILE AND WILL CONTACT C

AS SOON AS POSSIBLE.

@11/15-ZMD647N

C UNDERSTOOD.

CRR MD OFFERED TO SEND AN EMAIL TO RECAS.

C STATED FINE.

C THANKED AND ENDED THE CALL.

@11/15-ZMD647N

RCAS CONTACTED DLR AND SPOKE TO SM-EDDIE WHO ADVISED THAT C HAS NOT BEEN TO DLR SINCE 2004.

@11/15-ZMP034N

SM BELIEVES THAT C IS AT DLR 2148.

@11/15-ZMP034N

RCAS CONTACTED DLR AND SPOKE TO SM-BRYAN WHO ADVISED THAT C NEEDS A NEW SEAT FRAME IN VEH.

SM ADVISED THAT GRT WAS RUN AND IT WAS DECLINED.

@11/15-ZMP034N

RCAS UPDATED DLR INFOR IN FILE

@11/15-ZMP034N

RCAS CONTACTED DPSM TO REVIEW FILE FOR ASSISTANCE.

DPSM ADVISED THAT DPSM WOULD STAND BY GRT AND NISSAN WOULD NOT OFFER ASSISTANCE AT THIS TIME.

@11/15-ZMP034N

RCAS CONTACTED C

RCAS INFORMED C THAT C'S FILE HAD BEEN REVIEWED AND BASED UPON THE INFORMATION NISSAN HAD, AT THIS TIME NISSAN WOULD NOT BE IN THE POSITION TO ASSIST C DUE TO VEH IS OOW. RCAS INFORMED C THAT RCAS-MP HAD A REGIONAL REP REVIEW C'S FILE FOR POSSIBLE ASSISTANCE AND IT WAS NOT RECOMMENDED. C STATED THAT C UNDERSTOOD. C STATED THAT C WOULD NEVER BUY ANOTHER NISSAN AGAIN. C THANKED RCAS AND ENDED CALL.

****FILE CLOSED****

@11/15-ZDK200N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:24 PM

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 2148	EFFECTIVE: 11 / 13 / 06	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: ZNS627N	
HISTORY:	UPDATE BY: ZMP034N	
SVC CALL#:	UPDATE DATE: 11 / 15 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 11 / 15 / 06	MICROFILM: N
RESP CAA: PLANTE, MAURICE	OLM: ROYSTER KAREN	DOM: CARMICHIEL BUTCH X
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5531983

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:24 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 7/23/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
48	RCDC02357387	3033 CT	7/23/2004	7/23/2009	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: RCDC02357387	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: C	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 07/23/04	EFFECTIVE:
EXPIRES: 07/23/09 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 7/28/2004	TRANSACTION:
PRINTED: 07/31/04	PRINTED:
DEALER NO: 3033 STATE: CT	DEALER NO: STATE:
DEALER NAME: GEORGE HARTE NISSAN, INC.	DEALER NAME:
-----+-----	

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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JN8AZ08W65W [REDACTED] Y
CITY: PORT JERVIS YR/MDL: 2005.0 MUR MILEAGE: 42000
ST/ZIP: NY [REDACTED] IN SVC DATE: 02 / 23 / 05
DAY PH: [REDACTED] VCAN: N RTL DLR: 3367 NISSAN OF MIDDLETOWN
EVE PH: [REDACTED] PAID: SVC DLR: 3367 NISSAN OF MIDDLETOWN
DLR PH: 845 374 6555 SUSP: RESP DLR: 3367 NISSAN OF MIDDLETOWN
DENY: REGION: 26 DIST: SL/SV/PT: 09 09 39

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

ORIG CODE: CT 11 OPEN DATE: 11 / 13 / 06 XFER/RSPNSBLTY: 26 09 S
CONTACT (S): FOLLOWUP DATE: 12 / 14 / 06 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 11 / 06 DATANET (Y/N): 12 / 06 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZSS969N 11/13/2006

NO PREVIOUS FILES FOUND.

CRR-SS VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND THE RESPONSIBLE DLR.

CRR-SS CHECKED FOR THE RECALL/CAMPAIGN INFORMATION AND FOUND :

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 00/00/00

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 08/21/06 3367

CRR-SS RECEIVED AN INBOUND CALL FROM C- ED.

C STATED THAT THE DRIVER SEAT IS BROKEN.

C STATED THAT C THE VEH HAD 41000 MILEAGE ON THE VEH AND ALSO SPOKE TO THE SM AT NISSAN OF MIDDLETOWN AND WAS ADVISED THAT NISSAN WILL NOT COVER THE REPAIRS UNDER WARRANTY.

C STATED THAT THE ISSUE IS SAFETY RELATED AND C DOES NOT WANT TO PAY \$500 FOR THE REPAIRS ON THE SEAT.

C STATED THAT C IS VERY UPSET AND IF THE ISSUE IS NOT RESOLVED, C WILL CONTACT CONTACT TEH GOVERNMENT.

C STATED THAT THE SEAT WAS BROKEN BEFORE THE WARRANTY WAS EXPIRED. HOWEVER. C NOTICED THE BROKEN SEAT LATER.

C STATED THAT THE SM ADVISED C THAT THE DLR HAD REPLACED TEN SEATS ON THE MURANOS UNDER WARRANTY.

CRR-SS CHECKED AND ADVISED C THAT THERE IS A RECALL ON THE SEAT BELT PROTECTOR AND ADVISED C TO HAVE THE RECALL PERFORMED.

C STATED THAT C IS AWARE OF THE RECALL, AS C CONTACTED THE DLR FOR THE RECALLS BUT THE DLR PERFORMED THE RECALL ON THE TANK PROTECTORS.

C STATED THAT THE DLR COULD NOT PERFORM ANOTHER RECALL AS THE PART WAS NOT AVAILABLE.

C STAED THAT C WOULD LIKE NISSAN TO REPLACE THE SEAT.

CRR-SS ADVISED C THAT CRR-SS WILL TRANSFER THE CALL TO AN AGENT SO THAT C'S CONCERN CAN BE ADDRESSED.

C UNDERSTOOD.

CRR-SS PROVIDED C WITH THE FILE NUMBER, NAME AND EXTENSION.

C THANKED AND CRR-SS TRANSFERRED THE CALL TO CRR-MS. @11/13-ZSS969N

CRR-MS RECEIVED INBOUND CALL FROM GENPAC.

C STATES SEAT IN C'S VEH IS BROKEN AND HAS SEPERATED FROM FLOOR OF VEH.

C STATES DRIVERS SEAT IS THE DAMAGED SEAT.

C STATES 3/4'S OF THE SEAT IS STILL ATTACHED TO FLOOR.

C STATES C WOULD LIKE NNA ASSISTANCE IN HAVING SEAT REPAIRED.

C STATES C TOOK VEH TO 3367 NISSANOFMIDDLETOWN TODAY, 11/13/06, AND DLRSHIP INFORMED C THAT C WAS OUT OF BASIC WARRANTY.

CRR-MS ADVISED C THAT C'S CONCERN WILL BE FORWARDED TO RCAS FOR REVIEW.

CRR-MS VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE# AND RESPONSIBLE DLR.

CRR-MS CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

OPEN R0511 MURANOSBPROTECTNTB06-024 02/14/06 07/24/06 00/00/00

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 07/24/06 08/21/06 3367

CRR-MS ADVISED C THAT RCAS OR DLR WILL CONTACT C BY END OF NEXT BUSINESS DAY.

CRR-MS PROVIDED NAME. EXTENSION AND FILE#.

CRR-MS OFFERED FURTHER ASSISTANCE.

C STATED NO THANK YOU.

CRR-MS FORWARDING FILE TO RCAS. @11/13-ZMS426N

CRR-JJ RECEIVED INBOUND CALL FROM C STATING C IS TIRED OF WAITING FOR CALL FROM RCAS @11/21-ZJJ902N

CRR-JJ TRANSFERRED CALL TO RCAS-TH VMX @11/21-ZJJ902N

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CRR-JJ RECEIVED VMX FROM C STATING C STILL HAS NOT HEARD FROM RCAS AND IS FRUSTRATED. @12/04-ZJJ902N

CRR-JJ SENT EMAIL SINCE RCAS-DW HAS HAD FILE TRANSFERRED TO RCAS-DW @12/04-ZJJ902N

CRR-KC RECEIVED INBOUND CALL FROM C.
C STATES IS UPSET BECAUSE THE C HAS NOT GOTTEN THE SEAT FIXED.
C STATES HAS NOT HEARD BACK FROM RCAS. @12/04-ZKC249N
CRR-KC TRIED TO GET RCAS-DW ONLINE BUT RCAS-DW WAS NOT AVAILABLE.
C REQUESTED TO BE TRANSFERRED TO RCAS-DW VMX.
CRR-KC TRANSFERRED CALL AND SENT EMAIL TO RCAS-DW REQUESTING A CALLBACK.
@12/04-ZKC249N

CRR-SM RECEIVED INBOUND CALL.

██████████ STATES HAVE CALLED OVER SEVEN TIMES CONCERNING THE BROKEN SEAT AND HAVE NOT RECEIVED A CALL BACK FROM RCAS.

██████████ WANTED TO SPEAK WITH A SUPERVISOR IMMEDIATELY.

CRR-SM ADVISED A SUPERVISOR CALL BACK WILL BE BETWEEN 4-8 BUSINESS HOURS.

██████████ STATES FEELS HAVE BEEN GIVEN THE RUN AROUND AND IS BEING IGNORED.

CRR-SM APOLOGIZED FOR INCONVENIENCE.

CRR-SM ADVISED EMAIL WAS SENT TODAY TO RCAS-DW. @12/04-ZSM907N

CRR-SM ADVISED ██████████ TO CALL CRR-SM ON 12-05-06 IF C HAVEN'T HEARD BACK FROM RCAS-DW.

C STATES APPRECIATED THE EFFORT TO ASSIST. @12/04-ZSM907N

CRR-SM ADVISED NOT A PROBLEM.

CRR-SM PROVIDED NAME AND EXTENSION.

CRR-SM ENDED CALL. @12/04-ZSM907N

RCAS-DW CALLED C AT 11:09 AM CST ON 845 856 1210 AND INQUIRED TO SPEAK WITH

██████████ AND AND MR. MASCARA STATES C'S MOTHER DRIVES THIS VEH AND C STATES THE C'MOTHER NOTICED THE VEH WAS HAVING A CONCERN A WHILE BACK BUT WAS NOT AWARE C SEAT WAS SUPPOSE TO BE BOLTED TO THE FLOOR. C STATES C DOES NOT FEEL C SHOULD HAVE TO PAY \$590 FOR THE REPAIR BECAUSE RAMSEY NISSAN STATES THE SEATS ARE BREAKING AND THAT THE DLRSHIP HAD TO REPAIR 10 SEATS ALREADY AND C STATES DLR 3367 ADVISED C THAT 3367 HAS EXPERIENCED THIS AS WELL WITH SEVERAL VEH. C STATES C MOTHER ONLY WEIGHS 140 POUNDS SO C'S MOTHER WEIGHT IS NOT A ISSUE. C STATES C USED TO DRIVE THE VEH AND THEN C MOTHER DRIVES THE VEH.

RCAS-DW ADVISED THE C THAT RCAS-DW WOULD CALL THE DLRSHIP TOMORROW MORNING TO INQUIRED IF THE CONCERN IS NORMAL OR A DEFECT AND IF THE DLRSHIP ADVISED RCAS THE CONCERN IS A NORMAL WEAR AND TEAR THEN RCAS-DW WOULD HAVE TO ADVISED C THAT NNA IS NOT IN POSITION TO ASSIST C.

C UNDERSTOOD AND C STATES IF THAT IS THE ANSWER THEN C WOULD TRADE THE VEH IN.

RCAS-DW UNDERSTOOD AND ADVISED C THAT RCAS-DW WOULD CONTACT C BACK AFTER RCAS HAS RECEIVED MORE INFORMATION. @12/05-ZDW294N

C UNDERSTOOD AND C ENDED THE CALL. @12/05-ZDW294N

RCAS-DW CALLED THE DLRSHIP AT 11:55 AM CST ON 8453746555 DAVID STATES: GRT DECLINED-SERVICE HISTORY IS WARRANTY WORK ONLY.

NOT A GOOD SERVICE CUSTOMER. @12/05-ZDW294N

NO OIL CHANGE CHANGES

WARRANTY C ONLY IF NOT A MAINTANENCE C ONLY. @12/05-ZDW294N

ONLY PAID FOR A 10\$ INSPECTION. @12/05-ZDW294N

RCAS-DW INQUIRED IF THIS CONCERN IS A NORMAL WEAR AND TEAR.

SM-DAVID STATES DAVID WOULD NOT BE ABLE TO TELL RCAS-DW IS THIS IS A NORMAL WEAR AND TEAR BECAUSE C WOULD NEED TO BRING VEH TO DLRSHIP. @12/05-ZDW294N

RCAS-DW THANKED SM-DAVID FOR THE INFORMATION AND INQUIRED IF DATA NET OR PHONE IS FASTER.

DAVID STATES CALLING IS BETTER BECAUSE DAVID DOES NOT TYPE FAST.

RCAS-DW ADVISE SM-DAVID THAT DATA NET WOULD CUT DONE ON THE CALLS AND ITS

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BEST TO HAVE FILE DATA NET ANYWAY.

DAVID STATES CALLING IS BETTER AND DAVID THANKED RCAS-DW FOR CALLING AND ENDED THE CALL.
@12/05-ZDW294N

@12/11-ZDW294N

RCAS-DW CALLED [REDACTED] AT 9:18 AM CST ON [REDACTED] AND SPOKE WITH [REDACTED] TO ADVISED C THAT NNA IS NOT IN POSITION TO ASSIST C BECAUSE C VEH IS OUT OF 3/36 PARAMETERS. RCAS-DW ADVISED C BY THAT BEING SAID C IS MORE THAN WELCOME TO TAKE C VEH INTO THE DLRSHF FOR ASSISTANCE FOR ASSISTANCE AND THIS WOULD BE C PAY.

C STATES C DOES NOT AGREE WITH THE DECISION AND THAT C WILL CALL BBB AND HIGHWAY SAFETY AND C WILL TAKE VEH INTO THE DLRSHF FOR THE REPAIR AND PAY FOR THIS CONCERN AND C THANKED RCAS-DW FOR ASSSITING C WITH WHAT RCAS COULD AND C ENDED THE CALL.
@12/11-ZDW294N

RCAS-DW IS CLOSING FILE.

@12/11-ZDW294N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

SM-DAVID HAS GRT BEEN RAN. PLEASE REVIEW AND UPDATE NOTES THANKS. WILL CALL TOMORROW MORNING THANKS

DEALER ACTION:

GRT HAS BEEN RAN AND DENIED BY NISSAN. CUSTOMER DOES WARRANTY WORK ONLY. DEALE RSHIP WILL NOT PARTICIPATE IN PAYING. IF NISSAN WANTS TO DO SOMETHING AND PAY FOR IT THAT IS FINE.
@12/06-3367

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	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: 3367	EFFECTIVE: 11 / 13 / 06	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: ZSS969N	
HISTORY:	UPDATE BY: ZDW294N	
SVC CALL#:	UPDATE DATE: 12 / 11 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 11 / 06	MICROFILM: N
RESP CAA: WILLIAMS, DOROTHY	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257910	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W64W [REDACTED] Y
CITY: TURNERSVILLE	YR/MDL: 2004.0 MUR MILEAGE: 91000
ST/ZIP: NJ [REDACTED]	IN SVC DATE: 07 / 16 / 04
DAY PH: [REDACTED]	RTL DLR: 3871 EXTON NISSAN
EVE PH: [REDACTED]	SVC DLR: 5060 EXTON NISSAN(SARR OPS.LP)
DLR PH: 610 594 7400	RESP DLR: 5060 EXTON NISSAN(SARR OPS,LP)
VCAN: N	REGION: 26 DIST: SL/SV/PT: 06 06 36
PAID:	
SUSP:	
DENY:	

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 5
 VEHICLE MAINTAINED BY: EXTON NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 55000 (PT) MONTHS: MILES: 31000

ORIG CODE: CT 11	OPEN DATE: 12 / 04 / 06	XFER/RSPNSBLTY: 26 06 S
CONTACT (S):	FOLLOWUP DATE: 12 / 05 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 12 / 12 / 06	DATANET (Y/N): 12 / 06 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZNC233N 12/04/2006

NO PREVIOUS FILES FOUND.

@12/04-ZNC233N

CRR-NC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE

RESPONSIBLE DLR:

CRR-NC CHECKED AND ADVISED C OF OPEN/CLOSED RECALLS/CAMPAIGNS AND FOUND:

CRR-NC RECVD AN INBOUND CALL FROM C STATING.

C STATED OTHER NNA VEH'S OWNED: MAXIMA'S 1982-2004

C STATED VEH DRIVERS SIDE SEAT FRAME BROKE UNDER SEAT.

C STATED TOOK VEH TO DLR AND WAS INFORMED VEH IS OOW AND TO CALL NNA.

C STATED FRAME SHOULD NOT BRAKE AND IS A DEFECT.

C STATED DLR INFORMED C WOULD HAVE TO BUY A WHOLE NEW SEAT FRAME.

C STATED PURCHASED A NEW SEAT FRAME \$500.00 AND TOTAL \$777.77.

C STATED WOULD LIKE TO BE REFUND FOR REPAIR AND AN EXPLANATION OF WHY A TWO YEAR OLD SEAT FRAME WOULD BRAKE.

@12/04-ZNC233N

CRR-NC ADVISED C THAT ALL C'S COMMENTS AND CONCERNS WILL BE FORWARDED TO A RCAS WHO WILL REVIEW C'S FILE WITH THE SM OF DLR TO DETERMINE IF NISSAN CAN ASSIST C WITH THIS MATTER. OR DLR SM HAVE UNTIL THE END OF THE FOLLOWING

CRR-NC ADVISED C THAT C WILL BE CALLED BACK BY DLR SM/STAFF OR RCAS BY THE END OF THE FOLLOWING BUSINESS DAY.

C UNDERSTOOD.

CRR-NC ASKED C IF C HAD ANY ADDITIONAL QUESTIONS OR CONCERNS AT THIS TIME.

C STATED NO.

CRR-NC GAVE C CRR'S NAME, EXTENTION: 57791 AND C'S FILE NUMBER.

CRR-NC THANKED C FOR CALLING NISSAN CONSUMER AFFAIRS. @12/04-ZNC233N

CRR-NC FORWARDING FILE TO RCAS FOR REVIEW OF C'S REQUEST FOR EXPLANATION OF WHY DRIVERS SIDE SEAT FRAME BROKE AND REFUND OF COST TO REPLACE FRAME \$777.77.

@12/04-ZNC233N

*

RCAS CHANGED SVC DLR TO 5060 AS 3971 IS AN INACTIVE DLR. @12/05-ZDA881N

RCAS UPDATED OOW INFORMATION @12/05-ZDA881N

*

RCAS CONTACTED DLR. SM-KEN STATED VEH HAS NEVER BEEN AT DLR FOR A DIAGNOSIS OF THE SEAT FRAME. RCAS UNDERSTOOD. CALL ENDED. @12/05-ZDA881N

*

RCAS VERIFIED ONE NISSAN OWNED: CURRENT VEH @12/05-ZDA881N

*

RCAS CONTACTED C IN REGARDS TO CONCERN. RCAS ASKED C TO EXPLAIN THE CONCERN WITH THE SEAT FRAME. C STATED C NOTICED THE LEFT REAR CORNER OF THE SEAT HAD FALLEN DOWN. C STATED C TOOK VEH TO INDEPENDENT FOR AN OIL CHANGE AND HAD SEAT LOOKED AT DURING OIL CHANGE. C STATED INDEPENDENT INFORMED C THAT SEAT FRAME HAD BROKEN AND INFORMED C THAT AN AUTO BODY SHOP COULD FIX FRAME. C STATED C TOOK VEH TO NISSAN OF TURNERSVILLE FIRST AND DLR DID NOT SEEM TO CARE AS C IS OOW. C STATED C TOOK VEH TO AUTO BODY SHOP BECAUSE C'S VEH WAS DAMAGED IN A WIND STORM AND WHILE C WAS AT AUTO BODY SHOP, C HAD AUTO BODY SHOP TAKE CARE @12/05-ZDA881N

OF SEAT FRAME. C STATED AUTO BODY SHOP REPLACED SEAT FRAME AND A CODE SHOWED UP THAT AUTO BODY SHOP WAS UNABLE TO TURN OFF. C STATED C TOOK VEH TO CHERRY HILL NISSAN TO HAVE CODE SHUT OFF AND TO TALK TO SOMEONE ABOUT REIMBURSEMENT FOR SEAT FRAME REPAIR. C STATED CHERRY HILL NISSAN DID NOT SEEM TO CARE EITHER SINCE C IS OOW. C STATED SOMETHING HAS TO BE DONE AS C FEELS AS IF A SEAT FRAME SHOULD NEVER BREAK. C STATED THE ISSUE HAS NOTHING TO DO WITH MILEAGE AND WAS A SAFETY CONCERN AS FRAME WAS BROKEN AND CROOKED. C STATED THAT IS WHY

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C HAD CONCERN TAKEN CARE OF AT AUTO BODY SHOP. C STATED IF CONCERN IS NOT RESOLVED, C WILL NEVER PURCHASE ANOTHER NISSAN AGAIN. C STATED C WILL ALSO REPORT CONCERN TO NHTSA AS C FEELS THIS IS A SAFETY CONCERN. RCAS INFORMED C THAT RCAS CANNOT GUARANTEE REIMBURSEMENT AS C IS OOW AND C HAD REPAIR DONE AT AN INDEPENDENT AND NNA DOES NOT COVER SUCH REPAIRS. C STATED SOMETHING HAS TO BE DONE BECAUSE THIS FRAME SHOULD HAVE NEVER BROKEN. RCAS INFORMED C THAT REQUEST WILL BE REVIEWED AND C WILL RECEIVE A CALLBACK IN BY THE END OF THE @12/05-ZDA881N

WEEK. C UNDERSTOOD. CALL ENDED.

@12/05-ZDA881N

*

RCAS CONTACTED DPSM AND EXPLAINED SITUATION. DPSM STATED DPSM WOULD NOT BE IN A POSITION TO REIMBURSE C FOR REPAIR AS C IS OOW AND REPAIR WAS DONE AT AN INDEPENDENT. RCAS UNDERSTOOD. CALL ENDED. @12/07-ZDA881N

*

RCAS CONTACTED C AND LEFT VMX.

@12/12-ZDA881N

*

RCAS RECEIVED INBOUND CALL FROM C. RCAS INFORMED C THAT FILE HAS BEEN REVIEWED AGAIN AND NNA WOULD NOT BE IN A POSITION TO ASSIST C AT THIS TIME. C STATED C THINKS THAT IS RIDICULOUS AND WILL BE WRITING A LETTER. C STATED C WILL ALSO BE SENDING A COPY OF THE LETTER TO THE TRANSPORTATION BOARD AS WELL AS MAKING A POST ON THE INTERNET. C STATED C WILL ALSO NEVER PURCHASE ANOTHER NISSAN AGAIN AND WILL GET RID OF CURRENT VEH AS WELL. CALL ENDED. @12/12-ZDA881N

*

FILE CLOSED

@12/12-ZDA881N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT RCAS DANIELLE WITH ANY QUESTIONS OR CONCERNS AT 615-725-7755. THANK YOU.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3J	ROOT CAUSE: SNFA
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: 5060	EFFECTIVE: 12 / 04 / 06	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: ZNC233N	
HISTORY:	UPDATE BY: ZDA881N	
SVC CALL#:	UPDATE DATE: 12 / 12 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 12 / 06	MICROFILM: N
RESP CAA: ALEXANDER, DANIELLE	OLM: ROYSTER KAREN	DOM: STALNAKER ROBERT
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED] SC: ONE CONTRACT
STREET: [REDACTED] VIN: JN8AZ08W03W [REDACTED] Y
CITY: OAK LAWN YR/MDL: 2003.0 MUR MILEAGE: 26000
ST/ZIP: IL [REDACTED] IN SVC DATE: 01 / 20 / 03
DAY PH: [REDACTED] VCAN: Y RTL DLR: 1864 KELLY NISSAN, INC.
EVE PH: [REDACTED] PAID: 4 SVC DLR: 1864 KELLY NISSAN, INC.
DLR PH: 708 499 1000 SUSP: 0 RESP DLR: 1864 KELLY NISSAN, INC.
DENY: 0 REGION: 24 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 1864 KELLYNISSAN.INC.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 04 / 06 XFER/RSPNSBLTY: 24 02 S
CONTACT (S): FOLLOWUP DATE: 12 / 05 / 06 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 12 / 05 / 06 DATANET (Y/N): 12 / 06 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

CONFIDENTIAL

DATE: 1/26/2009
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C. A. R. COMMENTS

FILE OPENED-ZNS627N 12/04/2006

PREVIOUS RELATED FILE FOUND:5515305

CRR-NS VERIFIED C'S NAME,ADDRESS,VIN,MILEAGE,DAY/EVE# AND RESPONSIBLE DLR

CRR-NS CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND @12/04-ZNS627N

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 11/21/05 11/14/05 1864

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/22/06 04/27/06 1864

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/22/06 05/11/06 1864

C STATED C IS HAVING A PROBLEM WITH THE DRIVER SIDE SEAT MOVING WHILE C IS DRIVING. C STATED THE SEAT WILL NOT STAY IN PLACE. C STATED C COULD GET INTO AN ACCIDENT WITH THE SEAT MOVING. C STATED THE VEH WAS AT THE DLRSHIP TWO WEEKS AGO AND C SPOKE WITH JOE. C STATED C IS SEEKING ASSISTANCE FROM NNA IN REGARDS TO GETTING THE SEAT REPAIRED PROPERLY.

CRR-NS ADVISED C FILE WILL BE FORWARDED TO RCAS FOR REVIEW

CRR-NS PROVIDED FILE#,NAME AND EXT57993

CRR-NS ADVISED IF C NEEDED FURTHER ASSISTANCE @12/04-ZNS627N

C THANKED AND ENDED CALL. @12/04-ZNS627N

RCAS-BR CONTACTED SA-JOE WHO STATES THAT C IS HEAVYSET AND THAT THIS IS AN ISSUE THAT C CREATED. C BROKE THE SEAT AND THIS IS NOT COVERED. @12/05-ZJR436N

RCAS-BR RECEIVED CALL FROM C. RCAS REITERATED TO C. AS STATED IN THE PREVIOUS FILE, THAT NNA IS NOT IN A POSITION TO ASSIST C WITH THIS REPAIR, AS C IS OOW AND DLR HAS DETERMINED THAT C BROKE THE SEAT. C STATED THAT C DID NOT AND THAT NNA IS MAKING TERRIBLE VEHICLES. RCAS LET C KNOW THAT IF C DISAGREES WITH WHAT DLR HAS STATED, C CAN FEEL FREE TO CONTACT RCAS, AT WHICH POINT RCAS CAN COMMUNICATE WITH DLR TO DETERMINE IF THERE IS ANY NEW DEVELOPMENT. AT THIS TIME, HOWEVER, IT IS NNA'S OPINION THAT SEAT WAS BROKEN AND THAT C'S ESC WILL NOT COVER THIS REPAIR. C UNDERSTOOD. @12/05-ZJR436N

FILE CLOSED. @12/05-ZJR436N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: RT3A	ROOT CAUSE: SCCM
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: 1864	EFFECTIVE: 12 / 04 / 06	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: ZNS627N	
HISTORY:	UPDATE BY: ZJR436N	
SVC CALL#:	UPDATE DATE: 12 / 05 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 05 / 06	MICROFILM: N
RESP CAA: RENICK, BRAD	OLM: SMIT AGNES	DOM: FENTON JOE
PHONE: 6157257743	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA5551535

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:25 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED]

VIN:
IN SCV DATE: 1/20/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
51	RCND01390169	24ESC CA	1/20/2003	1/20/2009	75.000

CANCEL DATE	TRANSFER DATE

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCND01390169		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: D		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 01/20/03		EFFECTIVE:	
EXPIRES: 01/20/09	MILES: 75,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/4/2004		TRANSACTION:	
PRINTED: 03/05/04		PRINTED:	
DEALER NO: 24ESC	STATE: CA	DEALER NO:	STATE:
DEALER NAME: NORTH CENTRAL CA CONTRACT		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

CAR ID: CA5559238N
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W25W [REDACTED] Y
CITY: PROVIDENCE		YR/MDL: 2005.0 MUR MILEAGE: 42000
ST/ZIP: RI [REDACTED]	VCAN: N	IN SVC DATE: 08 / 27 / 05
DAY PH: [REDACTED]	PAID: 2	RTL DLR: 3995 INSKIP NISSAN
EVE PH: [REDACTED]	SUSP: 3	SVC DLR: 3995 INSKIP NISSAN
DLR PH: 401 821 1510	DENY: 0	RESP DLR: 3995 INSKIP NISSAN
		REGION: 26 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: SPEEDY OIL/INDEPENDENT
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 12 / 11 / 06	XFER/RSPNSBLTY: 26 11 S
CONTACT (S):	FOLLOWUP DATE: 12 / 12 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 01 / 17 / 07	DATANET (Y/N): 12 / 12 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZCE465N 12/11/2006

NO PREVIOUS FILES FOUND

@12/11-ZCE465N

CRR-CE VERIFIED NAME, ADDRESS, DAY/EVE PHONES, VIN & RESPONSIBLE DLR & MILEAGE

CRR-CE CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND:(0) CLOSED (2) OPEN

OPEN R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/22/06 00/00/00

OPEN R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/22/06 00/00/00

C STATES THAT THE DRIVERS SEAT ON THE VEH IS BROKEN AND THE SEAT LEANS TOWARDS THE DRIVERS DOOR.

C STATES THAT C HAS TAKEN GOOD CARE OF THE VEH

C STATES THE SEAT WILL COST \$980.00 TO REPAIR

C STATES THAT THE DLRSHIP ADVISED C THAT THE SEAT WAS NOT COVERED UNDER WARRANTY.

C STATES THAT C USES THE VEH COMMERCIAL TO DELIVER MEDICAL SUPPLIES WITH THE VEH AND USES THE BACK SEATS TO TRANSPORT BOXES OF MEDICAL SUPPLIES.

C STATES C IS WORKING WITH SA-TINO AT THE DLRSHIP

@12/11-ZCE465N

C STATES THAT C IS SEEKING FINANCIAL ASSISTANCE WITH THE REPAIRS BECAUSE THE

C STATES THAT THE C HAS NOT DONE ANYTHING TO MAKE THE SEAT BREAK AND C FEELS THAT THE SEAT SHOULD NOT HAVE BROKEN THIS SOON

@12/11-ZCE465N

C STATES THAT THIS IS THE C'S FIRST NISSAN AND C STATES THAT IF C DOES NOT GET ASSISTANCE FROM NISSAN, THIS VEH WILL BE THE LAST PURCHASE THE C GETS FROM NISSAN.

@12/11-ZCE465N

CRR-CE FORWARDING THE FILE TO RCAS FOR REVIEW

CRR-CE ADVISED C WILL HEAR FROM RCAS OR SM OF DLRSHIP BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD

C STATES THE BEST TIME TO REACH C IS: ANYTIME

C STATES THE BEST # TO REACH C IS: 401-261-1269

CRR-CE GAVE C NAME, EXTENSION 57862 AND FILE#

C THANKED CRR-CE AND ENDED CALL

@12/11-ZCE465N

C STATES THAT THE SEAT BROKE ON 12/06/06. C ASKED IF C SHOULD PICK UP THE VEH AND NOT HAVE THE REPAIRS UNTIL RCAS MAKES A DECISION ON THE FILE.

CRR-CE ADVISED C THAT IF THE C NEEDS THE VEH FOR WORK AND THE C DOES NOT FEEL THAT THE ISSUE IS SAFETY RELATED. THEN IT WOULD BE THE C'S DECISION TO PICK UP THE VEH .

@12/11-ZCE465N

C UNDERSTOOD

@12/11-ZCE465N

RCAS CONTACTED DLR

@12/11-ZDR633N

DLR STATES THAT THE MOTOR ON THE SEAT STOPED WORKING

@12/11-ZDR633N

RCAS TO FOLLOW UP WITH DLR 12-12 AFTER SM-JAMIE HAS A CHANCE TO LOOK INTO THE VEHICLE CONCERNS FURTHER

@12/11-ZDR633N

RCAS CONTACTED DLR

@01/17-ZDR633N

DLR STATES THAT DPSM WAS CONTACTED GRT WAS OVERTURNED AND C WAS ASSISTED

@01/17-ZDR633N

C CONCERNS HAVE BEEN RESOLVED

@01/17-ZDR633N

RCAS CLOSING FILE

@01/17-ZDR633N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
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: 3995	EFFECTIVE: 12 / 11 / 06	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: ZCE465N	
HISTORY:	UPDATE BY: ZDR633N	
SVC CALL#:	UPDATE DATE: 01 / 17 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 17 / 07	MICROFILM: N
RESP CAA: RIDER, DANIEL	CAOM: JESSUP MITCH	CAOM: JESSUP MITCH
PHONE: 6157257788	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:25 PM

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

CAR ID: CA5570818N
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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08T94W [REDACTED] Y
CITY: SAN ANTONIO	YR/MDL: 2004.0 MUR MILEAGE: 48559
ST/ZIP: TX [REDACTED]	IN SVC DATE: 01 / 02 / 04
DAY PH: [REDACTED]	RTL DLR: 3152 JERRY'S NISSAN
EVE PH: [REDACTED]	SVC DLR: 986 GUNN NISSAN, LTD.
DLR PH: 210 496 0806	RESP DLR: 986 GUNN NISSAN, LTD.
VCAN: N	REGION: 32 DIST: SL/SV/PT: 01 01 31
PAID:	
SUSP:	
DENY:	

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: NISSAN AND INDEPENDANT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 12559 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 12 / 21 / 06	XFER/RSPNSBLTY: 32 04 S
CONTACT (S):	FOLLOWUP DATE: 12 / 22 / 06	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 12 / 22 / 06	DATANET (Y/N): 12 / 22 / 06

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	152000	FUEL PUMP
AI	FUEL/INTAKE SYSTEM	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

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CA5570818N

C. A. R. COMMENTS

FILE OPENED-ZKR401N 12/21/2006

NO PREVIOUS FILES FOUND.

CRR-KR VERIFIED C NAME, ADDRESS, VIN, MILEAGE, DAY/EVE # AND RESPONSIBLE DLR.

CRR-KR CHECKED FOR RECALLS/CAMPAIGNS AND FOUND AND ADVISED C:

CLSD P5215 MURANOALTERNATORNTB05-059

CLSD R0511 MURANOSBPROTECTNTB06-024

CLSD R0516 MURANOTANKPROTECTNTB06023

C STATES THAT 12/19/06 C WAS DRIVING AND C HEARD A SNAP AND THE DRIVERS SEAT SHIFTED AND WAS AT A SLANT. C STATES THAT C TOOK THE VEH TO GUNN NISSAN 12/20.

C STATES THAT C SPOKE WITH SM-RAY. C STATES THAT SM ADVISED C THAT THE SEAT TRACK BROKE ON THE VEH AND SINCE VEH IS OUT SIDE OF WARRANTY C WILL HAVE TO PAY FOR REPAIRS. C STATES THAT THE REPAIRS WILL COST \$795. C STATES THAT C IS SEEKING GOODWILL ASSISTANCE AND THAT SM RAN GRT AND WAS DENIED. C STATES THAT VEH IS NOT VERY OLD AND SEAT SHOULD NOT JUST BREAK WHEN C IS JUST DRIVING.

C STATES THAT VEH IS BEING REPAIRED AT DLRSHIP TODAY AND SHOULD BE FINISHED TODAY.

CRR-KR ADVISED C THAT CRR WILL TRANSFER FILE TO RCAS FOR FURTHER ASSISTANCE.

CRR-KR ADVISED C OF NEXT BUSINESS DAY CALLBACK. C UNDERSTOOD. CRR-KR

PROVIDED NAME, EXT AND FILE # AND C ENDED CALL. @12/21-ZKR401N

-

RCAS-TN CONTACTED SA-RAY AT THE DLRSHIP AT 11:12 AM CST.

SA-REY STATES SEAT IS WEAR AND TEAR ITEM AND IS NOT COVERED UNDER WARRANTY.

SA-REY STATES C IS NOT A GOOD SERVICING CUSTOMER AT THE DLRSHIP AND GRT HAS DENIED. SA-REY STATES SA-REY JUST CALLED C 15 MINUTES AGO AND ADVISED C THAT THE FUEL PUMP NEEDS TO BE REPLACED ALSO AT C'S COST BECAUSE FUEL PUMP IS NOT COVERED UNDER POWERTRAIN WARRANTY. SA-REY STATES C HAS AUTHORIZED THE FUEL PUMP TO BE REPAIRED.

RCAS-TN ADVISED SA-REY THAT IF C IS NOT A GOOD SERVICING CUSTOMER AND DLR DOES NOT FEEL LIKE DLR SHOULD ASSIST C, THEN NNA IS NOT IN THE POSITION TO ASSIST C FINANCIALLY. @12/21-ZTN186N

SA-REY STATES SA-REY WILL GIVE C A CALL.

RCAS-TN ADVISED SA-REY RCAS-TN WILL CONTACT C AT THE END OF TODAY OR TOMORROW ALSO.

RCAS-TN THANKED SA-REY AND ENDED CALL. @12/21-ZTN186N

-

RCAS-TN CONTACTED C AT THE DAYTIME PHONE # AT 12:03 PM CST. @12/22-ZTN186N

RCAS-TN RECEIVED MESSAGE STATING OFFICE IS CLOSED TODAY. @12/22-ZTN186N

-

RCAS-TN CONTACTED C AT THE EVE PHONE # AT 12:05 PM CST. @12/22-ZTN186N

RCAS-TN ADVISED C RCAS-TN CONTACTED DLRSHIP AND RESEARCH ISSUE FOR C.

RCAS-TN ADVISED C SEAT TRACK IS COVERED UNDER 36,000 MILES OR 36 MONTHS WARRANTY, WHICHEVER COMES FIRST. RCAS-TN ADVISED C VEH IS OOW BY 12559 MILES. C STATES THIS PART SHOULD NEVER BREAK.

RCAS-TN ADVISED C THE LIMITED WARRANTY COVERED THIS PART FOR 36,000 MILES ONLY AND RCAS-TN HAD REVIEWED ALL AVAILABLE FACTS REGARDING C'S SITUATION AND AT THIS TIME, NISSAN IS NOT IN THE POSITION TO ASSIST C.

C UNDERSTOOD.

C THANKED AND ENDED CALL.

RCAS-TN CLOSING FILE. @12/22-ZTN186N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 986	EFFECTIVE: 12 / 21 / 06	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: ZKR401N	
HISTORY:	UPDATE BY: ZTN186N	
SVC CALL#:	UPDATE DATE: 12 / 22 / 06	
CLOSE: Y (Y/N)	CLOSE DATE: 12 / 22 / 06	MICROFILM: N
RESP CAA: NGUYEN, THUY	OLM: SMIT AGNES	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

CAR ID: CA5583926N
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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08T23W [REDACTED] Y	
CITY: SAN ANTONIO		YR/MDL: 2003.0 MUR MILEAGE: 69700	
ST/ZIP: TX 78260 [REDACTED]		IN SVC DATE: 04 / 06 / 03	
VCAN: Y	RTL DLR: 3287	ANCIRA NISSAN, INC.	
PAID: 2	SVC DLR: 3287	ANCIRA NISSAN, INC.	
SUSP: 0	RESP DLR: 3287	ANCIRA NISSAN, INC.	
DENY: 0	REGION: 32	DIST: SL/SV/PT: 01 01 31	
DLR PH: 210 558 5001			

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 36358 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3287 ANCIRA NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: 33700 (PT) MONTHS: MILES: 9700

ORIG CODE: CT 11	OPEN DATE: 01 / 08 / 07	XFER/RSPNSBLTY: 32 01 S
CONTACT (S):	FOLLOWUP DATE: 01 / 17 / 07	DATANET (Y/N): 1
SEVERITY: 3	CLOSE DATE: 01 / 16 / 07	DATANET (Y/N): 01 / 09 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZTN186N 01/08/2007

PREVIOUS UNRELATED FILE FOUND: 5259170.

PREVIOUS RELATED FILE FOUND: 5553121.

RCAS-TN VERIFIED C'S NAME, ADDRESS, BOTH DAY/EVE PHONES, VIN, RESPONSIBLE DLR.

RCAS-TN CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND: @01/08-ZTN186N

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 08/01/05 11/09/06 3287

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 03/20/06 11/09/06 3287

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 03/20/06 11/09/06 3287

RCAS-TN RECEIVED VMX FROM C AT 3:17 PM CST ON 1/5/07.

-

RCAS-TN CONTACTED C AT THE DAYTIME PHONE # AT 9:10 AM CST.

C STATES DRIVER SIDE SEAT FRAME HAS BROKEN. C STATES FRONT HALF OF SEAT MOVES

UP AND DOWN. C STATES SEAT MOVES BACK AND FOURTH WHEN DRIVING THE VEH.

C STATES DLRSHIP ADVISED C THAT THE COVERED COST FOR REPAIRS UNDER ESC WOULD BE \$200 AND THE OUT OF POCKET EXPENSES TO THE C WOULD BE, A LITTLE OVER \$400.

C STATES DOES NOT FEEL THAT A SEAT SHOULD BE BROKEN.

C STATES WHEN C PURCHASED ESC DLRSHIP MADE IT OUT TO APPEAR THAT ESC WAS FOR BUMPER TO BUMPER.

C STATES WOULD LIKE NNA TO COVER COST OF REPAIRS UNDER WARRANTY.

RCAS-TN ADVISED C THAT WHEN DLR INSPECTED VEH, DLR WILL BE ABLE TO TELL IF

PART IS COVERED UNDER ESC OR NOT AND THE PRICES ARE ALL AT THE DLR'S

DISCRETION. RCAS-TN ADVISED C RCAS IS AWARE C HAS PREOWNED PLUS PLAN BUT NOT

ALL THE PARTS ARE COVERED UNDER THE PLAN. RCAS-TN APOLOGIZED TO C IF DLR MADE

IT SEEMS LIKE ALL PARTS WILL BE COVERED UNDER THE ESC. C STATES THE SEAT IS AN

EXPENSIVE REPAIR AND DLR ADVISED C TO CALL NNA. C STATES SEAT BREAKING IS VERY

OBSCURER. C STATES FRAME OF SEAT SHOULD NOT BREAK AT ALL.

RCAS-TN ADVISED C RCAS-TN WILL CONTACT SM-STEVE AT ANCIRA NISSAN AND WILL

RETURN C'S CALL WITHIN 24-48 BUSINESS HOURS.

C UNDERSTOOD.

RCAS-TN PROVIDED NAME, EXTENSION, AND FILE #. @01/08-ZTN186N

C THANKED AND ENDED CALL. @01/08-ZTN186N

-

RCAS-TN CONTACTED SM-STEVE AT THE DLRSHIP AT 10:30 AM CST.

RCAS-TN LEFT MESSAGE WITH RECEPTIONIST FOR SM-STEVE. @01/10-ZTN186N

-

RCAS-TN RECEIVED VMX FROM SM-STEVE AT THE DLRSHIP AT 12:55 PM CST.

@01/10-ZTN186N

-

RCAS-TN CONTACTED SM-STEVE AT THE DAYTIME PHONE # AT 1:50 PM CST.

SM-STEVE STATES C WAS IN ON 11/17/06 AT 68,737 MILES AND SM LOOKED AT FRAME.

SM-STEVE STATES SEAT FRAME IS COVERED UNDER BASIC WARRANTY AND ESC DOESN'T

LOOK LIKE ESC WOULD COVER SEAT. SM-STEVE STATES SM RAN GRT AND GRT DENIED.

SM-STEVE STATES SM PUT IN EVERY AMOUNT TRYING TO SEE IF GOODWILL WOULD BE

RECOMMENDED BUT THE AMOUNT CAME OUT AS NISSAN PAYING \$268.09 AND C WOULD BE

PAYING \$400 DEDUCTIBLE AT THE MOST UNDER GOODWILL. SM-STEVE STATES SM HAS SEEN

A FEW SEATS BROKEN BUT C IS OVER 6 FT TALL AND OVER 300 LBS, WHICH IS EASY FOR

SEAT TO BREAK. SM-STEVE STATES C WAS IN ON 12/1/06 AND NNA HAS ALREADY GOOD-

WILLED THE RADIO AND THE VENT VALVES EMISSION CONTROL FOR C.

SM-STEVE STATES SM WILL DOUBLE CHECK THE PREOWNED PLUS ESC AGAIN AND WILL HAVE SERVICE ADVISOR CALL C BACK.

RCAS-TN PROVIDED SM-STEVE WITH C'S DAYTIME PHONE #. RCAS-TN ADVISED SM-STEVE

IF DLR IS NOT COVERING SEAT, NNA IS NOT IN THE POSITION TO ASSIST C EITHER.

SM-STEVE STATES DLR WILL FOLLOW UP WITH C.

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RCAS-TN THANKED SM-STEVE AND ENDED CALL. @01/10-ZTN186N

-
RCAS-TN CONTACTED SM-STEVE AT THE DLRSHF AT 3:39 PM CST.
SM-STEVE STATES SM-STEVE HAS DOUBLE CHECKED THE ESC AND ESC ONLY COVER ITEMS SUCH AS ADJUSTERS OR ELECTRICAL FAILURES BUT C'S SEAT JUST BROKE, NO DEFECT OR FAILURE. SM-STEVE STATES SM HAS PUT IN DIFFERENT PART # AND ALL SHOWED TO BE NOT COVERED. SM-STEVE STATES SM IS TRYING TO GET ON SERVICE COM TO PULL UP C'S CONTRACT BUT SERVICE COM IS DOWN. SM-STEVE STATES SM HAS PUT IN ALL THE SEAT NAME AND PART # TO GET APPROVAL BUT SYSTEM IS NOT APPROVING. SM-STEVE STATES SM WILL CHECK SERVICE COM AGAIN AND RCAS-TN MAY CALL BACK THE NEXT BUSINESS DAY. @01/11-ZTN186N

RCAS-TN THANKED AND ENDED CALL. @01/11-ZTN186N

-
RCAS-TN CONTACTED SM-STEVE AT THE DLRSHF AT 9:12 AM CST.
SM-STEVE STATES THE PART #:SEAT FRAME IS NOT COVERED UNDER ESC BUT IF VEH NEEDED SUPPORT: SEAT TRACK OR THE ADJUSTER SM-STEVE COULD COVER. SM-STEVE STATES C BROUGHT VEH IN 1-2 MONTHS AGO AND SM-STEVE CAN INSPECT VEH AGAIN TO SEE IF IT IS THE SEAT FRAME THAT IS BROKEN. SM-STEVE STATES SM IS SURE THAT THE FRAME IS BROKEN AND FRAME IS NOT COVERED. @01/12-ZTN186N

RCAS-TN ADVISED SM-STEVE RCAS-TN WILL GIVE C A CALL.

RCAS-TN THANKED SM-STEVE AND ENDED CALL.

- @01/12-ZTN186N

RCAS-TN CONTACTED C AT THE DAYTIME PHONE # AT 9:35 AM CST.
RCAS-TN ADVISED C RCAS-TN HAS SPOKEN WITH SM-STEVE AND RESEARCHED ISSUE FOR C.
RCAS-TN ADVISED C THAT IF VEH HAS ELECTRICAL ISSUES OR SEAT TRACK NEEDED SUPPORT. RCAS-TN ADVISED C ESC DOES NOT COVERED COMPONENTS THAT ARE BROKEN OR BY C MISUSING. RCAS-TN ADVISED C RCAS IS AWARE C HAD VEH IN DLRSHF ON 11/17/06 AND 12/1/06 AND DLR HAS INSPECTED SEAT FRAME. RCAS-TN ADVISED C THE RADIO AND VENT VALVES HAVE ALREADY BEEN GOODWILLED. RCAS-TN ADVISED C SEAT FRAME IS NOT A COVERED COMPONENT UNDER ESC.

C STATES C IS NOT SATISFIED WITH THE ANSWER. C STATES SEAT SHOULD NOT BE BROKEN. C STATES TOO MANY ITEMS WRONG WITH VEH AND WOULD LIKE FOR FILE TO BE ESCALATED.

RCAS-TN ADVISED C RCAS-TN IS THE ONE MAKING DECISION AND IF FILE IS ESCALATED, C WOULD HEAR THE SAME THING. RCAS-TN ADVISED C PER NNA POLICY, IF COMPONENT IS NOT COVERED UNDER ESC, THEN NNA IS NOT IN THE POSITION TO ASSIST.

RCAS-TN ADVISED C RCAS WILL PUT IN A REQUEST TO HAVE FILE ESCALATED AND C WILL GET A RETURNED CALL BY THE END OF THE NEXT BUSINESS DAY (TUES 1/16/07).

C UNDERSTOOD.

C THANKED AND ENDED CALL.

@01/12-ZTN186N

>>NIS0731297. REC'D CCF FROM BBB. C SEEKS REPAIR. CCF STATES DRIVER'S SEAT FRAME BROKEN. DOCS TO ARBS-MH. @01/16-ZJA008N

-
RCAS-TN SPOKE TO RSS-RM ABOUT C'S CONCERN.
RSS-RM ADVISED RCAS-TN TO CONTACT C AND ADVISE C SUPERVISOR CAN'T OVERRIDE THE REPAIR BECAUSE SEAT IS NOT A WARRANTABLE ITEM. SINCE C HAS FILED COMPLAINT WITH BBB ALSO, NNA WILL GO WITH WHATEVER DECISION BBB HAS. @01/16-ZTN186N

-
RCAS-TN CONTACTED C AT THE DAYTIME PHONE # AT 10:00 AM CST.
RCAS-TN ADVISED C SINCE C HAS FILED CLAIM WITH BBB, NNA WILL GO WITH THE DECISION THE BBB HAS. RCAS-TN ADVISED C RCAS HAS REVIEWED FILE WITH SUPERVISOR AND SUPERVISOR IS NOT IN THE POSITION TO OVERRIDE THE NON-WARRANTABLE REPAIR. RCAS-TN ADVISED C IT'S NISSAN'S POSITION AND APOLOGIZED TO C AGAIN THAT SEAT FRAME IS NOT COVERED UNDER ESC. RCAS-TN ADVISED C ARBS DEPT WILL BE HANDLING ISSUE WITH THE BBB.
C UNDERSTOOD. C STATES C SPECIFICALLY WANTED FILE TO BE ESCALATED TO

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SUPERVISOR.

RCAS-TN ADVISED C FILE HAS BEEN ESCALATED AND SUPERVISOR IS NOT IN THE
POSITION TO OVERRIDE THE REPAIR.

C STATES IT WILL COST NNA IN THE END AND CAUSE BAD PUBLICITY.

C THANKED AND ENDED CALL.

RCAS-TN CLOSING FILE.

@01/16-ZTN186N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 3287

IIR-DATE: 00 / 00 / 00

3RD PRY: AL

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA: NGUYEN, THUY

PHONE: 0000000000

ACTION CODE: NT3A

0 DATE: 00 / 00 / 00

0 DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

EFFECTIVE: 01 / 08 / 07

TRANS DATE: 00 / 00 / 00

PART#:

OPENED BY: ZTN186N

UPDATE BY: ZTN186N

UPDATE DATE: 01 / 16 / 07

CLOSE DATE: 01 / 16 / 07

OLM: SMIT AGNES

OWNER FIRST:

ROOT CAUSE: SCCP

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM: N

DOM:

LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:25 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 2/19/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
54	NNDJ07563348	3287 TX	2/19/2005	2/19/2010	96.358		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NNDJ07563348		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: N		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 02/19/05		EFFECTIVE:	
EXPIRES: 02/19/10	MILES: 96,358	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 2/22/2005		TRANSACTION:	
PRINTED: 02/26/05		PRINTED:	
DEALER NO: 3287	STATE: TX	DEALER NO:	STATE:
DEALER NAME: ANCIRA NISSAN, INC.		DEALER NAME:	
-----+-----			

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T05W [REDACTED] Y
CITY: SANCLEMETE		YR/MDL: 2005.0 MUR MILEAGE: 51000
ST/ZIP: CA [REDACTED]	VCAN: N	IN SVC DATE: 01 / 05 / 05
DAY PH: [REDACTED]	PAID: 1	RTL DLR: 3387 CERRITOS NISSAN
EVE PH:	SUSP: 0	SVC DLR: 3683 DOUGLAS NISSAN OF ORANGE
DLR PH: 714 633 8430	DENY: 0	RESP DLR: 3683 DOUGLAS NISSAN OF ORANGE
		REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 1/8/2006 WHERE: 3683 DOUGLAS NISSAN OF ORANG
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 15000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3683 DOUGLAS NISSAN OF
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 15000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 01 / 09 / 07	XFER/RSPNSBLTY: 44 06 S
CONTACT (S):	FOLLOWUP DATE: 01 / 10 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 01 / 11 / 07	DATANET (Y/N): 01 / 12 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZED346N 01/09/2007

NO PREVIOUS FILES

CRR-ED VERIFIED C'S NAME ADDRESS, MILEAGE, DLR, VIN, VEH DAY AND EVE PHONE #
CRR-ED CHECKED FOR OPEN RECALL/ CAPMPAIGNS /AND UPGRADES ADVISED C 2 OPEN
OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 00/00/00

C STATES THAT THE DRIVER SIDE SEAT BRACKET IS BROKE IT'S SNAPPED IN 1/2

C SATTES THAT THE VEH IS TOO NEW FOR THIS TO HAPPENE AND WANTS TO FILE FOR
SOME GOOD WILL ASSISTANCE

CRR-ED ADVISED C A REGIONAL SPEICALIST WILL CONTACT BY THE END OF THE NEXT
BUISNESS DAY GAVE C, NAME, FILE#, AND EXT#

C STATES UNDERSTOOD AND THANKED CRR-ED FOR ASSISTANCE

CRR-ED CALL ENDED FILE TRANSFERRED. @01/09-ZED346N

**RCAS-JH LEFT VMX FOR C AT DAY/EVENING PHONE NUMBER AT 1:37PM TO ADVISE THE
C TO CONTACT SM-TOM AT DOUGLAS NISSAN OF ORANGE TO SET UP AN APPOINTMENT TO
HAVE VEH DIAGNOSED AND RCAS-JH CAN LOOK INTO ASSISTING DOUGLAS NISSAN OF
ORANGE FURTHER WITH REPAIR ASSISTANCE.

RCAS-JH PROVIDED C WITH PHONE EXTENSION 57933 TO CONTACT IF C NEEDS FURTHER
ASSISTANCE WITH FILE. VMX ENDED. @01/10-ZJH907N

**RCAS-JH RECEIVED INBOUND CALL FROM C RETURNING VMX LEFT BY RCAS-JH.

C STATED C TOOK VEH TO DOUGLAS NISSAN OF ORANGE ON 1/08/07 TO HAVE SEAT
BRACKET ON DRIVER'S SIDE LOOKED AT BY SA-DON.

C STATED SA-DON INFORMED C THE SEAT BRACKET WILL NOT BE COVERED UNDER
WARRANTY AND C WOULD HAVE TO PAY FOR THE REPAIRS.

C STATED C IS SEEKING NISSAN TO ASSIST WITH SEAT BRACKET REPAIRS CONSIDERING
THE VEH ONLY HAS AROUND 50,000 MILES.

C STATED C KNOWS VEH IS OUT OF BASIC WARRANTY.

RCAS-JH APOLOGIZED TO THE C FOR HAVING ISSUES WITH VEH AND ADVISED THE C

RCAS-JH WILL CONTACT THE C AS SOON AS POSSIBLE AFTER RCAS-JH CONTACTS

SM-TOM TO DISCUSS FILE AND FIND OUT WHAT CAN BE DONE TO ASSIST THE C.

C UNDERSTOOD AND THANKED RCAS-JH FOR THE HELP.

CALL ENDED. @01/10-ZJH907N

**RCAS-JH CONTACTED SM-TOM TO DISCUSS FILE.

SM-TOM STATED RCAS-JH WOULD NEED TO SPEAK TO SA-DON FOR MORE INFORMATION.

RCAS-JH ASKED SA-DON TO DISCUSS FILE.

SA-DON STATED VEH WAS BROUGHT INTO DLR WITH DRIVER'S SEAT BROKEN AT THE BOTTOM
OF THE FRAME.

SA-DON STATED SA-DON RAN GRT ON 1/08/07 AND GRT APPROVED \$300.00 FOR SEAT
FRAME REPAIRS. OTHERWISE, VEH IS OUTSIDE OF WARRANTY AND C DOES NOT OWN ESC.

SA-DON STATED TOTAL REPAIRS FOR THE VEH WOULD BE AROUND \$540.00_AFTER \$300.00
AMOUNT WOULD BE TAKEN OUT OF THE TOTAL AMOUNT OF REPAIRS AROUND \$840.00.

RCAS-JH ADVISED SA-DON RCAS-JH WILL CONTACT THE C TO FIND OUT IF C WANTS TO
APPROVE REPAIRS WITH GOODWILL PAYING FOR PARTIAL AMOUNT FOR REPAIRS.

**RCAS-JH RECEIVED INBOUND CALL FROM C WANTING TO GET UPDATE FOR STATUS OF
APPROVAL FOR REPAIRS. @01/11-ZJH907N

RCAS-JH ADVISED THE C NNA HAS APPROVED \$300.00 FOR GOODWILL ASSISTANCE
FOR REPAIRS AND THE C WOULD PAY ABOUT \$545.00 FOR THE REMAINING BALANCE OF
THE REPAIRS._ RCAS-JH ADVISED THE C TO CONTACT DOUGLAS NISSAN OF ORANGE IF

C WANTS TO HAVE VEH REPAIRED. RCAS-JH ADVISED THE C THIS WOULD BE ALL THE
GOODWILL ASSISTANCE APPROVED FOR THE REPAIRS AT THIS TIME. @01/11-ZJH907N

C STATED C THINKS NNA SHOULD PAY FOR ALL THE REPAIRS AND BELIEVES NNA DECISION
IS RIDICULOUS. C STATED DRIVER'S SEAT BRACKET BREAKING AT THIS POINT SHOULD
NOT BE HAPPENING AFTER C HAS OWNED VEH FOR ONLY ABOUT TWO YEARS.

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C STATED C WILL BE TAKE UP MATTER WITH SMALL CLAIMS COURT SINCE C DISAGREES WITH DECISION BY NNA AND NNA NEEDS TO COVER THE COST FOR ALL REPAIRS. RCAS-JH UNDERSTOOD AND APOLOGIZED TO THE C FOR HAVING ANY MORE GOODWILL ASSISTANCE APPROVED FOR REPAIRS AT THIS TIME. @01/11-ZJH907N

C UNDERSTOOD AND THANKED RCAS-JH. CALL ENDED. @01/11-ZJH907N

**RCAS-JH IS CLOSING FILE PENDING C OR DLR UPDATE. @01/11-ZJH907N

@01/11-ZJH907N @01/11-ZJH907N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

TOM THANKS FOR YOUR HELP.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SNFA
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: 3683	EFFECTIVE: 01 / 09 / 07	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: ZED346N	
HISTORY:	UPDATE BY: ZJH907N	
SVC CALL#:	UPDATE DATE: 01 / 11 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 11 / 07	MICROFILM: N
RESP CAA: HURT, JAMES	OLM: SMIT AGNES	DOM: GARN, JIM
PHONE: 6157257933	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T23W [REDACTED] Y
CITY: LILBURN		YR/MDL: 2003.0 MUR MILEAGE: 72000
ST/ZIP: GA [REDACTED]	VCAN: N	IN SVC DATE: 10 / 08 / 03
DAY PH: [REDACTED]	PAID: 7	RTL DLR: 3783 STONE MOUNTAIN NISSAN
EVE PH: [REDACTED]	SUSP: 1	SVC DLR: 3783 STONE MOUNTAIN NISSAN
DLR PH: 678 252 3100	DENY: 0	RESP DLR: 3783 STONE MOUNTAIN NISSAN
		REGION: 34 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3783 STONE MOUNTAIN NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 01 / 26 / 07	XFER/RSPNSBLTY: 34 01 S
CONTACT (S):	FOLLOWUP DATE: 02 / 20 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 02 / 07 / 07	DATANET (Y/N): 01 / 29 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZKC249N 01/26/2007

NO PREVIOUS FILES FOUND.

CRR-KC VERIFIED C'S NAME, ADDRESS, DAY/EVE#, VIN, MILEAGE AND DLR.

CRR-KC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: FOUND NONE. C INFORMED.

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 11/21/05 05/31/06 3783

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/26/06 3783

CLSD_R0516_MURANO_TANK PROTECT NTB023 01/06/06 06/12/06 05/26/06 3783

CRR-KC RECEIVED INBOUND CALL FROM C.

C STATES THAT THE C NOTICED WITHIN THE PAST TWO WEEKS THE DRIVER SEAT SEEMED TO BE LOOSE.

C STATES THAT THE C TOOK THE VEH TO THE DLRSHIP AND THE DLR ADVISED THE C THAT THE SEAT RAIL HAS SNAPPED.

C STATES WAS RECOMMENDED TO C TO CONTACT NNA.

C STATES THAT THE DLR ADVISED THE C THAT IT WILL COST \$1100 TO REPAIR.

C STATES IS REQUESTING THAT NNA REPLACE THE SEAT UNDER [GOODWILL.@01/26-ZKC249N](#)

CRR-KC ADVISED C WOULD NEED TO FORWARD FILE TO RCAS FOR FURTHER ASSISTANCE.

C UNDERSTOOD AND STATES CAN BE REACHED AT 404-217-2059 AT ANYTIME.

CRR-KC ADVISED C OF FILE#, CRR-KC NAME AND EXT.

C THANKED CRR-KC AND ENDED CALL.

CRR-KC FORWARD FILE RCAS.

@01/26-ZKC249N

@01/26-ZKC249N

>>>RCAS JZ CONTACTED SM-BRIAN AT 1:50PM. SM STATED SEAT TRACK @01/26-ZJZ881N
BROKE AND GRT WAS DENIED. SM STATED C IS A GOOD SERVICING C AND WOULD LIKE TO
ASSIST C. SM STATED WELDS BROKE ON C'S SEAT TRACK AND SM BELIEVES C SHOULD BE
CONSIDERED FOR ASSISTANCE. SM STATED SEAT TRACK AT COST IS \$364. SM STATED
LABOR IS 1.2 HOURS. RCAS INFORMED SM THAT RCAS WILL DISCUSS WITH DPSM-CG TO
SEE IF ANY ASSISTANCE CAN BE PROVIDED. SM UNDERSTOOD. @01/26-ZJZ881N

>>>RCAS JZ EMAILED DPSM-CG AT 3:50PM ADVISING OF POSSIBLE @01/26-ZJZ881N
ASSISTANCE. @01/26-ZJZ881N

>>>RCAS JZ CONTACTED SM-BRAIN AT 4:05PM. RCAS ADVISED SM THAT @01/26-ZJZ881N
DPSM AGREED TO COVER PARTS AT COST AND DLR COVERS LABOR. SM AGREED.

>>>RCAS JZ CONTACTED C AT 12:10PM. C STATED C'S VEH SHOULD BE @02/01-ZJZ881N
READY TODAY AND C IS FULLY SATISFIED WITH DLR. RCAS UNDERSTOOD. @02/01-ZJZ881N

>>>RCAS JZ CONTACTED SA-KG AT 10:45AM. SA STATED C'S VEH @02/07-ZJZ881N
HAS BEEN REPAIRED AND PICKED UP. SA STATED RO IS NOW CLOSE. RCAS UNDERSTOOD.

*****FILE CLOSED***** @02/07-ZJZ881N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SNFA
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: 3783	EFFECTIVE: 01 / 26 / 07	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: ZKC249N	
HISTORY:	UPDATE BY: ZJZ881N	
SVC CALL#:	UPDATE DATE: 02 / 07 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 07 / 07	MICROFILM: N
RESP CAA: ZULUETA, JOSE	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257901	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:25 PM

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

CAR ID: CA5603027N
Page 1

SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: WINDSOR
ST/ZIP: CT [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 860 549 2800

VIN: JN8AZ08W04W [REDACTED] Y
YR/MDL: 2004.0 MUR MILEAGE: 42000
IN SVC DATE: 06 / 30 / 04
VCAN: Y
PAID: 6
SUSP: 1
DENY: 0
RTL DLR: 2148 HARTE NISSAN, INC.
SVC DLR: 2148 HARTE NISSAN, INC.
RESP DLR: 2148 HARTE NISSAN, INC.
REGION: 26 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 2148 HARTE NISSAN, INC.
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 29 / 07 XFER/RSPNSBLTY: 26 13 S
CONTACT (S): FOLLOWUP DATE: 01 / 30 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 01 / 30 / 07 DATANET (Y/N): 01 / 31 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OB	EXTENDED SERVICE CONTRAC 243500	SILVER PLAN (PREFERRED)
BL	SECURITY PLUS WG	REQUEST FOR REIMBURSEMENT UNDER PLAN
OB	EXTENDED SERVICE CONTRAC 243500	SILVER PLAN (PREFERRED)
BL	SECURITY PLUS ZE	COMPONENT COVERAGE INQUIRY

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A
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CA5603027N

C. A. R. COMMENTS

FILE OPENED-ZAK014N 01/29/2007

NO PREVIOUS RELATED/UNRELATED FILES FOUND.

CRR-AK VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-AK UPDATED C'S DAY AND EVENING PHONE NUMBERS.

CRR-AK CHECKED FOR RECALLS/SERVICE CAMPAIGNS AND FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 11/21/05 11/30/05 2148

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 04/04/06 2953

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 04/04/06 2953

CRR-AK RECEIVED AN INBOUND CALL FROM C.

C CALLED AND STATED THAT C HAS A CONCERN WITH THE DRIVERS SIDE SEAT OF THE VEH

C STATED THAT THE SEAT IS MAKING NOISE.

C STATED THAT LAST WEEK THERE WAS A NOISE LIKE SOMETHING CRACKED.

C STATED THAT C HAD CONTACTED THE NISSAN DLR AND THE DLR INFORMED C THAT THE REPAIRS HAS TO BE PERFORMED AND C WOULD HAVE TO PAY \$950.

C INQUIRED IF THE PART IS COVERED UNDER THE POLICY.

C STATED THAT THE DLR CHECKED AND INFORMED C THAT THE SEAT IS NOT COVERED UNDER THE POLICY.

CRR-AK CHECKED AND INFORMED C THAT C HAS A SILVER PREFERRED POLICY ON THE VEH.

C STATED THAT THE DLR INFORMED C THAT THE SEAT TRACK ASSEMBLY IS BROKE AND HAS TO BE REPLACED.

CRR-AK CHECKED AND INFORMED C THAT THE SEAT TRACK ASSEMBLY IS NOT LISTED AS A COVERED PART, HOWEVER, SWITCH SEAT SLIDE IS LISTED AS A COVERED PART AND ALSO SLIDE - LIFT SWITCH POWER/SEAT IS LISTED AS COVERED UNDER THE POLICY.

C INQUIRED FOR THE PART NUMBERS.

CRR-AK PROVIDED THE PART NUMBERS TO C.

C STATED THAT C WOULD CONTACT DLR.

CRR-AK PROVIDED C WITH THE RECALL INFORMATION.

C UNDERSTOOD.

CRR-AK INQUIRED IF C REQUIRES FURTHER ASSISTANCE. C STATED NO.

CRR-AK PROVIDED C WITH FILE NUMBER.

C THANKED AND ENDED THE CALL.

CRR-AK CLOSING FILE. NO FURTHER FOLLOW UP REQUIRED. @01/29-ZAK014N

CRR-AK RECEIVED AN INBOUND CALL FROM C.

CRR-AK VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

C STATES THAT C WAS JUST TALKING TO SOMEONE AND C DID NOT HAVE A PART NUMBER.

C STATES THAT C'S VEH IS AT THE NISSAN DLRSHIP.

C STATES THAT C'S VEH WAS MAKING CLICKING NOISE AND WHEN THE VEH IS STARTED, THE SEAT MOVES BACK AND FORTH.

C STATES THAT HARTE NISSAN DLRSHIP TOOK THE SEAT APART AND INFORMED C THAT

C MIGHT HAVE TO PAY \$1000 AS THE PART IS NOT COVERED.

C PROVIDED THE PART NUMBER 87450AAXX2.

CRR-AK CHECKED AND INFORMED C THAT THE SILVER PREFERRED CONTRACT THAT C HAS DOES NOT COVER THE PART NUMBER C PROVIDED AND HENCE C HAS TO PAY FOR THE REPAIRS.

C STATES THAT C CANNOT UNDERSTAND AND THE VEH IS UNSAFE TO DRIVE.

C STATES THAT C WANTS COMPENSATION FOR THE REPAIRS.

CRR-AK ADVISED C THAT CRR-AK WILL DOCUMENT C'S CONCERNS AND TRANSFER C'S CALL TO AN INBOUND AGENT.

CRR-AK ALSO INFORMED C THAT THE ENTIRE PROCEDURE WOULD TAKE ABOUT 3-5 MINUTES.

C AGREED TO HOLD THE LINE.

C REQUIRED NO FURTHER ASSISTANCE.

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CRR-AK PROVIDED C WITH THE FILE NUMBER. CRR-AK'S NAME AND EXTENSION.
C THANKED.

CRR-AK WARM TRANSFERRED THE CALL.

@01/29-ZAK008N

CRR-KR RECEIVED INBOUND CALL FROM C. C STATES THAT THE DRIVERSEAT IS SUPPOSE TO SLIDE BACK WHEN VEH IS TURNED OFF TO MAKE IT EASIER TO GET OUT. C STATES THAT LAST WEEK C WAS ACCELERATING AND HEARD A LOUD CRACKING NOISE AND THEN THE SEAT WOULD ROCK BACK AND FORTH. C STATES THAT C TOOK VEH TO HARTE NISSAN AND C STATES THAT C WAS ADVISED BY SA-KEITH THAT THE SEAT FRAME CRACKED AND WILL NEED TO BE REPLACED. C STATES THAT THIS PART IS NOT COVERED BY ESC SO C WILL HAVE TO PAY ABOUT \$1000. C STATES THAT VEH IS AT THE DLRSHIP AND C STATES THAT C IS SEEKING GOODWILL ASSISTANCE FOR THE REPAIR. C STATES THAT EVERYTHING WORKS IN THE SEAT IT JUST ROCKS BECAUSE SEAT IS NOT SECURED IN PLACE ANY LONGER.

CRR-KR ADVISED C THAT CRR WILL TRANSFER FILE TO RCAS FOR FURTHER ASSISTANCE. CRR-KR ADVISED C OF NEXT BUSINESS DAY CALLBACK. C UNDERSTOOD. CRR-KR PROVIDED NAME, EXT AND FILE # AND C ENDED CALL.

@01/29-ZKR401N

RCAS CONTACTED DLR AND SPOKE TO SA-KEITH.

SA ADVISED THAT C IS A FAIRLY GOOD C WITH DLR AND SA WAS PLANNING ON RUNNING GRT.

SA ADVISED THAT C'S SEAT BROKE AND C IS NOT THAT LARGE. SA INQUIRED IF NISSAN WOULD ASSIST C WITH REPAIRS.

RCAS ADVISED C THAT GRT WILL HAVE TO BE RUN IN ORDER FOR FILE TO BE REVIEWED FURTHER.

RCAS ADVISED SA TO FOLLOW UP WITH RCAS OR DPSM AFTER RUNNING GRT SO FILE REVIEW COULD PROCEED.

@01/30-ZMP034N

SA UNDERSTOOD AND STATED WOULD DO SO.

@01/30-ZMP034N

RCAS RECEIVED CALL FROM DPSM WHO IS AT DLR.

DPSM ADVISED THAT NISSAN WILL BE ASSISTING ON THIS REPAIR FOR C AND DPSM WILL HAVE DLR MAKE C AWARE OF DECISION.

DPSM ADVISED THAT DLR WILL RESOLVE AND FILE IS OK TO CLOSE. @01/30-ZMP034N
FILE CLOSED. @01/30-ZMP034N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1C	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	1 DATE: 01 / 29 / 07	USERID: ZAK008N
OTHER #:	0 DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 2148	EFFECTIVE: 01 / 29 / 07	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: ZAK014N	
HISTORY:	UPDATE BY: ZMP034N	
SVC CALL#:	UPDATE DATE: 01 / 30 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 01 / 30 / 07	MICROFILM: N
RESP CAA: PLANTE, MAURICE	OLM: ROYSTER KAREN	DOM: CARMICHIEL BUTCH X
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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

CA5603027

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:25 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED]

VIN:
IN SCV DATE: 6/30/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
57	RBDE02071849	2148 CT	6/30/2004	6/30/2010	100.000	3/24/2008	

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DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: lattad

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RBDE02071849		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: B		PLAN TYPE:	
PLAN TERM: E		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 06/30/04		EFFECTIVE:	
EXPIRES: 06/30/10	MILES: 100,000	EXPIRES:	MILES:
CANCEL: 03/24/08	MILES: 61,132	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/26/2008		TRANSACTION:	
PRINTED: 07/02/04		PRINTED:	
DEALER NO: 2148	STATE: CT	DEALER NO:	STATE:
DEALER NAME: HARTE NISSAN, INC.		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

CAR ID: CA5605115N
Page 1

SC: MULTI CONTRACT

NAME: [REDACTED]	VIN: JN8AZ08W84W [REDACTED] Y
STREET: [REDACTED]	YR/MDL: 2004.0 MUR MILEAGE: 51802
CITY: CASTLEROCK	IN SVC DATE: 12 / 31 / 03
ST/ZIP: CO [REDACTED]	VCAN: Y RTL DLR: 3704 PEAK NISSAN ON WADSWORTH
DAY PH: [REDACTED]	PAID: 1 SVC DLR: 3524 GO NISSAN ARAPAHOE
EVE PH: [REDACTED]	SUSP: 0 RESP DLR: 3524 GO NISSAN ARAPAHOE
DLR PH: 303 790 7333	DENY: 0 REGION: 48 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: INDEPENDENT
 OUTSIDE WARRANTY BY (B) MONTHS: 1 MILES: 15802 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 01 / 30 / 07	XFER/RSPNSBLTY: 48 02 S
CONTACT (S):	FOLLOWUP DATE: 01 / 31 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 02 / 01 / 07	DATANET (Y/N): 02 / 02 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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

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CA5605115N

C. A. R. COMMENTS

FILE OPENED-ZJM674N 01/30/2007

PREVIOUS UNRELATED FILES FOUND: 4779314.4836831 @01/30-ZJM674N
CRR-JM VERIFIED C'S NAME, ADDRESS, DAY/EVE #'S, MILEAGE, VIN, AND RESP DLR.
CRR-JM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: @01/30-ZJM674N
CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 11/21/05 11/21/06 3524
CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 06/12/06 11/21/06 3524
CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 06/12/06 11/21/06 3524
CRR-JM INFORMED C OF NO OPEN RECALLS/CAMPAIGNS/UPGRADES.
CRR-JM INQUIRED OF OTHER NISSAN/INFINITI VEH OWNED, C STATES NONE.
CRR-JM UPDATED C ADDRESS AND DAY/EVE PHONE NUMBER.
CRR-JM RECEIVED INBOUND CALL FROM C STATING THAT DRIVER'S SEAT LEANS TO ONE
CORNER. C STATES C TOOK VEH TO DLR 3524 GO NISSAN ARAPAHOE TO HAVE ISSUE
INSPECTED. C STATES C SPOKE WITH SM-JOE. C STATES DLR ADVISED C THAT FRAME OF
SEAT IS BROKEN AND C STATES DLR ADVISED C THAT REPAIRS TO SEAT WOULD COST
\$900. C STATES DLR ADVISED C TO CONTACT NNA CONCERNING ISSUE. @01/30-ZJM674N
C STATES C WOULD LIKE NNA TO ASSUME FINANCIAL RESPONSIBILITY FOR REPAIRS TO
VEH.
CRR-JM ADVISED C THAT FILE WILL BE FORWARDED TO RCAS FOR REVIEW.
CRR-JM ADVISED C WILL RECEIVE A CALL BACK BY THE END OF THE FOLLOWING BUSINESS
DAY.
C PROVIDED CALL BACK NUMBER OF 303 981 0302 (DAYTIME).
CRR-JM PROVIDED C WITH NAME, EXTENSION, AND FILE NUMBER.
CRR-JM INQUIRED IF ANY FURTHER ASSISTANCE IS NEEDED. C DECLINED.
C THANKED CRR-JM AND ENDED CALL.
CRR-JM SENDING FILE TO RCAS. @01/30-ZJM674N
@01/30-ZJM674N

--
RCAS-ST CONTACTED DLR AT 12:37 P.M. CST AND SPOKE TO SM-JOHN. SM STATED C'S
LAST VISIT TO DLR WAS ON 11/20/06 AT 51,802 MILES. SM STATED C'S COMPLAINT WAS
FOR SEAT LEANING TO THE SIDE. SM STATED DLR REMOVED THE SEAT AND FOUND THE
SEAT TRACK NEEDED. SM STATED C DECLINED THE REPAIR. RCAS UNDERSTOOD. CALL
ENDED.

-- @02/01-ZST228N
RCAS-ST CONTACTED C AT DAY NUMBER AT 12:50 P.M. CST AND ADVISED C THAT NNA IS
NOT IN A POSITION TO ASSIST WITH THE REPAIR AS C'S VEH IS OUTSIDE OF THE
BASIC WARRANTY OF 36 MONTHS OR 36,000 MILES AT THIS TIME. C UNDERSTOOD AND
ENDED CALL.

-- @02/01-ZST228N
RCAS-ST UPDATED MILEAGE, OOW PARAMETERS, AND TREAD ACT CODES. @02/01-ZST228N
***FILE CLOSED** @02/01-ZST228N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3524	EFFECTIVE: 01 / 30 / 07	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: ZJM674N	
HISTORY:	UPDATE BY: ZST228N	
SVC CALL#:	UPDATE DATE: 02 / 01 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 01 / 07	MICROFILM: N
RESP CAA: TSAI, STEVEN	OLM: SMIT AGNES	DOM: SILVER, STEVE
PHONE: 6157257726	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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----- CONSUMER AFFAIRS -----
CA5605115 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009
TIME: 12:48:26 PM
NAME: [REDACTED] VIN: MODEL YEAR: 2004.0
IN SCV DATE: 12/31/2003 MAKE:
MODEL LINE: MUR

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
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----- CONSUMER AFFAIRS -----
CA5605115 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009
TIME: 12:48:26 PM
NAME: OWENS, IAN VIN: MODEL YEAR: 2004.0
IN SCV DATE: 12/31/2003 MAKE:
MODEL LINE: MUR

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
58	NCDC01855414	3704 CO	12/31/2003	12/31/2008	100.000	11/13/2004	
59	RCDE02286247	3938 CO	12/31/2003	12/31/2009	100.000	12/3/2004	

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

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NCDC01855414		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 12/31/03		EFFECTIVE:	
EXPIRES: 12/31/08	MILES: 100,000	EXPIRES:	MILES:
CANCEL: 11/13/04	MILES: 19,348	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 2/3/2005		TRANSACTION:	
PRINTED: 01/02/04		PRINTED:	
DEALER NO: 3704	STATE: CO	DEALER NO:	STATE:
DEALER NAME: PEAK NISSAN ON WADSWORTH		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

CAR ID:
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDE02286247		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: E		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 12/31/03		EFFECTIVE:	
EXPIRES: 12/31/09	MILES: 100,000	EXPIRES:	MILES:
CANCEL: 12/03/04	MILES: 19,349	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 2/25/2005		TRANSACTION:	
PRINTED: 12/03/04		PRINTED:	
DEALER NO: 3938	STATE: CO	DEALER NO:	STATE:
DEALER NAME: WOODMEN NISSAN, LLC		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:26 PM

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

CAR ID: CA5605780N
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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08T74W [REDACTED] Y
CITY: ALISO VIEJO	YR/MDL: 2004.0 MUR MILEAGE: 60000
ST/ZIP: CA [REDACTED]	IN SVC DATE: 11 / 03 / 03
DAY PH: [REDACTED]	RTL DLR: 3540 CONNELL NISSAN
EVE PH: [REDACTED]	SVC DLR: 3975 CAPISTRANO NISSAN
DLR PH: 949 493 3375	RESP DLR: 3975 CAPISTRANO NISSAN
VCAN: N	REGION: 44 DIST: SL/SV/PT: 06 06 36
PAID:	
SUSP:	
DENY:	

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 23000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3975 CAPISTRANO NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 24000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 01 / 30 / 07	XFER/RSPNSBLTY: 44 06 S
CONTACT (S):	FOLLOWUP DATE: 03 / 15 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 02 / 12 / 07	DATANET (Y/N): 02 / 02 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZMT775N 01/30/2007

NO PREVIOUS FILES FOUND

@01/30-ZMT775N

CRR-MT VERIFIED C'S NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE#, AND RESPONSIBLE

DLR

@01/30-ZMT775N

CRR-MT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND INFORMED C OF: NONE

CRR-MT RECEIVED INBOUND CALL FROM C.

C STATES TOOK VEH TO DLR 3975 TO GET DRIVER SIDE FRONT SEAT REPAIRED.

C STATES DRIVER SIDE FRONT SEAT ON LEFT SIDE BRACKET.

C STATES THE SEAT IS ROCKING LIKE A ROCKING CHAIR.

C STATES THIS IS NOT SAFE.

C STATES SUPERVISOR CHRISTY FLANNAGAN AND SA-GARRY,DM(NO NAME) STATES NO
WILL NOT REPAIR SEAT.

@01/30-ZMT775N

C STATES IS SEEKING HELP FROM NNA TO GET SEAT REPAIR DUE TO VEH ONLY HAS..

53,000 MILES AND C FEELS THE SEAT HAS POOR WORKMANSHIP.

C STATES THIS SHOULD NOT BE HAPPENING, THIS IS NOT SAFE. @01/30-ZMT775N

CRR-MT INFORMED C THAT FILE WOULD BE SENT TO RCAS FOR REVIEW AND THAT RCAS
WOULD CONTACT C BY THE END OF NEXT BUSINESS DAY. C UNDERSTOOD.

CRR-MT PROVIDED NAME, FILE#, AND EXTENSION 57774. CRR-MT ASKED C IF ANY
FURTHER

ASSISTANCE WAS REQUIRED. C DECLINED AND ENDED CALL. @01/30-ZMT775N

**RCAS-JH IS NOTING FILE WAS RECEIVED ON 2/01/07. @02/01-ZJH907N

**RCAS-JH LEFT VMX FOR C AT DAY/EVENING PHONE NUMBER AT 5:01PM TO ADVISE
THE C RCAS-JH IS STILL REVIEWING FILE AND WILL BE CONTACTING CAPISTRANO
NISSAN TO FURTHER REVIEW FILE TO SEE WHAT ELSE CAN BE DONE TO ASSIST THE
C WITH VEH REPAIRS. RCAS-JH ADVISED THE C CAPISTRANO NISSAN SUBMITTED A
SPECIAL FINANCIAL ASSISTANCE REQUEST ON 1/23/07 FOR VEH REPAIRS AND IT HAS
COME BACK DECLINED. RCAS-JH PROVIDED C WITH CONTACT PHONE NUMBERS. VMX ENDED.

**RCAS-JH CONTACTED SM-KRISTY TO DISCUSS FILE.

RCAS-JH ASKED SM-KRISTY IF A GRT OR DPSM-RG HAS BEEN CONTACTED TO ASSIST WITH
REPAIRING THE DRIVER SIDE FRONT SEAT BRACKET. @02/05-ZJH907N

SM-KRISTY STATED SM-KRISTY CONTACTED DPSM-RG AND RAN A PARTIAL GRT TO APPROVE
VEH REPAIRS. AND SM-KRISTY WAS DENIED WITH SPECIAL FINANCIAL ASSISTANCE FROM
BOTH SOURCES.

SM-KRISTY STATED C CONTACTED SM-KRISTY LAST FRIDAY TO INFORM SM-KRISTY C OWNS
A AFTERMARKET ESC AND WAS WANTING TO HAVE CAPISTRANO NISSAN CHECK TO SEE IF
REPAIRS WOULD BE COVERED.

SM-KRISTY STATED SA-GARY WAS CONTACTING AFTERMARKET ESC COMPANY TO GET UPDATE
ON REPAIR APPROVALS. SM-KRISTY STATED SM-KRISTY IS NOT SURE IF REPAIRS HAVE
BEEN APPROVED OR NOT SINCE SA-GARY IS NOT AT THE DLR AND WILL NOT BE AT THE
DLR UNTIL WEDNESDAY.

RCAS-JH UNDERSTOOD AND STATED RCAS-JH WILL CONTACT THE C TO DISCUSS IF C
HAS BEEN CONTACTED BY SA-GARY WITH ANY UPDATES FOR AFTERMARKET ESC COVERING
FRONT SEAT REPAIRS.

SM-KRISTY THANKED RCAS-JH FOR THE CALL. CALL ENDED. @02/05-ZJH907N

**RCAS-JH CONTACTED C TO ASK IF SA-GARY CONTACTED THE C LAST FRIDAY WITH ANY
UPDATES ON GETTING FRONT SEAT REPAIRS COVERED BY AFTERMARKET ESC.

C STATED C WAS NOT CONTACTED BY SA-GARY. BUT SA-GARY WAS GOING TO HAVE A
COWORKER COVER FOR SA-GARY WHILE OUT OF THE DLR.

C STATED SA-WILLIAM WAS GOING TO CHECK WITH AFTERMARKET ESC COMPANY FOR
GETTING APPROVAL FOR VEH REPAIRS.

RCAS-JH UNDERSTOOD AND ADVISED THE C RCAS-JH WILL NEED TO CHECK WITH
SA-WILLIAM TO GET UPDATE.

RCAS-JH ADVISED THE C RCAS-JH OR SOMEONE AT CAPISTRANO NISSAN WILL CONTACT

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THE C BACK WITH AN UPDATE ON REPAIR APPROVAL.

C UNDERSTOOD AND THANKED RCAS-JH FOR THE CALL. CALL ENDED. @02/05-ZJH907N

**RCAS-JH RECEIVED CALL FROM SM-CHRISTIE AND RCAS-JH ASKED SM-CHRISTIE TO PROVIDE AN UPDATE FOR APPROVAL FOR VEH REPAIRS WITH AFTERMARKET ESC.

SM-CHRISTIE STATED SA-GARY IS WORKING ON OBTAINING UPDATE AND SA-WILLIAM IS NOT WORKING ON OBTAINING UPDATE.

SM-CHRISTIE WILL HAVE SA-GARY OBTAIN UPDATE ON 2/07/07 AND WILL HAVE SA-GARY CONTACT RCAS-JH WITH UPDATE FROM THE AFTERMARKET ESC COMPANY AND AN APPROVAL OR DENIAL FOR REPAIRS.

RCAS-JH UNDERSTOOD AND THANKED SM-CHRISTIE FOR THE HELP.

SM-CHRISTIE THANKED RCAS-JH FOR THE CALL. CALL ENDED. @02/06-ZJH907N

**RCAS-JH RECEIVED CALL FROM C WANTING TO GET STATUS ON APPROVAL FOR REPAIRS.

C STATED C HAS NOT HEARD BACK FROM RCAS-JH AND CAPISTRANO NISSAN.

RCAS-JH ADVISED C RCAS-JH SPOKE TO SM-CHRISTIE YESTERDAY NIGHT AND FOUND OUT DLR IS STILL WORKING ON OBTAINING APPROVAL FOR SEAT BRACKET REPAIRS FROM AFTERMARKET ESC COMPANY FOR VEH AND SM-CHRISTIE IS SUPPOSE TO CONTACT RCAS-JH WITH UPDATE.

C STATED C THOUGHT NISSAN WAS GOING TO COVER VEH REPAIRS WITH A SPECIAL FINANCIAL ASSISTANCE REQUEST AND NISSAN WAS GOING TO REVIEW IF IT WOULD BE APPROVED. RCAS-JH ADVISED THE C SM-CHRISTIE HAS SUBMITTED A SPECIAL FINANCIAL ASSISTANCE REQUEST AND IT HAS COME BACK NOT RECOMMENDED AT THIS TIME. C STATED DLR AND NNA DID NOT KNOW ABOUT AFTERMARKET ESC UNTIL C HAD FOUND IT AND BROUGHT TO THE ATTENTION OF THE DLR AND NNA.

RCAS-JH UNDERSTOOD AND ADVISED THE C THE DLR IS TRYING TO SEE IF THE AFTERMARKET ESC WILL APPROVE THE SEAT REPAIRS AND WILL CONTACT RCAS-JH OR THE C WITH AN UPDATE. @02/08-ZJH907N

C STATED C WANTS TO APPEAL DECISION FOR SPECIAL FINANCIAL ASSISTANCE BEING DECLINED. C STATED VEH PURCHASED VEH WITH 23,000 MILES AND THIS SORT OF ISSUE WITH THE SEAT SHOULD NOT BE HAPPENING.

RCAS-JH UNDERSTOOD, BUT ADVISED THE C THE SPECIAL FINANCIAL ASSISTANCE REQUEST HAS BEEN REVIEWED AND NNA HAS MADE A FINAL DECISION AT THIS TIME TO NOT BE IN A POSITION TO OFFER SPECIAL FINANCIAL ASSISTANCE TOWARDS REPAIRS.

RCAS-JH ADVISED THE C THE VEH IS PREOWNED AND IT IS UNCLEAR HOW THE PREVIOUS OWNER CARED FOR THE VEH AND VEH IS OUTSIDE OF BASIC WARRANTY TO COVER REPAIRS AND IT WOULD BE A NORMALLY A C PAY SITUATION.

C STATED NNA IS BEING RIDICULOUS WITH DECISION AND C ENDED CALL. @02/08-ZJH907N

**RCAS-JH CONTACTED SM-CHRISTIE TO ASK IF DLR HAS WORKED OUT ANY REPAIR ARRANGEMENTS FOR THE C. @02/08-ZJH907N

SM-CHRISTIE STATED C CONTACTED SA-GARY AND SA-GARY IS IN THE PROCESS OF COLLECTING THE AFTERMARKET ESC INFO FROM THE C TO GET SEAT REPAIR COVERED. SM-CHRISTIE STATED SA-WILLIAM QUIT WORKING AT THE DLR TODAY, SO SA-GARY IS NOW GOING TO BE WORKING WITH THE C. @02/08-ZJH907N

RCAS-JH ADVISED SM-CHRISTIE RCAS-JH ADVISED THE C NO SPECIAL FINANCIAL ASSISTANCE WOULD BE AVAILABLE FOR REPAIRS AND POSSIBLY THE DLR WOULD OFFER THE C A DISCOUNT FOR SEAT REPAIRS IF THE AFTERMARKET ESC DOES NOT COVER THE SEAT REPAIRS. @02/08-ZJH907N

SM-CHRISTIE UNDERSTOOD AND ADVISED RCAS-JH THE DLR WILL TRY AND ASSIST THE C AS BEST AS POSSIBLE.

RCAS-JH THANKED SM-CHRISTIE FOR THE INFO. CALL ENDED. @02/08-ZJH907N

**RCAS-JH IS CLOSING FILE. @02/08-ZJH907N

**RCAS-JH RECEIVED CALL FROM SM-CHRISTIE TO ADVISE RCAS-JH SA-GARY HAS SPOKE TO AFTERMARKET ESC COMPANY AND REPAIRS ARE GOING TO BE APPROVED FOR DRIVER'S SEAT ON THE VEH.

SM-CHRISTIE STATED SA-GARY AND THE AFTERMARKET ESC COMPANY ARE WORKING OUT THE DETAILS. BUT IT APPEARS THE REPAIRS WILL BE COVERED.

RCAS-JH UNDERSTOOD AND THANKED SM-CHRISTIE FOR THE UPDATE.

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CALL ENDED.
**RCAS-JH IS CLOSING FILE.

@02/12-ZJH907N
@02/12-ZJH907N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

SERVICE DEPARTMENT--PLEASE ADVISE JIM AT NISSAN ON WHAT CAN BE DONE TO ASSIST THE C WITH SEAT REPAIRS. THANKS.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	2 DATE: 02 / 12 / 07	USERID: ZJH907N
OTHER #:	0 DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3975	EFFECTIVE: 01 / 30 / 07	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: ZMT775N	
HISTORY:	UPDATE BY: ZJH907N	
SVC CALL#:	UPDATE DATE: 02 / 12 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 12 / 07	MICROFILM: N
RESP CAA: HURT, JAMES	OLM: SMIT AGNES	DOM: GARN, JIM
PHONE: 6157257933	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JN8AZ08W24W [REDACTED] Y
CITY: NOBLESVILLE YR/MDL: 2004.0 MUR MILEAGE: 37946
ST/ZIP: IN [REDACTED] IN SVC DATE: 02 / 16 / 04
DAY PH: [REDACTED] VCAN: N RTL DLR: 3004 TOM WOOD NISSAN. INC.
EVE PH: [REDACTED] PAID: 6 SVC DLR: 3004 TOM WOOD NISSAN. INC.
DLR PH: 317 848 8888 SUSP: 1 RESP DLR: 3004 TOM WOOD NISSAN, INC.
DENY: 0 REGION: 24 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 3004 TOMWOODNISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1946 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 31 / 07 XFER/RSPNSBLTY: 24 08 S
CONTACT (S): FOLLOWUP DATE: 02 / 01 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 06 / 07 DATANET (Y/N): 02 / 06 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZMW536N 01/31/2007

NO PREVIOUS FILES FOUND.

CRR-MW VERIFIED NAME, ADDRESS, VIN, MILEAGE, DAY/EVE# AND RESPONSIBLE DLR.

CRR-MW CHECKED FOR RECALLS/CAMPAIGN/UPGRADES AND FOUND:

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 12/12/05 11/18/05 3004

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 07/24/06 08/08/06 3004

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 07/24/06 08/08/06 3004

CRR-MW ADVISED C OF NO RECALLS.

C STATES THAT C PREVIOUSLY OWNED 87 AND 89 SENTRA AND CURRENT 04 MURANO.

LAUREN CALLED IN WHICH IS STEVEN WIFE.

LAUREN STATES THAT C TOOK VEH TO DLRSH 3004 TOMWOODNISSAN THIS MORNING BECAUSE EVERY TIME C TURNS RIGHT, THERE IS A LOUD POPPING NOISE COMING FROM THE DRIVERS SEAT. C TALKED TO SA-BRANDON AND SA-BRANDON ADVISED THAT THE ISSUE IS THAT THE DRIVERS SEAT FRAME IS BROKEN. SA-BRANDON ADVISED C THAT THE SEAT FRAME WOULD BE \$631.79 WITHOUT LABOR. SA-BRANDON ADVISED C THAT BRANDON RAN THE GRT AND CAME BACK DENIED.

C STATES THAT C WANTS NNA TO ASSIST C WITH THE REPAIRS FOR THE SEAT FRAME.

CRR-MW ADVISED C THAT CRR-MW WILL TRANSFER FILE TO RCAS WHO WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

C UNDERSTOOD.

CRR-MW PROVIDED C WITH NAME, EXT AND FILE NUMBER.

C ENDED CALL. @01/31-ZMW536N

RCAS-ML LEFT VMX FOR SM-JIM AT 11:45 CST @02/01-ZML971N

RCAS-ML RECEIVED CALL FROM SM-JIM

SM-JIM ADVISED THAT CUSTOMER DOES ALL MAINTENANCE AT DLR

RCAS-ML ASKED IF CUSTOMER SHOULD BE HELPED

SM-JIM ADVISED YES

RCAS-ML ADVISED WILL CONTACT DPSM-BW @02/01-ZML971N

RCAS-ML LEFT VMX FOR DPSM-BW @02/01-ZML971N

RCAS-ML CONTACTED C @02/01-ZML971N

C STATED THAT DLR DETERMINED THE SEAT TRACK TO BE BROKEN IN THE BACK LEFT CORNER

C STATED LOVES THE VEHICLE AND NISSAN PRODUCTS

C STATED FEELS LIKE THE ISSUE IS A SAFETY ISSUE

C STATED WOULD LIKE ANY ASSISTANCE WITH REPAIR

RCAS-ML ADVISED THAT NNA WOULD REVIEW THE SITUATION WITH MANAGEMENT AS A GOODWILL GESTURE

RCAS-ML ADVISED CAN NOT GUARANTEE THAT NNA WOULD BE WILLING TO ASSIST

C UNDERSTOOD AND THANKED @02/01-ZML971N

RCAS-ML CONTACTED DPSM-BW ON 02-01 @02/02-ZML971N

DPSM-BW ADVISED WOULD CONTACT DLR FOR MORE INFO AND BE IN CONTACT WITH RCAS

RCAS-ML CONTACTED DLR AND SPOKE WITH SM-JIM

SM-JIM ADVISED HAS NOT HEARD FROM DPSM-BW BUT WILL TRY TO CONTACT DPSM

@02/02-ZML971N

RCAS-ML LEFT VMX FOR SM-JIM AT 1:18 CST @02/05-ZML971N

CRR-NC RECEIVED AN INBOUND CALL FROM C REQUESTING AN UPDATE ON FILE.

CRR-NC TRANSFERRED C TO RCAS EXT. @02/05-ZNC233N

RCAS-ML RECEIVED TRANSFER

C STATED IS WONDERING IF NNA IS GOING TO ASSIST WITH REPAIR

RCAS-ML ADVISED AT THIS POINT RCAS IS WAITING ON UPDATE FROM MANAGEMENT

C UNDERSTOOD AND JUST WANTS TO KNOW EITHER WAY

RCAS-ML UNDERSTOOD AND WOULD BE IN CONTACT ONCE RCAS HAS ANSWER

C THANKED @02/05-ZML971N

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RCAS-ML RECEIVED UPDATE FROM DPSM-BW
DPSM-BW ADVISED WOULD OVERRIDE GRT
RCAS-ML CONTACTED C IN REGARDS TO SEAT TRACK
RCAS-ML BASED ON THE CUSTOMER BEING A VERY LOYAL NISSAN CUSTOMER TO DLR FOR
SERVICE WORK NNA WOULD BE IN POSITION COVER THE COST OF THE REPAIR FOR
SEAT TRACK
C THANKED SO MUCH @02/06-ZML971N
RCAS-ML ADVISED C TO CONTACT DLR TO SETUP APPT
C THANKED AGAIN AND DISCONNECTED
RCAS-ML IS CLOSING FILE @02/06-ZML971N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 3004	EFFECTIVE: 01 / 31 / 07	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: ZMW536N	
HISTORY:	UPDATE BY: ZML971N	
SVC CALL#:	UPDATE DATE: 02 / 06 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 06 / 07	MICROFILM: N
RESP CAA: LONDON, MATTHEW	OLM: SMIT AGNES	DOM: ROCHE PATRICK
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: NONE

NAME: [REDACTED]
STREET: [REDACTED]
CITY: CAMARILLO
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 805 497 4515

VIN: JN8AZ08T05W [REDACTED] Y
YR/MDL: 2005.0 MUR MILEAGE: 70436
IN SVC DATE: 05 / 13 / 05
VCAN: N
PAID: 6
SUSP: 0
DENY: 0

RTL DLR: 042B
SVC DLR: 3059
RESP DLR: 3059
REGION: 44

UNIVERSAL CITY NISSAN INC
NISSAN OF THOUSAND OAKS
NISSAN OF THOUSAND OAKS
DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 34436 (PT) MONTHS: MILES: 10436

ORIG CODE: CT 11 OPEN DATE: 02 / 07 / 07 XFER/RSPNSBLTY: 44 02 S
CONTACT (S): FOLLOWUP DATE: 03 / 06 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 03 / 13 / 07 DATANET (Y/N): 02 / 09 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJP509N 02/07/2007

NO PREVIOUS FILES FOUND.

CRR-JP VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND SVC DLR.

CRR-JP CHECKED FOR OPEN/CLOSED RECALLS/CAMPAIGNS AND FOUND: @02/07-ZJP509N

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 03/20/06 04/24/06 3059

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 03/20/06 04/24/06 3059

CLSD R0601 MURANOTANKR&RNTB06-025 02/23/06 03/20/06 04/24/06 3059

C WAS INFORMED.

CRR-JP VERIFIED THAT C ALSO OWNS A NISSAN XTERRA.

CRR-JP RECEIVED CALL FROM C IN REGARDS TO THE SEAT ON THE VEH.

C STATED THAT C HAD THE SEAT REPAIRED ON THE VEH THE FIRST TIME ALMOST A YEAR AGO WHEN THE VEH WAS UNDER 36,000 MILES.

C STATED THAT THE SEAT WOULD LEAN WHEN C WOULD TURN TO THE LEFT OR THE RIGHT.

C STATED THAT C HAD THE REPAIRS DONE AT DLR 3059 NISSAN OF THOUSAND OAKS THE FIRST TIME THE REPAIRS WERE DONE UNDER WARRANTY.

C STATED THAT C IS NOT HAVING THE SAME ISSUE WITH THE SEAT IN THE VEH.

C STATED THAT THE SEAT IS THE DRIVER'S SIDE FRONT SEAT.

C STATED THAT C TOOK THE VEH TO DLR 3059 NISSAN OF THOUSAND OAKS AND C SPOKE TO SM-BOB CAUSEY ON THE ISSUE WHO INFORMED C THAT THE REPAIRS WOULD COST OVER \$500 BECAUSE THE DLR WOULD NEED TO ORDER THE PARTS AND THE ISSUE WOULD NOT BE ABLE TO BE COVERED UNDER WARRANTY.

C STATED THAT WHEN THE VEH WAS REPAIRED THE FIRST TIME, THE ISSUE SHOULD NOT HAVE HAPPENED AGAIN AND C STATED THAT C KNOWS C IS OOW ON THE VEH, BUT WOULD STILL LIKE TO REQUEST ASSISTANCE FROM NNA ON THE REPAIRS.

CRR-JP INFORMED C THAT CRR-JP WOULD TRANSFER THE FILE TO RCAS AND RCAS OR DLR WOULD CONTACT C BY THE END OF BUSINESS ON 2/8/07.

CRR-JP ASKED C IF C HAD A CONTACT NUMBER FOR RCAS.

C STATED THAT C CAN BE CONTACTED DURING THE DAYTIME BEFORE 11 AM PST AND AFTER 2 PM PST AT 818-730-9856.

@02/07-ZJP509N

@02/07-ZJP509N

CRR-JP ASKED C IF C NEEDED ANY FURTHER ASSISTANCE. C STATED NO.

CRR-JP GAVE C FILE NUMBER, NAME AND EXTENSION.

C THANKED CRR-JP AND ENDED THE CALL.

CRR-JP TRANSFERRED THE FILE TO RCAS FOR FURTHER HANDLING. @02/07-ZJP509N

**

RCAS-DW DATANETTED FILE.

RCAS-DW CONTACTED SD-BOB AT DLRSHIP AND LEFT A VMX.

RCAS CONTACTED C AND REQUESTED FURTHER INFORMATION.

C STATED SEAT LEANS BOTH WAYS WHEN TURNING. C STATED C WAS ADVISED THAT ENTIRE TRACK NEEDS TO BE REPLACED.

RCAS ADVISED C THAT RCAS LEFT A VMX FOR SD AND WILL NEED TO SPEAK WITH SD FOR ASSISTANCE. RCAS ADVISED ONCE VEH IS OOW NNA CANNOT COVER REPAIR. RCAS ADVISED C THAT RCAS CANNOT GUARANTEE THAT C WILL BE ASSISTED. RCAS ADVISED ONCE DLR IS CONTACTED AND RCAS RECEIVES ANSWER, RCAS WILL CONTACT C [BACK. @02/08-ZDW797N](#)

C UNDERSTOOD AND ENDED THE CALL.

@02/08-ZDW797N

**RCAS-MW CALLED DLRSHIP AT 1:19PM CST AND LEFT MESSAGE FOR SM TO CALL RCAS BACK.

@02/16-ZMW536N

**RCAS RECEIVED CALL FROM SM-BOB.

SM-BOB ADVISED RCAS THAT THE ISSUE IS WITH THE SEAT RISER AND THAT IT IS UNCOMMON FOR THE THIS PART TO GO OUT. SM ADVISED THAT THE DLRSHIP HAD GONE AHEAD AND ORDERED THE PART SINCE C NEEDED THE DRIVERS SEAT TO BE REPAIRED BY THE CONSUMER OR BY NISSAN. DLRSHIP HAS NOT INSTALLED THE SEAT YET DUE TO

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WAITING ON WHAT NISSAN IS GOING TO DO.

RCAS-MW ADVISED SM THAT C HAS 70,000 MILES ON THE VEH, GOES TO AN INDEPENDENT PLACE FOR OIL CHANGES AND SERVICES AND HAS OWNED 2 PREVIOUS NISSANS. RCAS ADVISED SM THAT RCAS WILL DO FURTHER RESEARCH.

RCAS-MW THANKED AND ENDED CALL. @02/16-ZMW536N

**RCAS-MW CALLED C AT 10:52 AM CST AT NUMBER 818 730 9856.

RCAS-MW ADVISED C THAT AT THIS TIME NISSAN WOULD BE UNABLE TO ASSIST C WITH THE COST OF THE REPAIRS TO THE DRIVERS SEAT BASED ON THE FACT THAT NISSAN ALREADY HELPED C OUT WITH REPAIRS WHEN C HAD 39,000 MILES ON THE VEH BACK IN MAY 2006. RCAS-MW ALSO ADVISED THAT SINCE THEN C HAS PUT ON 30,000 MILES AND NOW NISSAN IS CONSIDERING THE ISSUE WITH THE SEAT AS NORMAL WEAR AND TEAR. C STATED THAT C DISAGREES WITH THE PART THAT NEEDS TO BE REPLACED. C STATED THAT THE SEAT IS DOING EXACTLY THE SAMETHING AS BEFORE AND DOES NOT UNDERSTAND HOW NISSAN REPLACED THE SLIDE ASSEMBLY BACK IN MAY 2006 AND NOW THE PART IS CONSIDERED AS A SEAT RISER. C STATED THAT IF THIS IS NISSANS' STAND ON THE MATTER THAT C WILL NOT BUY ANOTHER NISSAN.

RCAS-MW APOLOGIZED TO THE C FOR THE UNFAVORABLE ANSWER BUT RCAS-MW ADVISED C THAT RCAS AND NISSAN WAS RESEARCHING BASED ON WHAT THE DLRSHIP ADVISED RCAS. RCAS-MW ADVISED C THAT RCAS WILL CALL DLRSHIP TO ADVISED DLRSHIP OF NISSANS' STAND.

C UNDERSTOOD.

RCAS-MW THANKED AND ENDED CALL. @02/21-ZMW536N

**RCAS-MW CALLED DLRSHIP AT 11:08 AM CST AND LEFT MESSAGE FOR SM-BOB TO CALL RCAS BACK. @02/21-ZMW536N

**RCAS-MW CALLED DLRSHIP AT 3:31 PM CST AND TALKED WITH SM-BOB.

SM-BOB ADVISED RCAS THAT THE ISSUE IS THE SAME ISSUE AND THE SAME COMPONET. RCAS-MW ADVISED SM THAT SINCE RCAS KNOWS NOW THAT THE PART IS THE SAME, RCAS WILL LOOK FURTHER INTO CONCERN.

RCAS-MW THANKED AND ENDED CALL. @02/26-ZMW536N

**RCAS-MW CALLED DLR AT 5:00 AND SPOKE WITH SM-BOB.

SM-BOB ADVISED RCAS THAT THE C ALREADY HAD THE REPAIR DONE FOR THE SEAT ON 3/7/07.

RCAS-MW THANKED AND ENDED CALL. @03/13-ZMW536N

**RCAS-MW CALLED C AT 5:34 AT DAY NUMBER AND SPOKE WITH C.

RCAS-MW ADVISED C THAT NISSAN IS UNABLE TO ASSIST C AT THIS TIME.

C UNDERSTOOD AND ADVISED RCAS THAT THIS IS PROBABLY THE LAST NISSAN C WILL BUY. @03/13-ZMW536N

RCAS-MW TRIED TO EXPLAIN WHY NISSAN WOULD NOT BE ABLE TO ASSIST AND C INTERRUPTED RCAS AND ADVISED THAT C UNDERSTOOD.

RCAS-MW THANKED AND ENDED CALL.

RCAS-MW CLOSING FILE. @03/13-ZMW536N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT RACS-DANA WITH ANY QUESTIONS, THANKS

DEALER ACTION:

RO 12746 39823 MILES 5-31-06 L/F SEAT TRACK ASSEMBLY WAS REPLACED UNDER GOODWILL, VEHICLE NOW HAS 70325 MILES AND NEED SAME REPAIR, GRT DECLINED. CUSTOMER S

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TATED WOULD BE SATISFIED WITH A PARTIAL GOODWILL, DEALER EXPLAINED OUT OF DEAL
ER EMPOWERMENT AND NNA WOULD HAVE TO APPROVE. PLEASE ADVISE @02/15-3059

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3059	EFFECTIVE: 02 / 07 / 07	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: ZJP509N	
HISTORY:	UPDATE BY: ZMW536N	
SVC CALL#:	UPDATE DATE: 03 / 13 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 13 / 07	MICROFILM: N
RESP CAA: WORLEY, MARK	OLM: SMIT AGNES	DOM: BENDICK, RON
PHONE: 6157257904	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08T84W [REDACTED] Y
CITY: HAMPTON	YR/MDL: 2004.0 MUR MILEAGE: 57221
ST/ZIP: VA [REDACTED]	IN SVC DATE: 02 / 06 / 04
DAY PH: [REDACTED]	RTL DLR: 3710 HALL NISSAN-NEWPORT NEWS
EVE PH: [REDACTED]	SVC DLR: 5092 PRIORITY NISSAN
DLR PH: 757 369 6600	RESP DLR: 5092 PRIORITY NISSAN
	REGION: 36 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW PREOWNEI X MILES 40000 # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 3710 HALLNISSAN-NEWPORT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 21221 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 02 / 09 / 07	XFER/RSPNSBLTY: 36 09 S
CONTACT (S):	FOLLOWUP DATE: 02 / 19 / 07	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 02 / 15 / 07	DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YO	PART MISSING/LOOSE/FELL OFF
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZWJ020N 02/09/2007

NO PREVIOUS FILES FOUND.

@02/09-ZWJ020N

CRR-WC VERIFIED C NAME, ADDRESS, DAY/EVE#, VIN, MILEAGE, AND RESPONSIBLE DLR

CRR-WC CHECKED RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 08/30/05 3710

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 05/23/06 5042

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 05/23/06 5042

CRR-WC ADVISED C RECALL/CAMPAIGN INFO.

CRR-WC RECEIVED AN INBOUND CALL FROM C.

C STATED C HAS PREVIOUSLY OWNED 2-200SX AND A MAXIMA.

C STATED IN JULY 2006 C NOTICED THAT WHEN THE POWER SEAT RAISED UP THE SEAT WAS NOT RAISING UP EVENLY.

@02/09-ZWJ020N

C STATED C TOOK THE VEH TO DLR 3710 HALL NISSAN REGARDING ISSUE.

C STATED DLR ADVISED C THAT DLR 3710 NOTICED THE SEAT HAD A LEAN TO IT AND ADVISED C TO TRY TO PUSH THE VEH UPWARD.

@02/09-ZWJ020N

C STATED LAST WEEK C NOTICED SEAT SEEM LIKE IT WAS COMING OFF BASE OF VEH.

C STATED C TOOK VEH TO DLR 5092 PRIORITY NISSAN.

C STATED THE DLR 5092 ADVISED C THAT VEH NEEDED A NEW SEAT TRACK.

C STATED DLR 5092 ADVISED C REPAIR WOULD COST C \$1000.

C STATED C WAS CHARGED \$65 FOR DIAGNOSING VEH.

C STATED C CALLED JEFF EVANS AND DOUG UPDIKE WHOM WERE PREVIOUS EMPLOYEE OF DLR 3710 HALL NISSAN.

C STATED JEFF EVANS IS NOW WORKING AT DLR 5044 HALL NISSAN AND DOUG UPDIKE IS WITH A HONDA DLR SINCE DLR 3710 HAS BEEN REPLACED WITH DLR 5092 PRIORITY NISSAN.

C STATED C TOOK VEH TO DLR 5044 AND SPOKE WITH JEFF EVANS AGAIN AND C WAS ADVISED THAT THE BACK OF THE DRIVER SEAT WAS SPLIT IN HALF.

C STATED C FINDS ISSUE DIFFICULT TO ACCEPT.

@02/09-ZWJ020N

C STATED DLR ADVISED C THAT THEY HAD NEVER SEEN THE ISSUE JUST HAPPEN THIS WAY.

@02/09-ZWJ020N

C STATED C WAS CONTACTING NNA REGARDING ISSUE FOR A RESOLUTION AND ASSISTANCE WITH REPAIR.

CRR-WC ADVISED C VEH IS OUTSIDE OF BASIC WARRANTY.

CRR-WC ADVISED C BRAND LOYALTY.

CRR-WC ADVISED C A FILE WAS CREATED AND SENT TO RCAS FOR REVIEW AND C CAN EXPECT A CALLBACK FROM RCAS OR DLR BY THE END OF THE NEXT BUSINESS DAY. C CAN BE CONTACTED AT 757 546 4745.

C STATED C WILL NOT DEAL WITH DLR 5092 PRIORITY NISSAN BECAUSE C WAS NOT TREATED SATISFACTORY.

C STATED C SPOKE WITH SA FLOYD REDCROSS AT DLR 5092.

C STATED VEH DIAGNOSTIC WAS PERFORMED BY DLR 5092.

C STATED C WILL BE DEALING WITH DLR 5044 HALL NISSAN.

CRR-WC ADVISED C FILE#, CRR NAME AND EXT. AND OFFERED FURTHER ASSISTANCE.

C STATED NO AND ENDED CALL.

@02/09-ZWJ020N

@02/09-ZWJ020N

CRR-JP RECEIVED CALL FROM C STATING THAT C WOULD LIKE TO SPEAK TO CRR-WC ON THE FILE.

CRR-JP INFORMED C THAT CRR-WC TRANSFERRED THE FILE TO RCAS AND THAT C WOULD NEED TO SPEAK TO RCAS ON THE FILE.

CRR-JP OFFERED TO TRANSFER C TO RCAS.

C ACCEPTED.

CRR-JP INFORMED C THAT IF RCAS IS NOT AVAILABLE, THEN C WOULD BE ABLE TO LEAVE VMX FOR RCAS.

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C UNDERSTOOD.

CRR-JP WARM TRANSFERRED C TO RCAS VMX.

CRR-JP SENT AN INTERNAL E-MAIL TO RCAS ON THE FILE. @02/12-ZJP509N

RCAS-BC LEFT MESSAGE FOR C @ 9:54 AM. @02/12-ZBC521N

RCAS-BC RECEIVED CALL FROM C @ 7:30 AM CST ON 02/13/07.

C STATES C DID NOT WANT TO TAKE THE VEHICLE BACK TO PRIORITY NISSAN C WOULD LIKE TO TAKE THE VEHICLE TO HALL VIRGINIA BEACH AND WORK WITH S/M JEFF.

RCAS-BC INFORMED C THAT RCAS-BC WOULD REVIEW THE FILE AND SPEAK WITH THE C THIS AFTERNOON.

C STATES C WOULD CALL @ 1:30 PM TO SPEAK WITH RCAS-BC.

RCAS-BC THANKED AND ENDED CALL. @02/13-ZBC521N

CRR-SB RECEIVED AN INBOUND CALL FROM C.

CRR-SB VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

C CALLED IN AND PROVIDED THE EXTENSION NUMBER.

CRR-SB INFORMED C THAT CRR-SB WOULD CHECK AND TRANSFER THE CALL.

C UNDERSTOOD.

CRR-SB TRANSFERRED THE CALL TO RCAS-BC.

CRR-SP PROVIDED C WITH NAME AND EXTENSION.

C THANKED AND ENDED THE CALL. @02/13-ZSB000N

RCAS-BC SPOKE WITH C @ 12:45 PM CST. RCAS-BC INFORMED C THAT THE VEHICLE WAS OUTSIDE OF WARRANTY AND NNA WOULD BE LOOKING AT THE INFORMATION FROM THE ASPECT OF GOODWILL.

C STATES C UNDERSTANDS. @02/13-ZBC521N

RCAS-BC INFORMED C THAT RCAS-BC WOULD SPEAK WITH S/M JEFF AND CONTACT C.

C UNDERSTOOD THANKED AND ENDED CALL. @02/13-ZBC521N

RCAS-BC LEFT MESSAGE FOR S/M JEFF @ 2:14 PM CST ON 02/13/07. @02/13-ZBC521N

RCAS-BC LEFT MESSAGE FOR S/M JEFF @ 9:15 AM CST ON 02/15/07 @02/15-ZBC521N

RCAS-BC SPOKE WITH S/M JEFF @ 10:26 AM CST ON 02/15/07.

S/M STATES GRT HAS BEEN RAN WHEN C WAS AT HALL NEWPORT NEWS AND VICTORY AND BOTH TIMES IT WAS DECLINED.

S/M STATES THE SEAT BRACKET APPEARS TO HAVE BEEN BENT BY THE C ERROR.

S/M STATES PRIORITY IS LOOKING FOR A SEAT BRACKET FROM A INDEPENDENT DLR FOR A CHEAPER PRICE FOR THE C. @02/15-ZBC521N

RCAS-BC THANKED AND ENDED CALL. @02/15-ZBC521N

RCAS-BC LEFT MESSAGE FOR C @ 10:48 AM CST ON 02/15/07 @02/15-ZBC521N

CRR-KH RECEIVED INBOUND CALL FROM C NEEDING TO SPEAK WITH RCAS. @02/15-ZKH050N

RCAS-BC RECEIVED CALL FROM C @ 1:00 PM CST ON 02/15/07

RCAS-BC INFORMED C THAT THE REQUEST FOR ASSISTANCE OUTSIDE OF WARRANTY HAS BEEN DECLINED. RCAS-BC INFORMED C THAT NNA DOES NOT COVER NORMAL WEAR.

C WANTED TO KNOW WHAT HOW DLR DETERMINED THE SEAT WAS BENT.

RCAS-BC INFORMED C THAT NNA DOES HAVE NOTIFICATION THAT THE VEHICLE WAS SOLD IN THAT CONDITION.

C STATES OK THIS LEAVES A BAD TASTE IN C'S MOUTH.

RCAS-BC APOLOGIZED C FELT THAT WAY THANKED AND ENDED CALL.

RACS-BC CLOSING FILE: NO FURTHER ACTION REQUIRED. @02/15-ZBC521N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3I	ROOT CAUSE: SCCM
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: 02 / 15 / 07	USERID: ZBC521N
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 5092	EFFECTIVE: 02 / 09 / 07	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: ZWJ020N	
HISTORY:	UPDATE BY: ZBC521N	
SVC CALL#:	UPDATE DATE: 02 / 15 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 15 / 07	MICROFILM: N
RESP CAA: CROCKETT, BRANDON	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257789	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]	VIN: JN8AZ08W34W [REDACTED] Y
STREET: [REDACTED]	YR/MDL: 2004.0 MUR MILEAGE: 60000
CITY: PHILADELPHIA	IN SVC DATE: 02 / 23 / 04
ST/ZIP: PA [REDACTED]	VCAN: Y RTL DLR: 3854 ARDMORE NISSAN, LLC
DAY PH: [REDACTED]	PAID: 14 SVC DLR: 3854 ARDMORE NISSAN, LLC
EVE PH: [REDACTED]	SUSP: 0 RESP DLR: 3854 ARDMORE NISSAN, LLC
DLR PH: 610 649 4400	DENY: 0 REGION: 26 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3854 ARDMORE NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 25000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 02 / 09 / 07	XFER/RSPNSBLTY: 26 06 S
CONTACT (S):	FOLLOWUP DATE: 02 / 12 / 07	DATANET (Y/N): 1
SEVERITY: 3	CLOSE DATE: 02 / 21 / 07	DATANET (Y/N): 02 / 13 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZSA110N 02/09/2007

NO PREVIOUS FILES FOUND.

@02/09-ZSA110N

CRR-SA VERIFIED C'S NAME, PHONE NUMBER, ADDRESS, MILEAGE, AND RESPONSIBLE DLR.

CRR-SA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPDATES; FOUND NONE.

CRR-SA RECEIVED INBOUND CALL FROM C REGARDING EXTENDED WARRANTY COVERAGE.

C STATES THAT C'S DRIVER SIDE SEAT BRACKET IS BROKEN, AND DLRSHIP ADVISED C THAT REPAIR IS NOT COVERED UNDER TERMS OF ESC. C FEELS THAT SEAT BRACKET IS A SAFETY ISSUE AND SHOULD BE COVERED. C IS REQUESTING THAT NNA SPEAK TO DLRSHIP ON C'S BEHALF TO DETERMINE WHETHER REPAIR MAY BE PAID FOR BY NNA.

CRR-SA ADVISED C THAT FILE WOULD BE TRANSFERRED TO RCAS FOR FURTHER REVIEW.

CRR-SA GAVE C FILE NUMBER, NAME, AND EXT.

CRR-SA TRANSFERRING FILE TO RCAS.

@02/09-ZSA110N

@02/09-ZSA110N

*

@02/12-ZDA881N

RCAS CONTACTED SM-DON TO REVIEW FILE. SM-DON STATED C DOES NEED A NEW SEAT BRACKET IN THE VEH. SM-DON STATED THERE IS A TSB ON THE CONCERN. SM-DON STATED SM-DON DID TRY TO RUN GRT AND IT WAS NOT RECOMMENDED. SM-DON STATED THIS C IS A REALLY GOOD C AND DOES A LOT OF SERVICES AT THE DLR. SM-DON STATED SM-DON WOULD BE WILLING TO PAY LABOR IF NNA WOULD BE WILLING TO COVER THE COST OF THE PART. RCAS STATED RCAS WILL HAVE A DISCUSSION WITH THE DPSM TO SEE IF DPSM WOULD BE WILLING TO ASSIST C. SM-DON UNDERSTOOD. CALL ENDED. @02/12-ZDA881N

*

RCAS CONTACTED C AND LEFT A MSG WITH INDIVIDUAL WHO ANSWERED THE CALL. RCAS PROVIDED NAME AND EXT. # FOR C TO CALL BACK. @02/12-ZDA881N

*

RCAS VERIFIED GRT: NOT RECOMMENDED AND RAN ON 2/9.

@02/12-ZDA881N

*

RCAS E-MAILED DPSM TO REVIEW FILE AND REQUESTED FURTHER ASSISTANCE.

@02/13-ZDA881N

*

RCAS RECEIVED E-MAIL FROM DPSM. DPSM STATED DPSM WOULD ASSIST WITH PART AT COST AND DLR COVER LABOR. RCAS UNDERSTOOD. @02/13-ZDA881N

*

RCAS CONTACTED DLR AND SPOKE WITH SA-BERNADETTE. RCAS INFORMED SA-BERNADETTE THAT DPSM IS WILLING TO COVER PART AT COST AND DLR WILL COVER LABOR. SA-BERNADETTE UNDERSTOOD AND STATED WILL PASS INFORMATION ON TO SM-DON. CALL ENDED. @02/14-ZDA881N

*

RCAS CONTACTED C AND LEFT A MSG WITH INDIVIDUAL WHO ANSWERED CALL.

@02/14-ZDA881N

*

RCAS CONTACTED C TO REVIEW FILE. RCAS INFORMED C THAT ALL INFORMATION HAS BEEN REVIEWED AND NNA WOULD BE IN A POSITION TO COVER COST OF DRIVER SEAT FRAME REPAIR. C UNDERSTOOD AND SATISFIED. CALL ENDED. @02/21-ZDA881N

*

FILE CLOSED

@02/21-ZDA881N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT RCAS DANIELLE WITH ANY QUESTIONS OR CONCERNS AT 615-725-7755.

THANK YOU.

DEALER ACTION:

		CONTACT(S):		
SATISFIED:		ACTION CODE:		ROOT CAUSE:
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: 3854		EFFECTIVE: 02 / 09 / 07		CHANGED BY:
IIR-DATE: 00 / 00 / 00		TRANS DATE: 00 / 00 / 00		CHECK REQUESTED: NO
3RD PRTY:		PART#:		CHECK ISSUED: NO
BYBACK ST:		OPENED BY: ZSA110N		
HISTORY:		UPDATE BY: ZDA881N		
SVC CALL#:		UPDATE DATE: 02 / 19 / 07		
CLOSE: Y (Y/N)		CLOSE DATE: 02 / 21 / 07		MICROFILM: N
RESP CAA: ALEXANDER, DANIELLE		OLM: ROYSTER KAREN		DOM: STALNAKER ROBERT
PHONE: 0000000000		OWNER FIRST:		LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:26 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED]

VIN:
IN SCV DATE: 2/23/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
64	RCDI01952803	3854 PA	2/23/2004	2/23/2009	75.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: RCDI01952803	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: I	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 02/23/04	EFFECTIVE:
EXPIRES: 02/23/09 MILES: 75,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 2/23/2004	TRANSACTION:
PRINTED: 02/28/04	PRINTED:
DEALER NO: 3854 STATE: PA	DEALER NO: STATE:
DEALER NAME: ARDMORE NISSAN, LLC	DEALER NAME:
-----+-----	

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SC: NONE

NAME: [REDACTED] VIN: JN8AZ08W54W [REDACTED]
STREET: [REDACTED] YR/MDL: 2004.0 MUR MILEAGE: 51345
CITY: DETROIT IN SVC DATE: 01 / 31 / 05
ST/ZIP: MI [REDACTED] VCAN: N RTL DLR: 28034 KEY NISSAN SALES
DAY PH: [REDACTED] PAID: 6 SVC DLR: 2907 SUBURBAN NISSAN/FARM HILL
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 2907 SUBURBAN NISSAN/FARM HILL
DLR PH: 248 471 0044 DENY: 0 REGION: 24 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: 2907 SUBURBAN NISSAN/FA
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 15345 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 19 / 07 XFER/RSPNSBLTY: 24 12 S
CONTACT (S): FOLLOWUP DATE: 02 / 20 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 02 / 23 / 07 DATANET (Y/N): 02 / 26 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:26 PM

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C. A. R. COMMENTS

FILE OPENED-ZAD908N 02/19/2007

PREVIOUS FILES FOUND: NONE

@02/19-ZAD908N

CRR-AD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE

RESPONSIBLE DLR:

CRR-AD CHECKED AND ADVISED C OF OPEN/CLOSED RECALLS/CAMPAIGNS AND FOUND:

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 00/00/00 08/30/05 2907

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/22/06 05/04/06 2907

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/22/06 05/04/06 2907

CRR-AD RECEIVED INBOUND CALL FROM C REQUESTING NNA TO ASSIST FINANCIALLY WITH THE REPAIR OF C'S VEH AS DLR HAS STATED THAT REPAIR IS NOT COVERED UNDER WARRANTY. C STATED THAT VEH FRONT DRIVERS SEAT NEEDS TO BE REPLACED.

CRR-AD ADVISED C THAT ALL C'S COMMENTS AND CONCERNS WILL BE FORWARDED TO A RCAS WHO WILL REVIEW C'S FILE WITH THE SM OF DLR TO DETERMINE IF NISSAN CAN ASSIST C WITH THIS MATTER

@02/19-ZAD908N

CRR-AD ADVISED C THAT C WILL BE CALLED BACK BY DLR SM/STAFF OR RCAS BY THE END OF THE FOLLOWING BUSINESS DAY

C UNDERSTOOD

CRR-AD ASKED C IF C HAD ANY ADDITIONAL QUESTIONS OR CONCERNS AT THIS TIME?

C STATED NO

CRR-AD GAVE C CRR'S NAME, EXTENSION AND C'S FILE NUMBER

CRR-AD THANKED C FOR CALLING NISSAN CONSUMER AFFAIRS

@02/19-ZAD908N

2

@02/19-ZML971N

RCAS-ML LEFT MESSAGE FOR SM-JIM AT 3:28 CST

@02/19-ZML971N

RCAS-ML CONTACTED DLR AND SPOKE WITH SM-JIM

SM-JIM ADVISED THAT CUSTOMER WAS NOT ABLE TO LEAVE THE VEHICLE WITH DLR TO DIAGNOSE SEAT ISSUE

@02/20-ZML971N

RCAS-ML CONTACTED C

C STATED THAT SEAT IS BROKEN AGAIN

C STATED THAT SEAT TRACK HAS BEEN REPLACED ONCE BEFORE

@02/20-ZML971N

RCAS-ML ASKED IF C HAD THE ISSUE DIAGNOSED WITH A NISSAN DLR

C STATED IS CURRENTLY AT DLR

RCAS-ML ADVISED WOULD FOLLOW UP WITH DLR

C THANKED

@02/20-ZML971N

RCAS-ML RECEIVED CALL FROM SM-JIM

SM-JIM ADVISED THAT GRT WAS NOT RECOMMENDED FOR SEAT TRACK

RCAS-ML ASKED IF SM-JIM IS WILLING TO CONTRIBUTE TO HELP CUSTOMER

SM-JIM ADVISED IT DEPENDS

RCAS-ML ADVISED IF SM-JIM WOULD LIKE TO HELP C THEN SM-JIM WOULD NEED TO CONTACT DPSM-MM

@02/20-ZML971N

RCAS-ML CALLED DAY# AND LEFT VMX AT 3:25 CST

@02/20-ZML971N

RCAS-ML CONTACTED DPSM-MM

DPSM-MM ADVISED THAT NNA IS GOING TO GOODWILL REPAIR FOR SEAT TRACK

@02/23-ZML971N

RCAS-ML CONTACTED C

@02/23-ZML971N

RCAS-ML ADVISED THAT BASED ON C'S REPAIR HISTORY AND ISSUE WITH SEAT TRACK

NNA IS GOING REPAIR THE SEAT TRACK AS A GOODWILL GESTURE

C STATED THAT IS REALLY NICE

C STATED IS GLAD THAT NNA WOULD DO SOMETHING LIKE THIS

RCAS-ML ADVISED AT THIS POINT WOULD NEED TO CONTACT DLR TO GET APPT AND PART

ORDERED FOR C'S VEHICLE

C THANKED AND ENDED CALL

RCAS-ML IS CLOSING FILE

@02/23-ZML971N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SCCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 2907	EFFECTIVE: 02 / 19 / 07	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: ZAD908N	
HISTORY:	UPDATE BY: ZML971N	
SVC CALL#:	UPDATE DATE: 02 / 23 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 23 / 07	MICROFILM: N
RESP CAA: LONDON, MATTHEW	OLM: SMIT AGNES	DOM: JENSEN STEPHEN
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: LEXINGTON PARK
ST/ZIP: MD [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 301 843 5300

VIN: JN8AZ08W75W [REDACTED] Y
YR/MDL: 2005.0 MUR MILEAGE: 18600
IN SVC DATE: 05 / 31 / 05
RTL DLR: 3554
SVC DLR: 3850
RESP DLR: 3850
REGION: 36

VCAN: Y
PAID: 1
SUSP: 1
DENY: 0

HERB GORDON NISSAN
SHEEHY NISSAN OF WALDORF
SHEEHY NISSAN OF WALDORF
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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: #2428 O'NEIL NISSANINC
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 21 / 07 XFER/RSPNSBLTY: 36 04 S
CONTACT (S): FOLLOWUP DATE: 02 / 22 / 07 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 02 / 27 / 07 DATANET (Y/N): 02 / 26 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZTB607N 02/21/2007

PREVIOUS FILES FOUND:5004529. 5330488

@02/21-ZTB607N

CRR-TB CONFIRMED C NAME, ADDRESS, DAY/EVE#, VIN/MILEAGE # AND SVC DLR,

CRR-TB CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/22/06 05/22/06 3850

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/22/06 05/19/06 3850

OPEN R0614 MURANOSTRLOCKNTB06-091 11/09/06 00/00/00 00/00/00

CRR-TB RECEIVED INBOUND CALL FROM C.

C STATES C IS OUT OF TOWN AND SEAT DRIVERS SEAT IS BROKEN.

C STATES VEH IS UNSAFE BECAUSE OF SEAT AND C IS DISABLED.

C STATES C WENT TO NEAREST NISSAN DLRSHIP AND WAS ADVISED THAT DLR COULD NOT ORDER THER PARTS: PART#87450-CA66AAND PART#68246-CA001.

C STATES DLR ADVISED C THAT PART IS ON BACKORDER AND DLR DOES NOT KNOW WHEN PART WILL BE AVAILABLE.

C STATES THIS IS UNACCEPTABLE.

@02/21-ZTB607N

C STATES C WILL NOT WAIT ON DLR.

C STATES C NEEDS PART TO BE OVERNIGHTED TO ONEIL NISSAN.

C STATES C IS 5 HOURS AWAY FROM HOME.

CRR-TB ADVISED C THAT CRR-TB UNDERSTANDS C'S CONCERN.

CRR-TB ADVISED C THAT CRR-TB HAS CREATED FILE IN REFERENCE TO C'S CONCERN.

CRR-TB ADVISED C THAT CRR-TB WOULD FORWARD C CONCERN TO A RCAS AND THAT RCAS WILL INVESTIGATE C CONCERNS AND WILL DISCUSS C CONCERNS WITH THE DLRSHIP AND THAT RCAS OR THE DLRSHIP WOULD CALL C BACK BY THE END OF NEXT BUSINESS DAY.

IF FOR ANY REASON C HAS NOT HEARD FROM EITHER THE DEALER OR RCAS AFTER THAT TIME PLEASE FEEL FREE TO CALL NNA BACK FOR AN UPDATE.

C UNDERSTOOD.

CRR-TB PROVIDED C WITH FILE#, CRR-TB NAME AND EXT.

CRR-TB OFFERED FURTHER ASSISTANCE.

C STATED NO THANKS AND ENDED CALL.

CRR-TB IS FORWARDING FILE TO RCAS.

@02/21-ZTB607N

C STATES ON EVEN# RCAS WILL HAVE TO ADVISE OPERATOR THAT C IS VISITING THIS LOCATION AND THEN ASK FOR C'S NAME.

CRR-TB ADVISED C THAT CRR-TB WOULD DOCUMENT THIS INFORMATION. @02/21-ZTB607N

***CRR-AG RECEIVED INBOUND CALL.

C STATED NNA HAS NOT RETURN C CALL. C STATED THE AGENT INCHARGE OF C FILE IS ON VACATION. C STATED THIS IS UNACCEPTABLE AND DEMANDS A RETURN PHONECALL. C STATED C HAS A DISABILITY AND C NEEDS VEH.

C STATED C NEEDS TO SPEAK TO A SUPERVISOR DUE TO SITUATION WAS MISHANDLED.

CRR-AG APOLOGIZED TO C FOR ALL INCONVENIENCE.

CRR-AG ADVISED C THAT A SUPERVISOR CALLBACK WOULD BE REQUESTED.

CRR-AG ADVISED C THAT SUPERVISOR CALLBACK TAKES 4 BUSINESS HOURS.

C STATED C COULD BE CONTACTED ON EITHER CONTACT PHONE#.

CRR-AG ASKED C IF FURTHER ASSISTANCE WAS NEEDED AND C SAID NO THANKS.

CRR-AG PROVIDED C WITH NAME, FILE# AND EXTENSION#.

C ENDED CALL.

@02/22-ZAG039N

*****EMAIL FILE LOGGED*****

NO PREVIOUS FILES

EMAIL REC'D 2/21/07 ADDRESSED TO NNA-CA SENT VIA EMAIL @02/23-ZCP276N

RE CASE 5626681 I CALLED NISSAN ABOUT 20 HOURS AGO AND INDICATED THAT I HAVE A MAJOR PROBLEM I AM ABOUT 5 HOURS WAY FROM HOME WITH A BROKEN DRIVER SEAT. THE DEALER CAN'T GET THE PARTS DUE TO THE FACT IT IS ON BACK ORDER

> 1ST I DO NOT UNDERSTAND WHY NISSAN DID NOT CALL ME BACK YET.

> 2ND I NEED YOU TO LOCATE THE PARTS AND SHIP THEM OVERNIGHT TO THE DEA

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CRR-CP DRAFTING EMAIL THAT FILE IS BEING WORKED BY A SPECIALIST AND CRR-CP
HAS UPDATED THE FILE. @02/23-ZCP276N

@02/23-ZCP276N

*

RCAS-SM CHECKED NMPS FOR THE LOWER CENTER LID CLUSTER AND LEFT FRONT SEAT
ADJUSTER ASSEMBLY AND FOUND NO ORDERS FOR THESE PARTS. @02/23-ZSM048N

@02/23-ZSM048N

RCAS-SM CONTACTED SM-TOM AT 10:05AM CST REGARDING C'S BACKORDERED PARTS. SM
STATED THAT THE C WAS FROM OUT OF TOWN AND NEEDED THESE PARTS FOR C'S REPAIRS
WHICH ONE PERTAINS TO A TSB. SM STATED THAT THE DLR INFORMED C THAT THE DLR
WOULD NEED TO ORDER THE PARTS BUT ONE WAS ON BACKORDER. SM STATED THAT C TOLD
THE DLR THAT C WAS FROM OUT OF TOWN AND NEEDED THE PARTS IMMEDIATELY. SM
STATED THAT THE DLR OPTED NOT TO ORDER THE PARTS AND RECOMMENDED THAT C
CONTACT A DLR IN C'S AREA SO THE REPAIRS COULD BE PERFORMED IN MARYLAND. SM
STATED THAT THERE WAS NO POINT OF ORDERING THE PARTS WHEN C WAS NOT GOING TO
BE THERE. SM STATED THAT THE DLR DID PROVIDE C WITH THE PART NUMBERS. RCAS
UNDERSTOOD AND CALL ENDED. @02/23-ZSM048N

*

RCAS-SM CONTACTED SHEEHY NISSAN (DLR 3850) AT 10:42AM CST AND SPOKE WITH PA-
VICKY REGARDING THE AVAILABILITY OF BOTH PARTS. PA INFORMED RCAS THAT BOTH
PARTS WERE CURRENTLY AVAILABLE FOR PURCHASE. RCAS UNDERSTOOD AND THANKED PA.
CALL ENDED. @02/23-ZSM048N

*

RCAS-SM CONTACTED C AT 10:48AM CST REGARDING C'S PART CONCERNS. RCAS
APOLOGIZED FOR THE DELAYED RESPONSE AND EXPLAINED THAT RCAS WAS OUT OF THE
OFFICE. RCAS DID INFORMED C THAT RCAS CONSULTED WITH DLR 2428 ABOUT THE
MATTER OF HAVING TO ORDER THE PARTS. C STATED THAT C WAS UPSET THAT THIS
ORDEAL TOOK OVER A WEEK AND WAS NOT RESOLVED. C STATED THAT C WAS ON C'S WAY
BACK HOME AT THIS MOMENT. RCAS UNDERSTOOD. RCAS INFORMED C THAT BECAUSE C WAS
FROM OUT OF TOWN, RCAS CONTACTED C'S NEAREST NISSAN DLR, SHEEHY NISSAN
REGARDING THE PARTS THAT C REQUIRED. RCAS INFORMED C THAT AFTER CHECKING WITH
THE PARTS DEPARTMENT, RCAS CONFIRMED THAT THE DLR WOULD BE ABLE TO ORDER BOTH
PARTS CURRENTLY. RCAS INFORMED C THAT C WOULD NEED TO BRING THE VEH BACK IN
TO THE DLR FOR AN INSPECTION WHERE SHEEHY NISSAN WOULD CONFIRM THAT C NEEDED
THESE REPAIRS. RCAS INFORMED C THAT AT THAT POINT, THE DLR WOULD ORDER THOSE
PARTS FROM C. C BECAME UPSET AT THE FACT THAT THE DLR WOULD HAVE TO INSPECT
C'S VEH AGAIN AFTER O'NEIL CONFIRMED THE NECESSARY REPAIRS. RCAS INFORMED C
@02/23-ZSM048N

THAT DLR'S WERE INDEPENDENTLY OWNED AND OPERATED AND THAT DLR WOULD NEED TO
CONFIRM C'S REPAIRS TO HAVE THEM COVERED UNDER WARRANTY. C STATED THAT C WAS
ON C'S WAY BACK AND DEMANDED THAT C BE ABLE TO TAKE THE VEH TO THE DLR TODAY.
RCAS INFORMED C THAT RCAS WOULD NEED TO CONTACT THE DLR TO ASK IF C'S VEH
COULD BE INSPECTED. C STATED THAT THERE SHOULD BE NO REASON C SHOULD AFTER
NNA'S FAULTY PROCEDURES. RCAS EXPLAINED TO C THAT RCAS WOULD NEED TO COOPERATE
WITH THE DLR TO ASSIST C. RCAS INFORMED C THAT RCAS WOULD CONTACT C ONCE RCAS
SPOKE WITH THE DLR. @02/23-ZSM048N

*

RCAS-SM CONTACTED DLR 3850 AT 11:07AM CST REGARDING C'S CONCERNS TO FIND OUT
WHEN C WILL BE ABLE TO TAKE THE VEH IN FOR REPAIRS. RCAS WAS TOLD THAT THE
NEXT AVAILABLE APPOINTMENT WOULD BE ON TUESDAY AT 9:00AM CST. THE DLR
RECOMMENDED THAT C CALL IN TO SET UP THE APPOINTMENT. RCAS UNDERSTOOD AND CALL
ENDED. @02/23-ZSM048N

*

RCAS-SM CONTACTED C AT 11:22AM CST REGARDING C'S CONCERNS. RCAS INFORMED C
THAT THE DLR WOULD NOT BE ABLE TO INSPECT C'S VEH UNTIL TUESDAY. C STATED THAT
THIS WAS UNACCEPTABLE STATING THAT C IT WAS NOT C'S FAULT THAT C HAD TO WAIT

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A WEEK FOR RCAS TO GET BACK TO C. RCAS APOLOGIZED THAT C WAS UPSET BUT STATED THAT C WOULD NEED TO GO THE DLR TO HAVE THE ISSUES RESOLVED. C STATED THAT NNA SHOULD REIMBURSE C FOR THE INCONVENIENCE THAT C HAS SUFFERED. C THEN REQUESTED THAT C DROP THE VEH OFF AND THE DLR PROVIDE C WITH A RENTAL. RCAS INFORMED C THAT THE DLR MAY CONSIDER RENTAL FOR C ONCE THE DIAGNOSIS OCCURED AND THE REPAIRS TOOK PLACE. C STATED THAT C WANTED RCAS TO JUST GO AHEAD AND SCHEDULE C FOR AN APPOINTMENT A 12 ON TUESDAY. C THEN ASKED RCAS TO CALL BACK FOR CONFIRMATION. RCAS INFORMED C THAT RCAS WOULD DO SO. CALL [ENDED.@02/23-ZSM048N](#)

*

RCAS-SM CONTACTED DLR 3850 AT 11:57AM CST AND SPOKE WITH SA-HAROLD TO SCHEDULE AN APPOINTMENT. SA CONFIRMED THAT THE EARLIEST AVAILABLE APPOINTMENT WAS

@02/23-ZSM048N

TUESDAY. RCAS INFORMED SA OF THE REPAIRS THAT C NEEDED AND THAT C WOULD LIKE TO COME IN AT 12PM. SA UNDERSTOOD. RCAS THANKED SA AND CALL ENDED.

@02/23-ZSM048N

*

RCAS-SM CONTACTED C AT 12:05PM CST AND INFORMED C THAT RCAS SCHEDULED C'S APPOINTMENT FOR TUESDAY AT 12PM. C UNDERSTOOD AND CALL ENDED. @02/23-ZSM048N

*

RCAS-SM TRANSFERRED FILE TO THE RESPONSIBLE RCAS FOR FURTHER HANDLING.

@02/23-ZSM048N

RCAS-JC IS CLOSING FILE AND WILL REOPEN UPON C'S REQUEST @02/27-ZJC705N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW AND CONTACT RCAS-SHENA MILLER AT 615-725-7741 WITH QUESTIONS.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	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: 3850	EFFECTIVE: 02 / 21 / 07	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: ZTB607N	
HISTORY:	UPDATE BY: ZJC705N	
SVC CALL#:	UPDATE DATE: 02 / 27 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 02 / 27 / 07	MICROFILM: N
RESP CAA: CRUMLEY, JOSHUA	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257772	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5626681

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:27 PM
MODEL YEAR: 2005.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 5/31/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
66	RCDE02433431	3554 MD	5/31/2005	5/31/2011	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDE02433431		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: E		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 05/31/05		EFFECTIVE:	
EXPIRES: 05/31/11	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 9/30/2005		TRANSACTION:	
PRINTED: 10/01/05		PRINTED:	
DEALER NO: 3554	STATE: MD	DEALER NO:	STATE:
DEALER NAME: HERB GORDON NISSAN		DEALER NAME:	
-----+-----			

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SC: ONE CONTRACT

NAME: [REDACTED]	VIN: JN8AZ08T45W [REDACTED] Y
STREET: [REDACTED]	YR/MDL: 2005.0 MUR MILEAGE: 46000
CITY: BOWIE	IN SVC DATE: 06 / 04 / 05
ST/ZIP: MD [REDACTED]	VCAN: Y RTL DLR: 3497 PASSPORT NIS/ALEXANDRIA
DAY PH: [REDACTED]	PAID: 3 SVC DLR: 3497 PASSPORT NIS/ALEXANDRIA
EVE PH: [REDACTED]	SUSP: 1 RESP DLR: 3497 PASSPORT NIS/ALEXANDRIA
DLR PH: 703 823 9000	DENY: 0 REGION: 36 DIST: SL/SV/PT: 05 05 35

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

ORIG CODE: CT 11	OPEN DATE: 03 / 06 / 07	XFER/RSPNSBLTY: 36 04 S
CONTACT (S):	FOLLOWUP DATE: 03 / 07 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 03 / 08 / 07	DATANET (Y/N): 03 / 09 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZEN188N 03/06/2007

NO PREVIOUS RELATED FILES FOUND.

@03/06-ZEN188N

CRR-EN VERIFIED C'S NAME, ADDRESS, VIN , MILEAGE, DAY AND EVENING PHONE#, AND RESPONSIBLE DLR.

@03/06-ZEN188N

CRR-EN DID NOT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES DUE TO NO VIN AVAILABLE.

@03/06-ZEN188N

CRR-EN RECEIVED INBOUND CALL FROM C STATING DRIVER SEAT OF VEH BROKE AND WILL LIKE FOR NNA TO FINANCIALLY ASSIST WITH REPAIRS SINCE DLRSHIP WAS UNABLE TO ASSIST. C STATED THAT C DOES NOT UNDERSTAND HOW DRIVER SEAT BROKE BUT THE DRIVER SEAT IS LEANING TO ONE SIDE. C STATED C WILL CALL BACK WITH VIN.

CRR-EN NOTIFIED C FILE WILL BE TRANSFER TO RCAS AND WILL CALL BACK BY THE END OF NEXT BUSINESS DAY. CRR-EN PROVIDED C WITH NAME, EXTENSION AND FILE#.

C THANKS AND ENDED CALL.

@03/06-ZEN188N

CRR-EN RECEIVED INBOUND CALL FROM C WITH VIN, CRR-EN NOTIFIED C OF OPEN RECALL ON VEH, C THANKS AND ENDED CALL.

@03/06-ZEN188N

CRR-EN RECEIVED INBOUND CALL FROM C STATING RCAS HAS NOT CONTACTED C.

CRR-EN TRANSFERRED CALL.

@03/08-ZEN188N

@03/08-ZEN188N

**RCAS-JC RECEIVED A CALL FROM C AT 2:27 P.M. CST ON 3/8 STATING THAT THE BRACKET ON C'S SEAT BROKE. C STATED THAT NNA IS GOING TO COVER C'S REPAIR BUT THE PART IS ON BACKORDER. RCAS-JC ASKED C WHEN WAS THE PART ORDERED? C STATED THE PART WAS ORDERED ABOUT 2-3 DAYS AGO. RCAS-JC ASKED C IF C HAD THE PART NUMBER? C STATED NO. RCAS-JC ASKED C TO CONTACT THE DEALER AND GET THE PART NUMBER AND CONTACT RCAS-JC BACK. RCAS-JC STATED THAT RCAS-JC WOULD TRY TO FIND OUT EXACTLY WHAT IS GOING ON WITH THE PART AND TRY TO FIND AN ETA FOR C. C STATED OK AND THAT C WOULD CONTACT RCAS-JC BACK SHORTLY. RCAS-JC AGREED AND ENDED CALL.

@03/08-ZJC705N

**RCAS-JC RECEIVED A CALL FROM C AT 2:42 P.M. CST ON 3/8 STATING THAT THE PART NUMBER IS 87450CA66A. RCAS-JC THANKED C AND STATED THAT RCAS-JC WOULD TRY TO FIND SOME INFO AND CONTACT C BACK SHORTLY. C STATED OK AND THANKED RCAS-JC AND ENDED CALL.

@03/08-ZJC705N

**RCAS-JC RAN C'S PART NUMBER ON NMPS AND SAW THAT THE PART HAD A SHIP DATE OF 3/8.

**RCAS-JC CONTACTED C AT 2:51 P.M. CST ON C'S DAY NUMBER ON 3/8 AND STATED TO C THAT C'S PART WAS SHIPPED OUT ON 3/8 AND SHOULD ARRIVE AT THE DEALER EITHER ON 3/9 OR 3/12. C STATED OK AND THANKED RCAS-JC AND ENDED CALL.

RCAS-JC IS CLOSING FILE

@03/08-ZJC705N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8F	ROOT CAUSE: SCAV
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: 3497	EFFECTIVE: 03 / 06 / 07	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: ZEN188N	
HISTORY:	UPDATE BY: ZJC705N	
SVC CALL#:	UPDATE DATE: 03 / 08 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 08 / 07	MICROFILM: N
RESP CAA: LYONS, VALANNA	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257722	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:27 PM

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REQUESTED BY: lattad

CAR ID: CA5640737N
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----- CONSUMER AFFAIRS -----

CA5640737

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:27 PM
MODEL YEAR: 2005.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 4/18/2008

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
67	NLNZ07960599	3685 MD	4/18/2008	4/18/2010	88.584		

CONFIDENTIAL

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NLNZ07960599		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: L		PLAN TYPE:	
PLAN TERM: Z		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 04/18/08		EFFECTIVE:	
EXPIRES: 04/18/10	MILES: 88,584	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 4/24/2008		TRANSACTION:	
PRINTED: 04/26/08		PRINTED:	
DEALER NO: 3685	STATE: MD	DEALER NO:	STATE:
DEALER NAME: TISCHER NISSAN		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 1/26/2009
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T15W [REDACTED] Y
CITY: HOUSTON		YR/MDL: 2005.0 MUR MILEAGE: 45737
ST/ZIP: TX [REDACTED]	VCAN: N	IN SVC DATE: 02 / 07 / 05
DAY PH: [REDACTED]	PAID:	RTL DLR: 3504 NISSAN OF FAIRFIELD
EVE PH:	SUSP:	SVC DLR: 3837 STERLING MCCALL NISSAN
DLR PH: 281 243 8600	DENY:	RESP DLR: 3837 STERLING MCCALL NISSAN
		REGION: 32 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 31000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: INDEPENDENT
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 03 / 13 / 07	XFER/RSPNSBLTY: 32 02 S
CONTACT (S):	FOLLOWUP DATE: 04 / 20 / 07	DATANET (Y/N): 1
SEVERITY: 3	CLOSE DATE: 04 / 20 / 07	DATANET (Y/N): 04 / 20 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190500	SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZEJ875N 03/13/2007

NO PREVIOUS FILE.

@02/26-ZEJ875N

CRR-EJ VERIFIED C'S NAME, ADDRESS, DAY AND EVENING NUMBER, VIN, MILEAGE AND SRV DLR.

CRR-EJ VERIFIED RECALL AND CAMPAIGN AND FOUND: @02/26-ZEJ875N

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/01/06 01/04/07 3837

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/01/06 01/04/07 3837

C INFORMED.

@03/13-ZEJ875N

CRR-EJ RECEIVED CALL FROM C ABOUT CRACKED SEAT IN VEH.

C STATED THAT C TOOK VEH TO 3837 STERLING MCCALL NISSAN BECAUSE SEAT FRAME WAS CRACKED.

C STATED THAT 3837 STERLING MCCALL NISSAN TOLD C THAT COST TO REPAIR SEAT FRAME WOULD NOT BE COVERED BY WARRANTY AND IT WOULD COST \$139.00 TO REPAIR. C STATED THAT 3837 STERLING MCCALL NISSAN PUT IN REQUEST FOR GOODWILL BUT IT WAS DENIED.

@03/13-ZEJ875N

C STATED THAT C WANTS TO PUT IN FOR GOODWILL TO HAVE SEAT REPAIRED.

CRR-EJ INFORMED C THAT CRR-EJ CAN PUT IN REQUEST FOR GOODWILL HOWEVER: GOODWILL IS NOT GUARANTEED.

C UNDERSTOOD.

CRR-EJ INFORMED C THAT CRR-EJ WILL TRANSFER FILE TO RCAS AND RCAS WILL CONTACT

C BY END OF BUSINESS ON 03/14/2007.

C ACCEPTED AND UNDERSTOOD.

CRR-EJ TRANSFERRED FILE TO RCAS.

CRR-EJ ASKED C IF C NEEDED ADDITIONAL ASSISTANCE. C STATED NO

CRR-EJ GAVE C NAME, EXTENSION AND FILE NUMBER.

@03/13-ZEJ875N

**FILE TRANSFERRED TO RCAS-SB. RCAS-SB REVIEWING THE FILE. @04/02-ZSB566N

RCAS-SB CONTACTED DLR NISSAN OF FAIRFIELD ON 4/2/07 AT 4:08PM CST.

RCAS-SB SPOKE WITH SM-LISA REGARDING C'S FILE. C STATED THAT DLR HAS NO SERVICE INFORMATION ON THIS VEH. SM-LISA STATES THE VEH HAS NOT BEEN TO THE DLR. RCAS-SB ACCEPTED THE INFORMATION AND DISCONNECTED THE CALL. RCAS-SB PROVIDED NAME AND EXTENSION.

@04/02-ZSB566N

RCAS-SB MODIFIED SVC DLR AND TRANSFERRED FILE TO RCAS-MA. @04/19-ZSB566N

**RCAS MA IN REVIEW OF FILE AND NOTES TIME DELAY OF 36 DAYS. @04/19-ZMA808N

((RCAS MA DATANET FILE

@04/19-ZMA808N

((RCAS MA CONTACTED SD BRUCE AT DLR 3837 AND LEFT VMX FOR C/B @04/19-ZMA808N

((RCAS MA RECEIVED VMX FROM SD BRUCE AT DLR 3837 AND SD BRUCE STATED THAT VEH WAS AT DLR 3837 ON 3/13 FOR A DRIVER'S SIDE SEAT FRAME BEING BROKEN. DLR 3837 HAS INFORMED C THAT VEH IS OOW. SD BRUCE STATED THAT C DECLINED REPAIRS TO THE VEH AND DLR HAS NOT SEEN THE VEH SINCE 3/13/07. SD BRUCE STATED THAT C FIRST ADDRESSED CONCERN AT 42000 MILES WHEN VEH WAS OOW.

@04/20-ZMA808N

**RCAS MA NOTES THAT DLR 3837 HAS INFORMED C THAT VEH IS OOW FOR REPAIR. RCAS MA NOTES THAT C HAS NOT BEEN CONTACT IN 36 DAYS AND C HAS NOT CONTACTED NNA BACK. RCAS MA CLOSING FILE DUE TO LENGTH OF DAYS OPEN.

@04/20-ZMA808N

FILE CLOSED

@04/20-ZMA808N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT8G	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: 3837	EFFECTIVE: 03 / 13 / 07	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: ZEJ875N	
HISTORY:	UPDATE BY: ZMA808N	
SVC CALL#:	UPDATE DATE: 04 / 20 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 20 / 07	MICROFILM: N
RESP CAA: ARBUCKLE, MICHAEL	OLM: SMIT AGNES	DOM:
PHONE: 6157257749	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: LOS GATOS
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 408 978 1234

SC: ONE CONTRACT
VIN: JN8AZ08W24W [REDACTED] Y
YR/MDL: 2004.0 MUR MILEAGE: 89000
IN SVC DATE: 03 / 06 / 04
VCAN: Y
PAID: 4
SUSP: 0
DENY: 0
RTL DLR: 042B
SVC DLR: 3474
RESP DLR: 3474
REGION: 48
UNIVERSAL CITY NISSAN INC
CAPITOL NISSAN
CAPITOL NISSAN
DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3474 CAPITOL NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 1 MILES: 53000 (PT) MONTHS: MILES: 29000

ORIG CODE: CT 11 OPEN DATE: 03 / 13 / 07 XFER/RSPNSBLTY: 48 05 S
CONTACT (S): FOLLOWUP DATE: 04 / 12 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 04 / 11 / 07 DATANET (Y/N): 03 / 20 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OB EXTENDED SERVICE CONTRAC 241000 GOLD PLAN (PREFERRED)
BL SECURITY PLUS ZE COMPONENT COVERAGE INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZAZ000N 03/13/2007

NO PREVIOUS FILES FOUND.

CRR-AZ VERIFIED C'S NAME, ADDRESS, DAY/EVE PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-AZ UPDATED C'S DAY/EVE PHONE NUMBERS.

CRR-AZ CHECKED FOR OPEN/CLOSED RECALLS/SVC CAMPAIGNS AND FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 09/19/05 3003

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 00/00/00

CRR-AZ RECEIVED AN INBOUND CALL FROM C.

C STATED THAT C WANTS TO KNOW IF A PART IS COVERED OR NOT.

CRR-AZ ASKED WHAT IS PART WHICH C IS LOOKING TO BE COVERED.

C STATED THE LEFT VALVE COVER. DRIVERS SEAT MECHANIC. MAP LIGHT MALFUNCTION. WATER LEAKING FROM THE HEADLINER.

CRR-AZ INFORMED C THAT CRR-AZ IS GLAD C CALLED NISSAN CONSUMER AFFAIRS TO CHECK FOR THIS INFORMATION AND ASSURED C THAT CRR-AZ WOULD ASSIST C.

CRR-AZ INFORMED C ABOUT THE OPEN CAMPAIGNS ON C'S VEH AND ADVISED C TO SCHEDULE AN APPOINTMENT WITH THE DLR AND GET THE OPEN CAMPAIGN ON C'S VEH PERFORMED FREE OF COST. C UNDERSTOOD.

CRR-AZ INFORMED C THAT C OWNS A GOLD PREFERRED ESC WITH A \$00 DEDUCTIBLE WHICH WOULD EXPIRE ON 03/06/11 OR 100,000 MILES WHICHEVER COMES FIRST.

CRR-AZ INFORMED C THAT CRR-AZ WILL CHECK THE COMPONENT COVERAGE GUIDE FOR C'S VEH AND WILL LET C KNOW IF THE PART IS LISTED OR NOT.

CRR-AZ CHECKED THE RESOURCES AND INFORMED C THAT VARIOUS NAMES OF THE COMPONENTS AND ASKED IF C HAS THE PART NAMES. C SAID NO.

CRR-AZ ADVISED C TO HAVE THE VEH INSPECTED AT AN AUTHORIZED NISSAN DLRSHIP.

CRR-AZ INFORMED C THAT THE ESC WOULD COVER THE REPAIRS IF THE DLRSHIP DETERMINES THAT THE REPAIRS ARE DUE TO A DEFECT IN MATERIAL OR WORKMANSHIP. AND IF THE PART IS LISTED AS ONE OF THE COVERED COMPONENTS.

C INFORMED THAT C ALREADY GOT THE VEH INSPECTED AT THE DLR AND THE DLR INFORMED C THAT IT IS DUE TO THE DIP STICK. HOWEVER, C STATES THAT ITS NOT DUE TO THE DIP STICK AND IS ONLY DUE TO THE VALVE COVER.

CRR-AZ ASKED HOW DOES C WANT NISSAN TO ASSIST C.

C STATED THAT C WANTS THIS CONCERNS ON C'S VEH TO BE TAKEN CARE OFF.

CRR-AZ INFORMED C THAT CRR-AZ WOULD TRANSFER THE CALL TO ANOTHER INBOUND AGENT WHO WOULD REVIEW THE FILE AND ASSIST C FURTHER.

C STATED THAT C WANTS A CALL BACK.

CRR-AZ INFORMED C THAT CRR-AZ CAN ARRANGE A CALL BACK BY THE END OF NEXT BUSINESS DAY.

C PROVIDED THE DAY PHONE NUMBER TO BE CALLED BACK.

CRR-AZ INQUIRED IF FURTHER ASSISTANCE REQUIRED. C SAID NO.

CRR-AZ PROVIDED CRR-AZ'S NAME, EXTENSION NUMBER AND THE FILE NUMBER.

C THANKED AND ENDED THE CALL.

CRR-AZ WILL SEND AN EMAIL TO TL-SG TO APPROVE THE FILE DURING FOLLOWUP TIME.

CRR-AZ KEEPING THE FILE OPEN AS IT HAS TO GO TO CORE GROUP. @03/13-ZAZ000N

CRR-AZ SENT AN EMAIL TO TL-AG FOR APPROVAL. @03/13-ZAZ000N

**SR-MH FORWARDING FILE TO RCAS FOR FURTHER ASSISTANCE. @03/15-ZMH997N

** RCAS-MM CONTACTED SM-CHRIS AT CAPITOL NISSAN.

RCAS-MM LEFT A VMX FOR RETURN CALL. @03/19-ZMM488N

** RCAS-MM CONTACTED C AT DAY NUMBER AT 4:28 ON THIS DATE.

C STATES C PAID MONEY FOR AN ESC AND NOW DLR IS TELLING C PARTS ARE NOT COVERED UNDER C'S ESC.

RCAS-MM ADVISED C THE DLR WOULD BE IN THE BEST POSITION TO DETERMINE

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WARRANTY COVERAGE.

C STATES C EXPECTS CUSTOMER SERVICE FROM NNA AND EXPECTS THESE PARTS TO BE COVERED.

RCAS-MM ADVISED C RCAS-MM WILL COTNACT DLR AND CONTACT C BACK.

C THANKED RCAS-MM AND ENDED CALL. @03/19-ZMM488N

** RCAS-MM CONTACTED CAPITOL NISSAN AT 10:40 ON THIS DATE.

RCAS-MM LEFT A VMX FOR RETURN CALL. @03/20-ZMM488N

** RCAS-MM CONTACTED SM-CHRIS AT CAPITOL NISSAN. @03/20-ZMM488N

RCAS-MM SPOKE WITH SM-CHRIS.

SM-CHRIS ADVISED THE SEAT BRACKET AND HEADLAMP WERE NOT COVERED UNDER C'S ESC. SM-CHRIS STATES C WAS ADVISED OF THE COVERED PART.

RCAS-MM THANKED SM-CHRIS AND ENDED CALL. @03/20-ZMM488N

** RCAS-MM CONTACTED C AT DAY NUMBER AT 12:08 ON THIS DATE.

RCAS-MM LEFT A VMX FOR C TO RETURN CALL.

RCAS-MM PROVIDED NAME, EXTENSION, AND FILE NUMBER. @03/20-ZMM488N

** RCAS-MM CONTACTED C AT DAY NUMBER AT 10:35 ON THIS DATE.

RCAS-MM LEFT A VMX FOR C TO RETURN CALL.

RCAS-MM PROVIDED NAME, EXTENSION, AND FILE NUMBER. @03/21-ZMM488N

RCAS-SB CONTACTED C AT DAYTIME PHONE NUMBER_AT 4:48PM CST ON THIS DATE.

RCAS-SB LEFT A VMX FOR C TO RETURN CALL.

RCAS-SB PROVIDED NAME, EXTENSION, AND FILE NUMBER. @04/03-ZSB566N

RCAS-SB CLOSING FILE PENDING C CALLBACK. @04/11-ZSB566N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT4C	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	1 DATE: 04 / 11 / 07	USERID: ZSB566N
OTHER #:	0 DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 3474	EFFECTIVE: 03 / 13 / 07	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: ZAZ000N	
HISTORY:	UPDATE BY: ZSB566N	
SVC CALL#:	UPDATE DATE: 04 / 11 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 11 / 07	MICROFILM: N
RESP CAA: BARNES, SHAWN	OLM: SMIT AGNES	DOM: HUDSON, ROD
PHONE: 6157257805	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:27 PM

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

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

CA5649437

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:27 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 3/6/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
69	RCNF02086532	042B CA	3/6/2004	3/6/2011	100.000		

CONFIDENTIAL

DATE: 1/26/2009
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: RCNF02086532	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: F	PLAN TERM:
DEDUCTABLE: \$	DEDUCTABLE:
EFFECTIVE: 03/06/04	EFFECTIVE:
EXPIRES: 03/06/11 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 3/19/2004	TRANSACTION:
PRINTED: 03/20/04	PRINTED:
DEALER NO: 042B STATE: CA	DEALER NO: STATE:
DEALER NAME: UNIVERSAL CITY NISSAN INC	DEALER NAME:
-----+-----	

CONFIDENTIAL

DATE: 1/26/2009
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W44W [REDACTED] Y
CITY: RANDALLSTOWN		YR/MDL: 2004.0 MUR MILEAGE: 27000
ST/ZIP: MD [REDACTED]	VCAN: N	IN SVC DATE: 12 / 31 / 03
DAY PH: [REDACTED]	PAID: 1	RTL DLR: 2875 LEN STOLER NISSAN
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 2875 LEN STOLER NISSAN
DLR PH: 410 356 7000	DENY: 0	RESP DLR: 2875 LEN STOLER NISSAN
		REGION: 36 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 2875 LENSTOLERNISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 03 / 14 / 07	XFER/RSPNSBLTY: 36 03 S
CONTACT (S):	FOLLOWUP DATE: 03 / 16 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 03 / 16 / 07	DATANET (Y/N): 03 / 16 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZNS627N 03/14/2007

NO PREVIOUS RELATED FILES

CRR-NS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE# AND RESPONSIBLE DLR.

CRR-NS CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 08/15/05 10/04/05 2875

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/22/06 08/23/06 2875

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/22/06 08/23/06 2875

CRR-NS RECEIVED CALL FROM C (DAVID)

C STATES THE DRIVER SEAT IS BROKEN. C STATED C WENT TO DLR ON 3-2-07 AND THE DLR INFORMED C THAT THE REPAIR IS NOT COVERED UNDER WARRANTY BECAUSE. C STATES C IS OOW BY 3 MONTHS. C STATES C LOOKED ON THE INTERNET AND FOUND SERVICE BULLETINS ON THIS SAME PROBLEM. C STATES C SPOKE WITH JOHN OMOHUNDRO THE SA. C STATES THE DLR INFORMED C THE REPAIR WOULD BE OVER \$500.00. C STATES C IS CALLING TO SEEK ASSISTANCE FROM NNA IN REGARDS TO GETTING VEH REPAIRED UNDER WARRANTY.
@03/14-ZNS627N

CRR-NS ADVISED C FILE WILL BE FORWARDED TO RCAS FOR REVIEW AND C WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY.

CRR-NS PROVIDED FILE#, NAME AND EXT57993

CRR-NS ADVISED IF C NEEDED FURTHER ASSISTANCE

C THANKED AND ENDED CALL
@03/14-ZNS627N

RCAS-JK CONTACTED SM-JOHN AT DLR 2875 ON 03.15.07 AT 8:23AM CST. @03/15-ZJK472N

SM-JOHN STATED THAT C HAS BEEN TO THE DLR FOR MAJOR SERVICES AND FOR OIL CHANGES. SM-JOHN STATED THAT C'S VEH IS OUTSIDE OF WARRANTY BY TIME. SM-JOHN STATED THAT C'S VEH HAS 27,000 MILES ON THE VEH. SM-JOHN STATED THAT GOODWILL WAS RUN FOR THE REPAIR BUT WAS NOT RECOMMENDED. SM-JOHN STATED THAT THERE IS BULLETIN OUT ON THE REPAIR. SM-JOHN STATED THAT THE BULLETIN NUMBER IS NTB05-043A. SM-JOHN STATED THAT SM-JOHN WOULD LIKE TO ASSIST THE C.

@03/15-ZJK472N

RCAS-JK STATED THAT RCAS-JK WOULD CONTACT DPSM-LY ABOUT ASSISTANCE.

@03/15-ZJK472N

RCAS-JK CHECKED THE CPIA SCREEN ON 03.15.07 AT 8:33AM CST. @03/15-ZJK472N
RCAS-JK SAW THAT GOODWILL WAS RUN FOR \$438.05 ON 03.02.07. RCAS-JK SAW THAT GOODWILL WAS NOT RECOMMENDED.
@03/15-ZJK472N

RCAS-JK SENT DPSM-LY AN E-MAIL ON 03.15.07 AT 8:33AM CST. @03/15-ZJK472N

RCAS-JK LEFT A VMX FOR C ON DAY/EVE # ON 03.15.07 AT 8:38AM CST. @03/15-ZJK472N

RCAS-JK RECEIVED E-MAIL FROM DPSM-LY ON 03.15.07 AT 9:04AM CST. @03/15-ZJK472N
DPSM-LY STATED THAT DPSM-LY WOULD APPROVE THE GOODWILL. @03/15-ZJK472N

RCAS-JK REVIEWED C'S REQUEST. DUE TO THE FACT THAT C'S VEH IS JUST OUTSIDE OF WARRANTY, DPSM-LY APPROVED GOODWILL, AND C IS A GOOD SERVICING C, NISSAN WILL BE IN THE POSITION TO ASSIST.
@03/15-ZJK472N

RCAS-JK CONTACTED SM-JOHN AT DLR 2875 ON 03.16.07 AT 7:56AM CST. @03/16-ZJK472N
SM-JOHN STATED THAT THE C WAS CONTACTED BY THE DLR AND ADVISED THAT NISSAN

WILL BE ASSISTING WITH THE REPAIR.
@03/16-ZJK472N

RCAS-JK UNDERSTOOD AND ENDED THE CALL.
@03/16-ZJK472N

RCAS-JK CONTACTED C ON DAY/EVE # ON 03.16.07 AT 9:41AM CST. @03/16-ZJK472N

C STATED THAT THE DLR CONTACTED C YESTERDAY. C STATED THAT C APPRECIATED NISSAN ASSISTING C. C STATED THAT THE SERVICE WAS JUST AS GREAT AS THE VEH. C STATED THAT C WOULD CONTACT RCAS-JK WITH THE APPOINTMENT DATE. @03/16-ZJK472N

RCAS-JK STATED THAT NISSAN IS PLEASED TO ASSIST C WITH THIS REPAIR. RCAS-JK STATED THAT IF C HAD MORE CONCERNS IN THE FUTURE THAT C COULD CONTACT NISSAN.

@03/16-ZJK472N

C STATED THAT C UNDERSTOOD.

@03/16-ZJK472N

C ENDED THE CALL.

@03/16-ZJK472N

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RCAS-JK CLOSING THE FILE PENDING FURTHER CONTACT FROM THE C. @03/16-ZJK472N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

		CONTACT(S):	
SATISFIED: Y		ACTION CODE: NT1B	ROOT CAUSE: SNFA
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: 2875		EFFECTIVE: 03 / 14 / 07	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: ZNS627N	
HISTORY:		UPDATE BY: ZJK472N	
SVC CALL#:		UPDATE DATE: 03 / 16 / 07	
CLOSE: Y (Y/N)		CLOSE DATE: 03 / 16 / 07	MICROFILM: N
RESP CAA: KRAUS, JESSICA		OLM: ROYSTER KAREN	DOM:
PHONE: 6157257891		OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T75W [REDACTED] Y
CITY: NEW ORLEANS		YR/MDL: 2005.0 MUR MILEAGE: 47000
ST/ZIP: LA [REDACTED]		IN SVC DATE: 04 / 16 / 05
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 2198 RAY BRANDT NISSAN INC
EVE PH: [REDACTED]	PAID: 1	SVC DLR: 2198 RAY BRANDT NISSAN INC
DLR PH: 504 367 1666	SUSP: 0	RESP DLR: 2198 RAY BRANDT NISSAN INC
	DENY: 0	REGION: 32 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES 11000 # NISSAN/INFINITI VEHICLES: 5
 VEHICLE MAINTAINED BY: 2198 RAY BRANDT NISSAN I
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 11000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 03 / 19 / 07	XFER/RSPNSBLTY: 32 03 S
CONTACT (S):	FOLLOWUP DATE: 04 / 12 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 04 / 20 / 07	DATANET (Y/N): 03 / 26 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZSG972N 03/19/2007

NO PREVIOUS RELATED OR UNRELATED FILES FOUND.

CRR-SG VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, MILEAGE AND RESPONSIBLE DLR.

C DID NOT PROVIDE THE VIN.

CRR-SG COULD NOT CHECK FOR RECALLS/SERVICE CAMPAIGNS AS C DID NOT PROVIDE THE VIN AND CRR-SG COULD NOT RETRIEVE THE INFORMATION USING C'S NAME.

CRR-SG RECEIVED AN INBOUND CALL FROM C'S HUSBAND [REDACTED]

C STATED THAT C IS FACING AN ISSUE WITH THE SEAT BRACKET OF THE VEH.

C STATED THAT C CONTACTED THE RAY BRANDT NISSAN INC.

C STATED THAT THE DLRSHIP INFORMED C TO PAY \$65 FOR THE PART AND \$400 FOR THE LABOR.

C WANTED NNA TO ASSIST C AS C'S VEH IS OUT OF THE WARRANTY PERIOD.

CRR-SG INFORMED C THAT THE FILE WILL BE TRANSFERRED TO ANOTHER AGENT AFTER C PROVIDED THE VIN.

CRR-SG INFORMED C TO CONTACT NNA WITH THE VIN.

C STATED THAT C OWNED NISSAN VEHS BEFORE.

CRR-SG PROVIDED C WITH CRR-SG'S NAME, EXTENSION AND THE FILE NUMBER.

C THANKED CRR-SG AND ENDED THE CALL.

CRR-SG LEAVING THE FILE OPEN.

***** PLEASE TRANSFER THE CALL TO CORE GROUP IF C CALLS AGAIN *****

@03/19-ZSG972N

CRR-MT

C STATES THAT NEEDS TO GET THE DRIVER SIDE FRONT SEAT REPAIRED.

C STATES THAT PART COST \$65.00 BUT THE LABOR IS OVER \$500.00

C STATES NEEDS NNA TO ASSIST IN HAVING THE SEAT REPAIRED AT NOT COST TO C.

C STATES VEH WILL BE TAKEN TO DLR 2198 TO HAVE REPAIR DONE.

C STATES HAS OWNED MANY NISSAN AND INFINITI VEH.

X03/23-ZMT775N

X

@03/23-ZMT775N

CRR-MT INFORMED C THAT FILE WOULD BE SENT TO RCAS FOR REVIEW AND THAT RCAS WOULD CONTACT C BY THE END OF NEXT BUSINESS HOURS. C UNDERSTOOD.

CRR-MT PROVIDED NAME, FILE#, AND EXTENSION 57774. CRR-MT ASKED C IF ANY FURTHER

ASSISTANCE WAS REQUIRED. C DECLINED AND ENDED CALL.

@03/23-ZMT775N

RCAS-MM CALLED C AT DAY# AND LEFT 1ST MESSAGE AT 2:37PM CST WITH FILE # AND RCAS-MM NAME AND PHONE NUMBER TO CALL RCAS-MM BACK.

@03/26-ZMM525N

RCAS-MM CALLED C AT DAY# TO RETURN VOICE MAIL MESSAGE LEFT. 2ND MESSAGE LEFT AT 11:19AM CST WITH FILE NUMBER AND RCAS-MM NAME & PHONE NUMBER TO CALL RCAS BACK.

@03/27-ZMM525N

RCAS-MM CALLED C AT EVE# TO RETURN VOICE MAIL MESSAGE RECEIVED. C STATES THAT THIS IS 4TH NISSAN AND C STATES REPAIR ESTIMATE WAS \$460.00 TO DRIVER'S SEAT THAT IS ELECTRIC. C STATES THIS WAS AT RAY BRANDT. RCAS-MM GAVE C RCAS # AGAIN TO CALL BACK. RCAS ADVISED C WOULD CONTACT DLR FOR MORE INFO ALSO.

@03/28-ZMM525N

RCAS-MM CALLED C AT 901 628 4658 AND TALKED TO OWNER. C STATES THAT RECLINER SWITCH NEEDS TO BE REPLACED. RCAS-MM RETURNED C'S THREE VOICE MAIL MESSAGES RECEIVED. C STATES WAS TOLD SEAT MUST BE REMOVED TO REPLACE SWITCH. C STATES THAT DOES ALL SERVICING AT DLR.

@03/28-ZMM525N

RCAS-MM CALLED DLR SM SCOTT AT RAY BRANDT. SM SCOTT ADVISED THE SEAT IS CRACKED AND THE ENTIRE FRAME NEEDS TO BE REPLACED. SM STATES NO GRT RUN. RCAS ADVISED DLR SM TO RUN GRT. SM TO RUN GRT AND CALL C.

@04/03-ZMM525N

RCAS-MM CALLED C AT 901 628 4658 AND LEFT MESSAGE THAT DLR SM SCOTT AT RAY

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BRANDT IS SUPPOSED TO CONTACT DPSM FOR REVIEW. MESSAGE LEFT AT 9:03AM CST.
CALLED DLR SM SCOTT AT RAY BRANDT AND GRT DENIED. C DOES DO OIL CHANGES &
ALIGNMENTS AT DLRSH. VEH PURCHASED 04 16 05 AND HAS 47,000 MILES. RCAS-MM
NOTES VEH OOW ON MILES BUT NOT TIME. @04/11-ZMM525N-COMMENT
RCAS-MM CALLED DPSM AND LEFT MESSAGE AT 9:40AM CST. @04/11-ZMM525N-COMMENT
RCAS-MM CALLED DLR SM SCOTT AT RAY BRANDT AND SM TO TALK TO DPSM ABOUT THIS
TODAY. @04/18-ZMM525N
RCAS-MM CALLED DLR SM SCOTT AT RAY BRANDT AND SM TO CONTACT DPSM ON IT THIS
MORNING. RCAS-MM ALSO TAKED TO DPSM ABOUT C THIS MORNING.
RCAS-MM CALLED C AT DAY# AFTER REMOVING BLOCK AND ADVISED TO CALL DLR SM SCOTT
AT RAY BRANDT 04/20/2007. DPSM IS WILLING TO OVER RIDE GRT THAT WAS DENIED TO
COVER REPAIR. RCAS-MM CALLED C TO RETURN VOICE MAIL MESSAGE. @04/19-ZMM525N
RCAS-MM CALLED DLR SM AND DPSM HAS AGREED TO OVER RIDE GRT AND REPAIR IS NOW
COVERED. CLOSE FILE. @04/20-ZMM525N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SNPP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	2 DATE: 04 / 11 / 07	USERID: ZMM525N
OTHER #:	0 DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	2 DATE: 04 / 11 / 07	USERID: ZMM525N
RESP DLR: 2198	EFFECTIVE: 03 / 19 / 07	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: ZSG972N	
HISTORY:	UPDATE BY: ZMM525N	
SVC CALL#:	UPDATE DATE: 04 / 20 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 20 / 07	MICROFILM: N
RESP CAA: MURIN, MARK	OLM: SMIT AGNES	DOM:
PHONE: 6157257922	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08T66W [REDACTED] Y	
CITY: HOUSTON		YR/MDL: 2006.0 MUR MILEAGE: 18000	
ST/ZIP: TX [REDACTED]		IN SVC DATE: 02 / 06 / 06	
VCAN: Y	RTL DLR: 3346	STREATER-SMITH NISSAN	
PAID: 1	SVC DLR: 3442	BAKER-JACKSON NISSAN SO	
SUSP: 0	RESP DLR: 3442	BAKER-JACKSON NISSAN SO	
DENY: 0	REGION: 32	DIST: SL/SV/PT: 02 02 32	
DLR PH: 713 661 9955			

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3442 BAKER-JACKSON NISS/
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 03 / 20 / 07	XFER/RSPNSBLTY: 32 02 S
CONTACT (S):	FOLLOWUP DATE: 03 / 23 / 07	DATANET (Y/N): 2
SEVERITY: 3	CLOSE DATE: 04 / 03 / 07	DATANET (Y/N): 03 / 28 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	110500	SUN ROOF (ELECTRIC/MANUAL)
AB	BODY	YE	MULTIPLE REPAIR ATTEMPTS
OA	VEHICLE CONCERNS	110500	SUN ROOF (ELECTRIC/MANUAL)
AB	BODY	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	126500	RADIATOR
AE	ENGINE COOLING SYSTEM	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	137500	CYLINDER HEAD GASKET
AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	138000	ENGINE ASSEMBLY
AG	ENGINE MECHANICAL	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZMD079N 03/20/2007
PREVIOUS UNRELATED FILES FOUND: 5466494.
PREVIOUS RELATED FILES FOUND: 5421432 AND 5429555.
CRR-MD VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.
CRR-MD UPDATED C'S DAY AND EVENING PHONE NUMBERS.
CRR-MD CHECKED FOR RECALLS/SERVICE CAMPAIGNS ON C'S VEH AND FOUND:
OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 00/00/00
CRR-MD RECEIVED AN INBOUND CALL FROM C.
C STATED THAT C WAS CALLING TO COMPLAIN AGAINST C'S VEH.
C STATED THAT C HAS A MURANO AND C HAS BEEN FACING SEVERAL CONCERNS WITH THE VEH SINCE C PURCHASED THE VEH.
C STATED THAT AFTER A FEW WEEKS OF PURCHASING THE VEH, THE BUMPER ON C'S VEH HAD TO BE REPLACED.
C STATED THAT THERE WAS A CONCERN WITH THE SUNROOF AS C COULD NOT CLOSE/OPEN THE SUNROOF.
C STATED THAT THE SUNROOF RATTLES AND THE AIR USED TO SEEP OUT OF THE SUNROOF.
C STATED THAT C IS STILL FACING SIMILAR CONCERNS WITH THE SUNROOF.
C STATED THAT IN JULY THE ENGINE, THE MOTOR, THE HEADGASKET AND THE RADIATOR ON C'S VEH HAD TO BE REPLACED.
C STATED THAT NOW IS FACING A CONCERN WITH THE SUNROOF AGAIN.
C STATED THAT WHEN C WAS DRIVING BACK FROM THE DLRSH, THE DRIVER'S SEAT STARTED LEANING FORWARDS AS THE SEAT HAD BROKEN.
C STATED THAT THE STITCHING ON THE FABRIC ON THE SEATS HAS COME UNDONE.
C STATED THAT C IS TIRED OF C'S VEH AND WOULD LIKE NISSAN TO ASSIST C.
C STATED THAT C HAS CALLED BEFORE, HOWEVER, NO ONE CALLED C BACK.
C STATED THAT EVERYONE AT NISSAN ALWAYS ASSURED C THAT C'S VEH WAS STILL WITHIN WARRANTY.
C STATED THAT C IS TIRED OF C'S VEH AND WOULD LIKE NISSAN TO ASSIST C.
CRR-MD ALSO INFORMED ABOUT THE OPEN RECALLS/SERVICE CAMPAIGNS ON C'S VEH AND ADVISED C TO CONTACT THE DLRSH TO HAVE THESE OPEN RECALLS/SERVICE CAMPAIGNS PERFORMED ON C'S VEH.
CRR-MD INFORMED C THAT CRR-MD WOULD BE TRANSFERRING THE CALL TO ANOTHER AGENT WHO WOULD ASSIST C FURTHER.
C UNDERSTOOD THE ABOVE.
CRR-MD OFFERED FURTHER ASSISTANCE. C DECLINED.
CRR-MD PROVIDED C WITH CRR-MD'S NAME, EXTENSION AND FILE NUMBER.
CRR-MD WARM TRANSFERRED THE CALL TO CORE GROUP. @03/20-ZMD079N
CRR-AD RECEIVED TRANSFERED CALL FROM CRR-MD
CRR-AD ADVISED C TO READ C'S SUPPLEMENTAL WARRANTY BOOKLET AND WARRANTY BOOK.
CRR-AD ADVISED C THAT ALL C'S COMMENTS AND CONCERNS WILL BE FORWARDED TO A RCAS WHO WILL REVIEW C'S FILE WITH THE SM OF DLR TO DETERMINE IF NISSAN CAN ASSIST C WITH THIS MATTER @03/22-ZAD908N
CRR-AD ADVISED C THAT C WILL BE CALLED BACK BY DLR SM/STAFF OR RCAS BY THE END
CRR-AD ASKED C IF C HAD ANY ADDITIONAL QUESTIONS OR CONCERNS AT THIS TIME?
C STATED NO
CRR-AD GAVE C CRR'S NAME, EXTENSION AND C'S FILE NUMBER
CRR-AD THANKED C FOR CALLING NISSAN CONSUMER AFFAIRS
>>>NIS0737790. REC' DCCF FROM BBB. C SEEKS REPLACEMENT. CCF STATES ENGINE.
DOCS TO ARBS-MH. @03/22-ZJA008N
@03/22-ZAD908N
**RCAS MA DATANET FILE @03/23-ZMA808N

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((RCAS MA CONTACTED C AT 832-731-1417 ON 3/23 AT 3:16 CST AND # PROVIDED IS NO LONGER IN SERVICE. RCAS MA UNABLE TO CONTACT C ON # PROVIDED. @03/23-ZMA808N
((RCAS MA CONTACTED C AT 832-731-1417 ON 3/26 AT 11:41 CST AND # PROVIDED IS NO LONGER IN SERVICE. RCAS MA UNABLE TO CONTACT C ON # PROVIDED.@03/26-ZMA808N
**RCAS MA RECEIVED E-MAIL FROM CRM MARGIE AT DLR 2869 STATING THAT VEH HAS BEEN TO DLR 3442 AND NOT DLR 2869. CRM MARGIE PROVIDED RCAS MA WILL ALTERNATE CONTACT #'S FOR C (HOME) [REDACTED] AND (CELL) [REDACTED] @03/28-ZMA808N
((RCAS MA CONTACTED C AT 713-694-0609ON 3/28 AT 11:08 CST AND LEFT VMX FOR C/B PROVIDING FILE/NAME/EXT @03/28-ZMA808N
((RCAS MA CONTACTED C AT 713-694-0609ON 4/3 AT 2:53 CST AND LEFT VMX FOR C/B PROVIDING FILE/NAME/EXT @04/03-ZMA808N
FILE CLOSED @04/03-ZMA808N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

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

DEALER ACTION:

B @03/30-3442

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT4B	ROOT CAUSE: SDBR
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: 3442	EFFECTIVE: 03 / 20 / 07	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: ZMD079N	
HISTORY:	UPDATE BY: ZMA808N	
SVC CALL#:	UPDATE DATE: 04 / 03 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 03 / 07	MICROFILM: N
RESP CAA: ARBUCKLE, MICHAEL	OLM: SMIT AGNES	DOM:
PHONE: 6157257749	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:28 PM

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

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

CA5656709

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:28 PM
MODEL YEAR: 2006.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 2/6/2006

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
72	RCDC02935448	3346 TX	2/6/2006	2/6/2011	100.000	8/22/2007	

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:28 PM

NISSAN MOTOR CORPORATION IN U.S.A
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CA5656709N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDC02935448		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 02/06/06		EFFECTIVE:	
EXPIRES: 02/06/11	MILES: 100,000	EXPIRES:	MILES:
CANCEL: 08/22/07	MILES: 23,433	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 10/9/2007		TRANSACTION:	
PRINTED: 02/10/06		PRINTED:	
DEALER NO: 3346	STATE: TX	DEALER NO:	STATE:
DEALER NAME: STREATER-SMITH NISSAN		DEALER NAME:	
-----+-----			

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DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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SC: ONE CONTRACT

NAME: [REDACTED]

VIN: JN8AZ08T15W [REDACTED] Y

STREET: [REDACTED]

YR/MDL: 2005.0 MUR MILEAGE: 37500

CITY: RUSKIN

IN SVC DATE: 11 / 07 / 05

ST/ZIP: FL [REDACTED]

VCAN: Y

RTL DLR: 3740

AUTOWAY NISSAN OF BRANDON

DAY PH: [REDACTED]

PAID: 2

SVC DLR: 3740

AUTOWAY NISSAN OF BRANDON

EVE PH: [REDACTED]

SUSP: 0

RESP DLR: 3740

AUTOWAY NISSAN OF BRANDON

DLR PH: 813 623 1148

DENY: 0

REGION: 34

DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00

EXEC: 00 / 00 / 00

EMAIL: 00 / 00 / 00

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

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

PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:

VEHICLE PURCHASED: NEW X PREOWNEI MILES

NISSAN/INFINITI VEHICLES: 6

VEHICLE MAINTAINED BY: 3740 AUTOWAY NISSAN OF E

OUTSIDE WARRANTY BY (B) MONTHS:

MILES: 1500

(PT) MONTHS:

MILES:

ORIG CODE: CT 11

OPEN DATE: 03 / 21 / 07

XFER/RSPNSBLTY: 34 02 S

CONTACT (S):

FOLLOWUP DATE: 03 / 22 / 07

DATANET (Y/N): 0

SEVERITY: 9

CLOSE DATE: 03 / 21 / 07

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

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS
AU INTERIOR (NON-ELECTRIC)

190000 SEAT (SEAT/LEVER/POSITIONER)
ZB BROKEN/CRACKED

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CA5657833N

C. A. R. COMMENTS

FILE OPENED-ZAK014N 03/21/2007

NO PREVIOUS RELATED/UNRELATED FILES FOUND.

CRR-AK VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-AK UPDATED C'S DAY AND EVENING PHONE NUMBERS.

CRR-AK CHECKED FOR RECALLS/SERVICE CAMPAIGNS AND FOUND:

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 00/00/00

CRR-AK RECEIVED AN INBOUND CALL FROM C'S SON.

C CALLED AND STATED THAT THE DRIVERS SIDE SEAT'S FRAME BROKE ON THE VEH.

C STATED THAT THE DLR HAD CHARGED \$100 PLUS FOR THE REPAIRS.

C STATED THAT C USED TO WORK WITH NISSAN AND HAD CONFIRMED THAT THE FRAME WOULD BE COVERED UNDER THE WARRANTY.

C STATED THAT WHEN THE FRAME BROKE, THE VEH WAS UNDER 36,000 MILES AND TILL THE TIME THE VEH REACHED THE DLR, THE VEH CROSSED 36,000 MILES.

CRR-AK CHECKED AND INFORMED C THAT THE VEH CROSSED 36,000 MILES, THAT IS THE REASON THE DLR DID NOT COVER THE REPAIR UNDER THE WARRANTY.

C STATED THAT IT IS NOT ACCEPTABLE AND WOULD LIKE TO SPEAK WITH A SUPERVISOR.

CRR-AK PROVIDED C WITH THE RECALL INFORMATION.

C UNDERSTOOD.

CRR-AK INFORMED C THAT CRR-AK WOULD TRANSFER THE CALL TO ANOTHER AGENT FOR FURTHER ASSISTANCE.

C UNDERSTOOD.

CRR-AK PROVIDED C WITH FILE NUMBER, NAME AND EXTENSION.

C STATED THAT C OWNED 6 NISSAN VEH'S.

CRR-AK TRANSFERRED THE CALL TO CORE GROUP. @03/21-ZAK014N

CRR-AD RECEIVED INBOUND CALL FROM C REQUESTING INFORMATION ON RECALL

REIMBURSEMENT. CRR-AD ADVISED C THAT C WILL NEED TO PROVIDE NNA WITH:

PROOF OF VEH OWNERSHIP, INVOICE OR WORK ORDER AND PROOF OF PAYMENT FOR WORK OR SERVICE PERFORMED.

... @03/21-ZAD908N

PLEASE FAX ALL DOCUMENTS TO 310-771-4181.

PROCESSING TAKES 4-6 WEEKS. @03/21-ZAD908N

CRR-AD ASKED C IF C HAD ANY ADDITIONAL QUESTIONS OR CONCERNS AT THIS TIME?

C STATED NO

CRR-AD GAVE C CRR'S NAME, EXTENSION AND C'S FILE NUMBER

CRR-AD THANKED C FOR CALLING NISSAN CONSUMER AFFAIRS

CRR-AD CLSOING FILE PENDING RECEIPT OF REQUESTED DOCUMENTS. @03/21-ZAD908N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	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: 3740	EFFECTIVE: 03 / 21 / 07	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: ZAK014N	
HISTORY:	UPDATE BY: ZAD908N	
SVC CALL#:	UPDATE DATE: 03 / 21 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 21 / 07	MICROFILM: N
RESP CAA: CHRISTIAN, DONECIA	OLM: ROYSTER KAREN	DOM:
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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----- CONSUMER AFFAIRS -----

CA5657833

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:28 PM
MODEL YEAR: 2005.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED]

VIN:
IN SCV DATE: 11/7/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
73	RCDJ80215450	3740 FL	11/7/2005	11/7/2007	40.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDJ80215450		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 11/07/05		EFFECTIVE:	
EXPIRES: 11/07/07	MILES: 40,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 11/11/2005		TRANSACTION:	
PRINTED: 11/11/05		PRINTED:	
DEALER NO: 3740	STATE: FL	DEALER NO:	STATE:
DEALER NAME: AUTOWAY NISSAN OF BRANDON		DEALER NAME:	
-----+-----			

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DATE: 1/26/2009
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REQUESTED BY: lattad

CAR ID: CA5658506N
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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W85W [REDACTED] Y
CITY: LAWRENCE	YR/MDL: 2005.0 MUR MILEAGE: 51000
ST/ZIP: KS [REDACTED]	IN SVC DATE: 07 / 01 / 05
DAY PH: [REDACTED]	RTL DLR: 3130 O'NEILL AUTOMOTIVE, INC.
EVE PH: [REDACTED]	SVC DLR: 3955 CAPITAL CITY NISSAN/TOPEK
DLR PH: 785 267 6700	RESP DLR: 3955 CAPITAL CITY NISSAN/TOPEK
	REGION: 32 DIST: SL/SV/PT: 10 10 40
VCAN: N	
PAID: 3	
SUSP: 2	
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) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 3955/INDEPENDENT
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 15000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 03 / 21 / 07	XFER/RSPNSBLTY: 32 10 S
CONTACT (S):	FOLLOWUP DATE: 03 / 23 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 03 / 26 / 07	DATANET (Y/N): 03 / 26 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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CA5658506N

C. A. R. COMMENTS

FILE OPENED-ZVK026N 03/21/2007

NO PREVIOUS RELATED AND UNRELATED FILES FOUND.

CRR-EH VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-EH UPDATED C'S DAY PHONE NUMBER.

CRR-EH CHECKED FOR RECALLS/SERVICE CAMPAIGNS/WARRANTY EXTENSIONS ON C'S VEH AND FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 07/07/06 3955

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 07/07/06 3955

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 00/00/00

CRR-EH RECEIVED AN INBOUND CALL FROM C.

C CALLED AND STATED THAT THE DRIVER'S SIDE SEAT ON THE VEH WAS LOOSE.

C STATED THAT C TOOK THE VEH TO 3955 CAPITAL CITY NISSAN DLR AND THE DLR INFORMED C THAT THE SEAT TRACK IS BROKEN.

C STATED THAT THE DLR INFORMED C THAT THE REPAIR WILL NOT BE COVERED UNDER WARRANTY AND C WILL HAVE TO PAY APPROXIMATELY.

C STATED THAT THE SEAT TRACK SHOULD NOT BREAK SO EARLY.

C STATED THAT IT IS A SAFETY CONCERN FOR C.

C STATED THAT C CHECKED ONLINE AND FOUND THAT THERE ARE A LOT OF CUSTOMERS FACING THE SAME CONCERN.

C STATED THAT C WOULD LIKE SOME FINANCIAL ASSISTANCE FROM NNA.

C STATED THAT C WOULD LIKE NNA TO COVER A PART OF REPAIR FREE OF CHARGE IF NOT THE ENTIRE REPAIR.

CRR-EH INQUIRED IF THE DLR INFORMED C WHY THE SEAT TRACK BROKE.

C STATED THAT THE DLR DID NOT INFORM C WHY THE SEAT TRACK BROKE.

CRR-EH INFORMED C ABOUT THE OPEN RECALLS/SERVICE CAMPAIGNS ON C'S VEH AND ADVISED C TO HAVE THE RECALLS/SERVICE CAMPAIGNS PERFORMED FREE OF CHARGE AT ANY NISSAN DLR.

C UNDERSTOOD.

CRR-EH INFORMED C THAT CRR-EH WOULD DOCUMENT C'S CONCERN AND TRANSFER THE CALL TO ANOTHER AGENT WHO WOULD ASSIST C.

CRR-EH INFORMED C THAT THE OTHER AGENT WOULD PROVIDE BETTER ASSISTANCE TO C.

CRR-EH PROVIDED C WITH THE FILE NUMBER, NAME AND EXTENSION NUMBER.

C THANKED.

CRR-EH COULD NOT TRANSFER THE CALL TO C GROUP DUE TO THE HIGH WAIT TIME.

CRR-EH INFORMED C THAT CRR-EH CAN FORWARD THE FILE AND ARRANGE FOR A CALL BACK BY THE END OF NEXT BUSINESS DAY.

C UNDERSTOOD.

CRR-EH REQUESTED FOR A PREFERRED CALL BACK TIME AND NUMBER.

C STATED THAT C CAN BE CONTACTED ANYTIME ON 785 234 2306 EXTENSION 350.

CRR-EH THANKED AND ASSURED C THAT C WILL RECEIVE A CALL BACK IN A TIMELY MANNER.

C THANKED AND ENDED THE CALL.

CRR-EH SENT AN E-MAIL TO NNA CA C GROUP TRANSFERS FOR FURTHER DISPOSITION.

@03/21-ZVK026N

**SR-MH IN REVIEW OF FILE. FORWARDING TO RCAS FOR ASSISTANCE. @03/22-ZMH997N

CRR-MM RECIEVED INBOUND CALL FROM C REQUESTING TO SPEAK TO CRR-EH.

@03/23-ZMM632N

*RCAS DA CALLED C AT 4 PM CST. C IS REQUESTING ASSISTANCE WITH REPAIR TO SEAT.

*RCAS DA CHECKED CPIA, GRT HAS NOT BEEN RAN YET. @03/26-ZDA626N

*RCAS DA INFORMED C THAT RCAS WILL SPEAK TO DLR AND REQUEST PROCESS FOR ASSISTANCE BE RAN. C SAID THE DLR TOLD C THE VEH WOULD BE READY TODAY. RCAS

TOLD C RCAS WILL TRY TO GET C AN ANSWER TODAY. @03/26-ZDA626N

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*RCAS DA CALLED SM-VIC. SM WILL RUN GRT TODAY. RCAS WILL CHECK SYSTEM IN 30 MINUTES FOR GRT. @03/26-ZDA626N

*RCAS DA CHECKED CPIA, SYSTEM HAS APPROVED TO ASSIST C WITH SOME OF THE REPAIR TO C'S VEH. CUSTOMER PORTION \$200. @03/26-ZDA626N

*RCAS DA CALLED C. C STATED C IS AT THE DLRSHIP NOW. C STATED C WAS TOLD C'S PORTION IS \$200. RCAS CONFIRMED THAT. C STATED C IS SATISFIED. C THANKED AND ENDED CALL. @03/26-ZDA626N

*RCAS DA CLOSING FILE. @03/26-ZDA626N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1C	ROOT CAUSE: SNFA
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: 3955	EFFECTIVE: 03 / 21 / 07	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: ZVK026N	
HISTORY:	UPDATE BY: ZDA626N	
SVC CALL#:	UPDATE DATE: 03 / 27 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 03 / 26 / 07	MICROFILM: N
RESP CAA: AVERY, DANIELLE	OLM: SMIT AGNES	DOM:
PHONE: 6157257756	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: lattad

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SC: ONE CONTRACT

NAME:	[REDACTED]	VIN:	JN8AZ08W04W [REDACTED]	Y
STREET:	[REDACTED]	YR/MDL:	2004.0	MUR MILEAGE: 40000
CITY:	FRAMINGHAM	IN SVC DATE:	03 / 06 / 04	
ST/ZIP:	MA [REDACTED]	VCAN:	Y	RTL DLR: 3542
DAY PH:	[REDACTED]	PAID:	2	NISSAN OF NATICK
EVE PH:	[REDACTED]	SUSP:	0	SVC DLR: 5030
DLR PH:	508 872 7600	DENY:	0	FRAMINGHAM NISSAN
			REGION: 26	FRAMINGHAM NISSAN
			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)
PROPERTY DAMAGE:	N (Y/N)	INJURY:	N (Y/N)	AIRBAG:	(Y/N)
PREVIOUSLY REPAIRED:	00 / 00 / 00	WHERE:		SENT TO LEGAL:	N (Y/N)
VEHICLE PURCHASED:	NEW X PREOWNEI	MILES		# NISSAN/INFINITI VEHICLES:	1
VEHICLE MAINTAINED BY:	5030 FRAMINGHAM NISSAN				
OUTSIDE WARRANTY BY (B) MONTHS:		MILES:	4000	(PT) MONTHS:	

ORIG CODE: CT 11	OPEN DATE: 03 / 23 / 07	XFER/RSPNSBLTY:	26 10 S
CONTACT (S):	FOLLOWUP DATE: 04 / 02 / 07	DATANET (Y/N):	1
SEVERITY: 9	CLOSE DATE: 04 / 03 / 07	DATANET (Y/N):	03 / 26 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZTC598N 03/23/2007

PREVIOUS UNRELATED FILE(S) FOUND: 5010799

@03/23-ZTC598N

CRR-TC VERIFIED NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE #, AND RESPONSIBLE DLR.

CRR-TC CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

CLSD P5215 MURANOALTERNATORNTB05-059

CLSD R0511 MURANOSBPROTECTNTB06-024

CLSD R0516 MURANOTANKPROTECTNTB06023

CRR-TC RECEIVED CALL FROM C STATING THE ENTIRE DRIVER'S SEAT IN THE VEH NEEDS TO BE REPLACED BECAUSE THE SEAT AND THE MAIN WELD HAVE SEPARATED.

C STATES C HAS BEEN ADVISED THE REPAIR WILL NOT BE COVERED UNDER C'S ESC, BUT C FEELS THIS SHOULD BE COVERED BECAUSE THIS IS A MANUFACTURING ISSUE.

CRR-TC ADVISED C THE FILE WILL BE FORWARDED TO A RCAS AND C CAN EXPECT TO RECEIVE A CALLBACK BEFORE THE END OF BUSINESS ON MONDAY.

CRR-TC PROVIDED C WITH NAME, FILE NUMBER AND EXTENSION.

C THANKED CRR-TC AND ENDED CALL.

@03/23-ZTC598N

CRR-TC FORWARDED FILE TO RCAS.

@03/23-ZTC598N

RCAS CONTACTED CRCAS LEFT C A VOICE MESSAGE INFORMING THAT RCAS WAS CALLING REGARDING FILE.

@03/23-ZGP497N

RCAS CONTACTED DLR (9:29AM-CST)...RCAS INQUIRED WITH SM-ERIC ABOUT C'S VEHICLE SEAT CONCERN.

SM INFORMED RCAS THAT C VISITED DLR 3/22/07 AT 43,512 MILES FOR DRIVER SEAT ADJUSTMENT LEVER FRAME CONCERN.

SM STATE THAT COMPONENT WAS NOT COVERED BY C'S ESC PLAN AND DLR RAN GRT ON C'S BEHALF.

SM INFORMED THAT GRT REQUEST FOR FULL SERVICE WAS NOT RECOMMENDED AND DLR SUBMITTED GRT REQUEST FOR PARTIAL ASSISTANCE.

SM STATE THAT GRT FOR PARTIAL SERVICE WAS RECOMMENDED AND C WAS INFORMED THAT 50% OF SERVICE WOULD BE COVERED AS A GW OFFER.

SM INFORMED RCAS THAT C DECLINED 50% GW OFFER FOR C'S VEHICLE AND DID NOT HAVE VEHICLE SERVICED.

@03/26-ZGP497N

RCAS INQUIRED IN ZCA1 (9:43AM-CST)... RCAS FOUND THAT DLR RAN GRT REQUEST ON 2/23/07 FOR C'S SEAT CONCERN AND PORTION OF C'S VEHICLE SEAT SERVICE IS COVERED AS GOOD WILL OFFER.

@03/26-ZGP497N

RCAS CONTACT C (10:20AM-CST)... RCAS LEFT C A VOICE MESSAGE INFORMING C THAT RCAS WAS CALLING REGARDING FILE.

@03/26-ZGP497N

CRR-AD RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK TO RCAS. C STATED C IS RETURNING CALL.

CRR-AD TRANSFERRED C TO RCAS'S EXT.

@03/26-ZAD908N

CRR-SR RECEIVED INBOUND CALL FROM C WITH FILE NUMBER.

C IS REQUESTING TO SPEAK TO RCAS.

CRR-SR TRIED RCAS, GOT RCAS'S VMX.

C IS REQUESTING SUPERVISOR CALLBACK DUE NOT BEING ABLE TO GET A HOLD OF RCAS.

CRR-SR UNDERSTOOD AND INFORMED C THAT A SUPERVISOR WILL CALL BACK IN 4 TO 8 BUSINESS HOURS.

C UNDERSTOOD.

@03/26-ZSR025N

CRR-SR ASKED IF C NEEDS FURTHER ASSISTANCE.

C DECLINED.

CRR-SR THANK C FOR CALLING NNA CA.

CALL ENDS.

CRR-SR SENT EMAIL TO ESCALATION TEAM FOR FOLLOW UP.

@03/26-ZSR025N

RCAS RECEIVED VOICE MESSAGE (7:16AM-CST)... C STATE THAT C WAS CALLING TO INQUIRE ABOUT FILE UPDATE BEFORE GOING ON BUSINESS TODAY-3/27/07.

C PROVIDED CONTACT #508-561-4667 AND STATED THAT C WILL NOT BE AVAILABLE FROM

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8:30AM-EST TO 12:30PM-EST.

RCAS CONTACTED C...RCAS LEFT C A VOICE MESSAGE INFORMING THAT RCAS WAS CALLING REGARDING FILE.

RCAS INFORMED C THAT RCAS WILL CONTACT C AGAIN TO DISCUSS FILE. @03/27-ZGP497N
@03/27-ZGP497N

RCAS CONTACTED C (3:14PM-CST)... RCAS INFORMED C THAT RCAS WAS CALLING REGARDING C'S VEHICLE CONCERN. @03/27-ZGP497N

RCAS INFORMED C THAT FILE WAS REVISED AND DLR CONTACTED REGARDING C'S SEAT WELD ISSUE. @03/27-ZGP497N

RCAS INFORMED C THAT C'S VEHICLE IS OUTSIDE OF WARRANTY AND DLR REQUESTED OOW ASSISTANCE FOR C'S SEAT WELD SERVICE.

RCAS INFORMED C THAT NNA OFFERED PARTIAL OOW GOOD WILL OFFER TO C TO AID WITH SERVICE TO SEAT WELD.

RCAS INFORMED C THAT DLR ALSO INFORMED RCAS THAT C'S GOLD ESC PLAN DID NOT COVER COMPONENT.

C STATE THAT C HAS VEHICLE AND VEHICLE SEAT WELD IS A DEFECT AND SHOULD NOT HAVE COME LOOSE.

C STATE THAT C IS A WELD SPECIALIST AND SEAT SHOULD NOT HAVE BROKEN OFF COMPLETED.

C STATE THAT C WOULD IS NOT HAPPY WITH PARTIAL OFFER AND STATE THAT C WOULD CONTACT HIGHWAY SAFTY DEPARTMENT REGARDING BROKEN SEAT WELD AS CONCERN IS A SAFTY ISSUE. @03/27-ZGP497N

RCAS INFORMED C THAT RCAS WOULD MAKE FURTHER INQUIRY ON C'S BEHALF REGARDING VEHICLE CONCERN AND CONTACT C AGAIN REGARDING FILE.

C THANKED RCAS FOR FILE ASSISTANCE. @03/27-ZGP497N

RCAS CONTACTED DPSM (11:08AM-CST)... RCAS RECEIVED A VOICE MESSAGE INFORMING THAT DPSM VOICE MAIL BOX IS FULL AND NOT ACCEPTING ANY MESSAGES AT TIME OF CALL. @03/28-ZGP497N

RCAS CONTACTED DPSM (1:48PM-CST)...RCAS DISCUSSED C'S VEHICLE CONCERN WITH DPSM.

DPSM STATE THAT DPSM AUTHORIZED DLR TO PROVIDE C WITH FULL VEHICLE SERVICE. DPSM ADVISED RCAS TO CONTACT SM AND INQUIRY IF DLR DID FULL SERVICE TO C'S VEHICLE.

RCAS CONTACTED DLR (3:53PM-CST)... SA-JARRETT INFORMED RCAS THAT DLR SERVICED C'S VEHICLE TODAY-3/28/07 AT NO COST TO C(SM WAS NOT AVAILABLE AT TIME OF CALL). @03/29-ZGP497N

RCAS CONTACTED DLR (9:04AM-CST)...RCAS INQUIRED WITH SA-JARRETT ABOUT STATUS OF C'S VEHICLE SERVICE.

SA INFORMED RCAS THAT DLR COMPLETED C'S VEHICLE SERVICE TO SEAT WEILD AND C PICKED-UP VEHICLE YESTERDAY-3/29/07.

RCAS CONTACTED C (9:09AM-CST) AT 508-561-4667...RCAS LEFT C A VOICE MESSAGE STATING THAT RCAS WAS CALLING REGARDING FILE. @03/30-ZGP497N

RCAS CONTACTED C AT DAY#... C WAS NOT AVAILABLE. @03/30-ZGP497N

RCAS CONTACTED C (2:34PM-CST) AT 508-561-4467... RCAS LEFT C A VOICE MESSAGE. @03/30-ZGP497N

RCAS CONTACTED C (7:40AM-CST)... RCAS LEFT C A VOICE MESSAGE INFORMING THAT RCAS IS CALLING REGARDING FILE. @04/02-ZGP497N

RCAS RECEIVED VOICE MESSAGE FROM C (1:48PM-CST)... C STATE THAT C'S VEHICLE WAS REPAIRED BY DLR AND EVERYTHING IS FUNCTIONING NORMALLY AFTER SERVICE.

C THANKED RCAS FOR FOLLOW-UP CALL AND FILE ASSISTANCE AND NOT FURTHER FILE ASSISTANCE REQUIRED.

RCAS CLOSE FILE. @04/03-ZGP497N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW INFORMATION, THANKS.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	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: 5030	EFFECTIVE: 03 / 23 / 07	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: ZTC598N	
HISTORY:	UPDATE BY: ZGP497N	
SVC CALL#:	UPDATE DATE: 04 / 03 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 03 / 07	MICROFILM: N
RESP CAA: PATTEN, GRAFTON	OLM: ROYSTER KAREN	DOM: WILLIAMS RODNEY
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:28 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED] VIN:
IN SCV DATE: 3/6/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
75	NCNC01967673	3542 MA	3/6/2004	3/6/2009	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NCNC01967673		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: C		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 03/06/04		EFFECTIVE:	
EXPIRES: 03/06/09	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 3/8/2004		TRANSACTION:	
PRINTED: 03/13/04		PRINTED:	
DEALER NO: 3542	STATE: MA	DEALER NO:	STATE:
DEALER NAME: NISSAN OF NATICK		DEALER NAME:	
-----+-----			

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W65W [REDACTED] Y
CITY: HIGHLAND SPRINGS	YR/MDL: 2005.0 MUR MILEAGE: 47000
ST/ZIP: VA [REDACTED]	IN SVC DATE: 02 / 07 / 05
DAY PH: [REDACTED]	RTL DLR: 3554 HERB GORDON NISSAN
EVE PH: [REDACTED]	SVC DLR: 3908 VICTORY NISSAN/MECHANICS
DLR PH: 804 417 1012	RESP DLR: 3908 VICTORY NISSAN/MECHANICS
VCAN: N	REGION: 36 DIST: SL/SV/PT: 09 09 39
PAID: 3	
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) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 24000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: MECHANICVILLE NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 03 / 27 / 07	XFER/RSPNSBLTY: 36 04 S
CONTACT (S):	FOLLOWUP DATE: 04 / 05 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 04 / 19 / 07	DATANET (Y/N): 04 / 11 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZMM632N 03/27/2007

NO PREVIOUS FILES FOUND.

@03/27-ZMM632N

CRR-MM VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY & EVE PHONE, AND RESPONSIBLE DLR.

@03/27-ZMM632N

CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UP GRADES FOUND NONE OPEN. 27-ZMM632N

CRR-MM RECEIVED INBOUND CALL FROM C.

@03/27-ZMM632N

C STATES ON 03/15/07 C'S WIFE TOOK VEHICLE TO DLRSH MECHANVILLE NISSAN TO HAVE VEHICLE SERVICED SUCH AS TIRE ROTATION, FRONT END ALIGNMENT AND BACK DRIVER SIDE TIRE WAS PURCHASED FROM DLRSH AND REPLACED. C STATES C HAD TO MEET WIFE AT DLRSH TO TAKE WIFE MONEY TO PAY FOR SERVICES. C STATES C HAD A TOTAL OF \$276.00 FOR SERVICES WHICH IS FINE. C STATES C WAS WALKING THE LOT WHILE WAITING ON VEHICLE AND NOTICED THAT ONE OF THE SERVICE ATTENDANTS GETTING INTO C'S VEHICLE. C STATES SERVICE ATTENDANT WAS A BIG BLONDE HEADED GUY AND C NOTICED MAN STANDING UP ON THE DOOR FRAME THEN PLOPPING DOWN VERY HARD. C STATES WHEN WIFE LEFT IN VEHICLE SHE CALLED C AND ADVISED C THAT THE DRIVER SEAT WAS OFF TRACK. C STATES C ADVISED WIFE TO CONTACT DLRSH TO ASK IF THEY NOTICED AN ISSUE WITH THE SEAT AND C'S WIFE WAS ADVISED TO BRING VEHICLE BACK THAT WEEKEND. C'S WIFE TOOK VEHICLE TO DLRSH AND WAS CHARGED \$95.00 FOR THE DLRSH TO DIAGNOSE THE SEAT ISSUE AND C WAS ADVISED THAT THE SEAT BAR WAS BROKEN AND WOULD NEED TO BE REPAIRED WHICH WOULD COST C \$490.00 FOR PART AND THE LABOR. C STATES C CONTACTED THE DLRSH THE FOLLOWING MONDAY TO SPEAK TO THE SM-TRAVIS AND SM-TRAVIS ADVISED C OF THE ISSUE AND ADVISED C SM-TRAVIS WAS WAITING ON A CALL FROM NNA IN WHAT TO DO TO REPAIR THE SEAT. C FEELS DLRSH SHOULD PAY FOR THE COST OF THE SEAT DUE TO THE FACT THAT THE SEAT WAS FINE BEFORE THE VEHICLE WAS TAKEN TO THE DLRSH. C STATES SM-TRAVIS IS SUPPOSED TO BE CONTACTING THE C BACK WHEN SM-TRAVIS KNOWS SOMETHING ABOUT THE REPAIRS. C WANTED TO CONTACT NNA TO GET THE ISSUE DOCUMENTED.

@03/27-ZMM632N

C STATES SM-TRAVIS CONTACTED C BACK ON 03/30/07 AND ASKED C TO BRING VEHICLE BACK IN TO THE DLRSH SO SM-TRAVIS COULD TAKE A PICTURE OF THE ISSUE. C STATES C IS STILL WAITING ON SM-TRAVIS TO ADVISE C OF WHAT TO DO. C STATES C HAD TO INSTALL A PIECE OF WOOD UNDERNEATH THE DRIVER SEAT TO KEEP VEHICLE SEAT FROM SLIDING BACK AND FORTH SO C'S WIFE COULD DRIVE VEHICLE. C STATES C HAS NOT HEARD ANYTHING FROM SM-TRAVIS AND ISSUE IS VERY CONCERNING TO THE C ESPECIALLY SINCE C'S WIFE IS THE ONE DRIVING THE VEHICLE. C WANTS NNA TO ASSIST THE DLRSH IN WHAT TO DO SINCE SM-TRAVIS IS TAKING SO LONG TO CONTACT THE C BACK ABOUT THE ISSUE.

@04/04-ZMM632N

CRR-MM ADVISED C THAT FILE WILL BE FORWARDED TO RCAS FOR FURTHER REVIEW TO PLEASE ALLOW RCAS UNTIL THE END OF THE NEXT BUSINESS DAY TO CONTACT C BACK. C UNDERSTOOD.

CRR-MM TRANSFERRING FILE AT THIS TIME.

@04/04-ZMM632N

RCAS-BC CONTACTED S/M TRAVIS @ 11:57 AM CST ON 04/10/07.

S/M STATED THE C'S SEIGTH COLLAPSED IN THE MIDDLE. S/M STATED THE C'S WEIGHT MAY HAVE CONTRIBUTED TO THE COLLAPS. S/M STATED THE DPSM WAS COMING IN TO TAKE A LOOK AT THE SEAT THEN THE DLR WOULD GO FROM THERE.

RCAS-BC THANKED AND ENDED CALL.

@04/10-ZBC521N

RCAS-BC CONTACTED C @ 11:59 AM CST ON 04/10/07.

@04/10-ZBC521N

RCAS-BC INFORMED C THAT THE S/M WAS WAITING ON FEEDBACK FROM THE DPSM THEN A DETERMINATION REGARDING ASSISTANCE WOULD BE AVAILABLE.

C UNDERSTOOD THANKED AND ENDED CALL.

CRR-TS RECEIVED INBOUND CALL FROM C.

C REQUESTED AN UPDATE ON CASE.

CRR-TS ADVISED RCAS-BC DID ATTEMPT TO CONTACT C.

CRR-TS ATTEMPTED TRANSFER, BUT THERE WAS NO ANSWER.

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C REQUESTED A CALLBACK AT EITHER DAY OR EVENING PHONE NUMBER.

C ADVISED OF THIRD NUMBER TO ATTEMPT-804-901-7527.

C THANKED CRR-TS FOR ASSISTANCE AND ENDED CALL. @04/10-ZTS935N
@04/12-ZBC521N

CRR-MT RECEIVED INBOUND CALL FROM C.

C STATES THAT WANTED TO SPEAK TO PERSON WORKING ON C FILE. @04/18-ZMT775N

CRR-MT TRANSFERRED C TO RCAS-BC. @04/18-ZMT775N

CRR-SB RECEIVED CALL FROM C.

C STATES C WOULD LIKE TO SPEAK WITH CRR-MM. @04/18-ZSB337N

CRR-SB TRIED CONTACTING CRR-MM. HOWEVER, RECEIVED VMX.

CRR-SB ADVISED IF C WOULD LIKE TO BE TRANSFERRED INTO CRR-MM'S VMX.

C STATES THAT C WOULD.

C THANKED CRR-SB AND ENDED CALL. @04/18-ZSB337N

RCAS-BC LEFT MESSAGE FOR C @ 3:28 PM CST ON 04/18/07. @04/18-ZBC521N

--

CRR-CK RECEIVED INBOUND CALL FROM C. RCAS SENDING EMAIL UPDATE TO RCAS-BC

--

@04/18-ZCK657N

RCAS-BC RECEIVED CALL FROM C @ 9:32 AM CST ON 04/19/07.

RCAS-BC INFORMED C THAT THE DPSM FROM NISSAN HAD DETERMINED THAT THE CONCERN WAS NOT A WARRANTABLE CONCERN AND NISSAN COULD NOT ASSIST OUTSIDE OF WARRANTY. C STATED WELL THE DLR COULD HAVE TOLD C THAT ON THE DAY C WAS IN.

RCAS-BC INFORMED C THAT NISSAN WANTED TO ALLOW THE DPSM TO TAKE A LOOK AT THE VEHICLE TO DETERMINE IF ASSISTANCE COULD BE PROVIDED. RCAS-BC INFORMED C THAT DPSM DETERMINED THAT ASSISTANCE WAS NOT WARRANTED.

C STATED THAT IS MESSED UP NOT EVEN HALF THE REPAIR.

RCAS-BC INFORMED C THAT NISSAN COULD NOT ASSIST OR ASSUME RESPONSIBILITY FOR THE REPAIR OR REPLACEMENT.

C STATED WAS THERE ANY ONE ELSE C COULD SPEAK WITH.

RCAS-BC INFORMED C THAT THIS WAS NISSAN DECISION. @04/19-ZBC521N

C STATED ALRIGHT AND ENDED CALL.

RCAS-BC CLOSING FILE: NO FURTHER ACTION REQUIRED. @04/19-ZBC521N

*****CRR-AN RECEIVED AN INBOUND CALL FROM C.

CRR-AN VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

C STATED THAT THE DLR ORDERED INCORRECT PART FOR THE VEH AND INFORMED C THAT C HAS TO PAY FOR ADDITIONAL PARTS ALSO.

C STATED THAT THE DLR WAS CHARGING C FOR THE REPAIR.

CRR-AN INFORMED THAT THE FILE IS BEING HANLED BY RCAS-BC AND CRR-AN WOULD TRANSFER THE CALL TO RCAS-BC FOR ASSISTANCE.

C STATED THAT C CAN BE REACHED ANYTIME ON: 804 908 2258.

CRR-AN PROVIDED C WITH FILE NUMBER, NAME AND EXTENSION.

CRR-AN ASKED IF ANY FURTHER ASSISTANCE IS REQUIRED.

C STATED NO, THANKED AND ENDED THE CALL.

CRR-AN SENT A MAIL TO RCAS-BC REGARDING THE UPDATE. @05/04-ZAN976N-COMMENT

RCAS-BC CONTACTED C @ 10:35 AM CST ON 05/04/07.

C STATED THE DLR QUOTED THE WRONG PRICE FOR A REPLACEMENT PART AND IS ATTEMPTING TO CHARGE THE C NOW THAT THE REPAIR IS MADE. C STATED C HAS BEEN DRIVING A SENTRA AND THE C PAID FOR TO DRIVE A MURANO.

RCAS-BC ASKED C TO HOLD WHILE RCAS-BC CONTACTED THE DLR FOR INFORMATION REGARDING THE REPAIR.

RCAS-BC CONTACTED SA ERIC @ 10:41 AM CST ON 05/04/07.

SA STATED THE C WAS CONTACTED WHEN THE PART CAME IN AND WAS INFORMED THAT THE CORRECT PART WOULD COST MORE. SA STATED THE C AGREED TO PAY ADDITIONAL FUNDS FOR THE PART. SA STATED THE C WAS PROVIDED A LOANER VEHICLE AS GOODWILL BECAUSE THE C DID NOT HAVE AN ESC. SA STATED THE C WRECKED THE LOANER AND IS STILL COMING IN COMPLAINING. SA STATED IF C WANTED THE OLD PART PUT BACK ON C'S VEHICLE THE DLR COULD DO SO BUT DLR WOULD NOT EAT THE CHARGES WHEN C WAS

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INFORMED OF THE AMOUNT PRIOR TO INSTALLATION.
RCAS-BC UNDERSTOOD THANKED AND ENDED CALL.
RCAS-BC RETURNED TO CALL WITH C AND PROVIDED THE FEEDBACK.
C STATED SO IF C DECIDES C DOES NOT WANT THE PARTS INSTALLED C CAN RECEIVE C'S
\$300 BACK.
RCAS-BC INFORMED C THAT RCAS-BC WOULD ASSUME SO HOWEVER RCAS-BC RECOMMENDED
THAT C CONTACT DLR FOR SPECIFICS.
C UNDERSTOOD THANKED AND ENDED CALL. @05/04-ZBC521N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

I SPOKE WITH ARRON TOLD HIM ABOUT THE SEAT HE SAID I COULD @04/12-3908
RUN A GRT BUT IN SPEAKING WITH THE PORTER AND ADVISOR THE SEAT WAS BROKE WHEN
IT CAME INTO THE SHOP IT WAS NOTED ON RO. AT THIS TIME DEALERSHIP WILL NOT ASS
IST CUSTOMER. @04/12-3908

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 1	DATE: 04 / 04 / 07	USERID: ZMM632N
OTHER #: 1	DATE: 04 / 04 / 07	USERID: ZMM632N
COMMENTS ONLY: #: 2	DATE: 05 / 04 / 07	USERID: ZBC521N
RESP DLR: 3908	EFFECTIVE: 03 / 27 / 07	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: ZMM632N	
HISTORY:	UPDATE BY: ZBC521N	
SVC CALL#:	UPDATE DATE: 05 / 04 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 19 / 07	MICROFILM: N
RESP CAA: CROCKETT, BRANDON	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257789	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W54W [REDACTED] Y
CITY: ARLINGTON		YR/MDL: 2004.0 MUR MILEAGE: 52000
ST/ZIP: VA [REDACTED]	VCAN: N	IN SVC DATE: 08 / 02 / 04
DAY PH: [REDACTED]	PAID: 4	RTL DLR: 2799 ROSENTHAL NISSAN-GAITHERS
EVE PH: [REDACTED]	SUSP: 1	SVC DLR: 3731 BROWN'S STERLING NISSAN
DLR PH: 703 948 1100	DENY: 0	RESP DLR: 3731 BROWN'S STERLING NISSAN
		REGION: 36 DIST: SL/SV/PT: 05 05 35

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: INDEPENDENT		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES: 16000	(PT) MONTHS: MILES:
ORIG CODE: CT 11	OPEN DATE: 03 / 27 / 07	XFER/RSPNSBLTY: 36 05 S
CONTACT (S):	FOLLOWUP DATE: 04 / 05 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 04 / 05 / 07	DATANET (Y/N): 03 / 28 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YO	PART MISSING/LOOSE/FELL OFF

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C. A. R. COMMENTS

FILE OPENED-ZSB249N 03/27/2007

PREVIOUS RELATED/UNRELATED FILES FOUND: 5063383

CRR-SB VERIFIED C NAME, ADDRESS, DAY/EVE PHONE, VIN, MILEAGE, RESPONSIBLE DLR.

CRR-SB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES. FOUND:NONE. C INFORMED.

CLSD P5215 MURANO ALTERNATOR NTB05-059

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-SB RECEIVED INBOUND CALL FROM C.

C STATES TOOK VEH IN TO DLR FOR REPAIR WORK WHEN THERE WAS DISCOVERED AN
ISSUE WITH THE DRIVERSIDE SEAT.

C STATES THE VEH ROCKS BACK AND FORTH, WHEN DRIVEN AROUND A CORNER THE SEAT
GOES UP AND DOWN, OR BACK AND FORTH.

C STATES THE REPAIR IS IS ESTIMATED AT \$700.00 TO FIX THE SEAT.

C STATES C HAD TO HAVE ALTERNATOR REPLACED TWICE IN VEH.

C STATES AT ONE TIME C'S VEH WAS BROKEN INTO DUE TO THE ALTERNATOR FAILING
AND VEH NOT BEING ABLE TO GET TOWED TO NISSAN DLR.

C STATES C IS UPSET THAT C HAS HAD SO MANY ISSUES WITH THE VEH.

C STATES C IS HOPING NNA WOULD STEP UP TO THE PLATE AND ASSIST THE C WHEN
C NEEDS IT THE MOST.

C STATES C DOES NOT WANT TO HAVE TO CONSIDER SWITCHING TO ANOTHER COMPANY.

C STATES C HAS PREVIOUSLY OWNED A 98 ALTIMA IN PAST.

C STATES C IS REQUESTING NNA COVER THE COST TO REPAIR THE SEAT.

CRR-SB ADVISED C DUE TO BEING OUT OF WARRANTY CANT GARANTEE THIS WOULD BE
COVERED.

C STATES C UNDERSTANDS.

C STATES C JUST WANTS SOMEONE TO REVIEW ISSUES AND ATTEMPT TO ASSIST IN
GOODWILL ASSISTANCE.

CRR-SB ADVISED SENDING FILE TO RCAS FOR REVIEW/FOLLOW UP.

CRR-SB ADVISED C WOULD RECEIVE CALL BACK BY CLOSE OF FOLLOWING BUSINESS DAY.

C STATES BEST CONTACT NUMBER IS 703 967 5581.

CRR-SB PROVIDED C WITH NAME, EXT - 57673, AND FILE NUMBER.

C THANKED AND ENDED CALL.

CRR-SB SENDING FILE TO RCAS. @03/27-ZSB249N

RCAS-VL CONTACTED C ON DAY PHONE ON 3/28/07 AT 3:17PM CST.

RCAS-VL LEFT VMX AND PROVIDED FILE# AND DIRECT#. @03/28-ZVL825N

CRR-AH RECEIVED INBOUND CALL FROM C STATING THAT HAS BEEN CALLING RCAS-VL
AND LEAVING MESSAGES, AND C HAS NOT RECEIVED A CALLBACK.

CRR-AH ADVISED C THAT CRR-AH WOULD EMAIL SPECIALIST. @03/30-ZAH808N

CRR-AH EMAILED RCAS-VL AND TRANSFERRED CUSTOMER TO EXTENSION. @03/30-ZAH808N

RCAS-VL CONTACTED SM-TONY ON 3/30/07 AT 10:30AM CST.

SM-TONY STATED THAT C CAME TO DLR ON 2/23/07 FOR SEAT CONCERN.

SM-TONY STATED THAT DLR INFORMED C THAT C WOULD NEED A SEAT TRACK ASSEMBLY.

SM-TONY STATED THAT C HAS ONLY VISITED DLR 3 TIMES AND SM-TONY DOESN'T FEEL
THAT C IS A GOOD CANIDATE FOR GOODWILL. @03/30-ZVL825N

RCAS-VL CONTACTED C ON DAY PHONE ON 3/30/07 AT 10:38AM CST. @03/30-ZVL825N

RCAS-VL LEFT A VMX AND PROVIDED FILE# AND DIRECT#. @03/30-ZVL825N

CRR-ND VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

CRR-ND CHECKED FOR OPEN RECALLS/CAMPAIGNS AND FOUND.

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 07/12/05 90275

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 05/10/06 3967

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 05/10/06 3967

CRR-ND INFORMED C THAT THERE ARE NO OPEN RECALLS ON C'S VEH.

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CA5664945N

CRR-ND RECEIVED AN INBOUND CALL FROM C.
C CALLED IN AND STATED THAT C WOULD LIKE TO SPEAK TO RCAS-VL.
CRR-ND INQUIRED FOR THE FILE NUMBER.
C PROVIDED THE FILE NUMBER TO CRR-ND.
CRR-ND CHECKED AND INFORMED C THAT C'S FILE IS IN REGARDS TO THE REPAIRS ON THE SEAT OF THE VEH.
C CONFIRMED. @04/03-ZMN064N
CRR-ND INFORMED C THAT CRR-ND WOULD TRANSFER C'S CALL TO THE EXTN OF RCAS-VL FOR FURTHER ASSISTANCE.
C UNDERSTOOD.
CRR-ND PROVIDED C WITH NAME AND EXTENSION NUMBER.
CRR-ND INQUIRED IF C REQUIRED FURTHER ASSISTANCE.
C THANKED CRR-ND.
CRR-ND TRANSFERRED C'S CALL TO THE EXTN OF RCAS-VL. @04/03-ZMN064N
CRR-AH RECEIVED INBOUND CALL FROM C STATING THAT C HAS CALLED RCAS-VL OVER 15 TIMES IN REGARDS TO THE FILE AND THE RCAS REP HAS NOT CALLED C BACK.
CUSTOMER REQUESTING THAT THE FILE BE SENT TO A SUPERVISOR.
CRR-AH ADVISED C THAT THE SUPERVISOR CALLBACK TAKES 4-8 HOURS, WHICH WILL RESULTS IN A CALLBACK ON 04/04/2007. CUSTOMER AGREED. @04/03-ZAH808N
CUSTOMER IS VERY UPSET AND NO LONGER WANTS RCAS-VL TO HANDLE THE FILE.
CRR-AH ADVISED C THAT AN EMAIL HAS BEEN SENT TO SUPERVISOR. @04/03-ZAH808N
RCAS-VL CONTACTED DLR 3731 ON 4/4/07. @04/04-ZVL825N
RCAS-VL DISCUSSED FILE WITH SA-JAMES.
RCAS-VL ASKED FOR GRT TO BE RAN TODAY.
RCAS-VL EXPLAINED THAT RCAS-VL UNDRSTOOD THAT C IS NOT A GOOD SERVICING C. HOWEVER NNA WOULD LIKE FOR GRT TO BE RAN.
SA-JAMES UNDERSTOOD AND STATED THAT GRT WILL BE DENIED DUE TO THE COST OF THE REPAIR.
CALL ENDED. @04/04-ZVL825N
C CONTACTED RCAS-VL ON 4/4/07 AT 2:30PM CST.
RCAS-VL INFORMED C THAT RCAS-VL WAS STILL WAITING ON A RESPONSE FROM THE REGION.
RCAS-VL INFORMED C THAT RCAS-VL WOULD CONTACT C BY THE END OF BUSINESS 4/4/07.
C UNDERSTOOD AND ASKED COULD RCAS-VL LEAVE NISSAN'S FINAL ANSWER ON VMX.
RCAS-VL INFORMED C THAT RCAS-VL WOULD ONLY LEAVE DETAILED MESSAGE IF REPAIR IS COVERED BY NNA.
C UNDERSTOOD AND ENDED CALL. @04/04-ZVL825N
RCAS-VL CONTACTED DLR ON 4/4/07 AT 3:55PM CST.
RCAS-VL VERIFIED GRT RESULTS AND GRT WAS NOT RECOMMENDED.
RCAS-VL CONTACTED C ON DAY PHONE ON 4/4/07 AT 3:57PM CST.
RCAS-VL LEFT VMX AND PROVIDED FILE# AND DIRECT#. @04/04-ZVL825N
RCAS-VL CONTACTED C ON DAY PHONE ON 4/5/07 AT 7:18AM CST.
RCAS-VL LEFT VMX AND PROVIDED FILE# AND DIRECT#. @04/05-ZVL825N
CRR-VK RECEIVED AN INBOUND CALL FROM C.
C STATES C IS REQUESTING A SUPERVISOR CALLBACK.
C STATES C CAN NOT GET IN TOUCH WITH CRR-VL.
CRR-VK APOLOGIZED TO C AND INFORMED C THAT CRR-VL TRY TO CONTACT ON 04/04 AND 04/05.
C STATES C HAVE TRIED TO CONTACT C BACK BUT NO RESPONSE.
C STATES C HAVE REQUESTED A SUPERVISOR CALLBACK BUT HAVENT RECEIVED A CALL.
C STATES C WOULD LIKE A SUPERVISOR TO CALL C.
CRR-VK ADVISED C THAT CRR-VK WILL SEND AN EMAIL REQUESTING A SUPERVISOR CALLBACK.
C THANKED CRR-VK AND ENDED CALL. @04/05-ZVK511N
C CONTACTED RCAS-VL ON 4/5/07 AT 9:30AM CST.
RCAS-VL INFORMED C THAT NNA WOULD BE UNABLE TO ASSIST WITH REPAIR.

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C ASKED "WHY RCAS-VL COULD NOT DENY C OVER VMX".
RCAS-VL INFORMED C THAT RCAS-VL COULD NOT DO THAT OVER VMX AND C STATED THAT
NISSAN LOST A C.
C STATED THAT C HOPES NISSAN DOES NOT TREAT ALL C'S LIKE THIS.
C ENDED CALL.
RCAS-VL CLOSED FILE. @04/05-ZVL825N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 3731	EFFECTIVE: 03 / 27 / 07	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: ZSB249N	
HISTORY:	UPDATE BY: ZVL825N	
SVC CALL#:	UPDATE DATE: 04 / 05 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 05 / 07	MICROFILM: N
RESP CAA: LYONS, VALANNA	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257722	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W15W [REDACTED] Y
CITY: DEVON		YR/MDL: 2005.0 MUR MILEAGE: 37000
ST/ZIP: PA [REDACTED]		IN SVC DATE: 07 / 27 / 05
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3871 EXTON NISSAN
EVE PH: [REDACTED]	PAID: 1	SVC DLR: 5060 EXTON NISSAN(SARR OPS.LP)
DLR PH: 610 594 7400	SUSP: 0	RESP DLR: 5060 EXTON NISSAN(SARR OPS,LP)
	DENY: 0	REGION: 26 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: EXTON NISSAN 5060
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 03 / 29 / 07	XFER/RSPNSBLTY: 26 06 S
CONTACT (S):	FOLLOWUP DATE: 04 / 03 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 04 / 03 / 07	DATANET (Y/N): 03 / 30 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZYC282N 03/29/2007

NO PREVIOUS FILES FOUND. C HAS ALSO OWNED A 2002 PATHFINDER. @03/29-ZYC282N
CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND: @03/29-ZYC282N

OPEN

R0511

MURANOSBP

OPEN

R0516

MURANOTANK

C ADVISED. C CALLED STATES BRACKET ON DRIVERS SEAT FRAME IS BROKEN AND NEEDS T
O BE REPLACED. C STATES HAS BEEN ADVISED BY THE SM (FRED) THAT IT WILL COST
800.00 TO REPAIR. @03/29-ZYC282N

C STATES DLR RAN GRT AND C WAS DENIED. C STATES HAS BEEN A LOYAL C TO NNA AND
WOULD REALLY APPRECIATE ASSISTANCE WITH THE COST OF REPAIR. C STATES VEH IS CU
RRENTLY AT DLR AND HAS BEEN THERE SINCE 3/27/07. @03/29-ZYC282N

RSS-YC ADVISED C RSS WOULD FORWARD FILE TO AN RCAS FOR FURTHER REVIEW. C
THANKFUL. RSS-YC GAVE C NAME FILE #. AND EXT. C ENDED CALL.
RSS-YC FORWARDED FILE TO RCAS FOR FURTHER REVIEW. @03/29-ZYC282N

@03/29-ZYC282N

*

RCAS CONTACTED DLR AND SPOKE WITH SM-KEN. SM-KEN STATED DLR DID RUN GRT AND IT
WAS NOT RECOMMENDED. SM-KEN STATED DLR WOULD REALLY LIKE TO ASSIST THIS C.
RCAS ADVISED SM-KEN TO CONTACT DPSM TO DISCUSS ISSUE. SM-KEN UNDERSTOOD. CALL
ENDED. @03/30-ZDA881N

*

RCAS CONTACTED C AND LEFT VMX.

@03/30-ZDA881N

CRR-VK RECEIVED AN INBOUND CALL FROM C.

C STATES C WOULD LIKE AN UPDATE ON FILE.

CRR-VK ADVISED C THAT CRR-VK CAN TRANSFER C TO RCAS-DA EXTENSION.

CRR-VK ADVISED C THAT CRR-VK CAN SEND AN EMAIL REQUESTING RCAS-DA TO RETURN
C CALL.

C STATES C UNDERSTOOD AND C WAS TRANSFERRED TO RCAS-DA EXTENSION.

@03/30-ZVK511N

CRR-WC RECEIVED AN INBOUND CALL FROM C.

C REQUESTED AN UPDATE ON FILE.

CRR-WC ADVISED C THAT FILE WAS HANDLED BY RCAS AND OFFERED TO TRANSFER C TO
RCAS EXT.

CRR-WC ADVISED C THAT IF RCAS IS UNAVAILABLE TO LEAVE A VMX WITH BEST CALLBACK
AND RCAS WOULD RETURN C'S CALL.

C STATED UNDERSTOOD.

CRR-WC TRANSFERRED C TO RCAS-DA.

@04/02-ZWJ020N

CRR-MT RECEIVED INBOUND CALL FROM C REQUESTING TO SPEAK TO RCAS-DA

CRR-MT INFORMED C EMAIL HAS BEEN SENT TO RCAS WITH C'S REQUEST FOR CALLBACK AT
570-704-7036. @04/02-ZMT737N

*

@04/02-ZDA881N

RCAS CONTACTED DLR AND LEFT VMX FOR SM-KEN.

@04/02-ZDA881N

*

RCAS CONTACTED C. RCAS INFORMED C THAT RCAS DID NOT HAVE AN ANSWER FOR C TODAY
AS RCAS WAS WAITING TO SPEAK WITH SM-KEN ABOUT THE CONCERN. C UNDERSTOOD. CALL
ENDED. @04/02-ZDA881N

*

RCAS RECEIVED INBOUND CALL FROM SM-KEN. SM-KEN STATED DPSM AGREED TO COVER
COST OF PARTS WHICH IS AROUND \$400 AND C WOULD BE RESPONSIBLE FOR THE LABOR.

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RCAS UNDERSTOOD. CALL ENDED.

@04/03-ZDA881N

*

RCAS CONTACTED C TO DISCUSS CONCERN. RCAS INFORMED C THAT NNA WOULD BE WILLING TO COVER THE COST OF PARTS AND C COVER THE COST OF LABOR. C STATED THAT IS A REASONABLE OFFER. C STATED C WILL CONTACT THE DLR TO SET UP THE APPOINTMENT. C THANKED RCAS. CALL ENDED.

@04/03-ZDA881N

*

@04/03-ZDA881N

FILE CLOSED

@04/03-ZDA881N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT RCAS DANIELLE WITH ANY QUESTIONS OR CONCERNS AT 615-725-7755.

THANK YOU.

DEALER ACTION:

4-03-07 SPOKE TO MARK G. 3-2-07 ABOUT ASST. SAID CUST PAY LABOR \$285.00 NI

SSAN TO PAY FOR PART.

@04/03-5060

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT1C

ROOT CAUSE: SNFA

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: 5060

EFFECTIVE: 03 / 29 / 07

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: ZYC282N

HISTORY:

UPDATE BY: ZDA881N

SVC CALL#:

UPDATE DATE: 04 / 03 / 07

CLOSE: Y (Y/N)

CLOSE DATE: 04 / 03 / 07

MICROFILM: N

RESP CAA: ALEXANDER, DANIELLE

OLM: ROYSTER KAREN

DOM: STALNAKER ROBERT

PHONE: 0000000000

OWNER FIRST:

LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W64W [REDACTED] Y
CITY: SHAKER HEIGHTS		YR/MDL: 2004.0 MUR MILEAGE: 45000
ST/ZIP: OH [REDACTED]		IN SVC DATE: 10 / 30 / 04
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3779 NISSAN OF NORTH OLMSTED
EVE PH: [REDACTED]	PAID: 8	SVC DLR: 2948 GANLEY NISSAN, INC.
DLR PH: 216 751 8100	SUSP: 1	RESP DLR: 2948 GANLEY NISSAN, INC.
	DENY: 0	REGION: 24 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 2948 GANLEY NISSAN, INC
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 04 / 04 / 07	XFER/RSPNSBLTY: 24 11 S
CONTACT (S):	FOLLOWUP DATE: 04 / 05 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 04 / 24 / 07	DATANET (Y/N): 04 / 10 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZPO004N 04/04/2007

NO PREVIOUS FILES FOUND.

@04/04-ZPO004N

CRR-PO VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE, RSP DLR.

CRR-PO CHECKED OPEN RECALLS/CAMPAIGNS FOUND AND ADVISED C OF: @04/04-ZPO004N

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 10/24/05 12/31/05 2948

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 06/12/06 07/06/06 2948

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 06/12/06 07/06/06 2948

CRR-PO RECEIVED CALL FROM C STATING THE DRIVER'S SEAT IS LOOSE AT THE FRONT RIGHT CORNER. C STATED THAT DLRSHPTOLD C THAT THE SEAT TRACK NEEDS REPLACING. C STATED C SPOKE WITH TJ AT THE DLRSHPT AND WAS QUOTED THE COST WOULD BE 750-1000 DOLLARS. C STATES TJ'S NAME IS THOMAS.

@04/04-ZPO004N

CRR-PO INQUIRED WHAT C IS REQUESTING OF NNA SINCE REPAIR IS NO LONGER COVERED UNDER ANY WARRANTIES.

C STATES C IS REQUESTING THAT NNA COVER THE CHARGES OF THE REPAIR SINCE VEH IS ONLY 3 YEARS OLD.

@04/04-ZPO004N

CRR-PO ADVISED C THAT ALL C'S COMMENTS AND CONCERNS WILL BE FORWARDED TO RCAS WHO WILL REVIEW C'S FILE WITH THE SM OF DLR TO DETERMINE IF NISSAN CAN ASSIST C WITH THIS MATTER.

CRR-PO ADVISED C THAT C WILL BE CALLED BACK BY RCAS BY THE END OF THE FOLLOWING BUSINESS DAY.

C UNDERSTOOD.

CRR-PO ASKED C IF C HAD ANY ADDITIONAL QUESTIONS OR CONCERNS AT THIS TIME.

C STATED NO.

CRR-PO GAVE C CRR'S NAME, EXT AND C'S FILE NUMBER.

CRR-PO THANKED C FOR CALLING NISSAN CONSUMER AFFAIRS.

CRR-PO CHECKED TSB'S AND FOUND NTB05-043C THAT STATES AN ISSUE REGARDING 2003-2007 MURANO DRIVER'S SEATS THAT CONTAIN NOISE AND/OR ROCK BACK AND FORTH.

CRR-PO FORWARDING FILE TO RCAS FOR REVIEW AND CONSIDERATION OF C'S REQUEST.

@04/04-ZPO004N

CRR-PO RECEIVED CALL FROM C REQUESTING TO SPEAK TO RCAS-DT, C STATED C WAS TOLD C WOULD BE CALLED AND HAS YET TO RECEIVE A CALL.

CRR-PO ADVISED C THAT RCAS HAVE UNTIL THE END OF THE FOLLOWING BUSINESS DAY TO FOLLOW UP WITH C'S FILE

@04/05-ZPO004N

@04/05-ZPO004N

@04/05-ZPO004N

**

RCAS CALLED C ON DAY# AND SPOKE WITH C. RCAS ADVISED C FILE IS BEING REVIEWED AND C WILL BE CONTACTED BACK.

C THANKED AND ENDED CALL.

@04/09-ZNS627N

RCAS CALLED DLR AT 12:13PMCST AND SPOKE WITH SM-TOM. DLR STATED THERE IS A BULLETIN OUT ON THIS PARTICULAR REPAIR. DLR STATED THE C HAS A GOOD SERVICE HISTORY WITH THE DLR. DLR STATED A GRT HAS NOT BEEN SUBMITTED. DLR STATED DLR WILL SUBMIT REQUEST FOR GRT.

RCAS ADVISED DLR WILL CALL BACK LATER FOR UPDATE

@04/10-ZNS627N

RCAS VERIFIED FROM CPIA THAT GRT WAS NOT RECOMMENDED

RCAS CALLED DPSM AND WAS ADVISED WILL REVEIW WITH DLR AND CONTACT RCAS BACK.

RCAS CALLED DLR AND SPOKE WITH T.J.

DLR STATED DPSM APPROVED REPAIR AND DLR IS WAITING FOR PART TO COME IN.

DLR STATED C IS A VERY GOOD SERVICING C.

DLR STATED WILL CONTACT C ONCE PART ARRIVES

RCAS THANKED AND ENDED CALL.

@04/16-ZNS627N

**

RCAS CALLED DLR AND SPOKE WITH T.J.

DLR STATED THE PART CAME IN TODAY AND C HAS BEEN CONTACTED TO SET UP AN

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APPOINTMENT

DLR STATED C HAS NOT SET UP APPOINTMENT YET. @04/20-ZNS627N
RCAS CALLED C AT 4:54PMCST AND ADVISED IF C HAS CONTACTED THE DLR TO SET UP APPOINTMENT

C STATED C MADE AN APPOINTMENT FOR 4/23/07
RCAS THANKED AND ENDED CALL. @04/20-ZNS627N
** @04/24-ZNS627N

RCAS-NS CALLED DLR AND SPOKE WITH SM
DLR STATED C'S VEH HAS BEEN REPAIRED AND C HAS PICKED VEH UP.
RCAS-NS THANKED AND ENDED CALL. @04/24-ZNS627N
RCAS-NS CALLED C ON DAY# AT 10:47AMCST AND ADVISED IF C'S VEH IS OPERATING PROPERLY.
C STATED C IS OPERATING PROPERLY AND C DOES NOT HAVE ANY CONCERNS AT THIS TIME.
RCAS-NS ADVISED C FILE HAS BEEN UPDATED AND THANKED C
RCAS-NS CLOSING FILE. @04/24-ZNS627N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

OWNER WAS IN 04-23-2007 AUTOMOBILE WAS REPAIRED @04/24-2948

CONTACT(S):

SATISFIED: Y	ACTION CODE: RT1B	ROOT CAUSE: SCPP
CALLBACK: (Y/N) #: 0	DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #: 0	DATE: 00 / 00 / 00	USERID:
NEW INFO #: 0	DATE: 00 / 00 / 00	USERID:
OTHER #: 0	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #: 0	DATE: 00 / 00 / 00	USERID:
RESP DLR: 2948	EFFECTIVE: 04 / 04 / 07	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: ZPO004N	
HISTORY:	UPDATE BY: ZNS627N	
SVC CALL#:	UPDATE DATE: 04 / 24 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 24 / 07	MICROFILM: N
RESP CAA: SANDERS, NICOLETTE	CAOM: ADAIR WAYNE	CAOM: ADAIR WAYNE
PHONE: 6157257745	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W53W [REDACTED] Y
CITY: LEOMINSTER	YR/MDL: 2003.0 MUR MILEAGE: 39000
ST/ZIP: MA [REDACTED]	IN SVC DATE: 09 / 28 / 03
DAY PH: [REDACTED]	VCAN: N RTL DLR: 3410 QUIRK NISSAN, INC.
EVE PH: [REDACTED]	PAID: 9 SVC DLR: 3268 RON BOUCHARD'S NISSAN
DLR PH: 978 345 1800	SUSP: 0 RESP DLR: 3268 RON BOUCHARD'S NISSAN
	DENY: 0 REGION: 26 DIST: SL/SV/PT: 12 12 42

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY:		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:
ORIG CODE: CT 11	OPEN DATE: 04 / 05 / 07	XFER/RSPNSBLTY: 26 12 S
CONTACT (S):	FOLLOWUP DATE: 05 / 04 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 05 / 09 / 07	DATANET (Y/N): 04 / 10 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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CA5674501N

C. A. R. COMMENTS

FILE OPENED-ZGB092N 04/05/2007

NO PREVIOUS FILES FOUND

@04/05-ZGB092N

CRR-GB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE# AND RESPONSIBLE DLR.

CRR-GB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND

CRR-GB ADVISED C OF NO OPEN RECALLS/CAMPAIGNS/UPGRADES. @04/05-ZGB092N

C CALLED STATED THAT THE DRIVERS SIDE SEAT HAS A BAR IN THE BACK O SEAT ABOUT 10 INCHES FROM THE FLOOR THE FRAME WORK IS BROKEN. C STATED THAT THE SEAT LEANS TO THE RIGHT AND IS ON THE FLOOR. C STATED THAT WIFE JUST SIT IN THE CAR ONE DAY AND THE SEAT FELL. C STATED THAT DLR ADVISED C THAT THE REPLACEMENT OF THE SEAT IS NOT COVERED UNDER WARRANTY. C SEEKING GOODWILL ASSISTANCE FOR COST OF REPAIR SEAT.

CRR-GB ADVISED C FILE WILL BE FORWARDED TO RCAS FOR REVIEW AND C WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY.

CRR-GB PROVIDED FILE#, NAME AND EXT 57808. C THANKED CRR-GB AND C ENDED CALL

CRR-GB TRANSFERRING FILE TO RCAS

@04/05-ZGB092N

RCAS CONTACTED DLR

@04/09-ZJG318N

SM-CONNIE STATED THAT C HAS NOT BEEN TO THE DLR SINCE OCT 2006. SM STATED THAT IF C IS HAVING ISSUE WITH C VEH C NEEDS TO MAKE APT WITH THE DLR. RCAS THANKED SM AND ENDED CALL.

@04/09-ZJG318N

RCAS CONTACTED C

@04/09-ZJG318N

C STATED THAT C HAS NOT BEEN TO THE DLR ABOUT C CURRENT ISSUE. C STATED THAT C ISS IS A SAFETY CONCERN. RCAS ADVISED C THAT C VEH IS OOW. RCAS ADVISED C THAT IF NNA WAS TO CONSIDER ANY KIND OF ASSISTANCE C NEEDS TO LET THE DLR INSPECT C VEH. C UNDERSTOOD. C THANKED RCAS AND ENDED CALL @04/09-ZJG318N

RCAS CLOSING FILE

@04/09-ZJG318N

CRR-PO RECEIVED CALL FROM C STATING THAT VEHICLE WAS TAKEN INTO DLR SHP AND WAS DIAGNOSED.

C STATES THAT THE RISER IN THE SEAT NEEDS REPLACING.

C WOULD LIKE VEHICLE REPAIRED UNDER WARRANTY.

CRR-PO ADVISED THAT FILE WILL BE SENT TO RCAS AND TO ALLOW UNTIL END OF FOLLOWING BUSINESS DAY.

C UNDERSTOOD.

@05/03-ZPO004N

CRR-PO THANKED C AND ENDED CALL.

@05/03-ZPO004N

RCAS CONTACTED DLR

@05/08-ZJG318N

SM-CONNIE STATED THAT SM RAN GRT AND GRT WAS RECOMMENDED @05/08-ZJG318N

RCAS CONTACT C

@05/09-ZJG318N

C STATED THAT C THE DLR SH CONTACT C AND ADVISED C THAT NNA WAS GOING TO COVER C SEAT AS A GOODWILL GESTURE. C THANKED RCAS AND NNA. RCAS ASK C IF C WOULD LIKE TO ADD ANYTHING ELSE. C STATED NO. C THANKED RCAS AGAIN AND ENDED CALL.

@05/09-ZJG318N

RCAS CLOSING FILE

@05/09-ZJG318N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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REQUESTED BY: lattad

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CA5674501N

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SCMV	SNFA
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:	
NEW INFO #:	1 DATE: 05 / 03 / 07	USERID: ZPO004N	
OTHER #:	0 DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:	
RESP DLR: 3268	EFFECTIVE: 04 / 05 / 07	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: ZGB092N		
HISTORY:	UPDATE BY: ZJG318N		
SVC CALL#:	UPDATE DATE: 05 / 09 / 07		
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 09 / 07	MICROFILM: N	
RESP CAA: GREER, JASON	OLM: ROYSTER KAREN	DOM: BEVINGTON DON	
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH	

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: lattad

CAR ID: CA5676956N
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08T83W [REDACTED] Y
CITY: FAIRFIELD		YR/MDL: 2003.0 MUR MILEAGE: 28000
ST/ZIP: CT [REDACTED]		IN SVC DATE: 01 / 17 / 04
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 2178 D'ADDARIO NISSAN
EVE PH: [REDACTED]	PAID: 2	SVC DLR: 3265 PAUL MILLER NISSAN, LLC
DLR PH: 203 367 5050	SUSP: 0	RESP DLR: 3265 PAUL MILLER NISSAN, LLC
	DENY: 0	REGION: 26 DIST: SL/SV/PT: 01 01 31

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3265 PAULMILLERNISSAN.L		
OUTSIDE WARRANTY BY (B) MONTHS: 3	MILES:	(PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 04 / 09 / 07	XFER/RSPNSBLTY: 26 01 S
CONTACT (S):	FOLLOWUP DATE: 05 / 29 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 05 / 31 / 07	DATANET (Y/N): 04 / 11 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YE	MULTIPLE REPAIR ATTEMPTS

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
CUSTOMER ASSISTANCE REQUEST
REQUESTED BY: lattad

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CA5676956N

C. A. R. COMMENTS

FILE OPENED-ZJC682N 04/09/2007

PREVIOUS UNRELATED FILES FOUND

@04/09-ZJC682N

CRR-JC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE

RESPONSIBLE DLR.

CRR-JC CHECKED AND ADVISED C OF OPEN RECALLS/CAMPAIGNS AND FOUND:NONE OPEN.

CRR-JC RECEIVED INBOUND CALL FROM C.

C STATES THAT THE VEH DRIVER SIDE SEAT IS LOOSE AND THAT THE DLRSHIP HAS TRIED
EVERTHING TO REPAIR THE SEAT AND WAS ADVISED TO CALL NNA FOR FURTHER
ASSISTANCE.

C WANTS NNA TO ASSIST WITH THE PROPER DIAGNOSIS AND REPAIR OF THE C SEAT.

CRR-JC INFORMED C THAT THE DLRSHIP IS IN THE BEST POSITION TO INFORM C OF

NECESSARY STEPS NEEDED TO BE TAKEN TO REPAIR VEH SEAT.

CRR-JC ALSO INFORMED C THAT FILE HAS BEEN CREATED AND WILL BE FOWARDED FOR
FURTHER REVIEW.

C UNDERSTOOD.

@04/09-ZJC682N

CRR-JC ASKED C IF FURTHER ASSISTANCE IS NEEDED.

C DECLINED.

CRR-JC PROVIDED C WITH NAME,EXTENSION,FILE NUMBER AND FOLLOW UP EXPECTATIONS.

C THANKED CRR-JC AND ENDED CALL.

CRR-JC FOWARDING FILE TO RCAS FOR FURTHER REVIEW.

@04/09-ZJC682N

RCAS CONTACTED C

@04/12-ZJG318N

C STATED THAT C TOOK C VEH TO DLR 3265. C STATED THAT SA-ROBERT MOTHER VEH
HAS THE SAME ISSUE C VEH HAS. C STATED C CALLED SO NNA CAN MAKE A RECALL. RCAS
ADVISED C THAT EACH FILE ARE CODED. RCAS ADVISED C THAT IF NNA FEELS THERE IS
A ISSUE WITH C SEATS THAT NNA WOULD RELEASE A RECALL. RCAS ADVISE C THAT AT
THIS TIME C ISSUE IS A NORMAL CHARACTERISTIC OF C VEH. C THANKED RCAS FOR THE
CALL AND ENDED CALL.

@04/12-ZJG318N

RCAS CLOSING FILE

@04/12-ZJG318N

@05/07-ZDE850N

CRR MR RECEIVED INBOUND CALL FROM C STATING THAT THE GAS DOOR TO VEH HAS BEEN
BROKEN AND HAS BEEN REPAIRED 5 TIMES. C STATES THAT THE SEATS HAVE BEEN
REPAIRED

C STATES THAT C WANTS VEH REPAIRED AS DLR IS ADVISING THAT THE REPAIRS WOULD
BE NOT BE COVERED

@05/25-ZMR045N

C STATES THAT THE ISSUES WERE PRE-EXISITING AND WANTS NNA TO COVER THE COST
FOR THE REPAIRS

CRR MR ADVISED C THAT FILE WOULD BE FOR REVIEW

@05/25-ZMR045N

C UNDERSTOOD

@05/25-ZMR045N

CRR-TC RECEIVED CALL FROM C STATING C WOULD LIKE TO SPEAK WITH RCAS-JG'S
SUPERVISOR REGARDING C'S REQUEST FOR GOODWILL ASSISTANCE WITH THE COST TO
REPAIR THE SEAT AND GAS CAP ON THE VEH.

C STATES C HAS LEFT SEVERAL MESSAGES FOR RCAS-JG TO RETURN C'S CALL, BUT
RCAS-JG HAS NOT CALLED BACK YET.

C STATES C DOES NOT WANT TO DEAL WITH RCAS-JG ANYMORE AND WOULD LIKE TO SPEAK
WITH RCAS-JG'S SUPERVISOR.

@05/31-ZTC598N

CRR-TC ADVISED C ACCORDING TO THE NOTES IN THE FILE, THERE IS NOTHING MORE
THAT CAN BE DONE REGARDING THE SEAT IN THE VEH.

C STATES THERE IS STILL AN ISSUE WITH THE GAS CAP THAT HAS NOT BEEN ADDRESSED.

CRR-TC ADVISED C ACCORDING TO THE NOTES IN FILE 5706974 THE GAS CAP ISSUE WAS
ADDRESSED AND C WAS DENIED ANY TYPE OF GOODWILL ASSISTANCE.

C STATES THIS NEVER HAPPENED.

C ASKED WHY ASSISTANCE WAS DENIED AND REQUESTED TO SPEAK WITH A SUPERVISOR
ABOUT THE DENIAL.

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CRR-TC ADVISED C A SUPERVISOR WAS ALREADY REQUESTED BY C AND C SPOKE WITH A SUPERVISOR ON 5/9/07.

C STATES C WOULD LIKE A CALLBACK FROM SOMEONE ABOUT THE ISSUES C IS STILL HAVING WITH THE VEH.

C ASKED IF CRR-TC WOULD HAVE RCAS-JG RETURN C'S CALL.

CRR-TC ADVISED C CRR-TC WILL SEND AN E-MAIL TO RCAS-JG REQUESTING A CALLBACK FOR C. @05/31-ZTC598N

C THANKED CRR-TC AND ENDED CALL.

CRR-TC SENT E-MAIL TO RCAS-JG REQUESTING A CALLBACK FOR C. @05/31-ZTC598N

*****EMAIL FILE LOGGED*****

EMAIL REC'D 5/07/07 ADDRESSED TO NNA-CA SENT VIA EMAIL @06/06-ZCP276N-COMMENT
WE ARE VERY DISSATISFIED THAT OUR NISSAN MURANO HAS REPEATLY HAS NEEDED REPAIRS ON TWO ITEMS AND AT THIS TIME MILLER NISSAN HAS WASHED THEIR HANDS OF THE SITUATION. THE DRIVERS SEAT LOOSE AND MOVES AROUND AND HAS BEEN REPAIRED AT LEAST 4 TIMES. THE GAS TANK CLOSURE HAS BEEN REPAIRED TWICE BY MILLER AND WE STILL FIND IT IMPOSSIBLE AT TIMES TO OPEN THE LID TO PUMP GAS. WE FIND THESE ISSUES AND THE FACT THAT THERE IS NO RESOLUTION IN SITE AND MILLER WILL NOT STAND BACK THE WORK THEY HAVE ALREADY DONE DUE TO THE FACT IT HAS BEEN MORE THAN ONE @06/06-ZCP276N-COMMENT

YEAR UNEXCEPTIBLE. WE EXPECT A REPRESENTATIVE FROM NISSAN TO RESPOND BACK FAVORABLY WITH ANOTHER DEALER ABLE TO RESOLVE THESE ISSUE AT NO ADDITIONAL COST TO US IN A TIMELY MANNER. THIS IS NOT WHAT WE CONSIDER GOOD, OR EVEN ADEQUATE, CUSTOMER SERVICE AND AT THIS TIME WE WOULD FIND IT DIFFICULT TO RECOMMEND MILLER, OR NISSAN TO OUR FRIENDS. WE HAVE TRIED TO REACH YOU BY PHONE TO NO AVAIL.

> THANKING YOU IN ADVANCE FOR YOUR PROMPT ATTENTION. @06/06-ZCP276N-COMMENT
@06/06-ZCP276N-COMMENT @06/06-ZCP276N-COMMENT

CRR-CP DOCUMENTING EMAIL IN FILE AS ISSUE HAS BEEN ADDRESSED
@06/06-ZCP276N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

4/11/07 SRV MGR ED CRUTCHFIELD LOOKED INTO CUSTOMERS HISTORY RECORDS AND FOUND NO COMPLAINTS DOCUMENTED SINCE THE VEHICLE WAS PURCHASED IN 2004. MY QUESTION WOULD THEN BE TO CRR-JC, IS THIS CUSTOMER COMPLAINING ABOUT DEALER 2178 OR HAS THE CUSTOMER BEEN TAKING THE VEHICLE SOMEWHERE ELSE?

@04/11-2178

CONFIDENTIAL

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	ROOT CAUSE: SCMV
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	0 DATE: 00 / 00 / 00	USERID:
OTHER #:	2 DATE: 05 / 25 / 07	USERID: ZMR045N
COMMENTS ONLY: #:	1 DATE: 06 / 06 / 07	USERID: ZCP276N
RESP DLR: 3265	EFFECTIVE: 04 / 09 / 07	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: ZJC682N	
HISTORY:	UPDATE BY: ZTC598N	
SVC CALL#:	UPDATE DATE: 06 / 06 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 31 / 07	MICROFILM: N
RESP CAA:	OLM: ROYSTER KAREN	DOM: YAKIM DAVID N
PHONE:	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: lattad

CAR ID: CA5686785N
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: ELK GROVE
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 916 405 5000

VIN: JN8AZ08W54W [REDACTED] Y
YR/MDL: 2004.0 MUR MILEAGE: 45000
IN SVC DATE: 01 / 25 / 04
RTL DLR: 3773 NISSAN OF ELK GROVE
SVC DLR: 3773 NISSAN OF ELK GROVE
RESP DLR: 3773 NISSAN OF ELK GROVE
REGION: 48 DIST: SL/SV/PT: 07 07 37

VCAN: Y
PAID: 7
SUSP: 1
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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY: 3773 NISSAN OF ELK GROVE
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 9000 (PT) MONTHS: MILES:

ORIG CODE: DT 11 OPEN DATE: 04 / 17 / 07 XFER/RSPNSBLTY: 48 07 S
CONTACT (S): FOLLOWUP DATE: 04 / 18 / 07 DATANET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 04 / 25 / 07 DATANET (Y/N): 04 / 18 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZSB566N 04/17/2007

RCAS-SB CREATED AN INFIELD FILE BY REQUEST OF SM-ROB OF NISSAN OF ELK GROVE. C COMPLAINED OF AN ISSUE WITH THE DRIVER SIDE SEAT CUSHION AND BACK. AFTER INSPECTION DLR NOTICED THAT THE SEAT COVER AND BACK WERE CRACKING- IN CERTAIN AREAS. BASED ON DLR EXPERIENCE IT DID NOT LOOK LIKE SEATS CAN BE REPAIRED WITHOUT REPLACING BOTH THE SEAT CUSHION AND BACK. THE ORIGINAL DIAGNOSIS WAS DONE WHILE THE VEHICLE WAS WITHIN WARRANTY BY TIME BUT OUT BY MILEAGE. TODAY THE VEHICLE IS OUTSIDE WARRANTY PARAMETERS BY BOTH TIME AND MILEAGE. GRT WAS RUN ON 4/17 IN ORDER TO PERFORM THE REQUESTED REPAIR BUT IT WAS DENIED (PARTS AND LABOR: \$1900). @04/17-ZSB566N

RCAS-SB DATANET FILE TO DLR.

@04/17-ZSB566N

RCAS-SB CONTACTED SM-ROB AT 10:35 ON THIS DATE. SM-ROB STATED THE CONCERN WAS DISCOVERED WHEN VEH WAS BROUGHT TO DLR ON 9/6/06. DLR DIAGNOSED CONCERN AS CRACKED SEATS. C BROUGHT VEH BACK TO DLR ON 9/26/06 AND 37718 MILES. DLR DETERMINED DRIVER SEAT AND CUSHION NEEDED TO BE REPLACED. C DID NOT TAKE VEH BACK TO DLR UNTIL 4/2/07 FOR ASSISTANC REGARDING SEATS. VEH HAD 44,000 MILES AT THIS TIME. SM-ROB STATED REPAIR COST BREAKDOWN AS FOLLOWS: \$980 FOR SEAT BACK, \$800 FOR SEAT CUSHION, \$120 FOR LABOR. GRT WAS DENIED. SM-ROB WILL CONTACT RCAS-SB WITH MORE INFORMATION REGARDING WHAT PORTION OF THE COST DLR AND C WOULD BE WILLING TO PAY. SM-ROB THANKED RCAS-SB FOR CALLING AND DISCONNECTED CALL. @04/18-ZSB566N

RCAS-SB CONTACTED SM-ROB AT 12:30 ON THIS DATE. SM-ROB STATED DPSM-BH RESOLVED CONCERN AND FILE CAN BE CLOSED. @04/25-ZSB566N

RCAS-SB CLOSING FILE: NO FURTHER ACTION NEEDED. @04/25-ZSB566N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
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: 3773	EFFECTIVE: 04 / 17 / 07	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: ZSB566N	
HISTORY:	UPDATE BY: ZSB566N	
SVC CALL#:	UPDATE DATE: 04 / 25 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 25 / 07	MICROFILM: N
RESP CAA: BARNES, SHAWN	OLM: SMIT AGNES	DOM:
PHONE: 6157257805	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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----- CONSUMER AFFAIRS -----

CA5686785

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:29 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED]

VIN:
IN SCV DATE: 1/25/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
82	NCDC02017855	3773 CA	1/25/2004	1/25/2009	100.000

CANCEL DATE	TRANSFER DATE

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:29 PM

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: NCDC02017855	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: C	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 01/25/04	EFFECTIVE:
EXPIRES: 01/25/09 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 1/29/2004	TRANSACTION:
PRINTED: 01/31/04	PRINTED:
DEALER NO: 3773 STATE: CA	DEALER NO: STATE:
DEALER NAME: NISSAN OF ELK GROVE	DEALER NAME:
-----+-----	

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:29 PM

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

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SC: ONE CONTRACT

NAME: [REDACTED]	VIN: JN8AZ08T94W [REDACTED] Y
STREET: [REDACTED]	YR/MDL: 2004.0 MUR MILEAGE: 53714
CITY: LAS VEGAS	IN SVC DATE: 07 / 10 / 04
ST/ZIP: NV [REDACTED]	VCAN: Y
DAY PH: [REDACTED]	PAID: 1
EVE PH: [REDACTED]	SUSP: 0
DLR PH: 702 558 5800	DENY: 0
	RTL DLR: 3902 UNITED NISSAN
	SVC DLR: 3803 DOUGLAS NISSAN
	RESP DLR: 3803 DOUGLAS NISSAN
	REGION: 44 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3803 DOUGLAS NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 17714 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 04 / 18 / 07	XFER/RSPNSBLTY: 44 07 S
CONTACT (S):	FOLLOWUP DATE: 04 / 19 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 05 / 02 / 07	DATANET (Y/N): 04 / 26 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZSM004N 04/18/2007

NO PREVIOUS RELATED/UNRELATED FILES FOUND.

CRR-SM VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-SM CHECKED FOR OPEN/CLOSED RECALLS/CAMPAIGN AND FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 08/15/05 3912

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 09/22/06 3803

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 09/22/06 3803

CRR-SM RECEIVED AN INBOUND CALL FROM C.

C STATES THAT C WAS INFORMED C THAT THE PART IS NOT COVERED.

C INQUIRED FOR THE COVERAGE.

C STATES THAT C'S VEH HAS ISSUE WITH SEATS.

C STATES THAT C HAD TAKEN THE VEH TO DLR BEFORE VEH HAD 36.000 AND C STATES THAT THE PART WAS ORDERED.

C STATES THAT C CONTACTED THE DLR AND DID NOT RECEIVE ANY RESPONSE.

C STATES THAT C HAD CONTACTED DOUGLAS NISSAN.

C STATES THAT C WAS INFORMED THAT C WOULD HAVE TO LEAVE THE VEH FOR DAY.

C STATES THAT THE DLR WAS BUSY AND DID NOT GET ANY APPOINTMENT.

C STATES C LATER CONTACTED PLANET NISSAN AND WAS INFORMED THAT THE ISSUE IS WEAR AND TEAR.

C STATES THAT THE SEAT FRAME IS BROKEN AT WELD.

C STATES THAT C WOULD LIKE NISSAN TO ASSIST C ON THE REPAIRS.

CRR-SM ADVISED C THAT CRR-SM WOULD DOCUMENT C'S CONCERN AND HAVE THE CALL TRANSFERRED TO ANOTHER AGENT FOR FURTHER ASSISTANCE.

C AGREED.

CRR-SM INFORMED C THAT THERE ARE NO OPEN RECALLS/CAMPAIGNS.

CRR-SM PROVIDED C WITH FILE NUMBER, NAME AND EXTENSION.

CRR-SM OFFERED FURTHER ASSISTANCE.

C THANKED.

CRR-SM TRANSFERRED THE CALL TO CORE GROUP.

@04/18-ZSM004N

@04/18-ZSM004N

CRR-SA RECEIVED INBOUND CALL FROM GENPACT.

CRR-SA PLACED OUTBOUND CALL TO C AT 702-309-5800.

CRR-SA CONFIRMED THAT C HAS A CONCERN WITH THE SEAT. C STATES SEAT IS WOBBLING AND DOUGLAS NISSAN ADVISED C THAT SEAT WAS BROKEN AT THE WELD. C STATES C TOOK VEH TO DLRSHIP AT 34087 MILES, BEFORE VEH WAS OUT OF WARRANTY. C STATES DOUGLAS NISSAN WAS NEGLIGENT AND DISHONEST TO C, AND NOW C'S VEH IS OUT OF WARRANTY AND SEAT NEEDS TO BE REPAIRED. C STATES C IS NOW DEALING WITH PLANET NISSAN, BUT PLANET NISSAN ADVISED C THAT WARRANTY CLAIM WAS DENIED. C IS REQUESTING ASSISTANCE FROM NNA AS C REPORTED CONCERN WHEN VEH WAS WITHIN WARRANTY AND DOUGLAS NISSAN WAS NEGLIGENT.

C STATES C HAS SPOKEN WITH SM-MICHAEL FOTIE AT PLANET NISSAN AND MICHAEL IS AWARE OF C'S CONCERN.

@04/18-ZSA110N

CRR-SA ADVISED C THAT FILE WOULD BE FORWARDED TO RCAS FOR REVIEW OF C'S REQUEST AND ADVISED TO ALLOW UNTIL END OF NEXT BUSINESS DAY FOR CALLBACK.

CRR-SA CONFIRMED THAT C HAD FILE# AND PROVIDED NAME AND EXT. C STATES CALLBACK # IS 702-309-5800.

@04/18-ZSA110N

C THANKED AND ENDED CALL; CRR-SA FORWARDING TO RCAS.

@04/18-ZSA110N

RCAS-BD CONTACTED C DAY NUMBER AT 12:21 PM CST AND LEFT VMX ADVISING FILE RECEIVED.

@04/25-ZBD608N

RCAS-BD CONTACTED DLR AT 12:26 PM CST AND WAS INFORMED THAT THE NEW SM WAS TIM.

@04/25-ZBD608N

SM-TIM STATES THAT C WAS LAST IN 4/17/07 FOR BRAKES,DRIVE BELTS AND FUEL

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INJECTION. SM-TIM STATES THAT C DRIVER SEAT HAS BROKEN WELDS AND SEAT WOBBLES
SM-TIM STATES GRT WAS DENIED FOR REPAIR OF SEATS. @04/25-ZBD608N
RCAS-BD WILL CONTACT DOUGLAS NISSAN REGARDING C CLAIM OF TELLING THE DLR
OF BROKEN WELDS WHILE C WAS UNDER BASIC WARRANTY. @04/25-ZBD608N
RCAS-BD CHANGING SERVICING DLR FROM PLANET TO DOUGLAS TO ADDRESS PRIOR
CLAIM. @04/25-ZBD608N
RCAS-BD UPDATED SERVICING DLR AND VEH. MAINTAINED BY TO DOUGLAS NISSAN
@04/26-ZBD608N
RCAS-BD CONTACTED SM-CARLOS DOUGLAS NISSAN AT 1:05 PM CST.
SM-CARLOS STATES C WAS LAST IN SEPTEMBER 2006 AT 41.779 MILES AND COMPLAINED
OF SEAT MOVING. @04/26-ZBD608N
SM-CARLOS ADVISED RCAS-BD A PART WAS ORDERED FOR THE REPAIR OF SEAT AND
C ADVISED WOULD CALL DLR TO SET UP AN APPOINTMENT FOR REPAIR ONCE A TIME
WAS SUITABLE FOR C. @04/26-ZBD608N
SM-CARLOS STATES THAT C NEVER CALLED BACK BUT THE PART IS STILL AT DLR.
@04/26-ZBD608N @04/26-ZBD608N
RCAS-BD CONTACTED C DAY NUMBER AT 1:24 PM CST AND RECEIVED NO ANSWER.
@04/26-ZBD608N
RCAS-BD CONTACTED C DAY NUMBER AT 4:29 PM CST AND RECEIVED NO ANSWER.
@04/30-ZBD608N
RCAS-BD NOTICED PAGE 4 ASKED TO FOR RETURN CALL ON 702-309-5800. @04/30-ZBD608N
RCAS-BD UPDATING C CONTACT INFORMATION. @04/30-ZBD608N
RCAS-BD CONTACTED C DAY NUMBER 702-309-5800 AT 4:33 PM CST AND RECEIVED
NO ANSWER. @04/30-ZBD608N
RCAS-BD CLOSING FILE FOR LACK OF C CONTACT. @05/02-ZBD608N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

BOBBY DAVIS 615-725-7888

DEALER ACTION:

SATISFIED: Y		ACTION CODE: NT4B		CONTACT(S):	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: 3803			EFFECTIVE: 04 / 18 / 07		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: ZSM004N		
HISTORY:			UPDATE BY: ZBD608N		
SVC CALL#:			UPDATE DATE: 05 / 02 / 07		
CLOSE: Y (Y/N)			CLOSE DATE: 05 / 02 / 07		MICROFILM: N
RESP CAA: DAVIS, BOBBY			OLM: SMIT AGNES		DOM: JANES, PATRICK
PHONE: 6157257808			OWNER FIRST:		LANGUAGE: E ENGLISH

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:30 PM
MODEL YEAR: 2004.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 7/10/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
83	NCDE02944529	3803 NV	7/10/2004	7/10/2010	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: NCDE02944529		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: E		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 07/10/04		EFFECTIVE:	
EXPIRES: 07/10/10	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 4/21/2006		TRANSACTION:	
PRINTED: 04/21/06		PRINTED:	
DEALER NO: 3803	STATE: NV	DEALER NO:	STATE:
DEALER NAME: DOUGLAS NISSAN		DEALER NAME:	
-----+-----			

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08T74W [REDACTED] Y
CITY: LAWRENCEVILLE	YR/MDL: 2004.0 MUR MILEAGE: 56000
ST/ZIP: GA [REDACTED]	IN SVC DATE: 03 / 21 / 04
DAY PH: [REDACTED]	RTL DLR: 3213 TEAM NISSAN OF MARIETTA
EVE PH: [REDACTED]	SVC DLR: 3213 TEAM NISSAN OF MARIETTA
DLR PH: 770 422 4546	RESP DLR: 3213 TEAM NISSAN OF MARIETTA
VCAN: N	REGION: 34 DIST: SL/SV/PT: 01 01 31
PAID:	
SUSP:	
DENY:	

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY:
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 20000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 04 / 25 / 07	XFER/RSPNSBLTY: 34 01 S
CONTACT (S):	FOLLOWUP DATE: 05 / 25 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 28 / 07	DATANET (Y/N): 05 / 30 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	VF	NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZRS061N 04/25/2007

NO PREVIOUS RELATED AND UNRELATED FILES FOUND.

CRR-RS VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN AND MILEAGE.

CRR-RS CHECKED FOR OPEN RECALLS/CAMPAIGNS AND FOUND NONE. INFORMED C.

CRR-RS RECEIVED AN INBOUND CALL FROM C.

C STATED C HAS CHECKED ABOUT RECALLS AND GOT TO KNOW THAT THERE IS AN OPEN RECALL ON SEATS.

C STATED DLRSHIP IS CHARGING C \$1000 FOR SEAT REPAIR.

CRR-RS CHECKED AND ADVISED C THAT IS NO OPEN RECALLS ON THE SEAT.

C STATED C HAS SEEN THE RECALL ON SEAT AND COULD NOT UNDERSTAND WHY ITS NOT ON C'S VEH AND IT IS THE SAME PART ON WHICH THERE IS AN OPEN RECALL.

C STATED C WANTS NNA TO COVER THE REPAIR IF THERE IS NO RECALL.

CRR-RS INFORMED C THAT CRR-RS WILL TRANSFER C'S CALL TO ANOTHER AGENT FOR FURTHER ASSISTANCE.

CRR-RS PROVIDED C WITH CRR-RS'S NAME, EXTENSION AND THE FILE NUMBER.

C THANKED CRR-RS AND CRR-RS TRANSFERRED C'S CALL TO ANOTHER AGENT FOR FURTHER ASSISTANCE.

@04/25-ZRS061N

C HAVE CONCERN OVER SEAT. C STATE BOLTS HAVE COME ALOOSE.

@04/25-ZJS089N

C SEAT WAS WORKED AT 47682

@04/25-ZJS089N

SERVICINGDEALER: 3808 SUTHERLINNISSANMALL/GA.....RO: *85371..11/20/06

....PNCCODEDESC: R0511 INSTSEATBELTPROTECTORS.....MILES:47682.....

@04/25-ZJS089N

C WANT TO KNOW IF WORK WILL BE COVERD UNDER WARRANTY.

CRR-JS PROVIDED NAME, EXTENSION 57807 AND FILE NUMBER 5695255 TO CUSTOMER, ALONG WITH THE REGIONAL SPECIALIST WILL BE COORDINATING A VEHICLE RESOLUTION TO YOUR CONCERN THROUGH (APPLICABLE DEALER NAME). NORMAL TIME IS 24 HRS BUT CAN RUN UP TO 72 HRS

@04/25-ZJS089N

C HAS ANOTHER PHN NUMBER TO BE REACHED 404 271 9255

@04/25-ZJS089N

CRR-JP RECEIVED E-MAIL FROM C ON 4/25/07 STATING THE FOLLOWING: @05/24-ZJP509N

THE DRIVER'S SEAT IN MY 2004 NISSAN MURANO IS ROCKING BACK AND FOURTH AND MAKING NOISE WHEN YOU ADJUST THE SEAT FORWARD OR BACK. I LOOKED ON LINE A FOUND A SERVICE BULLETIN ON A RECALL FOR THIS VERY PROBLEM. I TOOK THE CAR INTO SUTHERLIN NISSAN FOR ALL SERVICES AND ALL RECALL WORK IS SUPPOSE TO BE DONE. THIS WAS EITHER NOT DONE OR DONE INCORRECTLY. THERE IS NO WAY A DRIVER'S SEAT SHOULD BREAK AWAY FROM IT'S MOUNTS IN THE MIDDLE OF DRIVING. I SPOKE WITH CRR-JS AT EXT.57807. HE WANTED TO KNOW WHAT I WANTED

NISSAN TO DO ABOUT IT. THE PROBLEM MUST NOT HAVE CORRECTED ON MY VEHICLE OR IS IT NORMAL FOR HUNDREDS OF PEOPLE TO HAVE PROBLEMS WITH THEIR SEATS BREAKING AWAY FROM ITS MOUNTS AND STARTING ROCKING BACK FOURTH AFTER ONLY 50K MILES. I WOULD LIKE FOR NISSAN TO TAKE CARE OF THIS FOR ME.

@05/24-ZJP509N

I HAVE BOUGHT 5 NISSAN CARS SINCE 2000 DON'T DESTROY MY BELIEF IN SERVICE NOW.

CRR-JP DOCUMENTED THE E-MAIL IN THE FILE AS RCAS IS NOW ADDRESSING THE ISSUE WITH C.

@05/24-ZJP509N

@05/24-ZJP509N

>>RCAS WM CONTACTED C ON DAYIME# AT 1:43PM ON 5/29 LEFT VMX.

@05/29-ZWM050N

>>RCAS WM RECEIVED VMX FROM C ON 5/30. C REQUESTED CALLBACK ON 404-271-9255.

@05/30-ZWM050N

>>RCAS WM CONTACTED C ON DAYTIME# AT 10:55AM ON 5/30. C STATED THAT VEH IS AT DLR. C STATED THAT DLR ADVISED C THAT THE CHAIR RAIL BROKE. C IS REQUESTING THAT NNA PAY FOR REPAIR. RCAS WM ADVISED C THAT RCAS WM WOULD CONTACT DLR FOR ASSISTANCE. C AGREED AND ENDED CALL.

@05/30-ZWM050N

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>RCAS WM CONTACTED SM BRIAN AT DLR# 3213. SM BRIAN STATED THAT VEH HAD NEVER BEEN TO DLRSHIP. @06/14-ZWM050N

>RCAS WM CONTACTED SM PAUL AT DLR# 3808 AT 1:55PM CST ON 6/14/07. SM PAUL STATED THAT SEAT RAIL WAS BROKEN DUE TO C. SM PAUL STATED THAT C'S INSURANCE COMPANY PAID FOR REPAIR AND THAT C HAS PICKED UP VEH. @06/14-ZWM050N

>RCAS WM CONTACTED C ON DAY# AT 8:54AM CST ON 6/15/07 LEFT VMX. @06/15-ZWM050N

>RCAS WM CONTACTED C ON DAY# AT 9:53AM CST ON 6/18/07. RCAS WM @06/18-ZWM050N ADVISED C THAT DLR HAD ADVISED RCAS WM THAT C'S INSURANCE HAD PAID FOR THE REPAIR. C STATED THAT C'S INSURANCE HAD NOT PAID FOR ENTIRE REPAIR AND C HAD TO PAY \$250. RCAS WM ADVISED C THAT PER SM PAUL C'S SEAT WAS BROKEN DUE TO MISUSE FROM C. C STATED THAT C WANTED A BETTER EXPLANATION THAN C MISUSE. RCAS WM AGREED AND ADVISED C THAT RCAS WM WOULD CONTACT SM PAUL FOR ADDITIONAL INFO AND CONTACT C BACK. C AGREED AND ENDED CALL. @06/18-ZWM050N

>RCAS WM CONTACTED SM PAUL AT DLR# 3808 ON 6/18/07 AT 3:30PM CST@06/18-ZWM050N SM PAUL STATED THAT RAILING BROKE DUE TO THE SIZE OF C. SM PAUL STATED THAT C'S CONCERN WAS NOT A MANUFACTURERS DEFECT AND THAT C'S INSURANCE PAID FOR THE REPAIR. RCAS WM UNDERSTOOD. @06/18-ZWM050N

>RCAS WM CONTACTED C ON DAY# AT 11:42AM CST ON 6/20/07. RCAS WM @06/20-ZWM050N ADVISED C THAT SM PAUL HAD ADVISED RCAS WM THAT C'S SEAT BRACKETS BROKE DUE TO C USE OF VEH. RCAS WM ADVISED C THAT TSB'S ARE USED AS A TOOL OR RESOURCE FOR DLRSHIPS TO USE TO QUICK REFERENCE C'S CONCERNS WHEN BRINGING VEHs TO DLRSHIPS C STATED THAT C WANTED AN EXACT REASON FOR C SEAT BRAKING. RCAS WM ADVISED C @06/20-ZWM050N

THAT PER DIAGNOSITICS OF VEH BY SM PAUL THAT C'S SIZE IS WHAT BROKE VEH SEAT. C STATED THAT IF THAT IS THE CASE NNA SHOULD PUT A WARNING LABEL ON THE VEH. C STATED THAT C WOULD LIKE TO SPEAK TO A SUPERVISOR REQUEST. RCAS WM ADVISED C THAT SUPERVISOR CALLBACK WILL TAKE 24 BUSINESS HOURS. C STATED THAT C WILL CONTACT SM PAUL AS WELL. RCAS WM UNDERSTOOD. C ENDED CALL. @06/20-ZWM050N

>RCAS WM REQUESTED SUPERVISOR CALLBACK ON 6/20/07 AT 12:09PM CST@06/20-ZWM050N

--

RS-GB CONTACTED C ON 06/28/07 @ 12:45 PM CST ON DAY NUMBER TO DISCUSS C'S ISSUE. C STATED THAT C BELIEVED C'S SEAT HAS A MANUFACTURER'S DEFECT WHICH CAUSED C'S SEAT BRACKET TO BREAK. C STATED THAT NNA SHOULD BE ABLE TO REASSURE THE C THAT THE SEAT ISSUE WILL NOT REOCCUR. RS-GB ADVISED C THAT RS-GB UNDERSTOOD C'S FRUSTRATION REGARDING THE SEAT CONCERN. RS-GB APOLOGIZED FOR THE C'S DISATISFACTION AND ADVISED C THAT THE INFORMATION WE PROVIDED C WAS RECEIVED DIRECTLY FROM THE DLR. RS-GB FURTHER ADVISED C THAT NNA RELIES ON THE TECHNICAL INFORMATION WE RECEIVE FROM THE DLRS TO ACCURATELY ASSESS A REPAIR NEED. RS-GB ADVISED C THAT HE DLRS INFORMATION STATED THAT C'S CONCERN WAS A WEAR ISSUE. C ADVISED THAT C DOES NOT ACCEPT THAT AND FEELS THAT THE SEAT HAS A DEFECT. RS-GB ADVISED C THAT IF C CAN SUBSTANTIATE C'S CLAIMS THAT C'S SEATS WERE DEFECTIVE, THEN NNA WOULD STAND BEHIND THE PRODUCT AND MAKE THE REQUIRED REPAIRS TO C'S VEH. C STATED THAT C DOES NOT FEEL SAFE IN THE VEH AFTER THE REPAIRS PERFORMED BY THE DLR. RS-GB RECOMMENDED C VISIT THE NEAREST NISSAN DLR TO HAVE C'S SEAT RE-EXAMINED. C UNDERSTOOD, BUT STATED THAT C WOULD HANDLE ON C'S OWN.

--

RS-GB RETURNING FILE TO RCAS-WM TO CLOSE AS NO FURTHER ACTION IS REQUIRED. CLOSING FILE. @06/28-ZWM050N

CRR-CP RECEIVED THE FOLLOWING EMAIL DATED 6/19/07 [INTR:651898

MY MURANO AND CAUSED THE SEAT RAIL IN MY CAR TO BREAK. HE STATED THAT IT WAS THE DEALER'S SERVICE MANAGER (PAUL) OPINION THAT DUE TO MY SIZE THAT THE SEAT BROKE. I HOPE THIS IS NOT HOW NISSAN USA FEELS. THAT WOULD MEAN THAT I AM DRIVING ON A SAFETY ISSUE. @07/16-ZCP276N-COMMENT

IS IT TRUE THAT THE MURANO CAN NOT HANDLE SOMEONE WHO WEIGHS 310 LBS AND 5'11 TALL??

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THERE BY LEAVING WITH A VEHICLE I CAN NOT TRUST TO TRANSPORT ME SAFELY WHILE DRIVING??

PLEASE EMAIL ANY RESPONSE TO RICK.VEASEY@ELEKTA.COM OR VEASEYR@HOTMAIL.COM.
OR SEND BY TO: [REDACTED]

LAWRENCEVILLE, GA [REDACTED]

I CAN BE REACHED AT [REDACTED] OR [REDACTED] @07/16-ZCP276N-COMMENT
CRR-CP NOTING EMAIL IN THE FILE AS ISSUE HAS BEEN ADDRESSED
@07/16-ZCP276N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1G	ROOT CAUSE: SNFA
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	1 DATE: 07 / 16 / 07	USERID: ZCP276N
RESP DLR: 3213	EFFECTIVE: 04 / 25 / 07	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: ZRS061N	
HISTORY:	UPDATE BY: ZWM050N	
SVC CALL#:	UPDATE DATE: 07 / 16 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 28 / 07	MICROFILM: N
RESP CAA: MILLS. WALTON	OLM: ROYSTER KAREN	DOM:
PHONE: 6157255000	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W55W [REDACTED] Y
CITY: CANTON		YR/MDL: 2005.0 MUR MILEAGE: 59650
ST/ZIP: GA [REDACTED]	VCAN: N	IN SVC DATE: 03 / 16 / 05
DAY PH: [REDACTED]	PAID: 1	RTL DLR: 530A PUYALLUP NISSAN
EVE PH: [REDACTED]	SUSP: 0	SVC DLR: 530A PUYALLUP NISSAN
DLR PH: 253 848 4507	DENY: 0	RESP DLR: 530A PUYALLUP NISSAN
		REGION: 48 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: INDEPENDENT
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 23650 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 05 / 01 / 07	XFER/RSPNSBLTY: 48 06 S
CONTACT (S):	FOLLOWUP DATE: 05 / 02 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 05 / 03 / 07	DATANET (Y/N): 05 / 03 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YO	PART MISSING/LOOSE/FELL OFF
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YX	POOR OR IMPROPER OPERATION
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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FILE OPENED-ZWJ020N 05/01/2007

NO PREVIOUS FILES FOUND.

CRR-WC VERIFIED C NAME, ADDRESS, VIN, DAY/EVE#, MILEAGE, AND RESPONSIBLE DLR.

CRR-WC CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 00/00/00

CRR-WC RECEIVED AN INBOUND CALL FROM COMPANY UNIVERSAL ALLOY CORP NORTH WEST
REGIONAL SALES MGR- MICK DEAN.

C STATED C WAS CALLING DUE TO AN ISSUE WITH THE VEH DRIVER SEAT.

C STATED THE SEAT FELT KIND OF ODD.

C STATED C COULD LIFT SEAT FROM THE LEFT REAR. @05/01-ZWJ020N

C STATED A 1 + WEEKS C CALLED THE DLR 530 A TO SCHEDULE AN APPT TO HAVE ISSUE
ADDRESSED.

C STATED C TOOK THE VEH TO DLR 530 A AND SPOKE WITH SA-BETHANY IBACK.

C STATED DLR 530A SA ADVISED C THAT THE WELD UNDERNEATH THE DRIVER SEAT WAS
BROKEN.ZWJ020N

C STATED SA ADVISED C THAT THE SEAT RAIL ASSEMBLY NEEDED TO BE REPLACED.

C STATED SA ALSO ADVISED C THAT THE REPAIR WOULD COST \$890.

C STATED C CURRENTLY HAS VEH.

C STATED C HAS AN APPOINTMENT THURSDAY AT 8AM TO TAKE THE VEH BACK TO DLR 530A
TO HAVE ISSUE REPAIRED.

C STATED C IS AWARE THE VEH IS OOW.

C STATED SA SPOKE WITH SM-KEITH TILTON REGARDING ISSUE.

C STATED C WAS CALLING NNA TO ARGUE AND QUESTION THE ISSUE WITH VEH AND TO
REQUEST FOR NNA TO PAY FOR REPAIRS. @05/01-ZWJ020N

CRR-WC ADVISED C FILE WILL BE TRANSFERRED TO THE SPECIALIST THAT HANDLES C'S
REGION AND THAT SPECIALIST WOULD BE COORDINATING A RESOLUTION TO C'S CONCERN
WITH THE DLR AND C CAN EXPECT A CALL FROM THE SPECIALIST OR DLR BY THE END OF
THE NEXT BUSINESS DAY. @05/01-ZWJ020N

CRR-WC ADVISED C VEH IS OUTSIDE BASIC WARRANTY. @05/01-ZWJ020N

CRR-WC ADVISED C VEH POWERTRAIN WARRANTY PARAMETERS.

CRR-WC ADVISED C VEH RECALL INFO.

C STATED C WILL BRING RECALLS TO DLR 530A ATTENTION.

CRR-WC ADVISED C BRAND LOYALTY.

C STATED THIS IS C'S FIRST NISSAN VEH.

C STATED C CAN BE REACHED AT 360-825-5058.

CRR-WC ADVISED C FILE#, CRR NAME AND EXT, AND OFFERED FURTHER ASSISTANCE.

C STATED NO THANKS AND ENDED CALL. @05/01-ZWJ020N

--

RCAS-SJ RECEIVED FILE AND DATANETTED TO DLR.

--

@05/02-ZSJ487N

RCAS-SJ CALLED C AT DAY/EVENING PHONE NUMBER AT 3:58 ON THIS DATE.

SECRETARY STATED C NAME IS DEAN MICK AND CONTACT NUMBER IS 360 825 5058

RCAS-SJ UPDATED DAY/EVENING PHONE NUMBER.

--

@05/02-ZSJ487N

RCAS-SJ CALLED C ON DAY/EVENING PHONE NUMBER AT 4:06 ON THIS DATE.

C STATED LIKES THE VEH BUT A WELD BRAKING DOES NOT SOUND RIGHT AND WOULD LIKE
NNA TO ASSIST WITH THE REPAIRS.

RCAS-SJ ADVISED C WILL RESEARCH REQUEST.

C THANKED RCAS-SJ AND ENDED CALL.

--

@05/02-ZSJ487N

RCAS-SJ RECIVED VMX FROM SA-BETHANY FROM PUYALLUP NISSAN.

RCAS-SJ CALL SA-BETHANY FROM PUYALLUP NISSAN AT 11:53 ON THIS DATE.

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CA5700694N

SA-BETHANY STATED A WELD BROKE ON THE PASSENGER SIDE SEAT.
SA-BETHANY STATED THERE IS NO HISTORY OR WARRANTY CLAIMS ON THE VEH.
SA-BETHANY STATED IF THIS WAS A DEFECT FROM THE MANUFACTURE IT WOULD HAVE
SHOWED UP WAY BEFORE 60,000 MILES.

SA-BETHANY STATED DOES NOT FEEL THERE IS A BUSINESS CASE FOR ASSISTANCE.

RCAS-SJ THANKED SA-BETHANTY. CALL ENDED.

-- @05/03-ZSJ487N

RCAS-SJ CALLED C AT DAY/EVENING PHONE NUMBER AT 11:55 ON THIS DATE AND ADVISED
C NNA NOT IN POSITION TO ASSIST WITH THE REPAIR AT THIS TIME.

C STATED C IS DISSAPPOINTED WITH THE RESOLUTION. WILL WRITE A LETTER AND NOT
DO BUSINESS WITH NISSAN AGAIN.

RCAS-SJ APPOLOGIZED AND ADVISED WILL DOCUMENT C'S COMMENTS.

C THANKED RCAS-SJ AND ENDED CALL.

-- @05/03-ZSJ487N

RCAS-SJ CLOSING FILE.

-- @05/03-ZSJ487N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8E	ROOT CAUSE: SNFA
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: 530A	EFFECTIVE: 05 / 01 / 07	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: ZWJ020N	
HISTORY:	UPDATE BY: ZSJ487N	
SVC CALL#:	UPDATE DATE: 05 / 03 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 03 / 07	
RESP CAA: JAX. SCOTT	OLM: SMIT AGNES	MICROFILM: N
PHONE: 0000000000	OWNER FIRST:	DOM: TOOMEY, CARRIE
		LANGUAGE: E ENGLISH

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SC: ONE CONTRACT

NAME: [REDACTED] VIN: JN8AZ08W45W [REDACTED] Y
STREET: [REDACTED] YR/MDL: 2005.0 MUR MILEAGE: 39200
CITY: PARSIPPANY IN SVC DATE: 05 / 31 / 05
ST/ZIP: NJ [REDACTED] VCAN: Y RTL DLR: 3355 MIDDLETOWN NISSAN, LLC
DAY PH: [REDACTED] PAID: 5 SVC DLR: 3212 NISSAN WORLD OF DENVER
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3212 NISSAN WORLD OF DENVER
DLR PH: 973 442 0500 DENY: 0 REGION: 26 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: 2
VEHICLE MAINTAINED BY: SELF-MAINTAINED
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 3200 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 04 / 07 XFER/RSPNSBLTY: 26 04 S
CONTACT (S): FOLLOWUP DATE: 05 / 07 / 07 DATANET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 05 / 16 / 07 DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZIL003N 05/04/2007

PREVIOUS FILES FOUND: NONE.

CRR-IL VERIFIED C NAME, ADDRESS, DAY/EVE #, VIN, MILEAGE, RESPONSIBLE DLR.

CRR-IL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES. AND ADVISED C:

CLSD R0511 MURANOSBPROTECTNTB06-024

CLSD R0516 MURANOTANKPROTECTNTB06023

C STATED C OWNED 2001 PATHFINDER.

C STATED DRIVER'S SIDE SEAT HAS BEEN LOOSE. C STATED C WAS VACUUMING AND C PUSHED AGAINST FRONT SEAT ON ACCIDENT AND ENTIRE BACK CORNER OF SEAT LIFTED UP. C STATED DLR 3212_ NISSANWORLDOFDENVILLE ADVISED THAT SEAT WOULD NOT BE COVERED UNDER WARRANTY. C STATED C ASKED FOR ASSISTANCE AND DLR 3212 NISSAN WORLDOFDENVILLE ADVISED C THAT DLR 3212 NISSANWORLDOFDENVILLE COULD COVER PART BUT NOT LABOR. C STATED PART IS AROUND \$560 AND LABOR AROUND \$300. C IS SEEKING ASSISTANCE WITH LABOR FOR REPAIR.

CRR-IL ADVISED THAT FORWARDING FILE TO RCAS FOR REVIEW.

C UNDERSTOOD.

CRR-IL ASKED IF FURTHER ASSISTANCE COULD BE OFFERED.

C DECLINED.

CRR-IL PROVIDED NAME, EXTENSION, FILE NUMBER.

C THANKED AND ENDED CALL.

CRR-IL FORWARDING TO RCAS FOR FURTHER REVIEW.

@05/04-ZIL003N

RCAS-TS CONTACTED SM-HANK AND LEFT MESSAGE.

RCAS-TS CONTACTED C @ 973 463 9144 @ 3:17PM CST.

RCAS ADVISED C WAS STILL TRYING TO REACH SM-HANK, AND WOULD NEED TO REVIEW INFORMATION BEFORE PROVIDING AN ANSWER.

C UNDERSTOOD AND THANKED RCAS.

@05/07-ZTS935N

RCAS-TS CONTACTED SA-DEAN AND WAS ADVISED GRT WAS RAN 4 TIMES. AND THE LAST TIME IT WAS DECLINED, BUT WOULD SEE ABOUT CHECKING HISTORY ON GRT TO SEE IF IT COVERED PARTS LIKE C ADVISED.

@05/14-ZTS935N

RCAS-TS THANKED SA-DEAN AND ENDED CALL.

@05/14-ZTS935N

*RCAS DA RECEIVED AN INBOUND CALL FROM C. C STATED C HASN'T BEEN CONTACTED IN A WEEK. C STATED C HAS LEFT VMXS FOR CRR-IL FOR OVER A WEEK AND NOT RECEIVED A SINGLE CALL BACK. RCAS DA EXPLAINED THE FILE HAS BEEN TRANSFERRED TO A REGIONAL SPECIALIST, RCAS TS. RCAS DA STATED RCAS DA CAN SEND RCAS TS AN INTERNAL MESSAGE TO CONTACT C. C STATED C WOULD LIKE TO BE REACHED AT DAY #: 973 463 9144. C STATED C SPOKE TO RCAS TS ONCE BUT NOT SINCE THEN. RCAS DA APOLOGIZED AND TOLD C RCAS WILL SEND A MESSAGE FOR CONTACT. C THANKED. RCAS DA PROVIDED CONTACT INFO.

@05/15-ZDA626N

*RCAS DA SENT AN INTERNAL MESSAGE TO CONTACT C.

@05/15-ZDA626N

RCAS-TS CONTACTED SM-HANK AND WAS ADVISED GRT DID APPROVE OF COVERING PART AND C COVERS LABOR. SM ADVISED C IS NOT A GOOD SERVICING CUSTOMER.

RCAS THANKED SM AND ENDED CALL.

RCAS-TS CONTACTED C @ 973 463 9144 @ 7:49AM CST AND LEFT VMX.

RCAS-TS CONTACTED C @ 973 463 9144 @ 8:09AM CST.

@05/16-ZTS935N

RCAS-TS ADVISED C FURTHER ASSISTANCE IS BEING DECLINED.

C STATED THIS IS OUTRAGEOUS AND WISHED TO BE TAKEN OFF ALL CONTACT LISTS. C STATED C WILL NEVER PURCHASE ANOTHER NISSAN.

RCAS ADVISED C REQUEST WOULD BE PUT IN. RCAS THANKED C FOR TIME.

C ENDED CALL.

@05/16-ZTS935N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3B	ROOT CAUSE: SNFA	RMVAL
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: 3212	EFFECTIVE: 05 / 04 / 07	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: ZIL003N		
HISTORY:	UPDATE BY: ZTS935N		
SVC CALL#:	UPDATE DATE: 05 / 16 / 07		
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 16 / 07	MICROFILM: N	
RESP CAA: STANTON, TAMIA	OLM: ROYSTER KAREN	DOM:	
PHONE: 6157257811	OWNER FIRST:	LANGUAGE: E ENGLISH	

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

CA5705049

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:30 PM
MODEL YEAR: 2005.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 5/31/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
86	RMNX22220136	26ESC CA	5/31/2005	5/31/2012	100.000

CANCEL DATE	TRANSFER DATE

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RMNX22220136		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: M		PLAN TYPE:	
PLAN TERM: X		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 05/31/05		EFFECTIVE:	
EXPIRES: 05/31/12	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 5/28/2008		TRANSACTION:	
PRINTED: 05/31/08		PRINTED:	
DEALER NO: 26ESC	STATE: CA	DEALER NO:	STATE:
DEALER NAME: NORTHEAST CA CONTRACTS		DEALER NAME:	
-----+-----			

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08T83W [REDACTED] Y
CITY: ERIE	YR/MDL: 2003.0 MUR MILEAGE: 63000
ST/ZIP: CO [REDACTED]	IN SVC DATE: 09 / 15 / 03
DAY PH: [REDACTED]	RTL DLR: 2788 TAMAROFF NISSAN
EVE PH: [REDACTED]	SVC DLR: 3748 BOULDER NISSAN
DLR PH: 303 443 8110	RESP DLR: 3748 BOULDER NISSAN
	REGION: 48 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 3748 BOULDER NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 27000 (PT) MONTHS: MILES: 3000

ORIG CODE: CT 11	OPEN DATE: 05 / 17 / 07	XFER/RSPNSBLTY: 48 02 S
CONTACT (S):	FOLLOWUP DATE: 05 / 18 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 04 / 07	DATANET (Y/N): 05 / 23 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	WA	PREMATURE WEAR/FAILURE
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZCB272N 05/17/2007

NO PREVIOUS FILES FOUND.

CRR-CB VERIFIED C NAME, ADDRESS, DAY/EVE#, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-CB CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 08/01/05 08/08/05 3748

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 06/12/06 06/23/06 3748

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 06/12/06 06/23/06 3748

CRR-CB RECEIVED INBOUND CALL FROM C.

C STATED C HAS BEEN VERY HAPPY WITH VEH SINCE PURCHASE AND STATES C COULD BE A SPOKESMAN FOR NISSAN AS MANY OF C'S FRIENDS HAVE PURCHASED VEH AFTER C HAS BOASTED ABOUT IT.

C STATED C WAS ON THE WAY TO WORK YESTERDAY AND DRIVERS SEAT COLLAPSED ON THE LEFT SIDE.

C STATED C GOT OUT OF VEH AND TILTED POWER SEAT FORWARD AND LOOKED UNDERNEATH FROM THE REAR.

@05/17-ZCB272N

C STATED THAT C WAS UNABLE TO SEE ANYTHING BUT SEAT WAS VERY LOOSE ON THE LEFT.

C STATED C LOWERED SEAT TO LOWEST POSITION TO CONTINUE DRIVING.

C STATED C TOOK VEH TO BOULDER NISSAN AND DLR DIAGNOSED THE PROBLEM AND GAVE C AN ESTIMATE OF \$900 FOR REPAIR.

C STATED C COULD EXPECT TO HAVE TO HAVE WINDOW MOTOR OR SEAT MOTOR REPLACED IN VEH AS IT IS ABOUT 4 YEARS OLD, BUT C STATES WOULD HAVE NEVER EXPECTED METAL UNDERNEATH TO BREAK AS C IS NOT HEAVY AND SEAT IS NOT STRESSED IN ANY WAY.

C STATED THAT C IS HOPING THAT NNA CAN ASSIST C WITH THE REPAIR OF SEAT, AND ALTHOUGH C IS A FIRST TIME NISSAN BUYER, C DOES HAVE ALL SCHEDULED MAINTENANCE DONE AT BOULDER NISSAN AND IS A LOYAL CUSTOMER.

CRR-CB ADVISED C THAT FILE WILL BE TRANSFERRED TO RCAS FOR FURTHER ASSISTANCE AND C SHOULD EXPECT A CALLBACK BY END OF NEXT BUSINESS DAY.

C THANKED CRR-CB.

CRR-CB GAVE NAME, EXTENSION AND FILE #.

@05/17-ZCB272N

C THANKED CRR-CB AND ENDED CALL.

CRR-CB TRANSFERRING FILE TO RCAS FOR REVIEW AND FOLLOW-UP. @05/17-ZCB272N

RCAS-MB MODIFIED WARRANTY FIELD, AND DATANETTED FILE TO DLR. @05/22-ZMB905N

RCAS CONTACTED DLR ON THIS DATE AT 4:37 AND SPOKE WITH SM/BOB @05/22-ZMB905N

SM STATED THAT C'S VEH WAS LAST SEEN BY DLR IN 03/2007 BUT SM STATED THAT DLR DOES NOT HAVE RECORDS REGARDING CURRENT SEAT ISSUE.

RCAS-MB ASKED SM IF GRT COULD BE RECOMMENDED AND SM ADVISED TO HAVE C COME IN TO DLR AND DLR WOULD RUN GRT TO SEE IF REPAIR WILL BE APPROVED.

RCAS-MB THANKED SM AND ENDED CALL. @05/22-ZMB905N

RCAS-MB FIRST ATTEMPT TO CONTACT C ON THIS DATE ON DAY/EVE# AT 4:47.

C STATED THAT C'S VEH WAS TAKEN TO BOULDER NISSAN ON 05/16/07 AND STATED THAT C DID NOT GET A WRITTEN ESTIMATE FROM DLR BUT C STATED THAT C DID SPEAK WITH SA/CHRISTY.

C STATED SEAT MALFUNCTIONED WHEN DRIVING VEH AND APPEARS TO BE A STRESS FRACTURE OR A METAL FATIGUE ON ONE SIDE OF THE SEAT. @05/22-ZMB905N

C STATED ABOUT THREE SERVICES REPS WERE INVOLVED, SHANNON, CHRISTY AND A NEW SERVICE REP BUT C COULD NOT REMEMBER THE NAME. @05/22-ZMB905N

RCAS-MB ADVISED C THAT THE BEST THING TO DO IS TO CONTACT THE DLR AND SCHEDULE AN APPOINTMENT TO HAVE VEH INSPECTED AND ASK FOR SM/BOB TO REVIEW THE CONCERN.

C STATED THAT C LOVES NNA PRODUCT AND IS ASKING FOR ASSISTANCE DUE TO COST OF REPAIRS.

RCAS-MB NOTES THAT VEH IS OUTSIDE OF WARRANTY PARAMETERS BUT NNA IS WILLING TO REVIEW FURTHER VIA GRT PROCESS.

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RCAS-MB WILL CONTACT DLR FOR FOLLOW UP AFTER C'S VEH HAS BEEN INSPECTED.
@05/22-ZMB905N @05/22-ZMB905N

*
RCAS-SM RECEIVED CALL FROM C TODAY REGARDING C'S SEAT CONCERN. C EXPLAINED
WHAT C'S CONCERN WAS AGAIN IN DETAIL. C STATED THAT THE MOTOR IN THE SEAT DOES
WORK BUT ONE SIDE OF THE SEAT SEEMS TO HAVE COLLAPSED AND IS BROKEN. C STATED
THAT C WAS TOLD BY THE DLR THAT NNA HAD DENIED GOODWILL ASSISTANCE AT WHICH
@05/30-ZSM048N

POINT, C DECIDED TO CONTACT NNA TO SEEK FURTHER ASSISTANCE. C STATED THAT C
WAS A LOYAL CUSTOMER TO NISSAN AND ALWAYS SERVICE WITH THE DLR. C STATED THAT
C WOULD THINK THAT NNA WOULD TRY AND RETAIN SUCH A CUSTOMER BY ASSISTING WITH
A REPAIR THAT WAS NOT THE FAULT OF THE C. C STATED THAT THIS WAS OBVIOUSLY A
DEFECT AND THINKS THAT NNA SHOULD BE RESPONSIBLE FOR COVERING THE COST. RCAS
ADVISED C THAT THE DETERMINATION OF COVERAGE IS BASED ON THE TERMS AND
CONDITIONS OF THE WARRANTY. RCAS ADVISED C THAT BEYOND THE WARRANTY TERMS,
WHICH C WAS OUT OF BY ALMOST TWICE THE MILEAGE AND ALSO BY TIME. CONSIDERATION
WAS FOR GOODWILL ASSISTANCE. C STATED THAT C WOULD LIKE TO SPEAK WITH A
SUPERVISOR WHO COULD AUTHORIZE ASSISTANCE FOR C. C STATED THAT C TRIED TO
CONTACT THE RCAS THREE TIMES YESTERDAY WITH NO RESPONSE. RCAS ADVISED C THAT
RCAS MAY NOT HAVE BEEN AVAILABLE BUT WOULD TRY TO TRANSFER C TO RCAS AS RCAS
WOULD BE ABLE TO SEE IF ASSISTANCE COULD BE PROVIDED. RCAS ADVISED C THAT
RCAS'S SUPERVISOR DID NOT PROVIDE NNA'S FINAL DECISION AND THAT DECISION CAME
@05/30-ZSM048N

FROM THE REGION. C UNDERSTOOD. ***** RCAS TRIED TO TRANSFER C, BUT RCAS WAS
NOT AVAILABLE***** RCAS SPOKE WITH C TO ADVISED C THAT RCAS WAS NOT AVAILABLE
BUT WOULD SEND RCAS AND E-MAIL REQUESTING A CALL BACK TO C. C THANKED RCAS AND
CALL ENDED. @05/30-ZSM048N

*
RCAS CHECKED CPIA AND NOTE THAT DLR DID RUN GRT FOR C'S REPAIRS. GRT WAS
DECLINED. RCAS ALSO CHECKED CPIA AND NOTES THAT C RECEIVED PRIOR GOODWILL
ASSISTANCE (RESP RCAS WILL NEED TO CHECK FOR WHICH REPAIR) @05/30-ZSM048N

*
RCAS-SM SENT RCAS AN EMAIL REQUESTING RCAS TO CALL C BACK. @05/30-ZSM048N
VAEI/VAPCC057 CPIA - GOODWILL RECOMMENDATION 05/31/07

GOODWILL IS NOT RECOMMENDED

DEALER NO.: 3748 VIN: JN8AZ08T83W [REDACTED] MILEAGE: 63687 GRT: 53
W.O. NO.: 42376 W.O. LINE: A PFP/PO/CAMPAIGN: 87450CA67A @05/31-ZMB905N

CUSTOMER LAST NAME FIRST NAME MID ZIP CD AFTER MKT

ON FILE: [REDACTED] 80516 CONTRACT

DLR CST: [REDACTED] D 80021 N

DLR CNT: CC CNT: ORIG. REQST: 05/24/07 LAST CHANGED: 05/24/07

DAYS IN REPAIR 1 COST OF REPAIR 605.53 FG RENTAL AMT

FG NON RENTAL 605.53 FACTORY WARRANTY SERVICE CONTRACT

DEALER INTERNAL CUSTOMER PORTION

ENTRD BY: DEALER UPDATED BY: APPROVED BY: @05/31-ZMB905N

RCAS-MB SECOND ATTEMPT TO CONTACT C ON THIS DATE ON DAY/EVE# AT 6:18 AND C
WAS AVAILABLE.

C STATED THAT C CANNOT UNDERSTAND HOW FRACTION COULD OCCUR UNLESS COMPONENT
WAS DEFECTIVE TO BEGIN WITH. @06/04-ZMB905N

C STATED THAT NNA CAN LOSE C AS A REPEAT C DUE TO NOT COVERING COST OF
REPAIRS. @06/04-ZMB905N

RCAS-MB EXPLAINED TO C THAT NNA PROVIDES WARRANTY SUPPORT FOR VEH'S UNDER
WARRANTY AND NNA REVIEWS REQUEST ON A CASE BY CASE BASIS AND NNA STANDS BY
DECISION. @06/04-ZMB905N

C THANKED RCAS-MB FOR CALLING AND ENDED CALL.

RCAS-MB CLOSING FILE. @06/04-ZMB905N

CONFIDENTIAL

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REQUESTED BY: lattad

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CA5717236N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 3748	EFFECTIVE: 05 / 17 / 07	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: ZCB272N	
HISTORY:	UPDATE BY: ZMB905N	
SVC CALL#:	UPDATE DATE: 06 / 04 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 04 / 07	MICROFILM: N
RESP CAA: BRYANT, MARK	OLM: SMIT AGNES	DOM: SILVER, STEVE
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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SC: ONE CONTRACT

NAME: [REDACTED]
STREET: [REDACTED]
CITY: OAK PARK
ST/ZIP: CA [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 805 526 9700

VIN: JN8AZ08W45W [REDACTED] Y
YR/MDL: 2005.0 MUR MILEAGE: 29000
IN SVC DATE: 11 / 05 / 05
RTL DLR: 3037 FIRST NISSAN
SVC DLR: 3037 FIRST NISSAN
RESP DLR: 3037 FIRST NISSAN
REGION: 44 DIST: SL/SV/PT: 02 02 32

VCAN: Y
PAID: 8
SUSP: 1
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) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2
VEHICLE MAINTAINED BY: 3037 FIRST NISSAN
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 18 / 07 XFER/RSPNSBLTY: 44 02 S
CONTACT (S): FOLLOWUP DATE: 05 / 22 / 07 DATANET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 22 / 07 DATANET (Y/N): 05 / 23 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)
AU INTERIOR (NON-ELECTRIC) VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZDE850N 05/18/2007

NO PREVIOUS FILES FOUND.

@05/18-ZDE850N

CRR-DE UPDATED C'S NAME, ADDRESS, DAY/EVE#, VIN#, MILEAGE, AND SRV DLR.

CRR-DE CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES AND FOUND NONE C ADVISED.

CRR-DE RECEIVED INBOUND CALL.

C STATES C HAS A MUR AND THE METAL PEACE FROM UNDERNEATH THE DRIVER SEAT
CRACKED.

C STATES C TOOK VEH TO DLR 3037 FIRST NISSAN AND TOLD AT FIRST THAT IT
WOULD BE COVERED UNDER WARRANTY BUT DLR THAN TOLD C THAT IT WOULD COST C
\$900.0 BUT DUE TO C BEEN A LOYAL C DLR WOULD GIVE C A DISCOUNT.

C STATES DLR IS CHARGING AROUND \$260.0 AND C WOULD LIKE FOR NNA TO COVER COST.

CRR-DE ADVISED C THAT CRR-DE WOULD FORWARD C'S REQUEST TO RCAS AND THE RCAS
WILL REVIEW C'S REQUEST AND CONTACT C BY THE END OF NEXT BUSINESS DAY.

IF FOR ANY REASON C HAS NOT HEARD FROM RCAS AFTER THAT TIME PLEASE FEEL FREE
TO CALL NNA BACK FOR UPDATE.

@05/18-ZDE850N

C UNDERSTOOD.

CRR-DE PROVIDED C WITH FILE#. CRR-DE NAME AND EXT.

CRR-DE OFFERED FURTHER ASSISTANCE.

C STATED NO THANKS AND ENDED CALL.

CRR-DE IS FORWARDING FILE TO RCAS.

@05/18-ZDE850N

-- RCAS-NM CONTACTED SA-GARY AT FIRST NISSAN. SA ADVISED C CAME TO DLR AND
TOLD SA C'S SON JUMPED INTO THE SEAT AND BROKE THE SEAT FRAME. SA ADVISED
THIS IS WHY THE WARRANTY WAS NOT CONSULTED. SA ADVISED SA RAN GRT AND GRT
APPROVED TO COVER \$604 OF THE REPAIR. RCAS UNDERSTOOD AND THANKED SA FOR
ASSISTANCE.

@05/22-ZNM530N

-- RCAS-NM CONTACTED C AT DAY NUMBER AT 11:20 ON THIS DATE.

RCAS LEFT VMX FOR C TO RETURN CALL TO DISCUSS CONCERN. RCAS LEFT NAME AND
DIRECT NUMBER.

@05/22-ZNM530N

-- RCAS RECEIVED A CALL FROM C ON THIS DATE.

RCAS ADVISED C OF DLR'S DIAGNOSIS OF HOW THE SEAT BROKE. C STATED C SON DID
NOT PHYSICALLY JUMP ONTO THE SEAT. C STATED C'S SON GOT INTO VEH AND THE SEAT
WENT BACKWARD. C STATED C WAS SPEAKING WITH SA AND C STATED WHEN C'S SON
JUMPED INTO VEH THE SEAT BROKE. C STATED C DID NOT LITERALLY MEAN SON JUMPED
INTO SEAT. RCAS UNDERSTOOD. RCAS ADVISED NNA RELIES ON DLRS FOR WARRANTY
DETERMINATIONS AND ADVISED C CAN SPEAK WITH SD-BRIAN OR C CAN VISIT ANOTHER
DLR. RCAS ADVISED IF DLR OR A SECOND DLR DETERMINES THERE WAS A
MISUNDERSTANDING BETWEEN C AND SA AND DETERMINES REPAIR IS WARRANTABLE, THEN
DLR CAN CLAIM WARRANTY TO NNA. C UNDERSTOOD. C STATED C HAS BEEN GOING TO
FIRST NISSAN FOR ALL SERVICE AND MAINTENANCES ON VEH AND C DOES NOT USUALLY
GO TO SEPERATE DLRS. RCAS UNDERSTOOD. C STATED C WILL CONTACT SD AT FIRST
NISSAN TO SPEAK WITH SD. RCAS UNDERSTOOD AND ADVISED C TO CONTACT RCAS IF C
HAS FURTHER QUESTIONS OR CONCERNS. C THANKED.

@05/22-ZNM530N

-- RCAS CLOSING FILE PENDING CALL BACK FROM C.

@05/22-ZNM530N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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DEALER ACTION:

SATISFIED: Y	ACTION CODE: NT8E	CONTACT(S):	ROOT CAUSE: SCCP	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: 3037	EFFECTIVE: 05 / 18 / 07		CHANGED BY:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00		CHECK REQUESTED:	NO
3RD PRTY:	PART#:		CHECK ISSUED:	NO
BYBACK ST:	OPENED BY: ZDE850N			
HISTORY:	UPDATE BY: ZNM530N			
SVC CALL#:	UPDATE DATE: 05 / 22 / 07			
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 22 / 07		MICROFILM: N	
RESP CAA: MALVASI, NICK	OLM: SMIT AGNES		DOM: BENDICK, RON	
PHONE: 6157257906	OWNER FIRST:		LANGUAGE: E ENGLISH	

CONFIDENTIAL

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

CA5719134

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:30 PM
MODEL YEAR: 2005.0
MAKE:
MODEL LINE: MUR

NAME [REDACTED] L

VIN:
IN SCV DATE: 11/5/2005

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
88	MPNI00495002	3037 CA	11/5/2005	11/5/2009	60.000

CANCEL DATE	TRANSFER DATE

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: MPNI00495002		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: P		PLAN TYPE:	
PLAN TERM: I		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 11/05/05		EFFECTIVE:	
EXPIRES: 11/05/09	MILES: 60,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 11/29/2005		TRANSACTION:	
PRINTED: 12/02/05		PRINTED:	
DEALER NO: 3037	STATE: CA	DEALER NO:	STATE:
DEALER NAME: FIRST NISSAN		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 1/26/2009
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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W64W [REDACTED] Y
CITY: CINCINNATI		YR/MDL: 2004.0 MUR MILEAGE: 48500
ST/ZIP: OH [REDACTED]		IN SVC DATE: 08 / 14 / 04
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 3485 JEFF WYLER NISSAN FAIRFLD
EVE PH: [REDACTED]	PAID: 7	SVC DLR: 3485 JEFF WYLER NISSAN FAIRFLD
DLR PH: 513 682 2500	SUSP: 1	RESP DLR: 3485 JEFF WYLER NISSAN FAIRFLD
	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)
PROPERTY DAMAGE: N (Y/N)	INJURY: N (Y/N)	SENT TO LEGAL: N (Y/N)
PREVIOUSLY REPAIRED: 00 / 00 / 00	WHERE:	
VEHICLE PURCHASED: NEW X PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 4
VEHICLE MAINTAINED BY: JEFF WYLER NISSAN FAIRFII		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:
ORIG CODE: CT 11	OPEN DATE: 05 / 21 / 07	XFER/RSPNSBLTY: 24 10 S
CONTACT (S):	FOLLOWUP DATE: 05 / 22 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 05 / 30 / 07	DATANET (Y/N): 05 / 23 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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CA5719893N

C. A. R. COMMENTS

FILE OPENED-ZMR045N 05/21/2007

NO PREVIOUS FILES

CRR MR VERIFIED NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE AND DLR5/21-ZMR045N

CRR MR CHECKED RECALLS/CAMPAIGNS/UPGRADES AND FOUND

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 12/12/05 12/28/05 3485

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 07/24/06 07/26/06 3485

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 07/24/06 07/26/06 3485

CRR MR RECEIVED INBOUND CALL FROM C STATING THAT C'S DRIVERS SEAT COLLAPSED

C STATED THAT C TOOK VEH TO 3485 JEFFWYLERNISSANFAIRFLD @05/21-ZMR045N

C STATES THAT A WELD WAS BROKEN

C STATES THAT DLR STATES THAT DLR HAD NEVER SEEN THAT BEFORE

C STATES THAT DLR ADVISED C THAT THE ENTIRE DRIVERS SIDE SEAT HAS TO BE
REPLACED

C STATES THAT C WOULD LIKE TO BE CONSIDERED FOR ASSISTANCE AS A WELD BROKE ON
VEH @05/21-ZMR045N

CRR MR ADVISED C THAT FILE WOULD BE FORWARDED TO RCAS FOR REVIEW

CRR MR PROVIDED NAME, EXT AND FILE NUMBER

C STATED THANKS AND ENDED CALL @05/21-ZMR045N

**

RCAS-NS CALLED DLR AND SPOKE WITH SM-STEVE

DLR STATED WHEN DLR INSPECTED THE VEH THE DLR HAS NOT SEEN THIS PART BREAK
LIKE THIS

DLR STATED DLR SUBMITTED A GRT BUT IT WAS DENIED

DLR STATED C IS A GOOD SERVICING C AND GETS ALL SERVICE PERFORMED AT DLR.

DLR STATED THE C KEEPS VEH IN GREAT SHAPE

DLR WAS IN FAVOR OF TRYING TO ASSITS C

RCAS-NS INFORMED DLR WIL FORWARD FILE TO BE REVIEWED BY DPSM

RCAS-NS THANKED AND ENDED CALL. @05/22-ZNS627N

RCAS-NS FORWARDED FILE TO DPSM FOR REVIEW.

RCAS-NS CALLED C ON DAY# AT 3:09PMCST AND ADVISED C FILE IS BEING REVIEWED
AND C WILL BE CONTACTED BACK.

C STATED C NORMALLY WOULD NOT HAVE ASKED FOR ASSISTANCE BUT C STATED THIS
SEEMED UNUSUAL TO HAPPEN.

RCAS-NS INFORMED C FILE WILL BE REVIEWED AND C WILL BE CONTACTED BACK.

C THANKED AND ENDED CALL. @05/22-ZNS627N

RCAS-NS RECEIVED RESPONSE FROM DPSM APPROVING REPAIR ON THE VEH. @05/23-ZNS627N

**

RCAS-NS CALLED C ON DAY# AT 3:30PMCST AND ADVISED IF C'S VEH HAS BEEN REPAIRED

C STATED WHEN C WAS AT THE DLR THE NNA REP WAS THERE AND APPROVED THE REPAIR.

C STATED VEH HAS BEEN REPAIRED AND C IS SATISFIED.

RCAS-NS INFORMED C FILE WILL BE UPDATED

C THANKED AND ENDED CALL.

RCAS-NS CLOSING FILE. @05/30-ZNS627N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	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: 3485	EFFECTIVE: 05 / 21 / 07	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: ZMR045N	
HISTORY:	UPDATE BY: ZNS627N	
SVC CALL#:	UPDATE DATE: 05 / 30 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 30 / 07	MICROFILM: N
RESP CAA: SANDERS, NICOLETTE	OLM: SMIT AGNES	DOM: PARSONS HARRY
PHONE: 6157257745	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009
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REQUESTED BY: lattad

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W15W [REDACTED] Y
CITY: BALTIMORE		YR/MDL: 2005.0 MUR MILEAGE: 36860
ST/ZIP: MD [REDACTED]	VCAN: N	IN SVC DATE: 02 / 07 / 05
DAY PH: [REDACTED]	PAID:	RTL DLR: 3692 HERITAGE NISS/WESTMINSTER
EVE PH: [REDACTED]	SUSP:	SVC DLR: 3937 ANTWERPEN SECURITY NISSAN
DLR PH: 410 298 4400	DENY:	RESP DLR: 3937 ANTWERPEN SECURITY NISSAN
		REGION: 36 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 23000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: INDEPENDENT
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 860 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 05 / 21 / 07	XFER/RSPNSBLTY: 36 03 S
CONTACT (S):	FOLLOWUP DATE: 05 / 24 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 05 / 24 / 07	DATANET (Y/N): 05 / 23 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZNV381N 05/21/2007

NO PREVIOUS FILES FOUND.

CRR-NV VERIFIED C'S NAME, ADDRESS, DAY/EVE #'S, MILEAGE, VIN NUMBER, AND RESPONSIBLE DLR.

CRR-NV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: @05/21-ZNV381N

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/01/06 04/06/07 3937

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/01/06 04/06/07 3937

CRR RECEIVED INBOUND CALL FROM C STATING THE THROTTLE WAS REPLACED ON VEH AFTER DRIVER SEAT BEGAN ROCKING FOR THE SECOND TIME, FIRT TIME BEING ON 1/06 THEN HAPPENED AGAIN 04/04/07 THROTTLE WAS REPLACED AT 35670 MILE POINT AND NOW THE DRIVER SEAT IS STILL MOVING AND SHAKING ON THE LEFT SIDE, C STATES WAS ADV BY SECURITY NISSAN 410-298-4400 SA JAMES WILLIAMS THAT SEAT TRACKING SYSYTEM NEEDS REPLACEMENT FOR TOTAL OF \$ 892.94 C SATETES WAS ADVISED DLR NOT COVERED UNDER WARRANTY.

C STATES SEAT NOT COVERED @05/21-ZNV381N

RCAS-JK LEFT A VMX FOR SM-CHRIS AT DLR 3937 ON 05.22.07 AT 10:55AM CST.

@05/22-ZJK472N

RCAS-JK CONTACTED C ON DAY # ON 05.22.07 AT 10:57AM CST. @05/22-ZJK472N

C STATED THAT C WAS AT THE DLR ON 05.21.07. C STATED THAT THE SEAT TRACKING SYSTEM NEEDS TO BE REPLACED. C STATED THAT C SPOKE WITH SA-WILLIAM. C STATED THAT C HAS HAD THE MAINTENANCE DONE AT THE DLR, BUT HAS HAD THE OIL CHANGES PERFORMED AT MR. TIRE. @05/22-ZJK472N

C STATED THAT C HAS HAD THE THROTTLE REPLACED AT ANTWERPEN SECURITY NISSAN. @05/22-ZJK472N

@05/22-ZJK472N

RCAS-JK STATED THAT RCAS-JK WOULD LOOK INTO THE CONCERN. RCAS-JK STATED THAT RCAS-JK WOULD CONTACT THE DLR AND GET BACK IN TOUCH WITH C ON 05.24.07.

@05/22-ZJK472N

C UNDERSTOOD AND ENDED THE CALL. @05/22-ZJK472N

RCAS-JK CONTACTED SM-CHRIS AT DLR 3937 ON 05.22.07 AT 11:49AM CST.

@05/22-ZJK472N

SM-CHRIS STATED THAT THE C HAS A CONCERN WITH THE SEAT. SM-CHRIS STATED THAT THE DLR RECOMMENDED THE SEAT TRACKING SYSTEM BE REPLACED. SM-CHRIS STATED THAT THE C HAS ONLY BEEN TO THE DLR FOR WARRANTY. SM-CHRIS STATED THAT GOODWILL WAS RUN FOR THE REPAIR AND GOODWILL WAS NOT RECOMMENDED.

@05/22-ZJK472N

SM-CHRIS STATED THAT THIS CUSTOMER DOES NOT DESERVE GOODWILL. @05/22-ZJK472N

RCAS-JK UNDERSTOOD AND ENDED THE CALL. @05/22-ZJK472N

RCAS-JK RECEIVED CALL FROM SM-CHRIS AT DLR 3937 ON 05.23.07 AT 7:43AM CST.

@05/23-ZJK472N

SM-CHRIS STATED THAT C HAS A GEICO EXTENDED SERVICE CONTRACT. SM-CHRIS STATED THAT C'S PART IS COVERED UNDER THE ESC. SM-CHRIS STATED THAT C WILL HAVE TO PAY THE \$250 DEDUCTIBLE. @05/23-ZJK472N

SM-CHRIS STATED THAT C HAS BEEN ADVISED OF THE COVERAGE. @05/23-ZJK472N

RCAS-JK UNDERSTOOD AND ENDED THE CALL. @05/23-ZJK472N

RCAS-JK REVIEWED C'S REQUEST. DUE TO THE FACT THAT C'S PART IS COVERED UNDER C'S ESC, NISSAN WILL BE IN THE POSITION TO ASSIST WITH THE REPAIR.

@05/23-ZJK472N

RCAS-JK CONTACTED C ON DAY # ON 05.24.07 AT 10:34AM CST. @05/24-ZJK472N

RCAS-JK STATED THAT SM-CHRIS CONTACTED RCAS-JK AND STATING THAT C'S GEICO ESC COVERED THE REPAIR OF C'S VEH. RCAS-JK STATED THAT NISSAN REVIEWED C'S INFORMATION AND BECAUSE THE VEH IS OUTSIDE OF WARRANTY, NISSAN WOULD NOT BE IN THE POSITION TO ASSIST WITH THE REPAIR. @05/24-ZJK472N

CONFIDENTIAL

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RCAS-JK STATED THAT C'S ESC COVERS THE PART AND C WOULD ONLY HAVE TO PAY THE DEDUCTIBLE.

@05/24-ZJK472N

C STATED THAT C DID NOT WANT TO PAY THE DEDUCTIBLE. C STATED THAT C WOULD NOT BUY ANOTHER NISSAN AND ENDED THE CALL.

@05/24-ZJK472N

@05/24-ZJK472N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3B	ROOT CAUSE: SNFA
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: 3937	EFFECTIVE: 05 / 21 / 07	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: ZNV381N	
HISTORY:	UPDATE BY: ZJK472N	
SVC CALL#:	UPDATE DATE: 05 / 24 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 24 / 07	MICROFILM: N
RESP CAA: KRAUS, JESSICA	OLM: ROYSTER KAREN	DOM:
PHONE: 6157257891	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W05W [REDACTED] Y
CITY: HILTON	YR/MDL: 2005.0 MUR MILEAGE: 90000
ST/ZIP: NY [REDACTED]	IN SVC DATE: 01 / 31 / 05
DAY PH: [REDACTED]	RTL DLR: 3471 DORSCHER NISSAN
EVE PH: [REDACTED]	SVC DLR: 3976 GREECE RIDGE NISSAN
DLR PH: 585 227 3800	RESP DLR: 3976 GREECE RIDGE NISSAN
VCAN: N	REGION: 26 DIST: SL/SV/PT: 07 07 37
PAID:	
SUSP:	
DENY:	

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: SELF MAINTAINED
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 54000 (PT) MONTHS: MILES: 30000

ORIG CODE: CT 11	OPEN DATE: 06 / 07 / 07	XFER/RSPNSBLTY: 26 07 S
CONTACT (S):	FOLLOWUP DATE: 06 / 11 / 07	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 06 / 14 / 07	DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YX	POOR OR IMPROPER OPERATION

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C. A. R. COMMENTS

FILE OPENED-ZSG972N 06/07/2007

NO PREVIOUS RELATED OR UNRELATED FILES FOUND.

@06/07-ZSG972N

CRR-SG VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-SG CHECKED FOR RECALLS/SERVICE CAMPAIGNS AND FOUND NONE.

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 04/21/06 3471

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 04/21/06 3471

CRR-SG RECEIVED AN INBOUND CALL FROM C.

C CALLED AND WANTED TO KNOW IF THE SEAT OF THE VEH WOULD BE COVERED.

C STATED THAT THE SEAT IS NOT IN A PROPER POSITION.

C WANTED THE SEAT TO BE COVERED UNDER THE SEAT BELT WARRANTY.

CRR-SG INFORMED C THAT THE SEAT HAS A BASIC WARRANTY AND THE SEAT WOULD NOT BE COVERED UNDER THE SEAT BELT WARRANTY.

C STATED THAT THE ISSUE IS A MATERIAL DEFECT.

C STATED THAT C DID NOT HAVE THE VEH INSPECTED AT THE NISSAN DLRSH. P.

C STATED THAT C WANTED NNA TO APPROVE THE REPAIR BEFORE C CAN TAKE THE VEH TO THE DLRSH. P.

CRR-SG INFORMED C THAT CRR-SG WILL TRANSFER THE CALL TO ANOTHER AGENT FOR FURTHER ASSISTANCE.

CRR-SG INFORMED C THAT THERE ARE NO RECALLS ON C'S VEH.

CRR-SG PROVIDED C WITH CRR-SG'S NAME, EXTENSION AND THE FILE NUMBER.

C THANKED CRR-SG AND WITH C'S PERMISSION CRR-SG COLD TRANSFERRED THE CALL TO CORE GROUP FOR FURTHER ASSISTANCE.

@06/07-ZSG972N

CRR-PP RECEIVED INCOMING CALL.

@06/07-ZPP548N

CRR-PP C STATED 3 OF 4 BRACKETS ARE BROKEN UNDER THE DRIVER SIDE SEAT.

C STATED C SWITCHED THE SEATS, NOW THE BROKEN BRACKETS ARE UNDER THE PASSENGER SIDE SEAT.

CRR-PP INFORMED C BEFORE ANY REPAIR CAN BE APPROVED. VEH HAS TO BE DIAGNOSED BY A NISSAN DLRSH. P.

C STATED WILL TAKE VEH TO GREECE RIDGE NISSAN PH 585 227 3800 # 3976.

CRR-PP C STATED C IS AWARE VEH IS OOW, HOWEVER FEELS THIS IS A SAFETY CONCERN AND WANTS NNA TO COVER COST OF REPAIR.

CRR-PP INFORMED C ONCE VEH HAS BEEN DIAGNOSED BY DLRSH. P, CALL BACK WITH DLR INFORMATION TO HAVE FORWARDED TO RCAS FOR REVIEW.

CRR-PP C UNDERSTOOD. C STATED WILL CALL BACK AFTER TAKING VEH INTO DLR.

CRR-PP GAVE C NAME AND EXT.

@06/07-ZPP548N

CRR-PP C CALLED BACK WITH DIAGNOSIS FROM DLRSH. P.

@06/08-ZPP548N

CRR-PP C STATED WAS TOLD BY DLRSH. P BRACKET TO SEAT COST 574.00+LABOR WHICH WILL BE 842.00 AND FRAME WILL HAVE TO BE SPECIAL ORDERED.

@06/08-ZPP548N

@06/08-ZPP548N

CRR-PP RECEIVED INCOMING CALL FROM C.

CRR-PP C STATED HAS NOT RECEIVED CALL BACK

CRR-PP INFORMED C WILL EMAIL RCAS REPRESENTATIVE REGARDING FILE. VERIFIED

CONTACT NUMBER ON FILE IS GOOD NUMBER. C STATED YES.

@06/14-ZPP548N

RCAS CONTACTED C

@06/14-ZDR633N

RCAS ADVISED C THAT NNA HAS REVIEWED C CONCERNS

@06/14-ZDR633N

RCAS ADVISED C THAT UNFORTUNATELY DUE TO THE FACT THAT C VEHICLE IS 56K OOW

NNA WOULD NOT BE IN THE POSITION TO ASSIST IN THE REPAIR OF C VEHICLE DUE TO

C BEING OOW BY SUCH A SIGNIFICANT AMOUNT OF MILES

@06/14-ZDR633N

C STATED THAT C DID NOT BELIEVE THAT THE MILES SHOULD AFFECT THIS COMPONENT AS THIS COMPONENT SHOULD ONLY BE EFFECTED BY TIME

@06/14-ZDR633N

RCAS ADVISED C THAT C HAS TO SIT ON THE SEAT TO OPERATE THE VEHICLE SO THIS

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COMPONENT WOULD MOST DEFINANTLY BE EFFECTED BY MILES @06/14-ZDR633N
RCAS ADVISED C THAT THIS WOULD BE THE FINAL POSITION OF NNA @06/14-ZDR633N
C UNDERSTOOD @06/14-ZDR633N
RCAS CLOSING FILE @06/14-ZDR633N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	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: 3976	EFFECTIVE: 06 / 07 / 07	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: ZSG972N	
HISTORY:	UPDATE BY: ZDR633N	
SVC CALL#:	UPDATE DATE: 06 / 14 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 14 / 07	MICROFILM: N
RESP CAA: RIDER, DANIEL	OLM: ROYSTER KAREN	DOM: GROOMS BOB
PHONE: 6157257788	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W55W [REDACTED] Y
CITY: CHATSWORTH		YR/MDL: 2005.0 MUR MILEAGE: 40000
ST/ZIP: CA [REDACTED]	VCAN: N	IN SVC DATE: 09 / 19 / 05
DAY PH: [REDACTED]	PAID: 2	RTL DLR: 3059 NISSAN OF THOUSAND OAKS
EVE PH: [REDACTED]	SUSP: 1	SVC DLR: 5013 WOODLAND HILLS NISSAN
DLR PH: 818 346 6200	DENY: 0	RESP DLR: 5013 WOODLAND HILLS NISSAN
		REGION: 44 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: 5013 WOODLAND HILLS NISS
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 06 / 14 / 07	XFER/RSPNSBLTY: 44 02 S
CONTACT (S):	FOLLOWUP DATE: 08 / 14 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 08 / 14 / 07	DATANET (Y/N): 06 / 19 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZDM036N 06/14/2007

ONE PREVIOUS UNRELATED FILE FOUND (5220852).

CRR-DM VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-DM UPDATED C'S EVENING PHONE NUMBER.

CRR-DM CHECKED FOR RECALLS/SERVICE CAMPAIGNS AND FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/01/07 5013

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/01/07 5013

CRR-DM RECEIVED AN INBOUND CALL FROM C.

C STATED THAT THE DRIVER'S SEAT OF THE VEH WAS AFFECTED AND NEEDED TO BE REPLACED.

C STATED THAT THE SEAT OF THE VEH WAS LOOSE AND THE DLR INFORMED C AFTER INSPECTING THE VEH THAT THE SEAT NEEDS TO BE REPLACED AS THE SEAT WAS BROKEN. C WAS ALSO INFORMED BY THE DLR THAT THE PARTS REQUIRED WOULD COST C OVER \$800. C STATED THAT THE SEAT OF THE VEH SHOULD NOT NEED REPLACEMENT SO SOON AND WANTS NNA TO COVER THE REPAIRS.

C STATED THAT THE VEH WAS OOW BY 4000 MILES.

CRR-DM INFORMED C THAT CRR-DM WOULD TRANSFER THE CALL TO ANOTHER AGENT WHO WOULD BE IN A BETTER POSITION TO ASSIST C.

C UNDERSTOOD.

CRR-DM INFORMED C THAT THERE WERE NO OPEN RECALLS AND SERVICE CAMPAIGNS ON THE VEH.

C UNDERSTOOD.

CRR-DM PROVIDED C WITH CRR-DM'S NAME, EXTENSION AND FILE NUMBER.

CRR-DM WARM TRANSFERRED THE CALL TO THE CORE GROUP. @06/14-ZDM036N

CRR-VC RECEIVED TRANSFERRED CALL.

C IS REQUESTING A GOODWILL ASSIST, REGARDING C DRIVERS SEAT- C STATES IS AT KEYES WOODLAND HILLS NISSAN, WOODLAND HILLS CA- 818-577-2700-SERVICEMAN ANTONIO MAZZOLA. C ADVISED C WOULD PAY FOR LABOR, BUT FILLS THE PART IS FAULTY AND THE C FILL C SHOULDN'T HAVE TO PAY FOR IT. C STATES C IS NOT A 300

@06/14-ZCV351N

300LBS. C STATES C WEIGHS 180LBS @06/14-ZCV351N

CRR-VC ADVISED C OF SENDING FILE TO RCAS. C THANKED CRR-VC FOR ASSISTANCE,

CRR-VC GAVE C. CRR-VC NAME. EXTENSION AND FILE NUMBER.

CRR-VC SENDING FILE TO RCAS. @06/14-ZCV351N

**RCAS-MW NOTES THAT THE GRT WAS RAN ON 6/14 BUT DECLINED. THE PART NUMBER IS GOING TO BE 87450CA07A WHICH IS A ADJUSTER SEAT ASSEMBLY. THE PART NUMBER CAME FROM THE GRT.

@06/18-ZMW536N

**RCAS-MW CALLED C AT 6:23 AT DAY NUMBER AND SPOKE WITH C.

C STATED THAT C NOTICED THE SEAT WAS LOSE AND THOUGHT THAT MAYBE IT WAS JUST A BOLT LOSE BUT THE DLR ADVISED C THAT THE SEAT WAS BROKE. C STATED THAT C WEIGHS ABOUT 180 POUNDS SOAKING WET AND THAT THE ONLY BIG GUY THAT SAT IN THE SEAT WAS THE SLSP FROM THOUSAND OAKS NISSAN WHO SAT ON THE DRIVERS SEAT WHEN C FIRST BOUGHT THE VEH. C STATED THAT THE SEAT WAS LOWERED ALL THE WAY DOWN AND DID NOT NOTICE ANYTHING WRONG UNTIL THE C RAISED THE SEAT. C STATED THAT THE DLR ADVISED THAT THE REPAIRS WOULD BE ABOUT \$800 AND THE DLR WOULD BE ABLE TO PAY AROUND \$300. C STATED THAT C IS NOT GOING TO PAY FOR ANY OF IT. C ALSO STATED THAT C LOVES THE VEH AND WAS GOING TO BUY C SON A SENTRA BUT IS WAITING UNTIL C SEES WHAT NNA IS GOING TO DO.

RCAS-MW APOLOGIZED ABOUT THE SITUATION AND ADVISED C THAT RCAS WILL HAVE THE DLR AND NNA USE ALL OF THE RESOURCESS AVAILABLE TO ASSIST THE C.

C UNDERSTOOD.

RCAS-MW THANKED AND ENDED CALL.

@06/18-ZMW536N

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**RCAS-MW CALLED DLR AT 11:57 AND ADVISED SM-LEON VIA VMX THAT RCAS WILL EMAIL THE FILES THAT RCAS WANTS TO GO OVER AND RCAS WILL CALL SM BACK.

**RCAS-MW EMAILED SM-LEON AT 12:06 ABOUT THE FILE. @07/05-ZMW536N
CRR-EH RECEIVED CALL FROM C. @07/09-ZEH406N

C STATED HAS NOT RECEIVED A CALL BACK, C PROVIDED FILE #.

C STATED IS CONCERNED ABOUT SAFETY REGARDING SEAT.

CRR-EH ADVISED C, CRR-EH WOULD CONTACT RCAS REQUESTING A CALL BACK.

CRR-EH VERIFIED CONTACT # 818 700 9430, 818 734 7724. @07/09-ZEH406N

CRR-EH PROVIDED C NAME, EXTENSION. @07/09-ZEH406N

C THANKED CRR-EH. @07/09-ZEH406N

CRR-EH EMAILING RCAS. @07/09-ZEH406N

**RCAS-MW CALLED THE DLR AT 11:37 AND SPOKE WITH SA-ANTONIO DUE TO SM-LEON BEING OUT OF THE OFFICE.

SA-ANOTONIO STATED THAT THE REPAIRS HAVE NOT BEEN COMPLETED YET.

RCAS-MW THANKED AND ENDED CALL. @07/09-ZMW536N

**RCAS-MW CALLED THE DLR AT 3:40 AND SPOKE WITH SM-LEON.

SM-LEON STATED THAT SM DOES NOT SEE ANY SEAT ISSUES WITH THIS VEH.

RCAS-MW ADVISED SM-LEON THAT THE GRT WAS RAN ON 6/14/07 AND WAS DECLINED.

SM-LEON COULD NOT FIND ANY INFORMATION FOR THE SEAT ISSUE.

RCAS-MW THANKED AND ENDED CALL.

**RCAS-MW EMAILED DPSM-MK TO FIND OUT IF DPSM CAN OVERRIDE THE GRT.

@07/11-ZMW536N

**RCAS-MW RECEIVED REPLY BACK FROM DPSM-MK ON 7/11.

DPSM-MK STATED THAT DPSM-MK IS WILLING TO OVERRIDE THE GRT.

**RCAS-MW CALLED C AT 12:46 AT DAY NUMBER AND LEFT MESSAGE. RCAS CALLED C AT EVE NUMBER AND LEFT VMX. @07/12-ZMW536N

CRR-TS RECEIVED CALL FROM C @07/16-ZTS999N

CRR-TS TRANSFERRED CALL TO RCAS-MW VMX @07/16-ZTS999N

**RCAS-MW CONTACTED C AT 12:47 AT DAY NUMBER AND LEFT MESSAGE. RCAS CONTACTED C AT EVE NUMBER AND SPOKE WITH C.

C STATED THAT C WILL MAKE AN APPT WITH THE DLR TO HAVE THE SEAT LOOKED AT.

RCAS-MW ADVISED THAT C CAN CALL NNA BACK IF C HAS ANY FURTHER CONCERNS.

C UNDERSTOOD.

RCAS-MW THANKED AND ENDED CALL.

RCAS-MW CLOSING FILE PENDING C CALL BACK. @07/18-ZMW536N

A @07/20-ZRR070N

CRR-RC VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, FILE NUMBER.

CRR-RC CHECKED FOR OPEN/CLOSED RECALLS/SERVICE CAMPAIGNS AND FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/01/07 5013

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/01/07 5013

CRR-RC RECEIVED AN INBOUND CALL FROM C.

C CALLED IN AND STATED THAT C WAS TRYING TO CONTACT RCAS-MW, HOWEVER, C WAS UNABLE TO GET THROUGH.

CRR-RC INFORMED C THAT CRR-RC WOULD TRANSFER THE CALL.

CRR-RC INQUIRED FOR FURTHER ASSISTANCE. HOWEVER, C DENIED.

CRR-RC PROVIDED C WITH NAME AND EXTENSION.

C THANKED AND CRR-RC TRANSFERRED THE CALL TO THE EXTENSION OF THE RCAS ADVISING C TO LEAVE A MESSAGE ON THE VMX.

CRR-RC SENT A MAIL TO RCAS. @07/20-ZRR070N

**RCAS-MW CONTACTED C AT 6:33 AT EVE NUMBER AND LEFT MESSAGE. @07/25-ZMW536N

**RCAS-MW CONTACTED C AT 11:46 AT DAY NUMBER AND LEFT MESSAGE. @07/27-ZMW536N

RCAS-MW CONTACTED C AT EVE NUMBER AND LEFT VMX. @07/27-ZMW536N

CRR-MC RECIEVED CALL FROM C.

C STATES HAS BEEN TRYING TO REACH RCAS-MW.

CRR-MC INFORMED C THAT PHONES ARE PRESENTLY HAVING TECHNICAL DIFFICULTY.

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CRR-MC INFORMED C THAT RCAS-MW HAS REVIEWED FILE BACK ON JULY 27.
C STATED THAT DLR WILL NOT WORK ON SEAT UNTIL RECIEVEING CONFIRMATION
THAT THEY WILL BE PAYED BY RCAS-MW.
CRR-MC INFORMED C THAT INFORMATION HAS BEEN DOCUMENTED.
CRR-MC INFORMED C THAT RCAS-MW WILL CONTACT C BY END OF BUSINESS HOURS
TOMORROW. CRR-MC INFORMED C THAT EMAIL HAS BEEN SENT TO RCAS-MW INFORMING
RCAS-MW TO CONTACT C.
CRR-MC GAVE C NAME, EXTENSION, FILE NUMBER.
CRR-MC ASKED C IF ANY OTHER ASSISTANCE WAS REQUIRED.
C STATED NO. C SATISFIED.
CRR-MC FORWARDING FILE TO RCAS AGAIN. @07/31-ZMC854N
RCAS-BC CONTACTED S/M JUAN @ 3:00 PM CST ON @08/01-ZBC521N
RCAS-BC INFORMED S/M THAT THE DPSM HAD AUTHORIZED THE OVER RIDE OF GRT.
S/M ASKED FOR CONFORMATION.
RCAS-BC RECOMMENDED THAT S/M CONTACT DPSM DIRECTLY TO HAVE VCAN SET UP.
S/M ASKED FOR DPSM NAME AND NUMBER.
RCAS-BC ASKED SM TO HOLD WHILE RCAS-BC GATHERED THE INFORMATION.
RCAS-BC PLACED S/M ON HOLD. WHILE ON HOLD THE S/M HUNG UP.
RCAS-BC EMAILED RCAS-MW REQUESTING CONTACT WITH DLR TO PROVIDE DPSM
INFORMATION. @08/01-ZBC521N
**RCAS-MW CONTACTED THE DLR AT 11:47 AND ADVISED SM-LEON VIA VMX THAT RCAS
WAS ADVISED THAT THE DLR NEEDED THE DPSM INFORMATION AND FOR SOME REASON THE
DLR DID NOT HAVE THE INFORMATION. RCAS PROVIDED SM THE DPSM NAME AND WORK
PHONE NUMBER.
**RCAS-MW CONTACTED C AT 11:48 AT DAY NUMBER AND LEFT MESSAGE. RCAS CONTACTED
C AT EVE NUMBER AND LEFT VMX. @08/09-ZMW536N
**RCAS-MW CONTACTED THE DLR AT 4:37 AND SPOKE WITH SA-ANTONIO.
SA ADVISED C THAT THE C HAS AN APPT WITH THE DLR ON 8/14 TUESDAY AND THE VEH
SHOULD BE READY THE SAME DAY.
RCAS-MW THANKED AND ENDED CALL. @08/09-ZMW536N
>>RCAS-MW CONTACTED C AT 3:36 AT DAY NUMBER AND SPOKE WITH C.
C STATED THAT THE SEAT HAS BEEN REPAIRED. C STATED THAT C IS A LITTLE GUN SHY
TO MOVE IT BUT THE REPAIR WAS MADE AND NNA PAID FOR IT. C THANKED RCAS FOR
THE TIME AND EFFORT HAVING THIS REPAIR COVERED.
>>RCAS-MW THANKED C FOR THE REMARKS AND APOLOGIZED THAT THE RESOLUTION TOOK
TWO MONTHS FROM TODAY TO BE COMPLETED. RCAS ASKED C TO CALL NNA OR THE DLR
IF C HAS ANY OTHER ISSUES.
C UNDERSTOOD.
>>RCAS-MW THANKED AND ENDED CALL.
>>RCAS-MW CLOSING FILE.>> @08/14-ZMW536N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
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: 07 / 20 / 07	USERID: ZRR070N
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
RESP DLR: 5013	EFFECTIVE: 06 / 14 / 07	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: ZDM036N	
HISTORY:	UPDATE BY: ZMW536N	
SVC CALL#:	UPDATE DATE: 08 / 14 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 08 / 14 / 07	MICROFILM: N
RESP CAA: WORLEY, MARK	OLM: SMIT AGNES	DOM: BENDICK, RON
PHONE: 6157257904	OWNER FIRST:	LANGUAGE: E ENGLISH

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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: 2 [REDACTED]		VIN: JN8AZ08W05W [REDACTED] Y	
CITY: LONG BEACH		YR/MDL: 2005.0 MUR MILEAGE: 67000	
ST/ZIP: NY [REDACTED]		IN SVC DATE: 01 / 28 / 05	
VCAN: Y	PAID: 3	RTL DLR: 3091	ATLANTIC NISSAN SUPERSTOR
DAY PH: [REDACTED]	SUSP: 0	SVC DLR: 3091	ATLANTIC NISSAN SUPERSTOR
EVE PH: [REDACTED]	DENY: 0	RESP DLR: 3091	ATLANTIC NISSAN SUPERSTOR
DLR PH: 631 587 0700		REGION: 26	DIST: SL/SV/PT: 02 02 32

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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 3
VEHICLE MAINTAINED BY: ATLANTIC NISSAN SUPERST		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES:	(PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 06 / 19 / 07	XFER/RSPNSBLTY: 26 02 S
CONTACT (S):	FOLLOWUP DATE: 06 / 20 / 07	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 07 / 02 / 07	DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

CONFIDENTIAL

DATE: 1/26/2009
TIME: 12:48:31 PM

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CA5752624N

C. A. R. COMMENTS

FILE OPENED-ZTM004N 06/19/2007

NO PREVIOUS FILES FOUND

@06/19-ZTM004N

CRR-TM VERIFIED C'S NAME, ADDRESS, DAY/EVE #'S, MILEAGE, VIN NUMBER, AND_DLR.

CRR-TM RECIEVED INBOUND CALL FROM C.

C STATED THAT C'S DRIVER SIDE SEAT HAS BROKEN AND HE WOULD LIKE NISSAN TO COVER COST UNDER WARRANTY.

C STATED THAT C WENT TO THE DLR, WHO DIAGNOSED THE PROBLEM AS LEFT SIDE ADJUSTER BEING BROKEN. C STATED DLR STATED THAT THIS WAS NOT UNDER WARRANTY.

C STATED THAT DLR CALLED NNA BEFORE FOR GOODWILL BUT REQUEST WAS DENIED.

CRR-TM INFORMED C THAT WARRANTY COVERAGE IS BASED ON THE DLR DECISION, SINCE THE DLR DETERMINES THAT CAUSE. CRR-TM INFORMED C THAT WARRANTY IS ALSO BASED ON REGULAR WEAR/TEAR.

C STATED THAT THIS PROBLEM SHOULD NOT OCCUR IN TWO YEARS AND NNA SHOULD LEND SOME SUPPORT.

@06/19-ZTM004N

CRR-TM ADVISED C THAT FILE WILL BE FORWARDED TO RCAS FOR REVIEW.

CRR-TM ADVISED C WILL RECEIVE A CALL BACK BY THE END OF THE FOLLOWING BUSINESS

C PROVIDED CALL BACK NUMBER OF

CRR-TM PROVIDED C WITH NAME, EXTENSION, AND FILE NUMBER.

CRR-TM INQUIRED IF ANY FURTHER ASSISTANCE IS NEEDED. C DECLINED.

C THANKED CRR-TM AND ENDED CALL.

CRR-TM SENDING FILE TO RCAS.

@06/19-ZTM004N

CRR-DT RECEIVED CALL FROM C.

@06/21-ZDT369N

C STATED THAT C WAS SUPPOSED TO RECEIVE PHONE CALL YESTERDAY, BUT DID NOT.

CRR-DT INFORMED C THAT CRR-DT WOULD CONTACT RCAS-RM AND INFORM OF THE SITUATION.

@06/21-ZDT369N

CRR-DT SENT EMAIL TO RCAS-RM.

@06/21-ZDT369N

CRR-AT RECIEVED AND INBOUND CALL FROM C REQUESTING AN UPDATE CONCERNING C'S FILE.

CRR-ST INFORMED C OF THE RCAS WHO IS RESPONSIBLE FOR C'S FILE @06/25-ZAT680N

C ASKED TO APEAK WITH RCAS-RM CONCERNING C'S FILE. @06/25-ZAT680N

CRR-AT INFORMED C RCAS-RM WAS NOT AVAILABLE.

C STATED C WAS SUPPOSED TO RECIEVE A CALL BACK CLOSE OF BUSINESS 6/20/07.

C STATED C CALLED BACK AND STILL HAS YET TO RECIEVE A CALL BACK.

C REQUESTED TO SPEAK WITH SUPERVISOR.

CRR-AT EMAILING SUPERVISOR CALLBACK REQUEST.

@06/25-ZAT680N

@06/26-ZLT917N

CRR-LT RECIEVED A CALL FROM C REQUESTING TO SPEAK TO A SUPERVISOR.

CRR-LT ADVISED C THAT CRR-LT WILL ESCALATE THE FILE AND ASSURED C THAT A SUPERVISOR/MANAGER WILL CALL C BACK BY THE END OF THE NEXT BUSINESS DAY.

CRR-LT SENDING SUPERVISOR CALL BACK REQUEST

@06/26-ZLT917N

** RS-KC SENT EMAIL TO RCAS-RM, REQUESTING THAT RCAS-RM CONTACT THE C.

@06/26-ZKC249N

C STATED HAD RECIEVED A CALL ABOUT AN HOUR AGO(CURRENT CALL AT 2:30PM. JUNE 27 2007) AND WAS TOLD BY AGENT WHO CONTACTED C THAT C'S FILE @06/27-ZRA767N HAD BEEN REASSIGNED AND THAT IS WHY NO FOLLOW UP HAS OCCURED YET.

C STATED CONVERSATION WITH AGENT WAS ABOUT 5 MINUTES LONG FELT AS THOUGH AGENT WAS TELLING C "TOO BAD ABOUT THE WAIT". C HAD INQUIRED ABOUT A PHONE #, C STATED WAS PROVIDED THE WRONG #. C STATED WANTS TO FILE A COMPLAINT

AGAINST THE AGENT WHO C SPOKE WITH.

@06/27-ZRA767N

CRR-RA ADVISED C THAT CRR-RA WILL ESCALATE FILE TO RCAS SUPERVISOR.

C STATED WANTS TO SPEAK WITH SOMEONE AT CURRENT MOMENT.

@06/27-ZRA767N

TL-NP INFORMED C THAT FILE WILL BE ESCALATED, AND C WILL RECIEVE A CALLBACK

WITHIN 4-8 HOURS.

@06/27-ZRA767N

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C UNDERSTOOD

@06/27-ZRA767N

CRR-RA ESCALATING FILE

@06/27-ZRA767N

** RS-KC CONTACTED C ON 6/27. C STATES THAT THE C IS HAVING AN ISSUE WITH THE VEH AND WAS ADVISED BY SOMEONE THAT CALLED THE CUSTOMER THIS AFTERNOON THAT PRETTY MUCH THERE WAS NOTHING THAT WAS GOING TO BE DONE BECAUSE THE C IS OUT OF WARRANTY. RS INQUIRED WITH C WITH WHOM THE C SPOKE TO. C STATES THAT WAS UNSURE OF THE NAME OF THE PERSON. RS ADVISED C THAT RS WAS NOT SEEING ANY NOTATION STATING THAT THE C WAS CALLED THIS AFTERNOON. RS ADVISED C THAT RS WOULD NEED TO SPEAK WITH THE RCAS AGENT TO FIND OUT IF THE FILE HAS BEEN REVIEWED. RS ADVISED C THAT RCAS-RM WILL GET WITH THE C FIRST THING THURSDAY MORNING. C UNDERSTOOD, THANKED RS AND ENDED CALL. @06/27-ZKC249N

** RS-KC SENT AN EMAIL TO RCAS REGARDING THE FILE AND REQUESTING THAT RCAS-RM CONTACT THE C FIRST THING. @06/27-ZKC249N

@06/27-ZKC249N

*****RCAS CONTACTED CUSTOMER*****

RCAS RM CONTACTED C. RCAS INFORMED C THAT NNA WOULD NOT BE IN THE POSITION TO ASSIST C FINANCIALLY BECAUSE C'S VEH IS OOW. C STATED THAT C SEAT SHOULD NOT BE BROKEN AT 67000 MILES. RCAS INFORMED C THAT NNA HAS NO WAY OF KNOWING HOW C'S SEAT WAS BROKEN BUT DLRSHIP DID NOT DETERMINE IT TO BE A DEFECT IN MANUFACTURING. C WAS NOT HAPPY BUT C UNDERSTOOD. CALL ENDED. RCAS CLOSING FILE NO FURTHER FOLLOW UP IS NEEDED AT THIS TIME. @06/28-ZRM009N

@06/28-ZKC249N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT3A	ROOT CAUSE: SCSD
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: 3091	EFFECTIVE: 06 / 19 / 07	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: ZTM004N	
HISTORY:	UPDATE BY: ZRM009N	
SVC CALL#:	UPDATE DATE: 07 / 02 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 02 / 07	MICROFILM: N
RESP CAA: MANNING, REGINALD	OLM: ROYSTER KAREN	DOM: ZIMMERMAN LARRY E
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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

CA5752624

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:31 PM
MODEL YEAR: 2005.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED] VIN:
IN SCV DATE: 12/19/2004

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
93	RCDE02485176	3091 NY	12/19/2004	12/19/2010	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----	
CONTRACT: RCDE02485176	CONTRACT:
OWNER NAME: [REDACTED]	OWNER NAME:
PLAN TYPE: C	PLAN TYPE:
PLAN TERM: E	PLAN TERM:
DEDUCTABLE: \$ 50	DEDUCTABLE:
EFFECTIVE: 12/19/04	EFFECTIVE:
EXPIRES: 12/19/10 MILES: 100,000	EXPIRES: MILES:
CANCEL: MILES:	CANCEL: MILES:
TRANSFER:	TRANSFER:
TRANSACTION: 2/1/2005	TRANSACTION:
PRINTED: 02/04/05	PRINTED:
DEALER NO: 3091 STATE: NY	DEALER NO: STATE:
DEALER NAME: ATLANTIC NISSAN SUPERSTOR	DEALER NAME:
-----+-----	

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NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08W43W [REDACTED] Y	
CITY: GUILFORD		YR/MDL: 2003.0 MUR MILEAGE: 0	
ST/ZIP: CT [REDACTED]		IN SVC DATE: 08 / 11 / 03	
VCAN: Y	RTL DLR: 11021	V O B NISSAN SALES	
PAID: 6	SVC DLR: 3422	EXECUTIVE NISSAN	
SUSP: 1	RESP DLR: 3422	EXECUTIVE NISSAN	
DENY: 0	REGION: 26	DIST: SL/SV/PT: 13 13 43	
DLR PH: 203 239 5371			

LETTER RECEIVED 00 / 00 / 00	EXEC: 00 / 00 / 00	EMAIL: 06 / 08 / 07
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 PREOWNEI	MILES	# NISSAN/INFINITI VEHICLES: 0
VEHICLE MAINTAINED BY:		
OUTSIDE WARRANTY BY (B) MONTHS: 10	MILES:	(PT) MONTHS: MILES:

ORIG CODE: CE 11	OPEN DATE: 06 / 20 / 07	XFER/RSPNSBLTY: 36 04 S
CONTACT (S):	FOLLOWUP DATE: 06 / 21 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 29 / 07	DATANET (Y/N): 06 / 27 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZLU500N 06/20/2007

****EMAIL FILE LOGGED*****

NO PREVIOUS FILES

EMAIL REC'D 6/08/07 ADDRESSED TO NNA-CA SENT VIA EMAIL

EMAIL READS, @06/20-ZLU500N

WHEN I PURCHASED MY MURANO IN AUGUST 2003, I ALSO PURCHASED AN EXTENDED SERVICE PLAN (NISSAN SECURITY PLUS GOLD ADVANTAGE - 100,000 MILES). I MOVED TO CONNECTICUT TWO YEARS AGO AND HAVE SERVICED MY MURANO AT EXECUTIVE NISSAN IN NORTH HAVEN, CONNECTICUT. RECENTLY, I HAD A PROBLEM WITH A DEFECTIVE BRACKET IN THE DRIVER'S SEAT. THE MURANO WAS INSPECTED BY AN AUTOBODY SPECIALIST WHO TOLD ME THAT THERE WAS A DEFECTIVE BRACKET THAT CAUSED THE SEAT TO TILT TO THE LEFT. I TOOK THE MURANO TO EXECUTIVE NISSAN DEALERSHIP ASKING WHETHER THIS PARTICULAR PROBLEM WOULD BE COVERED BY THE EXTENDED SERVICE WARRANTY. THEY REPLIED THAT IT WAS NOT AND TOLD ME THAT I HAD TO REPLACE THE ENTIRE SEAT ASSEMBLY FOR AN ESTIMATED AMOUNT OF \$937. NEEDLESS TO @06/20-ZLU500N

TO SAY, I WAS SHOCKED. FIRST, THE DEFECTIVE SEAT IS A SAFETY ISSUE AND SHOULD BE COVERED BY THE EXTENDED SERVICE WARRANTY. SECOND, I DO NOT UNDERSTAND WHY THE ENTIRE SEAT ASSEMBLY HAS TO BE REPLACED, SINCE IT IS ONLY THE BRACKET THAT NEEDS REPLACING. THE SEAT ADJUSTMENTS (BUTTONS) WORK PROPERLY.

I HAVE BEEN VERY HAPPY WITH MY MURANO, DESPITE HAVING TO REPLACE THE TRANSMISSION AFTER ONE YEAR. HOWEVER, I AM DISAPPOINTED THAT THIS PARTICULAR PROBLEM IS NOT COVERED BY THE EXTENDED SERVICE WARRANTY. AGAIN, A DEFECTIVE DRIVER SEAT IS A SAFETY ISSUE AND SHOULD BE COVERED BY THE EXTENDED WARRANTY. I WOULD LIKE YOU TO INTERVENE IN THIS MATTER.

I AWAIT YOUR REPLY.

BEST REGARDS.

GENO PARISI @06/20-ZLU500N

48 HR CALLBACK RESPONSE SENT BY CRR-LU. @06/20-ZLU500N

CRR-LU FORWARDING FILE TO RCAS-PH FOR FURTHER HANDLING. @06/20-ZLU500N

RCAS CONTACTED DLR. RCAS SPOKE WITH SA BECUASE SM WAS NOT IN THE SHOP TODAY. SA STATED THAT VEH SEAT BOTTOM WAS CRACKED AND THE PALSTIC TRIM WILL NEED TO BE REPLACED. SA STATED THAT THE REPAIR IS NOT COVERED UNDER ESC.

RCAS CONTACTED C AND LEFT VMX FOR A RETURN CALL. @06/26-ZLF609N

RCAS LEFT VMX FOR C TO RETURN CALL. @06/27-ZLF609N

CRR-AZ RECEIVED AN INBOUND CALL FROM C'S WIFE MS. LORI PARISI.

C STATED THAT C WAS TRYING TO REACH SOMEONES EXTENSION 57748 AS C GOT A VM.

CRR-AZ INFORMED C THAT CRR-AZ WILL BE GLAD TO TRANSFER C'S CALL AND INQUIRED ABOUT THE FILE NUMBER.

C PROVIDED THE FILE NUMBER.

CRR-AZ VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBERS.

CRR-AZ CHECKED THE FILE AND FOUND THAT THE FILE IS BEING HANDLED BY RCAS-LF.

CRR-AZ ALSO INFORMED C THAT RCAS-LF HAS LEFT VM'S FOR C. C KNEW IT ALREADY.

CRR-AZ INFORMED C THAT CRR-AZ WOULD TRANSFER C'S CALL TO RCAS-LF.

CRR-AZ INFORMED C TO LEAVE A MESSAGE WITH THE FILE NUMBER AND C'S BEST CONTACT NUMBERS SO THAT C CAN BE CALLED BACK INCASE IF C REACHES THE VMX. C AGREED.

CRR-AZ ASKED THE BEST NUMBER TO REACH C ANY TIME.

C PROVIDED THE DAY PHONE NUMBER ON THE FILE WHICH CRR-AZ UPDATED TO C'S NEW CELL NUMBER.

CRR-AZ INFORMED C THAT CRR-AZ WILL SEND AN EMAIL TO RCAS-LF INCASE IF THE CALL IS ROUTED TO RCAS-LF'S VMX AND ARRANGE FOR CALL BACK. C THANKED.

CRR-AZ INQUIRED IF FURTHER ASSISTANCE REQUIRED. C SAID NO.

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CRR-AZ PROVIDED CRR-AZ'S NAME, EXTENSION NUMBER AND THE FILE NUMBER.
C THANKED.

CRR-AZ TRANSFERRED THE CALL TO RCAS-LF AND ALSO SENT AN EMAIL TO RCAS-LF TO
CALL C. @06/28-ZAZ000N

RCAS SPOKE WITH C. C STATED THAT THE SEAT WAS BROKEN. C STATED THAT C HAD
REPAIRS COMPLETED AT AN INDEPENDANT AUTO BODY SHOP. C WANTED TO KNOW IF NNA
WOULD REVIEW C CLAIM FOR A REIMBURSEMENT. @06/29-ZLF609N

RCAS ADVISED C THAT NNA IS NOT IN THE POSITION TO REIMBURSE C FOR INDEPENDENT
REPAIRS AT THIS TIME.

C STATED THAT C WOULD LIKE TO SEND NNA THE RECEIPT AND HAVE RCAS REVIEW ALL
INFO BEFORE RCAS MAKES THE DECISION.

RCAS ADVISED C THAT RCAS DOES NOT MAKE THE DECISION BUT THE DECISION IS A NNA
BUSINESS DECISION.

RCAS ADVISED C THAT C CAN FAX OVER DOC IF THAT IS WHAT C WOULD LIKE TO DO.

RCAS GAVE C RCAS FAX NUMBER 310-771-4970.

RCAS ADVISED C THAT RCAS IS CLOSING FILE PENDING DOC.

C UNDERSTOOD

FILE CLOSED PENDING DOC FORM C. @06/29-ZLF609N

CRR-CP RECEIVED THE FOLLOWING EMAIL DATED 6/14/07 [INTR:643399]

ON FRIDAY, JUNE 8 I SUBMITTED A REQUEST TO NISSAN REGARDING COVERAGE OF SEATS
UNDER THE NISSAN SECURITY PLUS EXTENDED WARRANTY PLAN. THUS FAR NO ONE HAS
CONTACTED ME TO DISCUSS THE PROBLEM OUTLINED IN MY REQUEST.

CRR-CP NOTING EMAIL IN THE FILE AS ISSUE HAS BEEN ADDRESSED

@07/10-ZCP276N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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: #: 1	DATE: 07 / 10 / 07	USERID: ZCP276N
RESP DLR: 3422	EFFECTIVE: 06 / 20 / 07	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: ZLU500N	
HISTORY:	UPDATE BY: ZLF609N	
SVC CALL#:	UPDATE DATE: 07 / 10 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 29 / 07	MICROFILM: N
RESP CAA: FORD, LATOYA	OLM: ROYSTER KAREN	DOM: CARMICHEL BUTCH X
PHONE: 6157257748	OWNER FIRST:	LANGUAGE: E ENGLISH

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

CA5755054

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009
TIME: 12:48:31 PM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: MUR

NAME: [REDACTED]

VIN:
IN SCV DATE: 8/11/2003

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
94	RCDE01529651	11021 MD	8/11/2003	8/11/2009	100.000

CANCEL DATE	TRANSFER DATE

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: RCDE01529651		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: C		PLAN TYPE:	
PLAN TERM: E		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 08/11/03		EFFECTIVE:	
EXPIRES: 08/11/09	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 8/12/2003		TRANSACTION:	
PRINTED: 08/15/03		PRINTED:	
DEALER NO: 11021	STATE: MD	DEALER NO:	STATE:
DEALER NAME: V O B NISSAN SALES		DEALER NAME:	
-----+-----			

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NAME:	[REDACTED]	SC: NONE
STREET:	[REDACTED]	VIN: JN8AZ08W35W [REDACTED] Y
CITY: ARDSLEY		YR/MDL: 2005.0 MUR MILEAGE: 43000
ST/ZIP: NY [REDACTED]		IN SVC DATE: 01 / 20 / 05
DAY PH: [REDACTED]	VCAN: N	RTL DLR: 07130 NEMET MOTORS
EVE PH: [REDACTED]	PAID: 1	SVC DLR: 07130 NEMET MOTORS
DLR PH: 718 523 5858	SUSP: 0	RESP DLR: 07130 NEMET MOTORS
	DENY: 0	REGION: 26 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY: NEMET MOTORS NISSAN
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 06 / 22 / 07	XFER/RSPNSBLTY: 26 03 S
CONTACT (S):	FOLLOWUP DATE: 06 / 25 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 06 / 27 / 07	DATANET (Y/N): 06 / 25 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZCV351N 06/22/2007

NO PREVIOUS FILE FOUND

CRR-VC VERIFIED C'S NAME, ADDRESS, MILEAGE, VIN NUMBER, DAY/EVE PHONE #, AND RESPONSIBLE DLR.

CRR-VC CHECKED FOR OPEN RECALLS/CAMPAIGNS AND UPGRADES FOUND: @06/22-ZCV351N

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/22/06 06/30/06 07130

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/22/06 04/05/06 07130

OPEN R0614 MURANOSTRLOCKNTB06-091 11/09/06 01/15/07 00/00/00

CRR-VC ADVISED C OF OPEN RECALLED LISTED.

C STATES THE SEAT REQUIRES A WHOLE NEW SEAT.

C IS 7,000 OUT OF WARRANTY. @06/22-ZCV351N

C STATES THE DLRSHIP NEMET NISSAN-HILLSIDE AVE, QUEENS NY- 728-523-5858-GWEN BROWN. C HAS VEH AT HOME. C STATES C IS TAKING THE VEH IN MONDAY FOR SERVICE. C STATES TO REPAIR DRIVERS SEAT, VEH NEEDS DRIVERS SEAT ASSEMBLY.

C STATES THE BEST # TO CALL IS [REDACTED] CELL AT ANYTIME. @06/22-ZCV351N

CRR-VC ADVISED OF SENDING FILE TO RCAS.

CRR-VC GAVE C. CRR-VC NAME, EXTENSION AND FILE NUMBER.

C THANKED CRR-VC FOR ASSISTANCE, C SATISFIED.

CRR-VC TRANSFERRING FILE TO RCAS. @06/22-ZCV351N

RCAS IN REVIEW OF FILE AND DATANET. @06/25-ZMP034N

CRR-RF RECAEIVED CALL FROM C CHECKING ON THIS FILE. CRR-RF GAVE NUMBER OF RCAS RESPONSIBLE FOR FILE AND EXTENSION NUMBER, AFTER TRYING TO GET C ON THE PHONE. C WAS NOT AVAILABLE, TRIED TO TRANSFER, DID NOT GO THROUGH CORRECTLY, GAVE THE C THE EXTENSION OF THE RCAS TO CALL BACK. C WAS SATISFIED AND ENDED CALL. @06/25-ZRF164N

RCAS CONTACTED DLR AND LEFT MESSAGE FOR SM TO CALL BACK AS SM NOT AVAILABLE.

@06/25-ZMP034N

RCAS CONTACTED DLR AND SM-WAYNE ADVISED THAT GRT HAS BEEN DONE AND WAS DECLINED. SM ADVISED C IS A GOOD SVC C AND WOULD LIKE TO HAVE DPSM REVIEW.

@06/25-ZMP034N

RCAS CONTACTED C AND ADVISED C THAT FILE UNDER REVIEW AND CURRENTLY RCAS DID NOT HAVE A DECISION ON C'S REQUEST.

C STATED THAT C JUST DID NOT UNDERSTAND THE NEEDED REPAIR AS THE PERSON THAT USUALLY DRIVES THE VEH IS NOT THAT HEAVY AND THERE HAS BEEN NO ACCIDENT OR ANYTHING THAT WOULD NORMALLY CAUSE A SEAT TO BREAK.

RCAS ADVISED C THAT RCAS WOULD CONTACT C BACK AS SOON AS AN UPDATE WAS AVAILABLE.

C UNDERSTOOD AND THANKED FOR CALL BACK AND CALL ENDED. @06/25-ZMP034N

RCAS REVIEWED WITH DPSM. NISSAN WILL ASSIST C. @06/26-ZMP034N

RCAS CONTACTED C AND LEFT VMX. @06/26-ZMP034N

RCAS CONTACTED C AND C STATED THAT C HEARD FROM THE DLR THAT NISSAN IS GOING TO ASSIST C.

C STATED THAT C IS HAPPY WITH THIS AND THANKED RCAS FOR ASSISTANCE.

RCAS INQUIRED IF C NEEDED ANYTHING FURTHER AT THIS TIME.

C STATED NOTHING FURTHER WAS NEEDED, THANKED AND CALL ENDED. @06/27-ZMP034N
FILE CLOSED. @06/27-ZMP034N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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CA5757896N

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT1B	ROOT CAUSE: SNFA
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: 07130	EFFECTIVE: 06 / 22 / 07	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: ZCV351N	
HISTORY:	UPDATE BY: ZMP034N	
SVC CALL#:	UPDATE DATE: 06 / 28 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 06 / 27 / 07	MICROFILM: N
RESP CAA: PLANTE, MAURICE	OLM: ROYSTER KAREN	DOM: RHODES CURTIS R
PHONE: 6157250000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NAME: [REDACTED]	SC: NONE
STREET: [REDACTED]	VIN: JN8AZ08W74W [REDACTED] Y
CITY: CHANDLER	YR/MDL: 2004.0 MUR MILEAGE: 60000
ST/ZIP: NC [REDACTED] 0000	IN SVC DATE: 05 / 28 / 04
DAY PH: [REDACTED]	RTL DLR: 15039 ANDERSON NISSAN
EVE PH: 828 633 0072	SVC DLR: 15039 ANDERSON NISSAN
DLR PH: 828 252 0000	RESP DLR: 15039 ANDERSON NISSAN
	REGION: 34 DIST: SL/SV/PT: 09 09 39

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 PREOWNEI	MILES 600	# NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY:		
OUTSIDE WARRANTY BY (B) MONTHS:	MILES: 22000	(PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 07 / 02 / 07	XFER/RSPNSBLTY: 11 00 S
CONTACT (S):	FOLLOWUP DATE: 07 / 03 / 07	DATANET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 07 / 02 / 07	DATANET (Y/N): 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	196500	POWER SEAT (SEAT/SWITCH/CONTROLLER)
AV	INTERIOR ELECTRICAL	YO	PART MISSING/LOOSE/FELL OFF

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C. A. R. COMMENTS

FILE OPENED-ZDT381N 07/02/2007

NO PREVIOUS FILES FOUND

@07/02-ZDT381N

CRR-DT VERIFIED C'S NAME, ADDRESS, DAY/EVE #'S, MILEAGE, VIN, AND DLR.

CRR-DT INFORMED C OF NO OPEN RECALLS/CAMPAIGNS/UPGRADES.

CRR-DT INQUIRED OF OTHER NISSAN/INFINITI VEH OWNED, C STATES NONE.

CRR-DT RECEIVED INBOUND CALL FROM C STATING THE BRACKETS ON THE DRIVER SEAT HAS BROKE OFF AND C STATED THAT C IS NOT A HEAVY PERSON. @07/02-ZDT381N

CRR-DT STATED TO C THAT THERE IS NO EXTENDED WARRANTY ON THE VEH AND MILEAGE OVER 22000 MILES AND THE IS NOTHING NNA CAN DO. C STATED THAT DEALER STATED THAT THE FOUR PARTS THAT DEALER ORDERED IS 600.00 AND C WANTED TO SPEAK TO A SUPERVISOR AND C STATED BEFORE THIS HAPPENED C WOULD HAVE BOUGHT ANOTHER NNA BUT NOW C STATED C WOULD NOT EVEN TELL C FRIENDS ABOUT NNA.

CRR-DT PROVIDED C WITH NAME, EXTENSION, AND FILE NUMBER.

CRR-DT INQUIRED IF ANY FURTHER ASSISTANCE IS NEEDED. C DECLINED.

C THANKED CRR-DT AND ENDED CALL.

@07/02-ZDT381N

CRR-DT CLOSING FILE AS NO FOLLOW UP NEEDED.

@07/02-ZDT381N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8G	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: 15039	EFFECTIVE: 07 / 02 / 07	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: ZDT381N	
HISTORY:	UPDATE BY: ZDT381N	
SVC CALL#:	UPDATE DATE: 07 / 02 / 07	
CLOSE: Y (Y/N)	CLOSE DATE: 07 / 02 / 07	MICROFILM: N
RESP CAA: TURNER, DENISE	OLM: ROYSTER KAREN	DOM:
PHONE: 0000000000	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

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NAME: [REDACTED]		SC: MULTI CONTRACT	
STREET: [REDACTED]		VIN: JN8AZ08WX4W [REDACTED] Y	
CITY: WINDHAM		YR/MDL: 2004.0 MUR MILEAGE: 59000	
ST/ZIP: NH [REDACTED]		IN SVC DATE: 01 / 17 / 04	
VCAN: Y	RTL DLR: 3010	ROCKINGHAM NISSAN	
PAID: 4	SVC DLR: 3010	ROCKINGHAM NISSAN	
SUSP: 0	RESP DLR: 3010	ROCKINGHAM NISSAN	
DENY: 0	REGION: 26	DIST: SL/SV/PT: 12 12 42	
DLR PH: 603 893 3525			

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 45000 # NISSAN/INFINITI VEHICLES: 1
 VEHICLE MAINTAINED BY:
 OUTSIDE WARRANTY BY (B) MONTHS: 5 MILES: 23000 (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 07 / 10 / 07	XFER/RSPNSBLTY: 26 12 S
CONTACT (S):	FOLLOWUP DATE: 07 / 11 / 07	DATANET (Y/N): 1
SEVERITY: 9	CLOSE DATE: 07 / 26 / 07	DATANET (Y/N): 07 / 12 / 07

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	190000	SEAT (SEAT/LEVER/POSITIONER)
AU	INTERIOR (NON-ELECTRIC)	ZB	BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZAK008N 07/10/2007

NO PREVIOUS RELATED OR UNRELATED FILES FOUND.

CRR-AK VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN AND THE MILEAGE.

CRR-AK CHECKED FOR OPEN CAMPAIGNS/WARRANTY EXTENSION AND FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 09/26/05 3010

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 06/29/06 3010

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 06/22/06 3010

CRR-AK RECEIVED AN INBOUND CALL FROM C.

C STATES THAT C OWNS A MURANO AND THE DRIVERS SIDE SEAT BROKE.

C STATES THAT THE DLR INFORMED C THAT THE REPAIRS MIGHT NOT BE COVERED UNDER THE CONTRACT.

C STATES THAT C BOUGHT THE ESC AS C WAS INFORMED THAT ALL THE PARTS WOULD BE COVERED.

CRR-AK INFORMED C OF NO OPEN RECALLS. @07/10-ZAK008N

C STATES THAT C CONTACTED 3010 ROCKINGHAM NISSAN.

C STATES THAT C FEELS THAT NISSAN SHOULD ASSIST C WITH THE REPAIRS AS C DID NOT BREAK THE SEAT.

CRR-AK ADVISED C THAT CRR-AK WILL DOCUMENT C'S CONCERNS AND TRANSFER C'S CALL TO AN INBOUND AGENT.

CRR-AK ALSO INFORMED C THAT THE ENTIRE PROCEDURE WOULD TAKE ABOUT 3-5 MINUTES. C AGREED TO HOLD THE LINE.

C REQUIRED NO FURTHER ASSISTANCE.

CRR-AK PROVIDED C WITH THE FILE NUMBER, NAME AND EXTENSION.

C THANKED.

CRR-AK WARM TRANSFERRED CALL. @07/10-ZAK008N

~~~~~CRR-TW RECEIVED TRANSFERRED CALL FROM GENPACT.~~~~~

CRR-TW ADVISED C THAT FILE WILL BE FORWARDED TO RCAS FOR REVIEW.

CRR-TW ADVISED C WILL RECEIVE A CALL BACK BY THE END OF THE FOLLOWING BUSINESS DAY. C PROVIDED A CALLBACK NUMBER OF [REDACTED] TO BE REACHED AT ANYTIME.

CRR-TW PROVIDED C WITH NAME, EXTENSION, AND FILE NUMBER.

CRR-TW INQUIRED IF ANY FURTHER ASSISTANCE IS NEEDED. C DECLINED.

C THANKED CRR-TW AND ENDED CALL.

CRR-TW SENDING FILE TO RCAS. @07/10-ZTW674N

RCAS-DS DATANET FILE. @07/11-ZDS796N

RCAS-DS CONTACTED DLR, SPOKE WITH SM-DAN. SM ADVISED C'S DRIVER SEAT IS BROKEN SM ADVISED THAT C REFUSED REPAIRS BECAUSE C DOES NOT WANT TO PAY. SM ADVISED THAT C IS OUT OF BASIC WARRANTY AND C'S ESC DOES NOT COVER SEAT. RCAS-DS ASKED SM WAS GRT RAN. SM ADVISED THAT GRT WAS NOT RAN, BUT SM WILL CONSULT WITH DPSM AND WILL CONTACT RCAS-DS WITH AN UPDATE.

RCAS-DS THANKED SM AND ENDED CALL. @07/11-ZDS796N

RCAS-DS CONTACTED C. RCAS-DS ADVISED C THAT RCAS-DS HAS REVIEWED FILE WITH SM-DAN AND SM ADVISED THAT SM IS WORKING WITH DPSM TO GET C'S ISSUE RESOLVED. C STATED C WILL GIVE DLR A CALL.

RCAS-DS PROVIDED NAME/EXT/FILE#. @07/11-ZDS796N

C UNDERSTOOD AND ENDED CALL. @07/11-ZDS796N

\*\*\*\*\*NOTE:

RCAS-SM REVIEW CPIA AND NOTES THAT GOODWILL WAS NOT RECOMMENDED FOR PART 87473CA00A (REAR LIFTER LINK ASSY) FOR \$427.60 ON 07/11/07

\*\*\*\*\* @07/26-ZSM048N

RCAS-SM CONTACTED C AT 9:40AM CST REGARDING C'S REQUEST FOR ASSISTANCE. RCAS ADVISED C THAT NNA DID REVIEW C'S REQUEST AND NNA HAS DECLINED ASSISTANCE DUE TO C'S VEH BEING OUTSIDE OF WARRANTY. C STATED THAT C JUST RECEIVED A CALL

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LAST WEEK FROM THE DLR STATING THAT C'S REPAIRS WERE COVERED IN ADDITION TO A MIRROR REPLACEMENT UNDER C'S EXTENDED. RCAS APOLOGIZED FOR THE CONFUSION AND STATED THAT RCAS WILL FOLLOW UP WITH THE DLR TO CONFIRM THE INFORMATION. RCAS THANKED C AND CALL ENDED.  
@07/26-ZSM048N

\*

RCAS-SM CONTACTED SM-DAN AT 9:45AM CST TO CHECK ON THE STATUS OF C'S REPAIRS. SM ADVISED RCAS THAT THE DLR WILL BE ABLE TO COVER C'S REPAIRS UNDER C'S ESC.  
@07/26-ZSM048N

SM STATED THAT THE DLR HAS ALREADY ORDERED THE PARTS FOR C. RCAS UNDERSTOOD ADVISING SM THAT RCAS THOUGHT THAT ASSISTANCE WAS DECLINED ACCORDING TO THE GRT AND ADVISED SM THAT RCAS APOLOGIZED TO C. RCAS THANKED SM AND CALL ENDED.  
@07/26-ZSM048N

\*

NO FURTHER ACTION NEEDED. REPAIRS COVERED UNDER THE ESC. - FILE CLOSED  
@07/26-ZSM048N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE FOLLOW UP WITH C CONCERNING C'S ISSUE. CONTACT RCAS-DANIELLE AT 615-725-7790 IF FURTHER ASSISTANCE IS NEEDED.

DEALER ACTION:

**CONTACT(S):**

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1E         | ROOT CAUSE: SNFA    |
| 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: 3010           | EFFECTIVE: 07 / 10 / 07   | 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: ZAK008N        |                     |
| HISTORY:                 | UPDATE BY: ZSM048N        |                     |
| SVC CALL#:               | UPDATE DATE: 07 / 26 / 07 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 07 / 26 / 07  | MICROFILM: N        |
| RESP CAA: SHAW, DANIELLE | OLM: ROYSTER KAREN        | DOM: BEVINGTON DON  |
| PHONE: 6157250000        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

CA5777460N

|                              |             |                           |           |        |         |        |                    |  |  |
|------------------------------|-------------|---------------------------|-----------|--------|---------|--------|--------------------|--|--|
| ----- CONSUMER AFFAIRS ----- |             |                           |           |        |         |        |                    |  |  |
| CA5777460                    |             | SERVICE CONTRACTS SUMMARY |           |        |         |        | DATE: 1/26/2009    |  |  |
|                              |             |                           |           |        |         |        | TIME: 12:48:32 PM  |  |  |
| NAME: [REDACTED]             |             | VIN:                      |           |        |         |        | MODEL YEAR: 2004.0 |  |  |
|                              |             | IN SCV DATE: 12/30/2006   |           |        |         |        | MAKE:              |  |  |
|                              |             |                           |           |        |         |        | MODEL LINE: MUR    |  |  |
| SEQ                          |             | DEALER                    | EFFECTIVE | EXPIRE | EXPIRE  | CANCEL | TRANSFER           |  |  |
| NO                           | CONTRACT NO | NUMBER ST                 | DATE      | DATE   | MILEAGE | DATE   | DATE               |  |  |

|                 |              |                           |            |            |         |        |                    |  |
|-----------------|--------------|---------------------------|------------|------------|---------|--------|--------------------|--|
| CA5777460       |              | CONSUMER AFFAIRS          |            |            |         |        | DATE: 1/26/2009    |  |
|                 |              | SERVICE CONTRACTS SUMMARY |            |            |         |        | TIME: 12:48:32 PM  |  |
| NAME [REDACTED] |              | VIN:                      |            |            |         |        | MODEL YEAR: 2004.0 |  |
|                 |              | IN SCV DATE:              |            | 12/30/2006 |         |        | MAKE:              |  |
|                 |              |                           |            |            |         |        | MODEL LINE: MUR    |  |
| SEQ             | CONTRACT NO  | DEALER                    | EFFECTIVE  | EXPIRE     | EXPIRE  | CANCEL | TRANSFER           |  |
| NO              |              | NUMBER ST                 | DATE       | DATE       | MILEAGE | DATE   | DATE               |  |
| 97              | PEDQ04008989 | 3010 NH                   | 12/30/2006 | 1/17/2011  | 100.000 |        |                    |  |
| 98              | RMNZ08120136 | 3010 NH                   | 12/30/2006 | 1/17/2011  | 100.000 |        |                    |  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: PEDQ04008989         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: E                   |                | PLAN TYPE:   |        |
| PLAN TERM: Q                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/30/06            |                | EFFECTIVE:   |        |
| EXPIRES: 01/17/11              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 12/31/2006        |                | TRANSACTION: |        |
| PRINTED: 01/05/07              |                | PRINTED:     |        |
| DEALER NO: 3010                | STATE: NH      | DEALER NO:   | STATE: |
| DEALER NAME: ROCKINGHAM NISSAN |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

**CONFIDENTIAL**

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |  |                                      |
|----------------------------------------|--|--------------------------------------|
| -----+-----                            |  |                                      |
| CONTRACT: RMNZ08120136                 |  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 |  | OWNER NAME:                          |
| PLAN TYPE: M                           |  | PLAN TYPE:                           |
| PLAN TERM: Z                           |  | PLAN TERM:                           |
| DEDUCTABLE: \$                         |  | DEDUCTABLE:                          |
| EFFECTIVE: 12/30/06                    |  | EFFECTIVE:                           |
| EXPIRES: 01/17/11    MILES:    100,000 |  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      |  | CANCEL:                    MILES:    |
| TRANSFER:                              |  | TRANSFER:                            |
| TRANSACTION: 12/31/2006                |  | TRANSACTION:                         |
| PRINTED: 01/05/07                      |  | PRINTED:                             |
| DEALER NO: 3010        STATE:    NH    |  | DEALER NO:                    STATE: |
| DEALER NAME: ROCKINGHAM NISSAN         |  | DEALER NAME:                         |
| -----+-----                            |  |                                      |

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|                       |                |                                   |  |
|-----------------------|----------------|-----------------------------------|--|
| NAME: [REDACTED]      |                | SC: MULTI CONTRACT                |  |
| STREET: [REDACTED]    |                | VIN: JN8AZ08T34W [REDACTED] Y     |  |
| CITY: BATON ROUGE     |                | YR/MDL: 2004.0 MUR MILEAGE: 70000 |  |
| ST/ZIP: LA [REDACTED] |                | IN SVC DATE: 10 / 07 / 04         |  |
| VCAN: Y               | RTL DLR: 3649  | ALL STAR NISSAN, L.L.C.           |  |
| PAID: 10              | SVC DLR: 3649  | ALL STAR NISSAN, L.L.C.           |  |
| SUSP: 0               | RESP DLR: 3649 | ALL STAR NISSAN, L.L.C.           |  |
| DENY: 0               | REGION: 32     | DIST: SL/SV/PT: 03 03 33          |  |
| DLR PH: 225 272 9330  |                |                                   |  |

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

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 13 / 07     | XFER/RSPNSBLTY: 11 00 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 16 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 07 / 13 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                   |        |                          |
|----|-------------------|--------|--------------------------|
| OA | VEHICLE CONCERNS  | 131000 | ALTERNATOR               |
| AF | ENGINE ELECTRICAL | WA     | PREMATURE WEAR/FAILURE   |
| OA | VEHICLE CONCERNS  | 131000 | ALTERNATOR               |
| AF | ENGINE ELECTRICAL | YE     | MULTIPLE REPAIR ATTEMPTS |
| OA | VEHICLE CONCERNS  | 131500 | BATTERY                  |
| AF | ENGINE ELECTRICAL | WA     | PREMATURE WEAR/FAILURE   |
| OA | VEHICLE CONCERNS  | 131500 | BATTERY                  |
| AF | ENGINE ELECTRICAL | YE     | MULTIPLE REPAIR ATTEMPTS |

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**C. A. R. COMMENTS**

FILE OPENED-ZRF164N 07/13/2007

CRR-RF VERIFIED NAME, ADDRESS, VIN#, MILEAGE, DAY/EVE # AND DLR.

CRR-RF CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES/ AND FOUND: @07/13-ZRF164N

CLSD P5215 MURANOALTERNATORNTB05-059 05/25/05 11/21/05 05/18/06 3649

CLSD R0511 MURANOSBPROTECTNTB06-024 02/14/06 05/01/06 08/10/06 3649

CLSD R0516 MURANOTANKPROTECTNTB06023 01/06/06 05/01/06 05/18/06 3649

CRR-RF INFORMED C OF THE RECALLS THAT WERE CLOSED. @07/13-ZRF164N

C STATES HAS HAD MULTIPLE REPARIS ON THE VEH.

ALTERNATOR 2 TIMES, BATTERY TWO TIME REPLACED, REPLACED DRIVER SEAT BRACKET

2 TIMES AND NEEDS CHANGING AGAIN, THE SEAT LEANS TOWARD THE DRIVER DOOR.

THE CATALYTIC CONVERTER 1 TIME REPLACED, ENGINE FLUSHED AND OIL REPLACED TO

STOP TAPPING IN THE MOTOR, ALSO THE GEAR SHIFT NEEDS TO BE RE-ALIGNED.

C IS ASKING WHAT KIND OF COVERAGE DOES C HAVE FOR TOWING FOR EXTENDED WARRANTY

RMNU98108899 3649 LA 12/22/06 10/07/10 100,000 IS THE POLICY C HAS.

TOWING IS COVERED IF WARRANTY WORK IS DONE AT THE SAME TIME. @07/13-ZRF164N

CRR-RF GAVE C NAME, NUMBER, CA FILE NUMBER AND NUMBER TO THE ROADSIDE ASSIST.

@07/13-ZRF164N

CRR-RF CLOSING AS NO FOLLOW UP NEEDED.

@07/13-ZRF164N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 3649

IIR-DATE: 00 / 00 / 00

3RD PRY:

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA: FRANKLIN, RITA

PHONE: 0000000000

ACTION CODE: NT8F

0 DATE: 00 / 00 / 00

0 DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

0 DATE: 00 / 00 / 00

EFFECTIVE: 07 / 13 / 07

TRANS DATE: 00 / 00 / 00

PART#:

OPENED BY: ZRF164N

UPDATE BY: ZRF164N

UPDATE DATE: 07 / 13 / 07

CLOSE DATE: 07 / 13 / 07

OLM: SMIT AGNES

OWNER FIRST:

ROOT CAUSE: SCPP

USERID:

USERID:

USERID:

USERID:

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM: N

DOM:

LANGUAGE: E ENGLISH

CAR ID: CA5782683N  
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NISSAN MOTOR CORPORATION IN U.S.A  
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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCNA02323041                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: A                          | PLAN TERM:                           |
| DEDUCTABLE: \$                        | DEDUCTABLE:                          |
| EFFECTIVE: 01/14/04                   | EFFECTIVE:                           |
| EXPIRES: 01/14/08    MILES:    60,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 10/19/2004               | TRANSACTION:                         |
| PRINTED: 10/22/04                     | PRINTED:                             |
| DEALER NO: 3649        STATE:    LA   | DEALER NO:                    STATE: |
| DEALER NAME: ALL STAR NISSAN, L.L.C.  | DEALER NAME:                         |
| -----+-----                           |                                      |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: RMNU08108899               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: M                         |                | PLAN TYPE:   |        |
| PLAN TERM: U                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/22/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 10/07/10                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 12/22/06                     | MILES: 59,979  | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 2/14/2007               |                | TRANSACTION: |        |
| PRINTED:                             |                | PRINTED:     |        |
| DEALER NO: 3649                      | STATE: LA      | DEALER NO:   | STATE: |
| DEALER NAME: ALL STAR NISSAN, L.L.C. |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: RMNU98108899               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: M                         |                | PLAN TYPE:   |        |
| PLAN TERM: U                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/22/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 10/07/10                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 07/07/08                     | MILES: 83,437  | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 8/6/2008                |                | TRANSACTION: |        |
| PRINTED: 02/16/07                    |                | PRINTED:     |        |
| DEALER NO: 3649                      | STATE: LA      | DEALER NO:   | STATE: |
| DEALER NAME: ALL STAR NISSAN, L.L.C. |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W75W [REDACTED] Y  
CITY: KERNING YR/MDL: 2005.0 MUR MILEAGE: 38000  
ST/ZIP: NJ [REDACTED] IN SVC DATE: 03 / 11 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3504 NISSAN OF FAIRFIELD  
EVE PH: [REDACTED] PAID: 4 SVC DLR: 3263 PINE BELT NISSAN/KEYPORT  
DLR PH: 732 264 4333 SUSP: 1 RESP DLR: 3263 PINE BELT NISSAN/KEYPORT  
DENY: 0 REGION: 26 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 35000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3263 PINEBELTNISSAN/KEY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 2000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 16 / 07 XFER/RSPNSBLTY: 26 09 S  
CONTACT (S): FOLLOWUP DATE: 07 / 17 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 08 / 02 / 07 DATANET (Y/N): 07 / 24 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZKL999N 07/16/2007

NO PREVIOUS FILES FOUND.

@07/16-ZKL999N

CRR-KL VERIFIED C'S NAME, ADDRESS, DAY & EVE #, MILEAGE, VIN #, RESPONSIBLE  
DLR.

@07/16-ZKL999N

CRR-KL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 08/14/06 3482

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 08/14/06 3482

@07/16-ZKL999N

CRR-KL RECEIVED CALL FROM C.

@07/16-ZKL999N

C STATES C WAS WAS DRIVING HOME FROM VACATION WHEN C'S DRIVER'S SEAT BROKE AND  
WENT FORWARD WHILE C WAS DRIVING.

@07/16-ZKL999N

C STATES C TOOK IT TO A NNA DLR PINE BELT NISSAN/KEYPORT 3263 AND THE SERVICE

ADVISOR ANDREW ADVISED C THAT THE SEAT APPEARS TO HAVE A DEFECT.

@07/16-ZKL999N

CRR-KL ASKED C WHAT C WOULD LIKE FROM NNA.

C STATES C WOULD LIKE TO KNOW WHAT IS WRONG WITH THE SEAT AND WOULD LIKE NNA  
TO HELP PAY FOR THE REPAIR.

@07/16-ZKL999N

CRR-KL INFORMED C THAT FILE WILL BE TRANSFERRED TO A REGIONAL SPECIALIST AND C  
SHOULD HEAR BACK TOMORROW BY 5 P.M.

@07/16-ZKL999N

C STATES C WOULD LIKE TO GO THROUGH DLR 08068 LYNNESS NISSAN CITY INC AS IT IS  
MUCH CLOSER TO C.

@07/16-ZKL999N

C STATES C WORKS 10-6:30 EVERYDAY EXCEPT FOR MONDAY. C STATES TO CALL C BEFORE  
9:30 A.M. OR IF CALLING AFTER THAT TO LEAVE C A VMX.

@07/16-ZKL999N

CRR-KL INFORMED C THAT TIMES HAVE BEEN NOTED.

@07/16-ZKL999N

CRR-KL GAVE C NAME, EXTENSION AND FILE NUMBER.

@07/16-ZKL999N

CRR-KL FORWARDING FILE TO RCAS.

@07/16-ZKL999N

RCAS CONTACTED DLR, SPOKE WITH SM AND WAS ADVISED THAT C HAS NOT BEEN TO  
DLRSHP REGARDING ISSUE, SM ADVISED RCAS THAT IF HAS ISSUE THEN C WOULD NEED  
TO BRING VEH INTO DLRSH. RCAS THANKED SM AND ENDED CALL.

@07/17-ZLD469N

@07/17-ZLD469N

RCAS CONTACTED C AT 2:31PM CST AND LEFT VMX.

@07/17-ZLD469N

\*\*\*\*\*

RCAS UPDATED DLR INFORMATION AND FORWARDED FILE TO CORRECT REGIONAL SPECIALIST  
@07/23-ZLD469N

RCAS-MS RECEIVED FILE ON THIS DATE (07/23/2007).

@07/23-ZMS488N

RCAS CONTACTED DLR, LEFT MESSAGE FOR SM-TOM.

@07/24-ZMS488N

RCAS CONTACTED DLR3263, SM-TOM ADVISED THAT VEH AT DLR2393 (PINE BELT, TOMS  
RIVER).

@07/25-ZMS488N

RCAS CONTACTED DLR2393, SM-GREG ADVISED THAT C WAS AT DLRSH. ON 07/06/2007. C  
DID NOT STATE AN ISSUE WITH DRIVER'S SEAT.

@08/01-ZMS488N

RCAS CONTACTED C, RCAS INQUIRED WHEN C HAD THE DRIVER'S SEAT LOOKED AT. C  
STATED THAT C TOOK VEH TO DLR2393 FOR MAINTENANCE WORK AND C MENTIONED TO SA

THAT THERE WAS AN ISSUE WITH THE SEAT. C STATED THAT SA ADVISED C THAT THE  
SEAT MAY BE BROKEN AND INQUIRED IF C WANTED THE DLRSH. TO WRITE UP THE ISSUE.  
C STATED THAT C ADVISED THE SA NO BECAUSE C WOULD TAKE VEH TO DLRSH. WHEN C  
WENT BACK HOME. RCAS INQUIRED IF C HAS SINCE TAKEN VEH TO DLRSH. TO HAVE THE  
ISSUE WITH THE SEAT VERIFIED AND DOCUMENTED AT NISSAN DLRSH. C ADVISED NO.

C STATED THAT C PLANS TO TAKE VEH TO LYNNESS NISSAN. RCAS ADVISED C THAT VEH IS  
OUTSIDE OF WARRANTY SO C WILL HAVE TO PAY FOR DIAGNOSTIC OF VEH AND POSSIBLY  
FOR SUBSEQUENT REPAIRS. C STATED THAT THIS IS A MANUFACTURING ISSUE AND C  
INQUIRED WHY C WOULD HAVE TO PAY FOR REPAIRS. RCAS EXPLAINED TO C THAT BASIC  
WARRANTY EXPIRED AT 36000MILES AND THE SEAT IS NOT COVERED BY NNA AT THIS TIME  
C UNDERSTOOD.

@08/02-ZMS488N

FILE CLOSED.

@08/02-ZMS488N

CONFIDENTIAL

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT8G         | ROOT CAUSE: SDSV      |
| 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: 3263         | EFFECTIVE: 07 / 16 / 07   | 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: ZKL999N        |                       |
| HISTORY:               | UPDATE BY: ZMS488N        |                       |
| SVC CALL#:             | UPDATE DATE: 08 / 02 / 07 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 02 / 07  | MICROFILM: N          |
| RESP CAA: SHAW, MAIA   | OLM: ROYSTER KAREN        | DOM: DEVEREAUX JOHN T |
| PHONE: 6157257747      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

**CONFIDENTIAL**

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|                       |                                       |
|-----------------------|---------------------------------------|
| NAME: [REDACTED]      | SC: NONE                              |
| STREET: [REDACTED]    | VIN: JN8AZ08T04W [REDACTED] Y         |
| CITY: DULUTH          | YR/MDL: 2004.0 MUR MILEAGE: 70000     |
| ST/ZIP: GA [REDACTED] | IN SVC DATE: 11 / 06 / 04             |
| DAY PH: [REDACTED]    | RTL DLR: 17008 TRONCALLI NISSAN. INC. |
| EVE PH: [REDACTED]    | SVC DLR: 3611 GWINNETT PLACE NISSAN   |
| DLR PH: 770 476 7771  | RESP DLR: 3611 GWINNETT PLACE NISSAN  |
| VCAN: N               | REGION: 34 DIST: SL/SV/PT: 01 01 31   |
| PAID:                 |                                       |
| SUSP:                 |                                       |
| DENY:                 |                                       |

|                                    |                           |                               |
|------------------------------------|---------------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00       | EXEC: 00 / 00 / 00        | EMAIL: 00 / 00 / 00           |
| FIRE: N (Y/N)                      | ROLLOVER: N (Y/N)         | ACCIDENT: N (Y/N)             |
| PROPERTY DAMAGE: N (Y/N)           | INJURY: N (Y/N)           | SENT TO LEGAL: N (Y/N)        |
| PREVIOUSLY REPAIRED: 00 / 00 / 00  | WHERE:                    |                               |
| VEHICLE PURCHASED: NEW X PREOWNEI  | MILES                     | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: INDEPENDENT |                           |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:    | MILES: 34000 (PT) MONTHS: | MILES: 10000                  |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 16 / 07     | XFER/RSPNSBLTY: 34 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 17 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 26 / 07    | DATANET (Y/N): 07 / 18 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZEH406N 07/16/2007

NO PREVIOUS FILES FOUND.

CRR-EH VERIFIED C NAME, ADDRESS, DAY/EVE PHONE, VIN#, RESPONSIBLE DLR, MILEAGE

CRR-EH CHECKED FOR OPEN RECALLS, CAMPAIGNS, UPGRADES AND FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 08/08/05 3611

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 03/29/06 3611

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 03/29/06 3611

PREVIOUS NISSAN VEH: QUEST.

C STATED ABOUT A WEEK AGO, POWER SEATING VEH DOES NOT WORK.

C STATED SEAT WILL NOT MOVE FORWARD OR BACKWARD, LEFT RAIL WILL MOVE, RIGHT RAIL WILL NOT, SEAT TWISTS.

C STATED OTHER FUNCTIONS OF SEAT WORK, LUMBAR, HEAT, SEAT WILL MOVE UP AND DOWN.

C STATED TOOK VEH TO DMA, AUTHORIZED NISSAN REPAIR FACILITY.

C STATED C WAS INFORMED PLASTIC GEAR IN SEAT MESHES WITH METAL GEAR, TEETH ARE WORN AWAY.

C STATED HAD SPOKEN TO ALBERT.

C STATED WAS INFORMED PART WOULD COST \$3, BUT PART IS NOT SOLD SEPARATELY, C

WOULD HAVE TO PAY \$570 FOR A NEW SEAT TRACK.

C STATED PRIOR TO WARRANTY C TOOK VEH TO GWINNETT PLACE, C HAS RECEIPT STATING ONE OF THE ITEMS WERE REPLACED ON THE DRIVERS SIDE SEAT FRAME.

C STATED DATE ON RECEIPT IS MARCH 06.

C STATED SEAT WAS MAKING POPPING SOUND, WHEN VEH STOPPED.

C STATED BELIEVES SEAT RAIL WAS REPLACED.

C STATED C IS A LOYAL C, C JUST PURCHASED A QUEST LAST WEEK, C DOES NOT WANT TO PAY FOR SEAT TO BE REPAIRED.

C STATED GWINNETT NISSAN INFORMED C IT WOULD COST \$120 TO PULL OUT SEAT TO DETERMINE PROBLEM. C STATED PAID \$90 AT DMA.

C STATED UNSATISFIED WITH GWINNETT.

CRR-EH ADVISED C THAT A FILE HAS BEEN CREATED AND WILL BE FORWARDED TO RCAS FOR FOLLOW UP AND C WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY.

CRR-EH OFFERED FURTHER ASSISTANCE.

C DECLINED.

CRR-EH PROVIDED C NAME, EXTENSION, FILE #.

C THANKED CRR-EH.

CRR-EH FORWARDING FILE TO RCAS.

@07/16-ZEH406N

@07/16-ZEH406N

>RCAS WM CONTACTED C ON DAY# AT 3:00PM CST ON 7/17/07 LEFT VMX. @07/17-ZWM050N

>RCAS WM RECEIVED VMX FROM C ON 7/18/07. @07/18-ZWM050N

>RCAS WM CONTACTED C ON DAY# AT 1:01PM CST ON 7/18/07. @07/18-ZWM050N

C STATED THAT POWERSEAT STOP WORKING ON THE RIGHT RAIL. C STATED THAT THE SEAT WORKS FINE OTHERWISE. C STATED THAT C TOOK VEH TO DLR 3611 AND C WAS ADVISED THAT DIAGNOSTICS WAS \$120 AND ADVISED THAT IT WAS POSSIBLE THAT A COIN GOT STUCK ON SEATRAIL AND DLR WOULD ONLY CHARGE C \$120. C STATED THAT C DECLINED DIAGNOSES AND TOOK VEH TO AN INDEPENDENT SHOP AND WAS ADVISED THAT C WOULD @07/18-ZWM050N

NEED SEAT TRACK. C STATED THAT C HAD SEAT REPLACED AT DLR ON 3/28/06 AT MILEAGE 36000. C STATED THAT C DOES NOT THINK IT IS FAIR FOR C TO HAVE TO PAY FOR REPAIR THAT WAS PREVIOUSLY DONE. RCAS WM INFORMED C THAT C IS OOW FOR PARTS AND THAT FIRST VEH MUST BE DIAGNOSED BY A NISSAN DLRSHIP. C STATED THAT C IS NOT HAPPY THAT RCAS WM IS REFUSING TO ASSIST C. RCAS WM INFORMED C THAT RCAS WM WILL BE MORE THAN HAPPY TO ASSIST C BUT THAT C NEEDS TO TAKE VEH TO AN AUTHORIZED NISSAN DLRSHIP TO HAVE VEH DIAGNOSED. C STATED THAT INDEPENDENT



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SHOP STATED THAT THEY WERE AUTHORIZED. RCAS WM APOLOGIZED AND ADVISED C THAT REPAIR SHOP IS NOT AN AUTHORIZED NISSAN FACILITY. C STATED THAT C WOULD LIKE TO SPEAK WITH SOMEONE HIGHER THAN RCAS WM. RCAS WM UNDERSTOOD AND INFORMED C THAT A SUPERVISOR REQUEST WILL BE SUBMITTED BUT UNFORTUNATELY SUPERVISOR WILL ADVISE C THE SAME AS RCAS WM AS THIS NNA POLICY. C STATED THATS FINE AND ENDED CALL.  
@07/18-ZWM050N

>RCAS WM SUBMITTED SUPERVISOR REQUEST ON 7/18/07.

@07/18-ZWM050N

\*\*RS RM CALLED C AT 2:39PM CST. C STATED C DOES NOT HAVE PAPERWORK IN FRONT OF C. RS RM STATED RS HAS C'S FILE IN FRONT OF AND IS AWARE THAT C DOES NOT WANT TO HAVE VEHICLE DIAGNOSED WITHOUT GUARANTEE OF ASSISTANCE. C STATED C WAS QUOTED \$120.00 FOR THE DIAGNOSIS FEE AT THE DLR. C STATED C WENT TO AN INDEPENDENT BECAUSE DLR ADVISED ISSUE MAY BE FROM CHANGE DROPPING DOWN INTO THE SEAT CAUSING THE SEAT TO BE AFFECTED. C STATED THE ONLY CHARGE WOULD BE THE DIAGNOSIS FEE. C STATED AN INDEPENDENT SHOP ADVISED SPECIALIZES IN NISSANS AND C ASSUMED MECHANIC MEANT AUTHORIZED. C STATED C IS OUT OF POCKET NOW \$90.00 BUT WAS INFORMED THE PLASTIC GEAR ON THE RIGHT RAIL WAS STRIPPED. C STATED THE GEAR CAN NOT BE REPLACED SEPARATELY SO C WOULD HAVE TO PAY A AROUND \$600.00 FOR THE REPAIR. C STATED C PREVIOUSLY HAD ISSUES WITH THE SEATS COVERED UNDER WARRANTY. C STATED C IS REQUESTING ASSISTANCE. RS RM INFORMED C THE DLR AND NNA WOULD HAVE BEEN HAPPY TO LOOK INTO C'S ISSUE AND REQUEST IF C WOULD HAVE ALLOWED IT. RS RM INFORMED C THE DLRS HAVE TOOLS TO USE TO ASSIST CUSTOMERS OUTSIDE OF WARRANTY. RS RM STATED IF THE REPAIR WOULD HAVE BEEN DETERMINED BY A NISSAN DLR THEN THE DLR COULD HAVE REQUESTED ASSISTANCE FOR C. C STATED CAN C GET SOME SORT OF IF THIS HAPPENS THEN NISSAN WILL PROVIDE THIS. RS RM STATED NO GUARANTEE FOR ASSISTANCE CAN EVER BE GIVEN WITHOUT A PROPER DIAGNOSIS FROM AN AUTHORIZED NISSAN DLR. RS RM STATED RS APOLOGIZES C IS OUT OF \$90 FOR THE OTHER DIAGNOSIS BUT NNA CAN NOT BE LIABLE FOR AN INDEPENDENT SHOPS MISDIAGNOSIS OR REPAIRS SO THAT IS WHY NISSAN REQUIRES AN AUTHORIZED DLR DIAGNOSE ALL ISSUES IF REQUESTING ASSISTANCE. C UNDERSTOOD AND STATED WILL LOOK INTO MAKING AN APPOINTMENT. RS RM INFORMED C IF C DECIDES TO MAKE AN APPT AND STILL REQUESTS ASSISTANCE TO PLEASE CONTACT RCAS-PM. C AGREED AND ENDED CALL.  
@07/23-ZRM764N

\*\*RS RM EMAILED RCAS PM.

@07/23-ZRM764N

CLOSING FILE.

@07/26-ZWM050N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:32 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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## CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT8G         | 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: 3611          | EFFECTIVE: 07 / 16 / 07   | 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: ZEH406N        |                     |
| HISTORY:                | UPDATE BY: ZWM050N        |                     |
| SVC CALL#:              | UPDATE DATE: 07 / 26 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 07 / 26 / 07  | MICROFILM: N        |
| RESP CAA: MILLS, WALTON | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157255000       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

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NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: KATY  
ST/ZIP: TX [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 281 644 1100

VCAN: Y  
PAID: 9  
SUSP: 0  
DENY: 1

SC: ONE CONTRACT  
VIN: JN8AZ08T54W [REDACTED] Y  
YR/MDL: 2004.0 MUR MILEAGE: 55000  
IN SVC DATE: 04 / 14 / 04  
RTL DLR: 3943 CHAMPION NISSAN  
SVC DLR: 3943 CHAMPION NISSAN  
RESP DLR: 3943 CHAMPION NISSAN  
REGION: 32 DIST: SL/SV/PT: 02 02 32

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

ORIG CODE: CT 11 OPEN DATE: 07 / 17 / 07 XFER/RSPNSBLTY: 11 00 S  
CONTACT (S): FOLLOWUP DATE: 07 / 18 / 07 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 07 / 17 / 07 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OB EXTENDED SERVICE CONTRAC 240500 GOLD PLAN  
BL SECURITY PLUS ZE COMPONENT COVERAGE INQUIRY

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**C. A. R. COMMENTS**

FILE OPENED-ZMW999N 07/17/2007  
NO PREVIOUS RELATED FILES FOUND @07/17-ZMW999N  
CRR-MW VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY & EVE PHONE  
AND RESPONSIBLE DLR  
CRR-MW CHECKED FOR OPEN RECALLS/UPGRADES/CAMPAIGNS, FOUND: 0 @07/17-ZMW999N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 01/25/06 3943  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/18/06 3943  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/20/06 3943  
C STATED WANTED CONFIRMATION THAT REPAIRS DONE AT DLR WEREN'T COVERED UNDER  
WARRANTY  
C STATED HAD LUMBARD REPLACED AS DRIVERS SEAT DIDN'T HOLD AIR  
C STATED SEAT ON LEFT SIDE CAME APART FROM THE FRAME & NEEDED TO BE WELDED  
C STATED DLR ADVISED NOT COVERED UNDER ESC  
CRR-MW ADVISED DLR IS EXPERT IN DETERMINING COVERAGE AS THEY HAVE VEHICLE  
RIGHT THERE @07/17-ZMW999N  
CRR-MW CONFIRMED ITEMS NOT COVERED UNDER ESC  
C THANKED CRR-MW FOR ASSISTANCE. C SATISFIED  
CRR-MW GAVE FILE NUMBER  
CRR-MW CLOSING FILE @07/17-ZMW999N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8F         | ROOT CAUSE: UDOI    |
| 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: 3943            | EFFECTIVE: 07 / 17 / 07   | 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: ZMW999N        |                     |
| HISTORY:                  | UPDATE BY: ZMW999N        |                     |
| SVC CALL#:                | UPDATE DATE: 07 / 17 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 17 / 07  | MICROFILM: N        |
| RESP CAA: WATSON, MELISSA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041478         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA5786528

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:32 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 4/14/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 104       | NCDI02040632 | 3943 TX             | 4/14/2004         | 4/14/2009      | 75.000            |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                              |               |              |        |
|------------------------------|---------------|--------------|--------|
| -----+-----                  |               |              |        |
| CONTRACT: NCDI02040632       |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |               | OWNER NAME:  |        |
| PLAN TYPE: C                 |               | PLAN TYPE:   |        |
| PLAN TERM: I                 |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50            |               | DEDUCTABLE:  |        |
| EFFECTIVE: 04/14/04          |               | EFFECTIVE:   |        |
| EXPIRES: 04/14/09            | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                      | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                    |               | TRANSFER:    |        |
| TRANSACTION: 4/28/2004       |               | TRANSACTION: |        |
| PRINTED: 04/30/04            |               | PRINTED:     |        |
| DEALER NO: 3943              | STATE: TX     | DEALER NO:   | STATE: |
| DEALER NAME: CHAMPION NISSAN |               | DEALER NAME: |        |
| -----+-----                  |               |              |        |

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|                       |                                        |
|-----------------------|----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                               |
| STREET: [REDACTED]    | VIN: JN8AZ08T15W [REDACTED] Y          |
| CITY: GREENVILLE      | YR/MDL: 2005.0 MUR MILEAGE: 48000      |
| ST/ZIP: SC [REDACTED] | IN SVC DATE: 09 / 10 / 05              |
| DAY PH: [REDACTED]    | RTL DLR: 3611 GWINNETT PLACE NISSAN    |
| EVE PH: [REDACTED]    | SVC DLR: 3923 CROWN NISSAN GREENVILLE  |
| DLR PH: 864 254 7700  | RESP DLR: 3923 CROWN NISSAN GREENVILLE |
|                       | REGION: 34 DIST: SL/SV/PT: 09 09 39    |

|                                             |                    |                               |
|---------------------------------------------|--------------------|-------------------------------|
| 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)    | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00           | WHERE:             | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI           | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: INDEPENDENT FACILITY |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 19 / 07     | XFER/RSPNSBLTY: 34 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 20 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 31 / 07    | DATANET (Y/N): 07 / 23 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                         |
|----|-------------------------|--------|-----------------------------------------|
| OA | VEHICLE CONCERNS        | 190500 | SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST         |

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C. A. R. COMMENTS

FILE OPENED-ZAC075N 07/19/2007

PREVIOUS FILES FOUND: NONE

CRR-AC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND  
RESPONSIBLE DLR

CRR-AC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 09/14/06 3923

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 09/14/06 3923

PREVIOUS NISSAN VEHICLES:

CRR-AC RECEIVED CALL FROM C @07/19-ZAC075N

C STATED ABOUT FIRST OF THIS YEAR, DRIVER'S SIDE SEAT, FEELS LIKE IT WAS  
LEANING; C STATED DLR STATED TRACK THAT SEAT SITS ON WAS BROKEN; C

STATED DLR REPLACED THE SEAT BOTTOM FOR THE SEAT

C STATED ON DRIVER'S SIDE SEAT 8" OR 10" WIDE BAND BRACKET IS COMING

OFF AND HAS BEEN FIXED AND REPLACED AND FIXED AGAIN, C STATED THAT

SEAT NOW APPEARS TO BE WORN OUT C STATED DOES NOT KNOW IF EARLIER

REPAIRS CONTRIBUTED TO THE WEAR OF THE SEAT C STATED WOULD LIKE TO

KNOW IF THERE IS ANYTHING NNA CAN DO TO HELP WITH THE COST OF

REPLACING THE SEAT, C UNDERSTANDS THAT VEH IS OUT OF WARRANTY AND

WILL NOT BE COVERED BY THAT. HOWEVER SEE FEELS THAT THE VEH IS LESS

THAN 2 YEARS OLD AND THE SEAT SHOULD NOT HAVE WORN OUT THAT QUICKLY

CRR-AC OFFERED ADDITIONAL ASSISTANCE, C DECLINED

CRR-AC GAVE C NAME, EXTENSION, AND FILE NUMBER

C THANKED CRR-AC FOR ASSISTANCE, C UNDERSTANDS

C AWAITING RESPONSE FROM RCAS @07/19-ZAC075N

>RCAS WM CONTACTED C ON DAY# AT 3:22PM CST ON 7/20/07. @07/20-ZWM050N

RCAS WM UPDATED DLR INFO. @07/20-ZWM050N

C STATED THAT IN JANUARY OF 2007 C'S SEAT WAS LEANING TO THE LEFT. C STATED  
THAT DLR ORDERED PART AND REPLACED SEAT BRACKET. C STATED THAT A FEW MONTHS

LATER A BAND IN SEAT CAME UNDONE AND THAT DLR DID REPAIR. C STATED THAT DLR

HAD TO REPLACE LATCH AND BAND 3 TIMES. C STATED THAT C TOOK VEH TO DLR THIS

@07/20-ZWM050N

WEEK AND THAT TECH TOOK SEAT APART AND THAT INSIDE "GUTS" OF SEAT IS COMING  
APART. C STATED THAT C FEELS THAT ONCE VEH GOES OOW THAT C DOES NOT WANT TO

BE STUCK WITH REPAIR OF SEAT. RCAS WM ASKED C WHAT C REQUEST FROM NNA. C

STATED THAT C WOULD LIKE NNA TO REPLACE SEAT CUSHION. RCAS WM UNDERSTOOD.

RCAS WM ADVISED C THAT RCAS WILL BE CONTACTING DLRSHIP TO SEE WHAT ASSISTANCE  
CAN BE PROVIDED. RCAS WM REQUESTED SA NAME. C PROVIDED SA FELECIA TOOLISON.

RCAS WM ADVISED C THAT RESPONSIBLE AGENT WILL CONTACT DLRSHIP AND CONTACT C  
BACK WITH RESULTS. C UNDERSTOOD AND ENDED CALL. @07/20-ZWM050N

RCAS-MW PLACED OUTBOUND CALL TO C ON 7/31/07 AT 10:36AM CST ON DAY/EVE NUMBER.

RCAS-MW ADVISED C DUE TO OUT OF WARRANTY BY MILEAGE NISSAN IS NOT IN THE

POSITION TO ASSIST WITH REPAIRS.

C UNDERSTOOD AND ENDED CALL. @07/31-ZMW509N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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



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DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3923            | EFFECTIVE: 07 / 19 / 07   | 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: ZAC075N        |                     |
| HISTORY:                  | UPDATE BY: ZMW509N        |                     |
| SVC CALL#:                | UPDATE DATE: 07 / 31 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 31 / 07  | MICROFILM: N        |
| RESP CAA: WHITMON, MARVIN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157257901         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08T53W [REDACTED] Y           |
| CITY: CANYON COUNTRY  | YR/MDL: 2003.0 MUR MILEAGE: 65533       |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 09 / 10 / 03               |
| DAY PH: [REDACTED]    | RTL DLR: 042B UNIVERSAL CITY NISSAN INC |
| EVE PH: [REDACTED]    | SVC DLR: 3125 VALENCIA NISSAN           |
| DLR PH: 661 255 2020  | RESP DLR: 3125 VALENCIA NISSAN          |
| VCAN: N               | REGION: 44 DIST: SL/SV/PT: 02 02 32     |
| PAID:                 |                                         |
| SUSP:                 |                                         |
| DENY:                 |                                         |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3125 VALENCIA NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: 29533 (PT) MONTHS: MILES: 5533

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 19 / 07     | XFER/RSPNSBLTY: 44 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 15 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 17 / 07    | DATANET (Y/N): 07 / 25 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | ZB     | BROKEN/CRACKED                      |

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C. A. R. COMMENTS

FILE OPENED-ZSD591N 07/19/2007

PREVIOUS FILES FOUND: NONE

CRR-DD VERIFIED C'S NAME, ADDRESS, DAY/EVE PHONE, VIN NUMBER, MILEAGE AND RESPONSIBLE DLRSH

CRR-DD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 08/09/05 3125

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 12/20/06 3125

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 12/20/06 3125 N

PREVIOUS NISSAN VEH: ALTIMA

CRR-DD RECEIVED CALL FROM C.

C STATED THAT C'S DRIVER SIDE SEAT HAS COLLAPSED AND NOW WHEN C SITS IN VEH THE SEAT TILTS TOWARDS THE DOOR. @07/19-ZSD591N

C STATES THAT C TOOK VEH TO 3125 VALENCIA NISSAN AND HAD VEH INSPECTED BY SVC TECH-CAMDEN KIS WHO ADVISED C THAT THE SEAT RAIL ASSEMBLY UNDER THE SEAT ON THE LEFT SIDE, THE BOAT HAD SHEARED IN HALF WHICH IS CAUSING SEAT TO LEAN/TILT @07/19-ZSD591N

TOWARDS THE DOOR WHEN C SITS ON SEAT. @07/19-ZSD591N

C STATES THAT SVC TECH ADVISED C TO CONTACT NNA AS THIS WAS THE FIRST MODEL OF MURANO AND MAYBE NNA COULD ASSIST WITH GOODWILL AS PART ALONE WILL BE \$592.00 AND VEH WILL NEED TO BE SENT OUT TO BE REPAIRED AS RESPONSIBLE DLRSH CANNOT PERFORM REPAIR. @07/19-ZSD591N

C STATES THAT THE PART THAT IS BROKEN IS PART NUMBER 87450-CA67A

C WANTS NNA TO ASSIST C WITH REPAIR AS C STATES SVC TECH ADVISED THAT IT IS HIGHLY UNUSUAL FOR THIS COMPONENT TO BREAK AND C IS OOW. @07/19-ZSD591N

CRR-DD ADVISED C THAT CRR-DD WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY

CRR-DD OFFERED C FURTHER ASSISTANCE, C DECLINED

CRR-DD PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER

CRR-DD FORWARDING FILE TO RCAS FOR FOLLOW UP @07/19-ZSD591N

\*\*CRR-SH RECEIVED INBOUND CALL FROM C.

CRR-SH VERIFIED C'S ADDRESS, DAY AND EVENING PHONE NUMBERS.

CRR-SH ALSO CHECKED FOR RECALLS / CAMPAIGNS AND FOUND

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 08/09/05 3125

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 12/20/06 3125

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 12/20/06 3125

C STATES THAT C WANTS THE CALL TO BE TRANSFERRED TO AN RCAS.

C STATES THAT C IS NOT GETTING A CALL BACK AND WANTS TO TALK TO SOMEONE RIGHT NOW.

CRR-SH CHECKED AND INFORMED C THAT RCAS-MW IS RESPONSIBLE OF THE FILE.

CRR-SH INFORMED C THAT THE CALL WILL BE TRANSFERRED TO RCAS-MW.

C AGREED AND WANTS A CALL BACK ON C'S NUMBER.

CRR-SH INFORMED C THAT AN INTERNAL MESSAGE WILL BE SENT TO RCAS-MW.

CRR-SH PROVIDED C WITH CRR-SH'S NAME AND EXTENSION.

C THANKED.

CRR-SH TRANSFERRED THE CALL TO RCAS-MW AND SENT AN E MAIL. @07/24-ZSH942N  
@07/24-ZSH942N

\*\*RCAS-MW RECEIVED FILE ON 7/24.\*\*

RCAS-MW NOTES GRT HAS NOT BEEN RAN.

RCAS-MW CONTACTED C AT 6:27 AT DAY/EVE NUMBER AND LEFT VMX. @07/24-ZMW536N

\*\*\*\*\*

CRR-JB RECEIVED CALL FROM C.

C STATES C HAS LEFT SEVERAL VMX'S FOR RCAS-MW BUT HAS NOT HEARD BACK.

CRR-JB APOLOGIZED FOR DELAY.

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CRR-JB ADVISED C THAT CRR-JB WOULD SEND EMAIL TO RCAS-MW TO TRY AND EXPEDITE CALL BACK.

C THANKED CRR-JB FOR ASSISTANCE.  
CRR-JB GAVE C NAME AND EXTENSION.

CRR-JB EMAILING RCAS-MW. @07/30-ZJB999N

\*\*RCAS-MW IN REVIEW OF FILE TO DETERMINE IF THE GRT HAS BEEN RAN YET. RCAS NOTES THAT GRT HAS NOT BEEN RAN STILL. @08/02-ZMW536N

\*\*RCAS-MW CONTACTED THE DLR AT 12:46 AND LEFT VMX FOR SM-STUART. @08/02-ZMW536N

CRR-DB RECIEVED CALL FROM C.

C STATED C AWAITING CALL BACK FROM RCAS WITH STATUS OF ISSUE.  
CRR-DB ASSURED C THAT RCAS-MW IS IN MIDST OF REVIEWING C ISSUE WITH DLR AND WILL CONTACT C ONCE RCAS-MW HAS INFORMATION TO SHARE WITH C.

CRR-DB OFFERED TO SEND INTERNAL MESSAGE TO RCAS-MW OF C AWAITING STATUS.

C ACCEPTED AND THANKED CRR-DB.

CRR-DB SEND RCAS-MW EMAIL. @08/03-ZDB999N

\*\*RCAS-MW CONTACTED DLR AT 5:45 AND LEFT VMX FOR SM-STUART. @08/03-ZMW536N

\*\*RCAS-MW CONSULTED WITH RSS-GG.

RSS-GG REVIEWED THE FILE AND ADVISED THAT NNA WOULD BE UNABLE TO ASSIST THE C DUE TO THE VEH BEING SO FAR OUT OF WARRANTY.

\*\*RCAS-MW CONTACTED C AT 6:17 AT DAY/EVE NUMBER AND LEFT VMX. @08/13-ZMW536N

CRR-SR RECEIVED CALL FROM C, C STATES C'S BEST NUMBER TO CONTACT C IS

@08/16-ZSR999N

C ALSO STATES THAT C WOULD LIKE RCAS-MW TO CONTACT C AS SOON AS POSSIBLE C

STATES C LEFT MANY VMX ON RCAS-MW VMX @08/16-ZSR999N

CRR-SR INFORMED C THAT CRR-SR CAN SEND A INTERNAL MESSAGE TO RCAS-MW FOR C @08/16-ZSR999N

C AGREED, CRR-SR ASKED C FOR FURTHER ASSISTANCE, C DENIED @08/16-ZSR999N

CRR-SR GAVE C NAME, EXTENSION, AND FILE NUMBER @08/16-ZSR999N

CRR-SR SENDING INTERNAL MESSAGE TO RCAS-MW @08/16-ZSR999N

>>RCAS-MW CONTACTED C AT 3:41 AT DAY/EVE NUMBER AND SPOKE WITH C.

RCAS ADVISED C THAT RCAS WANTED TO ADVISE C THAT AT THIS TIME NNA IS UNABLE TO ASSIST THE C WITH THE REPAIRS TO THE DRIVERS SIDE SEAT DUE TO THE C BEING ABOUT 30,000 MILES OUTSIDE OF BASIC WARRANTY.

C STATED THAT EVERYONE HAS ADVISED C THAT THIS ISSUE SHOULD HAVE NEVER HAPPENED AND THAT THE C SHOULD CALL NNA FOR HELP.

>>RCAS-MW ADVISED C THAT RCAS WOULD THINK THAT EVERYONE WOULD BE IN AGREEMENT WITH THE C BUT THE BOTTOM LINE IS THAT THE SEAT WENT BAD FOR WHATEVER REASON AND EVEN THOUGH THIS SHOULD NOT HAVE HAPPENED C IS TO FAR OUT OF WARRANTY FOR NNA TO ASSIST THE C.

C STATED THAT IT IS WHAT IT IS AND HAVE A GOOD DAY.

>>RCAS-MW ADVISED C TO HAVE A GOOD DAY AND ENDED CALL.

>>RCAS-MW CLOSING FILE. @08/17-ZMW536N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW FURTHER.

THANK YOU

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:33 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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CA5789410N

## CONTACT(S):

|                        |                           |                     |      |
|------------------------|---------------------------|---------------------|------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: DR800   | SNFA |
| 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: 3125         | EFFECTIVE: 07 / 19 / 07   | 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: ZSD591N        |                     |      |
| HISTORY:               | UPDATE BY: ZMW536N        |                     |      |
| SVC CALL#:             | UPDATE DATE: 08 / 17 / 07 |                     |      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 17 / 07  | MICROFILM: N        |      |
| RESP CAA: WORLEY, MARK | OLM: SMIT AGNES           | DOM: BENDICK, RON   |      |
| PHONE: 6157257904      | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

**CONFIDENTIAL**

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|                       |                |                                   |  |
|-----------------------|----------------|-----------------------------------|--|
| NAME: [REDACTED]      |                | SC: ONE CONTRACT                  |  |
| STREET: [REDACTED]    |                | VIN: JN8AZ08W06W [REDACTED] Y     |  |
| CITY: CHICAGO         |                | YR/MDL: 2006.0 MUR MILEAGE: 42258 |  |
| ST/ZIP: IL [REDACTED] |                | IN SVC DATE: 02 / 25 / 06         |  |
| VCAN: Y               | RTL DLR: 2144  | MARTIN NISSAN                     |  |
| PAID: 3               | SVC DLR: 2144  | MARTIN NISSAN                     |  |
| SUSP: 2               | RESP DLR: 2144 | MARTIN NISSAN                     |  |
| DENY: 0               | REGION: 24     | DIST: SL/SV/PT: 02 02 32          |  |
| DLR PH: 847 965 3460  |                |                                   |  |

|                                      |                    |                               |
|--------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI    | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: MARTIN NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:      | MILES: 6258        | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 24 / 07     | XFER/RSPNSBLTY: 24 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 25 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 30 / 07    | DATANET (Y/N): 07 / 31 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                                 |                            |
|----|---------------------------------|----------------------------|
| OB | EXTENDED SERVICE CONTRAC 241000 | GOLD PLAN (PREFERRED)      |
| BL | SECURITY PLUS ZE                | COMPONENT COVERAGE INQUIRY |

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C. A. R. COMMENTS

FILE OPENED-ZIV062N 07/24/2007  
NO PREVIOUS RELATED FILES FOUND.  
CRR-VB VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.  
CRR-VB UPDATED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.  
CRR-VB CHECKED FOR RECALLS/SERVICE CAMPAIGN AND FOUND NONE.  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 01/30/06 2144  
CRR-VB RECEIVED AN INBOUND CALL FROM C.  
C STATED THAT C IS AT THE NISSAN DLRSHIP AS THE DRIVER'S SEAT BROKE.  
C STATED THAT C DID NOT DO ANYTHING WITH THE SEAT.  
C WAS INFORMED BY THE DLRSHIP THAT THE ISSUE WOULD NOT BE COVERED UNDER THE ESC.  
C STATES THAT BREAKING OF THE DRIVER'S SEAT IS A SAFETY ISSUE AND HENCE NISSAN SHOULD COVER THE ISSUE UNDER THE ESC, GOLD PREFERRED.  
CRR-VB INFORMED C THAT CRR-VB WOULD TRANSFER THE CALL TO ANOTHER TEAM FOR FURTHER ASSISTANCE.  
C AGREED.  
CRR-VB REQUESTED C TO CALL CONSUMER AFFAIRS IF ASSISTANCE NEEDED.  
CRR-VB PROVIDED C WITH FILE NUMBER. CRR'S NAME AND EXTENSION.  
CRR-VB PROVIDED RECALL INFORMATION.  
C THANKED AND ENDED CALL.  
CRR-VB WARM TRANSFERRED THE CALL TO CORE GROUP.

\*\*\*\*\*

@07/24-ZIV062N  
CRR-ES RECEIVED TRANSFERRED CALL FROM GENPACT.  
C STATES C WOULD LIKE NNA TO PROVIDE FINANCIAL ASSISTANCE WITH GETTING SEAT REPAIRED @07/24-ZES052N  
CRR-ES ADVISED C THAT FILE WILL BE FORWARDED TO RCAS FOR REVIEW.  
CRR-ES ADVISED C WILL RECEIVE A CALL BACK BY THE END OF THE FOLLOWING BUSINESS DAY. @07/24-ZES052N  
C PROVIDED CALL BACK NUMBER OF 773.505.3286  
CRR-ES PROVIDED C WITH NAME, EXTENSION, AND FILE NUMBER.  
CRR-ES INQUIRED IF ANY FURTHER ASSISTANCE IS NEEDED. C DECLINED.  
C THANKED CRR-ES AND C ENDED CALL.  
CRR-ES SENDING FILE TO RCAS. @07/24-ZES052N  
RCAS-IL CONTACTED C AT 10:38A, DAY #.  
C STATED MATTER WAS RESOLVED WITH DLR.  
RCAS-IL THANKED AND ENDED CALL. @07/30-ZIL003N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

# CONFIDENTIAL

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: RT8G         | ROOT CAUSE: SCSD    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 2144            | EFFECTIVE: 07 / 24 / 07   | 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: ZIV062N        |                     |
| HISTORY:                  | UPDATE BY: ZIL003N        |                     |
| SVC CALL#:                | UPDATE DATE: 07 / 30 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 30 / 07  |                     |
| RESP CAA: LOCKABEY, ILYSA | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 6157257743         | OWNER FIRST:              | DOM: FENTON JOE     |
|                           |                           | LANGUAGE: E ENGLISH |



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

CA5794828

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:33 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 2/25/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 107       | RCNC02819895 | 2144 IL             | 2/25/2006         | 2/25/2011      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                            |                |              |        |
|----------------------------|----------------|--------------|--------|
| -----+-----                |                |              |        |
| CONTRACT: RCNC02819895     |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]     |                | OWNER NAME:  |        |
| PLAN TYPE: C               |                | PLAN TYPE:   |        |
| PLAN TERM: C               |                | PLAN TERM:   |        |
| DEDUCTABLE: \$             |                | DEDUCTABLE:  |        |
| EFFECTIVE: 02/25/06        |                | EFFECTIVE:   |        |
| EXPIRES: 02/25/11          | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                    | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                  |                | TRANSFER:    |        |
| TRANSACTION: 2/27/2006     |                | TRANSACTION: |        |
| PRINTED: 03/03/06          |                | PRINTED:     |        |
| DEALER NO: 2144            | STATE: IL      | DEALER NO:   | STATE: |
| DEALER NAME: MARTIN NISSAN |                | DEALER NAME: |        |
| -----+-----                |                |              |        |

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|                       |            |                                          |
|-----------------------|------------|------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                 |
| STREET:               | [REDACTED] | VIN: JN8AZ08W35W [REDACTED] Y            |
| CITY: NORTH ATTLEBORO |            | YR/MDL: 2005.0 MUR MILEAGE: 40900        |
| ST/ZIP: MA [REDACTED] |            | IN SVC DATE: 08 / 13 / 05                |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3405 CLAY NISSAN                |
| EVE PH: [REDACTED]    | PAID: 10   | SVC DLR: 5080 NISSAN VILLGE/N ATTLEBORO  |
| DLR PH: 508 695 3515  | SUSP: 1    | RESP DLR: 5080 NISSAN VILLGE/N ATTLEBORO |
|                       | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 11 11 41      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4  
 VEHICLE MAINTAINED BY: 5080 NISSAN VILLGE/N ATTLEBORO  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4900 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 01 / 07     | XFER/RSPNSBLTY: 26 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 02 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 3      | CLOSE DATE: 08 / 10 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS  
AC BODY ELECTRICAL

113500 HEADLAMP  
VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZCJ999N 08/01/2007  
PREVIOUS RELATED FILES - NONE FOUND  
CRR-CJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY/EVE# AND DLR.  
CRR-CJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 06/07/06 04037  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 08/23/06 04037  
CRR-CJ RECEIVED A CALL FROM C'S FATHER C STATES C HAS A 2005 MURANO  
AND THE RIGHT HEADLIGHT GROUP NEEDS REPLACED  
C STATES WATER GOT IN THROUGH THE SEAL AND REPLACEMENT WILL COST C \$900.00  
C STATES DLR SAYS THIS IS NOT COMMON  
C STATES WHEN THE LIGHTS HEAT UP THE BULB BURNS OUT  
C ALSO STATES THE SEAT FRAME IS BROKEN  
C STATES THE DLR STATED THIS IS ALSO AN UNCOMMON ISSUE  
C STATES THE COST TO REPLACE SEAT FRAME WOULD BE \$840.00  
C STATES C WOULD LIKE ASSISTANCE FROM NNA  
WITH THE COST OF THE REPLACE GROUP HEADLIGHTS AND SEATFRAME  
CRR-CJ ADVISED C FILE WOULD BE FORWARDED TO A REGIONAL SPECIALIST FOR REVIEW  
C UNDERSTOOD BUT WOULD LIKE SOMETHING DONE AS SOON AS POSSIBLE AS THIS IS A  
SAFETY ISSUE  
CRR-CJ ADVISED C SAFETY IS VERY IMPORTANT TO NNA  
C OFFERED FURTHER ASSISTANCE. C DECLINED.  
CRR-CJ GAVE C NAME, EXTENSION AND FILE NUMBER  
CRR-CJ ADVISED C SOMEONE WOULD CONTACT C BY END OF NEXT BUSINESS DAY  
C UNDERSTOOD C PROVIDE C'S PHONE (FATHER) 781-961-4624  
CRR-CJ FORWARDING FILE TO RCAS @08/01-ZCJ999N  
CRR-RD RECEIVED CALL FROM C STATING NEEDS AN ANSWER TODAY. C STATES HAS  
MAINTAINED THE VEH WELL. C STATES THE VEH IS ONLY 1000 OOW.  
C STATES SEAT FRAME BROKE AND THE HEADLIGHT IS LEAKING.  
C STATES LIGHT ASSEMBLY IS BIG CONCERN BECAUSE C CAN NOT PICK UP  
GRANDCHILDREN WITHOUT PROPER LIGHTS @08/02-ZDR128N  
C WOULD LIKE NISSAN TO PAY FOR REPAIRS  
C STATES WOULD LIKE TO KNOW AS SOON AS POSSIBLE SO CAN GET ON WITH REPAIRS  
C STATES WOULD LIKE CALL BACK AT 781 961 4624 @08/02-ZDR128N  
CRR-LB RECEIVED A CALL FROM C WHO JUST WANTED TO BE SURE THAT C WOULD  
RECEIVE A CALL BY THE END OF DAY  
CRR-LB INFORMED C THAT RCAS NEEDS TIME TO GATHER INFORMATION FROM THE  
DLR IN ORDER TO MAKE ANY DECISIONS REGARDING C'S VEHICLE MAKE A DECISION  
AND C SHOULD RECEIVE A CALL BY THE END OF THE DAY  
C DID NOT WANT TO TAKE CRR-LB'S NAME AND EXTENSION  
C THANKED CR-LB FOR ASSISTANCE C SATISFIED @08/02-ZLB420N  
CRR-CB RECIEVE INBOUND CALL FROM C REGARDING THE FILE C IS VERY UPSET WANTS  
TO GET THIS ISSUE DELT WITH AS HIS SON CANNOT DRIVE THE CAR. WANTS TO KNOW  
WHEN RCAS IS GOING TO BE GETTING BACK  
CRR-CB STATED TO C, CRR-CB GOT DISCONNECTED FROM C AS CRR-CB WAS PUT ON HOLD  
FOR A MINUTE THAN GOT DISCONNECTED. CRR-CB COULD NOT GIVE NAME OR EXTENSION  
CRR-MD RECEIVED CALL FROM: DAVID SIROTA  
C STATED SEAT FRAME BROKE . COUPLE HUNDRED MILES OF WARRANTY  
WATER GOT INTO THE SEAL AND BURNT OUT THE BULBS. C ADVISED WAS  
GOING TO GET A CALL FROM RCAS.  
CRR-MD ASKED C FOR A GOOD TIME TO HAVE RCAS CALL BACK C.  
CRR-MD GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-MD SENDING RCAS INTERNAL MESSAGE. @08/06-ZMD281N  
CRR-SD RECEIVED AN INBOUND CALL FROM C'S FATHER PHILIP SIROTA.

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C STATED THAT C IS UPSET THAT C DID NOT RECEIVE A CALL BACK YET WITH REGARDS TO THE CONCERN WITH THE VEH.

C STATED THAT C WAS INFORMED THAT C WOULD BE CONTACTED BACK.

C STATED THAT THE VEH DOES NOT HAVE LIGHT, WATER LEAKED FROM THE SEAL AND ENTERED THE LIGHTS. C STATED THAT THE SEAT BENCH (FRAME) BROKE AND THE SERVICE WOULD COST C \$800.

C STATED THAT THE VEH WAS MAINTAINED AND C HAS THE RECORDS FOR THE CHECK UPS DONE ON THE VEH.

C STATED THAT C WAS PROMISED SEVERAL TIMES THAT C WOULD RECEIVE A CALL BACK, HOWEVER. C DOES NOT RECEIVE CALL BACKS.

CRR-SD INFORMED C THAT THE FILE HAS BEEN ASSIGNED TO A SPECIALIST, HOWEVER, THERE IS NO UPDATE ON THE FILE WITH REGARDS TO THE CONCERN.

CRR-SD INFORMED C THAT AN INTERNAL MESSAGE WOULD BE SENT TO THE SPECIALIST TO CONTACT C BACK. C STATES 781-961-4624.

C HAVE TO TAKE CARE OF C'S GRAND DAUGHTER LATER.

CRR-SD INQUIRED IF FURTHER ASSISTANCE IS REQUIRED BY C. C STATES NO.

CRR-SD PROVIDED C WITH CRR-SD'S NAME AND EXTENSION.

C THANKED AND ENDED CALL.

CRR-SD E-MAILED RCAS-DR.

@08/07-ZSD010N

@08/07-ZSD010N

CRR-LB RECEIVED A CALL FROM C STATING THET C STILL HAS NOT RECEIVED A CALL

IN OVER A WEEK C HAS REQUESTED TO SPEAK TO A SUPERVISOR @08/08-ZLB420N

CRR-LB APOLOGIZED TO C AND LET C KNOW THAT A REQUEST FOR A SUPERVISOR WILL BE SENT OUT

@08/08-ZLB420N

C STATED THAT C WOULD LIKE TO BE CALLED AT 617 344-2798 C WILL BE AT THIS NUMBER UNTILL 7 PM

@08/08-ZLB420N

C THANKED CRR-LB FOR ASSISTANCE AND DISCONNECTED THE LINE @08/08-ZLB420N

CRR-LB SENDING ESCALATION @08/08-ZLB420N

\*\* RS-KC SENT AN EMAIL TO RCAS-DR REQUESTING THAT THE C BE CONTACTED BY CLOSE OF BUSINESS TODAY.

@08/08-ZKC249N

RCAS CONTACTED DLR

@08/08-ZDR633N

DLR ADVISED RCAS THAT DLR HAS RUN A GRT FOR THE HEADLIGHT AND THE FIRST # THAT THE GRT HAD ACCEPTED WAS NNA 283 AND C 500 PAY

@08/08-ZDR633N

DLR STATED THAT C SEEMED SATISFIED WITH THIS RESPONSE @08/08-ZDR633N

DLR STATED THAT C STILL NEEDED THE SEAT REPAIRED ON THE VEHICLE BUT THE DLR HAS NOT YET RUN A GRT FOR THIS REPAIR

@08/08-ZDR633N

RCAS INQUIRED AS TO THE SERVICING MHISTORY OF C @08/08-ZDR633N

DLR STATED THAT C WAS A C THAT DID ALL MAINTENANCE AT THE DLR AND DLR WOULD BE IN FAVOR OF ASSISTING C

@08/08-ZDR633N

RCAS INQUIRED IF DLR WOULD BE WILLING TO INTERNAL THE LABOR PORTION OF THIS REPAIR

@08/08-ZDR633N

DLR AGREED

@08/08-ZDR633N

RCAS REQUESTED THAT DLR RUN GRT FOR THE SEAT WITH DLR PORTION AND NNA FOR THE PART AND RCAS WOULD REVIEW C CONCERNS FURTHER FOR GOODWILL ASSISTANCE WITH DPSM

@08/08-ZDR633N

RCAS CONTACTED C AND ADVISED C THAT NNA IS IN REVIEW OF C CONCERNS AND WOULD BE CONTACTED WITH A RESOLUTION BY COB 08/10/07

@08/10-ZDR633N

X

X

X

X

X

@08/10-ZDR633N

THIS C HAS HAD MULTIPLE CONCERNS WITH C VEHICLE IN LESS THAN 5K OF

C TRAVELING OOW. C FIRST ISSUE WAS WITH THE HEADLIGHT ON C VEHICLE LEAKING.

(THE PART AND LABOR FOR THIS REPAIR ON THIS VEHICLE IS ALMOST \$1.000) C IS A

GOOD SERVICING C SO THE DLR SUBMITTED THE GRT WHICH WAS FINALLY APPROVED @ 500

**CONFIDENTIAL**

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DOLLARS C PAY. C SEEMED CONTENT WITH THIS ASSISTANCE FROM NISSAN (WHICH IN REALITY IS LESS THAN 200 DOLLARS) SO I LEFT THIS ISSUE LIE. C HAS ALSO HAD THE SEAT FRAME BREAK ON C DRIVERS SEAT. DLR HAS RUN GRT FOR THESE REPAIRS AS WELL AND THE DLR HAS AGREED TO PICK UP THE LABOR PORTION OF THIS REPAIR DLR INTERNAL. THE REMAINING AMOUNT IS 503.85. DLR IS REQUESTING ASSISTANCE FROM NNA AS C IS A LOYAL C TO THE DLR AND NISSAN. LET ME KNOW YOUR THOUGHTS ON THIS ONE. THANKS.  
@08/10-ZDR633N

RECIEVED E-MAIL FROM DPSM ADVISING RCAS THAT THE DLR AND DPSM HAD BEEN ABLE TO WORK OUT A RESOLUTION  
@08/10-ZDR633N

RCAS REVIEWED GRT  
GRT HAS RECOMMENDED 50% OF THIS REPAIRTR  
@08/10-ZDR633N

RCAS CONTACTED C  
RCAS ADVISED C THAT NNA HAD REVIEWED C CONCERNS AND ARE IN THE POSITION TO PROVIDE 50% OF ASSISTANCE IN THE REPAIRS TO C SEAT  
RCAS ADVISED C THAT C CAN CONTACT THE DLR TO HAVE THE REPAIRS PERFORMED  
@08/10-ZDR633N

C STATED THAT THIS WAS AN INSULTING OFFER TO C AS THIS SHOULD NOT HAVE BEEN A CONCERN THAT C WAS FACING ON THE VEHICLE  
@08/10-ZDR633N

RCAS ADVISED C THAT THIS WOULD BE THE ONLY OFFER THAT NNA WOULD BE ABLE TO PROVIDE  
@08/10-ZDR633N

C STATED THEN C WOULD NEVER BUY A NISSAN AGAIN AND HUNG UP  
RCAS CLOSING FILE  
@08/10-ZDR633N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

**CONTACT(S):**

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT1C         | 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: 5080          | EFFECTIVE: 08 / 01 / 07   | 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: ZCJ999N        |                     |
| HISTORY:                | UPDATE BY: ZDR633N        |                     |
| SVC CALL#:              | UPDATE DATE: 08 / 10 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 08 / 10 / 07  | MICROFILM: N        |
| RESP CAA: RIDER. DANIEL | CAOM: JESSUP MITCH        | CAOM: JESSUP MITCH  |
| PHONE: 6157257788       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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DATE: 1/26/2009  
TIME: 12:48:33 PM

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

CAR ID: CA5809581N  
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|                       |                                        |
|-----------------------|----------------------------------------|
| NAME: [REDACTED]      | SC: MULTI CONTRACT                     |
| STREET: [REDACTED]    | VIN: JN8AZ08W65W [REDACTED] Y          |
| CITY: JONESBOROUGH    | YR/MDL: 2005.0 MUR MILEAGE: 60934      |
| ST/ZIP: TN [REDACTED] | IN SVC DATE: 01 / 11 / 05              |
| DAY PH: [REDACTED]    | RTL DLR: 2479 SOUTHERN STATES NISSAN   |
| EVE PH: [REDACTED]    | SVC DLR: 3580 TRI-CITIES NISSAN. INC.  |
| DLR PH: 423 282 4731  | RESP DLR: 3580 TRI-CITIES NISSAN, INC. |
| VCAN: Y               | REGION: 36 DIST: SL/SV/PT: 08 08 38    |
| PAID:                 |                                        |
| SUSP:                 |                                        |
| DENY:                 |                                        |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3580 TRI CITIES NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 24934 (PT) MONTHS: MILES: 934

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 03 / 07     | XFER/RSPNSBLTY: 36 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 06 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 09 / 07    | DATANET (Y/N): 08 / 07 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZAK008N 08/03/2007

NO PREVIOUS RELATED OR UNRELATED FILES FOUND.

CRR-AK VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN AND THE MILEAGE.

CRR-AK CHECKED FOR OPEN CAMPAIGNS/WARRANTY EXTENSION AND FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 03/01/07 3580

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 03/01/07 3580

CRR-AK RECEIVED AN INBOUND CALL FROM C.

C STATES THAT C HAS A CONCERN WITH THE MURANO.

C STATES THAT THE SEAT ASSEMBLY IS BROKEN FOR DRIVERS SEAT AND C USED TO HEAR NOISE FROM THE VEH.

C STATES THAT THE DLR 3580 TRI-CITIES NISSAN, INC. INFORMED C THAT THE REPAIR WOULD NOT BE COVERED UNDER THE ESC.

DLR DID NOT GIVE A REASON WHY THE REPAIR WOULD NOT BE COVERED.

C WANTS ASSISTANCE FROM NISSAN TO HAVE REPAIRS PERFORMED. @08/03-ZAK008N

CRR-AK ADVISED C THAT CRR-AK WILL DOCUMENT C'S CONCERNS AND TRANSFER C'S CALL TO AN INBOUND AGENT.

CRR-AK ALSO INFORMED C THAT THE ENTIRE PROCEDURE WOULD TAKE ABOUT 3-5 MINUTES.

C AGREED TO HOLD THE LINE.

C REQUIRED NO FURTHER ASSISTANCE.

CRR-AK PROVIDED C WITH THE FILE NUMBER, NAME AND EXTENSION.

C THANKED.

CRR-AK WARM TRANSFERRED CALL.

@08/03-ZAK008N

\*\*\*\*\*

CRR-JB RECEIVED TRANSFER FROM CRR-AK.

C STATES C IS REQUESTING GOODWILL FINANCIAL ASSISTANCE FOR REPAIRS TO DRIVER'S SEAT.

CRR-JB ADVISED C THAT CRR-JB WOULD SEND FILE TO RCAS FOR REVIEW AND C SHOULD BE CONTACTED BY END OF NEXT BUSINESS DAY (MONDAY) WITH RESULTS.

C THANKED CRR-JB FOR ASSISTANCE.

@08/03-ZJB999N

CRR-JB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JB GAVE NAME AND EXTENSION.

CRR-JB SENDING TO RCAS.

@08/03-ZJB999N

\*\*\*\*

RCAS-EN PLACED OUTBOUND CALL TO C'S DAY PHONE# AT 11:39AM CST ON 08/06/07.

LEFT VMX REQUESTING A CALL BACK AT 800 NISSAN 1, EXT 57720. @08/06-ZEN188N

@08/06-ZEN188N

\*\*\*\*

RCAS-EN PLACED OUTBOUND CALL TO SA RON AT 12:55PM CST ON 08/07/07.

SA RON STATED THAT C NEEDS A NEW SEAT BUT IS OOW. SA RON STATED THAT COST OF REPAIRS ARE \$646.68 AND \$179.00 FOR LABOR. RCAS-EN ASKED SA RON IF GRT WAS RAN ON C'S VEH. SA RON STATED NO. RCAS-EN REQUESTED GRT RAN. SA RON AGREED AND WILL CONTACT RCAS-EN WITH GRT RESULTS. @08/07-ZEN188N

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\*\*\*\*\*

@08/09-ZEN188N

RCAS-EN PLACED OUTBOUND CALL TO SA JOHN AT 2:39PM CST ON 08/09/07.

SA JOHN STATED THAT GRT WAS RAN ON C'S VEH BUT WAS DENIED. RCAS-EN ASKED SA JOHN IF C WAS A GOOD SERVICE C. SA JOHN STATED NO. RCAS-EN THANKED SA JOHN. @08/09-ZEN188N

\*\*\*\*

@08/09-ZEN188N

RCAS-EN RECEIVED INBOUND CALL FROM C'S DAY PHONE# AT 3:02PM CST ON 08/09/07,

RCAS-EN NOTIFIED C THAT UNFORTUNATELY NNA WILL NOT BE IN THE POSITION TO



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ASSIST WITH REPAIRS OF VEH. C STATED THAT WAS VERY DISSATISFIED WITH NISSAN PRODUCT. RCAS-EN APOLOGIZED TO C ABOUT INCONVENIENCE. C STATED THAT WILL LIKE TO KNOW IF REPAIRS WAS COVER UNDER THE ESC. RCAS-EN NOTIFIED C THAT RCAS-EN WILL RESEARCH THAT INFORMATION AND ASKED C IF RCAS-EN COULD PLACE C ON HOLD. C AGREED. RCAS-EN RESEARCH INFORMATION AND SEAT WAS NOT COVER UNDER C'S WARRANTY. RCAS-EN WAS UNABLE TO PROVIDE C WITH INFORMATION DUE TO THE FACT THAT C ENDED CALL. @08/09-ZEN188N  
RCAS-EN PLACED OUTBOUND CALL TO C'S DAY PHONE# AT 3:06PM CST ON 08/09/07, RCAS-EN LEFT MESSAGE INFORMING C THAT SEAT WAS NOT COVER UNDER WARRANTY AND IF C NEEDED FURTHER ASSISTANCE TO CONTACT RCAS-EN AT 615-725-7720.  
RCAS-EN CLOSING FILE. @08/09-ZEN188N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3580          | EFFECTIVE: 08 / 03 / 07   | 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: ZAK008N        |                     |
| HISTORY:                | UPDATE BY: ZEN188N        |                     |
| SVC CALL#:              | UPDATE DATE: 08 / 09 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 08 / 09 / 07  | MICROFILM: N        |
| RESP CAA: NUNEZ. EMABEL | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157257720       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                  |              |                           |            |           |         |            |                    |  |
|------------------|--------------|---------------------------|------------|-----------|---------|------------|--------------------|--|
| CA5809581        |              | CONSUMER AFFAIRS          |            |           |         |            | DATE: 1/26/2009    |  |
|                  |              | SERVICE CONTRACTS SUMMARY |            |           |         |            | TIME: 12:48:33 PM  |  |
| NAME: [REDACTED] |              | VIN: [REDACTED]           |            |           |         |            | MODEL YEAR: 2005.0 |  |
|                  |              | IN SCV DATE: 11/18/2006   |            |           |         |            | MAKE: [REDACTED]   |  |
|                  |              |                           |            |           |         |            | MODEL LINE: MUR    |  |
| SEQ              |              | DEALER                    | EFFECTIVE  | EXPIRE    | EXPIRE  | CANCEL     | TRANSFER           |  |
| NO               | CONTRACT NO  | NUMBER ST                 | DATE       | DATE      | MILEAGE | DATE       | DATE               |  |
| 109              | PEDM03669212 | 3580 TN                   | 2/27/2006  | 2/27/2009 | 100.000 |            |                    |  |
| 110              | PEDQ04200846 | 3580 TN                   | 11/18/2006 | 1/11/2012 | 100.000 |            |                    |  |
| 111              | RMN207860957 | 3580 TN                   | 2/27/2006  | 2/27/2010 | 100.000 | 10/17/2006 |                    |  |
| 112              | RMNZ08159637 | 3580 TN                   | 11/18/2006 | 1/11/2012 | 100.000 |            |                    |  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: PEDM03669212                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: E                            | PLAN TYPE:                           |
| PLAN TERM: M                            | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                       | DEDUCTABLE:                          |
| EFFECTIVE: 02/27/06                     | EFFECTIVE:                           |
| EXPIRES: 02/27/09    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 3/7/2006                   | TRANSACTION:                         |
| PRINTED: 03/10/06                       | PRINTED:                             |
| DEALER NO: 3580            STATE:    TN | DEALER NO:                    STATE: |
| DEALER NAME: TRI-CITIES NISSAN, INC.    | DEALER NAME:                         |
| -----+-----                             |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04200846                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 11/18/06                    | EFFECTIVE:                           |
| EXPIRES: 01/11/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 11/21/2006                | TRANSACTION:                         |
| PRINTED: 11/25/06                      | PRINTED:                             |
| DEALER NO: 3580        STATE:    TN    | DEALER NO:                    STATE: |
| DEALER NAME: TRI-CITIES NISSAN, INC.   | DEALER NAME:                         |
| -----+-----                            |                                      |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: RMN207860957               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: M                         |                | PLAN TYPE:   |        |
| PLAN TERM: 2                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 02/27/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 02/27/10                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 10/17/06                     | MILES: 39,540  | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 12/7/2006               |                | TRANSACTION: |        |
| PRINTED: 03/10/06                    |                | PRINTED:     |        |
| DEALER NO: 3580                      | STATE: TN      | DEALER NO:   | STATE: |
| DEALER NAME: TRI-CITIES NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: RMNZ08159637               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: M                         |                | PLAN TYPE:   |        |
| PLAN TERM: Z                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 11/18/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 01/11/12                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                              | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 11/21/2006              |                | TRANSACTION: |        |
| PRINTED: 11/25/06                    |                | PRINTED:     |        |
| DEALER NO: 3580                      | STATE: TN      | DEALER NO:   | STATE: |
| DEALER NAME: TRI-CITIES NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

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SC: NONE

NAME: [REDACTED] VIN: JN8AZ08W24W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2004.0 MUR MILEAGE: 45000  
CITY: ENGLEWOOD IN SVC DATE: 04 / 30 / 04  
ST/ZIP: [REDACTED] VCAN: N RTL DLR: 3704 PEAK NISSAN ON WADSWORTH  
DAY PH: [REDACTED] PAID: 2 SVC DLR: 3524 GO NISSAN ARAPAHOE  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3524 GO NISSAN ARAPAHOE  
DLR PH: 303 790 7333 DENY: 0 REGION: 48 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 3524 GO NISSAN ARAPAHOE  
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 9000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 06 / 07 XFER/RSPNSBLTY: 48 02 S  
CONTACT (S): FOLLOWUP DATE: 08 / 07 / 07 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 08 / 21 / 07 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZAK008N 08/06/2007

NO PREVIOUS RELATED OR UNRELATED FILES FOUND.

CRR-AK VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN AND THE MILEAGE.

CRR-AK CHECKED FOR OPEN CAMPAIGNS/WARRANTY EXTENSION AND FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 08/09/05 3524

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 00/00/00

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 07/13/06 3524

CRR-AK RECEIVED AN INBOUND CALL FROM C.

C STATES THAT C TOOK THE VEH TO 3524 GO NISSAN ARAPAHOE AS C HAD A CONCERN WITH THE DRIVER'S SEAT. @08/06-ZAK008N

C STATES THAT THE FRAME OF THE SEAT IS BROKEN AND C DOES NOT FEEL THAT C SHOULD BE PAYING AS THE VEH IS JUST OOW.

C WANTS ASSISTANCE TO HAVE REPAIRS DONE.

CRR-AK INFORMED C OF SEAT PROTECTOR RECALL.

CRR-AK ADVISED C THAT CRR-AK WILL DOCUMENT C'S CONCERNS AND TRANSFER C'S CALL TO AN INBOUND AGENT.

CRR-AK ALSO INFORMED C THAT THE ENTIRE PROCEDURE WOULD TAKE ABOUT 3-5 MINUTES.

C AGREED TO HOLD THE LINE.

C REQUIRED NO FURTHER ASSISTANCE.

CRR-AK PROVIDED C WITH THE FILE NUMBER, NAME AND EXTENSION.

C THANKED.

CRR-AK WARM TRANSFERRED CALL.

@08/06-ZAK008N

@08/06-ZAK008N

CRR-EB RECEIVED TRANSFER FROM INDIA NNA

@08/06-ZEB668N

C STATES IS HAVING ISSUE WITH DRIVERS SEAT, MOVING LEFT TO RIGHT@08/06-ZEB668N

C STATED HAD BROUGHT VEHICLE INTO DLR AND DLR TOLD C WAS OUT OF WARRANTY AND TOLD C TO CALL 1800NISSAN1 TO SEE IF ASSISTANCE WITH THIS IS AVAILABLE

C STATED REAR LEFT LINK WILL HAVE TO BE REPLACED ON DRIVER SIDE SEAT, COSTING OVER \$400 @08/06-ZEB668N

C IS ASKING NISSAN TO PAY FOR THIS AS C IS JUST OOW

@08/06-ZEB668N

CRR-EB ADVISED C FILE WOULD BE TRANSFERRED TO RCAS

@08/06-ZEB668N

C THANKED CRR-EB

@08/06-ZEB668N

CRR-EB GAVE C NAME, EXTENSION AND FILE NUMBER

@08/06-ZEB668N

CRR-EB TRANSFERRING FILE TO RCAS

@08/06-ZEB668N

RCAS-MH CONTACTED DLR AND SPOKE WITH SM-JOHN.

SM ADVISED C DID VISIT DLRSHIP A FEW TIMES.

SM ADVISED SM WOULD RUN GRT FOR C.

RCAS THANKED SM AND ENDED CALL.

RCAS-MH CONTACTED C DAY NUMBER AT 3:30 PM CST.

RCAS ADVISED FILE IS BEING REVIEWED BUT THERE IS NO GUARANTEE THAT C WILL GET ASSISTANCE AT THIS TIME.

C STATED C HAS ALWAYS OWNED NISSAN AND C'S FAMILY MEMBERS OWN NISSAN.

RCAS THANKED C FOR BEING A PART OF THE NISSAN FAMILY.

C ALSO STATED SA ADVISED C THIS WAS THE FIRST TIME SA HAD SEEN SEAT BROKEN.

C THANKED RCAS AND ENDED CALL.

@08/07-ZMH311N

RCAS-MH SEND E-MAIL TO SM-JOHN AT 5:05 PM CST REQUESTING UPDATE.@08/09-ZMH311N

RCAS-MH CONTACTED SM AT 4:00 PM CST AND LEFT VMX REQUESTING CALL BACK.

@08/14-ZMH311N

RCAS-MH CONTACTED SM AND SM ADVISED C WAS CONTACTED TO TAKE VEH IN TO HAVE SEAT REPAIRED.

RCAS THANKED SM AND ENDED CALL.

@08/20-ZMH311N

RCAS-MH CONTACTED C DAY NUMBER AT 12:56 PM CST.



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C STATED SM ADVISED C SEAT WILL BE REPAIRED UNDER WARRANTY. C ALSO STATED PARTS HAVE BEEN ORDERED AND SM WILL CONTACT C WHEN PARTS COME IN .  
C THANKED RCAS AND ENDED CALL. @08/20-ZMH311N  
RCAS CLOSING FILE PENDING PARTS RECEIVED AT DLRSHIP AND C TAKE VEH IN FOR REPAIRS. @08/21-ZMH311N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                     |       |
|------------------------|---------------------------|---------------------|-------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SDPP    | DR800 |
| 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: 3524         | EFFECTIVE: 08 / 06 / 07   | 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: ZAK008N        |                     |       |
| HISTORY:               | UPDATE BY: ZMH311N        |                     |       |
| SVC CALL#:             | UPDATE DATE: 08 / 21 / 07 |                     |       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 21 / 07  | MICROFILM: N        |       |
| RESP CAA: HARE, MARLEN | OLM: SMIT AGNES           | DOM: SILVER, STEVE  |       |
| PHONE: 6157257740      | OWNER FIRST:              | LANGUAGE: E ENGLISH |       |

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|                       |                                       |
|-----------------------|---------------------------------------|
| NAME: [REDACTED]      | SC: NONE                              |
| STREET: [REDACTED]    | VIN: JN8AZ08W16W [REDACTED] Y         |
| CITY: WINTHROP        | YR/MDL: 2006.0 MUR MILEAGE: 49000     |
| ST/ZIP: ME [REDACTED] | IN SVC DATE: 12 / 19 / 05             |
| DAY PH: [REDACTED]    | VCAN: N                               |
| EVE PH: [REDACTED]    | PAID:                                 |
| DLR PH: 207 622 7327  | SUSP:                                 |
|                       | DENY:                                 |
|                       | RTL DLR: 2822 CHARLIE'S JP/EA NISSAN  |
|                       | SVC DLR: 2822 CHARLIE'S JP/EA NISSAN  |
|                       | RESP DLR: 2822 CHARLIE'S JP/EA NISSAN |
|                       | REGION: 26 DIST: SL/SV/PT: 12 12 42   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 2822  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 13000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 07 / 07     | XFER/RSPNSBLTY: 26 12 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 24 / 07 | DATANET (Y/N): 4            |
| SEVERITY: 9      | CLOSE DATE: 08 / 23 / 07    | DATANET (Y/N): 08 / 22 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS  
AB BODY

106000 FRAME  
WA PREMATURE WEAR/FAILURE

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C. A. R. COMMENTS

FILE OPENED-ZRH999N 08/07/2007

XXX @08/07-ZRH999N  
PREVIOUS RELATED FILE FOUND:NONE  
CRR-RH VERIFIED C'S NAME. ADDRESS. VIN. MILEAGE. DAY & EVE PHONE. AND RESP DLR  
CRR-RH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @08/07-ZRH999N  
C STATES 06 MURANO HAS A SEAT FRAME PROBLEM - ON DRIVERS  
SIDE FRAME IT IS BROKEN - DLR STATED THAT IT WOULD COST  
\$1300 - 49000 MILES ON VEH AND SHOULD NOT BE HAPPENING @08/07-ZRH999N  
C STATES WOULD LIKE SOME HELP WITH PAYING FOR THE REPAIR  
OF THE DRIVERS SIDE FRAME THAT IS OUT OF WARRANTY @08/07-ZRH999N  
CRR-RH WILL SEND TO RCAS FOR OOW GOODWILL ASSISTANCE @08/07-ZRH999N  
C THANKED CRR-RH  
CRR-RH GAVE NAME. EXTENSION AND FILE NUMBER @08/07-ZRH999N  
RCAS-DS DATANET FILE. @08/08-ZDS796N  
RCAS-DS CONTACTED DLR, SPOKE WITH SM-MARILEE. @08/08-ZDS796N  
SM ADVISED THAT SEAT FRAME IS BROKEN ON THE DRIVER'S SIDE. SM ADVISED WILL RUN  
GRT AND CONTACT RCAS-DS WITH AN UPDATE.  
RCAS-DS THANKED SM AND ENDED CALL. @08/08-ZDS796N  
RCAS-DS CONTACTED C AT 4:00PM CST. VMX WAS NOT AVAILABLE. RCAS-DS DID NOT  
LEAVE A MESSAGE. @08/08-ZDS796N

\*\*\*\*\*  
CRR-BV RECEIVED INBOUND CALL FROM C'S WIFE. @08/14-ZBV129N  
C STATED THAT C HAVEN'T RECEIVED ANY CALL FROM THE BOB HILL. CRR-BV ADVISED  
THAT THE CASE IS NOW BEING HANDLED BY OUR REGIONAL SPECIALIST AND THE BEST  
THING THAT CRR-BV CAN DO AS OF THE MOMENT IS TO SEND AN EMAIL TO THE  
RESPONSIBLE REPRESENTATIVE. C GAVE STATED THAT IF EVER RCAS WILL BE CALLING  
TODAY, C'S WIFE WILL BE AT HOME AND RCAS CAN REACH C'S WIFE THROUGH THE HOME  
PHONE [REDACTED]. C ALSO GAVE THE CELLPHONE NUMBER OF [REDACTED]  
2075926976 AND RCAS CAN GET IN CONTACT WITH C ANYTIME. @08/14-ZBV129N  
C THANKED CRR-BV AND ENDED CALL. @08/14-ZBV129N

RCAS RECEIVED FILE 8/13/07 EVENING.  
RCAS REVIEWED CPIA AND FOUND GRT WAS NOT RUN.  
RCAS DATA-NETTED THE SM TO ADVISE TO RUN GRT. @08/14-ZDW294N  
RCAS CALLED C AT 6:41 PM CST ON 207 287 7086 AND LEFT VMX. @08/14-ZDW294N

\*\*\*\*\* @08/20-ZJH820N  
CRR-JH RECEIVED CALL FROM C.10:05AM 20 AUG 07 WONDERING WHAT IS GOING ON WITH  
C'S FILE. CALLER WAS [REDACTED] E NOT MR. @08/20-ZJH820N  
CRR-JH ADVISED C THAT RCAS HAS TRIED TO CONTACT, APOLOGIZED FOR THE DELAY BUT  
THAT PERHAPS RCAS IS WAITING FOR MORE INFORMATION TO PROCESS FILE.  
CRR-JH ADVISED C THAT CRR-JH WOULD SEND EMAIL TO RCAS AND ASK RCAS FOR FOLLOW  
UP. @08/20-ZJH820N

C THANKED CRR-JH FOR ASSSISTANCE. C SATISFIED.  
CRR-JH GAVE C NAME. EXTENSION. \*\*\*\*\* @08/20-ZJH820N  
RCAS REVIEWD CPIA AND FOUND GRT IS NOT RUN. @08/20-ZDW294N  
RCAS DATA-NETTED THE DLRSHIP TO RUN GRT. @08/20-ZDW294N  
CRR-JH SENT EMAIL TO RCAS-DW TO FOLLOW UP WITH C SINCE C LEFT VMX FOR CRR-JH  
@08/21-ZJH820N

RCAS CALLED THE DLRSHIP AT 10:54 AM CST. SM-MARILEE\_RETRIEVED CALL. RCAS  
INQUIRED ABOUT C ISSUE. SM PLACED RCAS ON HOLD. SM RETRIEVED RCAS FROM HOLD  
AND STATED THAT SM WAS GOING TO TRY TO SLIP RCAS IN BETWEEN C BUT WAS NOT ABLE  
TO THEREFORE SW WOULD NEED TO CALL RCAS BACK AND INQUIRED ABOUT RCAS DIRECT  
LINE#. RCAS ADVISED SM OF THE # AND INQUIRED IF SM WOULD GO AHEAD AND RUN THE  
GRT AND CALL RCAS BACK TODAY WITH THE RESULTS. SM STATED SHE WOULD AND BID

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RCAS GOOD DAY. RCAS DOES THE SAME AND ENDED THE CALL. @08/21-ZDW294N  
RCAS DATA-NETTED THE SM MARILEE TO MAKE SURE THE GRT IS RUN AND TO CONTACT  
RCAS BACK. @08/21-ZDW294N  
@08/21-ZDW294N

RCAS CALLED THE DLRSHIP AT 4:40 PM CST TO ADVISED THE SM-MERILEE THAT RCAS HAS  
RETRIEVED THE GRT INFORMATION. RCAS INQUIRED (VIA VMX) THAT RCAS FOUND THAT  
GRT WAS NOT RECOMMENDED FOR \$1300 AND WANTED TO INQUIRE IF SM WOULD RUN THE  
THE GRT FOR A 50/50 BEING \$650 INSTEAD OF \$1300. RCAS ADVISED VIA VMX THAT IF  
THE GRT IS RECOMMENDED FOR HALF THE PRICE AND IF THE C ACCEPTS THIS OFFER THEN  
INFINITI COULD GET THIS C ASSISTED AND IF THE C DOES NOT ACCEPT THIS OFFER  
IF THE GRT IS RECOMMENDED THEN THIS WOULD BE THE FINAL OFFER. @08/21-ZDW294N  
RCAS RECEIVED EMAIL FROM FOD-CL STATING:

50/50 GOODWILL DECLINED ALSO - MERILLEE LEFT RCAS A VOICEMAIL THIS AM.  
AND TO INQUIRED WHO IS CALLING CUSTOMER - RCAS OR DLRSHIP? @08/22-ZDW294N  
\*\*\*\*\* @08/22-ZDW294N

\*\*\*\*\*ANYONE COULD ADVISE C WITH THE INFORMATION THAT NNA HAS NNA IS UNABLE TO  
ASSIST C WITH C REQUEST. \*\*\*\*\* @08/22-ZDW294N

RCAS CALLED C AT 5:14 PM CST ON DAY # AND LEFT VMX. @08/22-ZDW294N  
RCAS CALLED C AT 5:15 PM CST ON 207 377 9771 AND LEFT VMX WITH GODSON JOHN  
ALCOLS. RCAS ALSO ADVISED JOHN THAT C COULD CONTACT THE DLRSHIP TO INQUIRE THIS  
INFORMATION. JOHN THANKED RCAS AND ENDED THE CALL. @08/22-ZDW294N  
RCAS IS CLOSING FILE. @08/22-ZDW294N

\*\*\*\*\* @08/23-ZAG086N

CRR-AG RECIEVED CALL FROM C INQUIRING ABOUT STATUS ON FILE.  
CRR-AG ADVISED C THAT RCAS HAS MADE A DECISION AND C CAN CONTACT DLR FOR MORE  
INFORMATION.  
CRR-AG ADVISED RCAS HAS CONTACTED C YESTERDAY AND LEFT MSG WITH GODSON.  
CRR-AG ADVISED C THAT C COULD CONTACT THE DLRSHIP TO INQUIRE THIS INFORMATION.  
CRR-AG CLOSING FILE. @08/23-ZAG086N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
SERVICE MANAGER PLEASE REVIEW FILE, RUN GRT AND UPDATE DEALER NOTES. THANKS  
AND HAVE A GREAT DAY.  
FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
SERVICE MANAGER PLEASE RUN GRT AND UPDATE THE DEALER NOTES SO THE FILE COULD  
BE CLOSED. THANKS  
FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
SERVICE MANAGER MARILEE PLEASE RUN GRT AND CONTACT NISSAN NORTH AMERICA BACK  
ON THE # THAT WAS GIVEN OR UPDATE THE DEALER NOTES. THANKS

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DEALER ACTION:

CONTACT(S):

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1               | DATE: 08 / 23 / 07        | USERID: ZAG086N     |
| OTHER #: 0                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0         | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 2822              | EFFECTIVE: 08 / 07 / 07   | 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: ZRH999N        |                     |
| HISTORY:                    | UPDATE BY: ZAG086N        |                     |
| SVC CALL#:                  | UPDATE DATE: 08 / 23 / 07 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 08 / 23 / 07  | MICROFILM: N        |
| RESP CAA: WILLIAMS, DOROTHY | OLM: ROYSTER KAREN        | DOM: BEVINGTON DON  |
| PHONE: 6157257910           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                         |                                          |
|-------------------------|------------------------------------------|
| NAME: [REDACTED]        | SC: NONE                                 |
| STREET: [REDACTED]      | VIN: JN8AZ08W23W [REDACTED] Y            |
| CITY: PACIFIC PALISADES | YR/MDL: 2003.0 MUR MILEAGE: 61000        |
| ST/ZIP: CA [REDACTED]   | IN SVC DATE: 05 / 11 / 03                |
| DAY PH: [REDACTED]      | RTL DLR: 110B TUSTIN NISSAN              |
| EVE PH: [REDACTED]      | SVC DLR: 3082 SANTA MONICA NISSAN, INC.  |
| DLR PH: 310 998 2200    | RESP DLR: 3082 SANTA MONICA NISSAN, INC. |
| VCAN: N                 | REGION: 44 DIST: SL/SV/PT: 04 04 34      |
| PAID: 10                |                                          |
| SUSP: 1                 |                                          |
| DENY: 1                 |                                          |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3082 SANTA MONICA NISS/  
 OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 25000 (PT) MONTHS: MILES: 1000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 07 / 07     | XFER/RSPNSBLTY: 44 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 31 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 19 / 07    | DATANET (Y/N): 08 / 09 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

FILE OPENED-ZDR128N 08/07/2007

PREVIOUS FILES FOUND NONE @08/07-ZDR128N

CRR-RD VERIFIED C'S NAME, ADDRESS, VIN, MILAGE, DAY & EVE PHONE, AND RESP DLR.

CRR-RD CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215

CLSD R0511

CLSD R0516

PREVIOUS NISSAN VEHICLES:1

CRR-RD RECEIVED CALL FROM C'S HUSBAND

C STATED HAS BEEN TOLD SEAT TRACK RAIL ON MURANO IS DEFECTIVE @08/07-ZDR128N

C STATES AFFECTED SIDE IS DRIVER'S SIDE @08/07-ZDR128N

C STATES WIFE WEIGHS ONLY 110 LBS AND C WEIGHS 170LBS @08/07-ZDR128N

C STATES SINCE PURCHASED SEAT HAD MINOR SQUEAK THAT HAS GOTTEN PROGRESSIVELY WORSE @08/07-ZDR128N

C STATES NOW SEAT ACTUALLY FEELS LOOSE NOT AS STURDY AS PASSENGER @08/07-ZDR128N

C STATES VEHICLE MAINTAINED DILIGENTLY AT THE DLR SHP @08/07-ZDR128N

C STATES WOULD LIKE NISSAN TO REPAIR VEHICLE FREE OF CHARGE @08/07-ZDR128N

AS C FEELS SEAT MALFUNCTION IS PREMATURE @08/07-ZDR128N

C STATES PLEASE CALL ON CELL PHONE 310-261-1340

C STATES PLEASE LEAVE MESSAGE NO ANSWER @08/07-ZDR128N

\*\*RCAS-MW RECEIVED FILE ON 8/8.\*\* @08/08-ZMW536N

\*\*RCAS-MW CONTACTED C AT 6:33 AT 310 261 1340 AND SPOKE WITH C.

C STATED THAT C DRIVERS SIDE SEAT SQUEAKS EVERYTIME C MAKES A TURN. C STATED THAT THE DLR ADVISED C THAT THE SEAT RAIL NEEDS TO BE REPLACED BUT C IS OUT OF WARRANTY SO THE ISSUE WOULD BE CONSUMER PAY ISSUE.

\*RCAS-MW ADVISED C THAT RCAS WILL CONTACT THE DLR AND FIND OUT IF THE DLR IS ABLE TO DO AN INTERNAL REVIEW ( GRT ) TO SEE IF THE DLR/NNA/REGION WOULD BE ABLE TO OFFER ANY OUT OF WARRANTY ASSISTANCE. RCAS ADVISED THAT SOMETHING LIKE THIS WOULD BE COVERED UNDER BASIC WARRANTY WHICH RAN OUT IN 5/06 AND AT 36,000 MILES. @08/08-ZMW536N

C UNDERSTOOD AND ADVISED THAT THE C JUST DOES NOT THINK THIS PART SHOULD HAVE GONE OUT WHEN C WEIGHS 170 POUNDS AND C WIFE WEIGHS 110.

RCAS-MW UNDERSTOOD AND ADVISED THAT RCAS WILL SEE WHAT RCAS CAN DO.

C UNDERSTOOD.

RCAS-MW THANKED AND ENDED CALL. @08/08-ZMW536N

CRR-RD RECEIVED VOICE MAIL FROM C @08/16-ZDR128N

C STATES WOULD LIKE UPDATE ON FILE @08/16-ZDR128N

CRR-RD PHONED C AT 310-261-1340 TO ADVISE THAT FILE IS NOW IN RCAS-MW'S HANDS

AND THAT C SHOULD FOLLOW UP WITH RCAS-MW FOR FURTHER INFORMATION @08/16-ZDR128N

>>RCAS-MW CONTACTED THE DLR AT 4:35 AND SPOKE WITH SM-TODD.

SM ADVISED THAT THE SLIDE ASSEMBLY NEEDED TO BE REPLACED. SM ADVISED THAT THE COST OF REPAIR WOULD BE ABOUT \$1,000.

>>RCAS-MW ASKED SM IF SM WOULD BE ABLE TO RUN A GRT.

SM AGREED.

>>RCAS-MW THANKED AND ENDED CALL. @08/21-ZMW536N

\*\*\*\*\*

PREVIOUS RELATED FILE(S) FOUND: 5814022.

CRR-MN RECEIVED CALL FROM: C. C STATED THAT C WANTED TO BE TRANSFERRED TO EXT

57904 RCAS-MW GIVEN FILE NUMBER 5814022. C WANTS TO GET AN UPDATE ON C'S VEH.

CRR-MN INFORMED C THAT IF C GET RCAS-MW VMX, C CAN JUST LEAVE C'S CONTACT

NUMBER AND NAME. CRR-MN TRANSFERRED CALL TO EXT 57904. CALL ENDED.

@08/23-ZMN119N

>>RCAS-MW CONTACTED THE DLR AT 4:50 AND LEFT VMX FOR SD-MATT. @09/17-ZMW536N

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>>RCAS-MW CONTACTED THE DLR AT 12:26 AND SPOKE WITH SD-MATT.  
SD ADVISED THAT SD WILL RUN THE GRT FOR THIS C. SD WILL HAVE TO PULL THE  
HISTORY AND FIND OUT IF THE R/O HAS BEEN CLOSED AND IF THE C HAS TO BRING THE  
VEH INTO THE DLR AGAIN.

>>RCAS-MW THANKED AND ENDED CALL.

>>RCAS-MW NOTES THAT THE GRT WAS RAN FOR \$504 AND WAS DECLINED.

>>RCAS-MW EMAILED DPSM-JC TO FIND OUT IF THE DPSM WOULD BE ABLE TO ASSIST THE  
C. RCAS RECEIVED OUT OF OFFICE REPLY AND FORWARDED THE EMAIL TO DPSM-JP.

@09/18-ZMW536N

>>RCAS-MW RECEIVED A REPLY BACK FROM DPSM-JC.

DPSM ADVISED THAT NNA WOULD BE UNABLE TO ASSIST THE C.

>>RCAS-MW CONTACTED C AT 10:18 AT DAY/EVE NUMBER AND SPOKE WITH C.

RCAS-MW ADVISED C THAT AFTER REVIEWING THE INFORMATION AND THE SITUATION,  
NNA IS UNABLE TO ASSIST THE C WITH THE REPAIRS.

C ASKED WHY.

>>RCAS-MW ADVISED C THAT C REPAIR WOULD HAVE BEEN COVERED UNDER THE 36/36.000  
MILE BASIC WARRANTY. RCAS ADVISED THAT C HAS ABOUT 61,000 SO C IS ABOUT  
25,000 MILES OUTSIDE OF WARRANTY. RCAS ADVISED THAT THE DLR DIAGNOSED THE  
ISSUE AND DID THE INTERNAL REVIEW ( GRT ) AND THE INTERNAL REVIEW WAS DECLINED  
SO RCAS ASKED THE REGION IF THE REGION WOULD BE ABLE TO ASSIST. RCAS ADVISED  
C THAT THE DECISION CAME BACK THAT NNA IS UNABLE TO ASSIST AND THAT IS NISSAN  
FINAL ANSWER.

@09/19-ZMW536N

C STATED THAT C DOES NOT ACCEPT THAT DECISION DUE TO THE C IS NOT THE ONE THAT  
BROKE THE SEAT RAIL. C STATED THAT THE PART IS DEFECTIVE AND IF C WAS INVOLVED  
IN AN ACCIDENT, THEN THE SEAT WILL GO FLYING.

>>RCAS-MW ADVISED C THAT NO ONE IS BLAMING THE C FOR THE PARTS FAILING. RCAS  
ADVISED THAT C IS OUT OF WARRANTY AND NNA REVIEWS THE INFORMATION ONCE C  
IS OUT OF WARRANTY AND THERE IS A LIMIT TO HOW LONG NNA WILL PAY FOR REPAIRS  
UNDER WARRANTY.

C STATED THAT C UNDERSTANDS THAT RCAS WAS TRYING TO HELP AND WANTED TO SPEAK  
WITH SOMEONE ELSE.

>>RCAS-MW ADVISED C THAT THIS DECISION IS FINAL AND THERE IS NOT ANYONE THAT  
C WOULD BE ABLE TO SPEAK WITH THAT WOULD OVERRIDE THAT DECISION.

C STATED THAT C UNDERSTOOD AND WILL WRITE A LETTER TO THE PRESIDENT OF THE  
COMPANY AND LET THE PRESIDENT KNOW ABOUT THIS SITUATION.

C HUNG UP.

>>RCAS-MW CLOSING FILE.

@09/19-ZMW536N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:



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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SCMV    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3082         | EFFECTIVE: 08 / 07 / 07   | 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: ZDR128N        |                     |
| HISTORY:               | UPDATE BY: ZMW536N        |                     |
| SVC CALL#:             | UPDATE DATE: 09 / 19 / 07 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 09 / 19 / 07  | MICROFILM: N        |
| RESP CAA: WORLEY, MARK | OLM: SMIT AGNES           | DOM: LAYNE, VERNON  |
| PHONE: 6157257904      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                           |
|-----------------------|------------|-------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                  |
| STREET:               | [REDACTED] | VIN: JN8AZ08W15W [REDACTED] Y             |
| CITY: E BRUNSWICK     |            | YR/MDL: 2005.0 MUR MILEAGE: 40000         |
| ST/ZIP: NJ [REDACTED] |            | IN SVC DATE: 03 / 21 / 05                 |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 08073 ROUTE 1 NISSAN WOODBRIDGE  |
| EVE PH: [REDACTED]    | PAID: 3    | SVC DLR: 08073 ROUTE 1 NISSAN WOODBRIDGE  |
| DLR PH: 732 815 2500  | SUSP: 1    | RESP DLR: 08073 ROUTE 1 NISSAN WOODBRIDGE |
|                       | DENY: 0    | REGION: 26 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)             |
| PROPERTY DAMAGE: N (Y/N)             | INJURY: N (Y/N)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00    | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI    | MILES                       | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: INDEPENDENTLY |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:      | MILES:                      | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                     | OPEN DATE: 08 / 08 / 07     | XFER/RSPNSBLTY: 26 04 S       |
| CONTACT (S):                         | FOLLOWUP DATE: 08 / 09 / 07 | DATANET (Y/N): 2              |
| SEVERITY: 9                          | CLOSE DATE: 09 / 11 / 07    | DATANET (Y/N): 08 / 14 / 07   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

FILE OPENED-ZAG555N 08/08/2007

PREVIOUS RELATED FILE FOUND:

@08/08-ZAG555N

CRR-AG VERIFIED C'S NAME, ADDRESS, VIN , MILEAGE, DAY & EVE PHONE, AND RESPONSIBLE DLR.

CRR-AG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES : @08/08-ZAG555N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 09/14/06 08073

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 09/14/06 08073

PREVIOUS NISSAN/INFINITI VEH : 2 ('95 QUEST) @08/08-ZAG555N

CRR-AG RECEIVED CALL FROM C'SON HENRY LEE. C STATED THAT THE FRAME OF DRIVER SEAT WAS BROKEN.

C STATED THAT NO ACCIDENT HAPPENED.

C STATED THAT C TAKE VEH TO DLR LAST AUGUST 5, 2007.

C STATED THAT DLR TOLD C THAT VEH WAS NOT UNDER WARRANTY.

CRR-AG STATED THAT BASIC WARRANTY WAS 36 MONTHS OR 36,000MILES WHICHEVER COMES FIRST.

@08/08-ZAG555N

CRR-AG ADVISED C SINCE CURRENT MILEAGE TO C VEH WAS 40,000MILES MEANING BASIC COVERAGE ALREADY EXPIRED.

C STATED THAT C WANTS NNA TO FIXED BROKEN SEAT WHICH NOT ORDINARY SITUATION.

C STATED THAT WEIGHT OF DRIVER WHO SITTING IN THE DRIVER SEAT WAS LESS THAN 250 LBS.

CRR-AG ADVISED C THAT FILE WILL BE FORWARDED TO RCAS AND C WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY.

C UNDERSTAND.

C THANKED CRR-AG FOR ASSISTANCE, C SATISFIED

CRR-AG GAVE C NAME, EXTENSION AND FILE NUMBER

CALL ENDED.

@08/08-ZAG555N

\*\*\*\*\*

RCAS-TS DATANETTED FILE.

RCAS-TS CONTACTED C @ DAY# @ 6:12PM CST AND WAS ADVISED C WAS NOT THERE.

RCAS-TS CONTACTED C @ EVE# @ 6:13PM CST AND LEFT VMX. @08/09-ZTS935N

RCAS-TS CONTACTED SM-AL AND WAS ADVISED C CAME IN ON 8/4 AND FOUND SEAT FRAME CRACKED AND C'S SERVICE HISTORY IS PRETTY GOOD. SM ADVISED C HASN'T HAD 30K SERVICE DONE YET AND C IS OVERDUE FOR THAT. SM ADVISED OTHER THAN THAT, C HAS HAD ALL OTHER SERVICES DONE.

@08/13-ZTS935N

CRR-SB RECEIVED CALL FROM C'S SON

@08/13-ZSB333N

C STATED THAT REPAIR COST APPROX 1000 DOLLARS AND WOULD LIKE TO HAVE NNA ASSIST IN PAYMENT. CRR-SB ADVISED THAT RCAS-TS HAS TRIED TO CONTACT C. C

STATED THAT BEST TIME TO CONTACT WOULD BE APPROX 5PM AT 732 432 0991

CRR-SB ADVISED C THAT SHOULD HEAR BACK BY END OF NEXT BUSINESS DAY\

@08/13-ZSB333N

RCAS-TS CONTACTED SM-AL AND WAS ADVISED GRT DECLINED ASSISTANCE.

RCAS ADVISED RCAS WILL CONTACT DPSM TO SEE ABOUT POSSIBLE OVERRIDE.

RCAS-TS CONTACTED DPSM AND WAS ADVISED DPSM WILL CONTACT SM-AL IN REGARDS TO FILE.

@08/15-ZTS935N

RCAS-TS E-MAILED DPSM IN REGARDS TO FILE TO FIND SOLUTION. @08/30-ZTS935N

RCAS-TS CONTACTED DPSM AND WAS ADVISED DLR WAS CONTACTED FOR MORE DETAILS AND HAVE GRT RAN AGAIN FOR POSSIBLE ASSISTANCE.

@08/31-ZTS935N

RCAS-TS CONTACTED DPSM AND WAS ADVISED NNA WILL TAKE CARE OF REPAIRS DUE TO C BEING A VERY GOOD CUSTOMER AT DLRSHIP.

RCAS-TS CONTACTED C @ DAY# @ 1:01PM CST AND WAS ADVISED THAT WAS NOT A CONTACT NUMBER FOR C.

RCAS-TS CONTACTED C @ EVE# @ 1:02PM CST AND LEFT MESSAGE. @09/04-ZTS935N

RCAS-TS CONTACTED C @ EVE# @ 6:41PM CST AND LEFT MESSAGE. @09/06-ZTS935N

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RCAS-TS CONTACTED C @ DAY# @ 6:39PM CST AND LEFT VMX.  
RCAS-TS CONTACTED C @ EVE# @ 6:40PM CST AND LEFT VMX.  
RCAS-TS CLOSING FILE PENDING OWNER CALLBACK. @09/11-ZTS935N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

|                          |   |                           |  |                     |
|--------------------------|---|---------------------------|--|---------------------|
|                          |   | CONTACT(S):               |  |                     |
| SATISFIED: Y             |   | ACTION CODE: NT4B         |  | ROOT CAUSE: SNFA    |
| 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: 08073          |   | EFFECTIVE: 08 / 08 / 07   |  | 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: ZAG555N        |  |                     |
| HISTORY:                 |   | UPDATE BY: ZTS935N        |  |                     |
| SVC CALL#:               |   | UPDATE DATE: 09 / 11 / 07 |  |                     |
| CLOSE: Y (Y/N)           |   | CLOSE DATE: 09 / 11 / 07  |  | MICROFILM: N        |
| RESP CAA: STANTON, TAMIA |   | OLM: ROYSTER KAREN        |  | DOM:                |
| PHONE: 6157257811        |   | OWNER FIRST:              |  | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08WX5W [REDACTED] Y  
CITY: STAMFORD YR/MDL: 2005.0 MUR MILEAGE: 45000  
ST/ZIP: CT [REDACTED] IN SVC DATE: 02 / 02 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 2169 STAMFORD MOTORS INC  
EVE PH: [REDACTED] PAID: 1 SVC DLR: 5101 NISSAN DARIEN  
DLR PH: 203 655 7451 SUSP: 0 RESP DLR: 5101 NISSAN DARIEN  
DENY: 0 REGION: 26 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 5101 NISSAN DARIEN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 14 / 07 XFER/RSPNSBLTY: 26 01 S  
CONTACT (S): FOLLOWUP DATE: 08 / 15 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 08 / 21 / 07 DATANET (Y/N): 08 / 20 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                          |        |                            |
|----|--------------------------|--------|----------------------------|
| OC | NISSAN DEALER ISSUES     | 222500 | SERVICE PERSONNEL (NISSAN) |
| BF | NSN DEALER SERVICE DEPT. | YZ     | POOR TREATMENT             |

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C. A. R. COMMENTS

FILE OPENED-ZPS105N 08/14/2007

PREVIOUS RELATED FILE FOUND: NONE

CRR-PS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE, AND RESPONSIBLE DLR.

CRR-PS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 00/00/00

PREVIOUS NISSAN VEH: NONE

CRR-PS RECEIVED CALL FROM C. @08/14-ZPS105N

C STATED THAT C'S DRIVER SEAT BROKE. C WENT TO THE DLR FOR REPAIR. THE DLR TOLD C THAT C'S SEAT WILL NOT BE COVERED UNDER WARRANTY. C IS FRUSTRATED.

CRR-PS GAVE C NAME, EXTENSION, AND FILE NUMBER.

C THANKED CRR-PS FOR ASSISTANCE, C UNDERSTANDS.

CRR-PS TRANSFERRING CALL TO C GROUP. @08/14-ZPS105N

\*\*\*\*\* @08/14-ZJM522N

CRR-JM RECIEVED CALL FROM C, C STATES THAT UPPER LEFT HANDSIDE TOWARD

@08/14-ZJM522N

UNDER DRIVERS SIDE SEAT (BRACKET THAT HOLDS SEAT TO THE LIFT MECHANISM)

C WANTS PART REPLACED @08/14-ZJM522N

ALBERTO BONET SERVICE ADVISOR AT DARIEN NISSAN IN CONNECTICUT @08/14-ZJM522N

C STATES THAT HE WENT TO DEALER AND IT WAS GONNA COST HIM APROX 700 TO HAVE

PART FIXED @08/14-ZJM522N

C STATES THAT HE FEELS THAT SEAT SHOULD NOT HAVE BROKEN

C WANTS PART FIXED WITH NO CHARGE TO HIM @08/14-ZJM522N

CRR-JM FORWARDING TO RCAS @08/14-ZJM522N

\*\*\*\*\*

RCAS-TS DATANETTED FILE.

RCAS-TS CONTACTED SM-MARK AND LEFT VMX.

RCAS-TS RECEIVED VMX FROM SM-MARK ADVISING SM DID TELL C VEH WAS OOW AND SM CANNOT ASSIST C WITH COSTS OF REPAIRS. SM ADVISED C TOLD SM THAT C WOULD GO

TO ANOTHER DLR FOR REPAIRS. @08/15-ZTS935N

RCAS-TS CONTACTED C @ DAY/EVE# @ 6:20PM CST AND LEFT VMX. @08/15-ZTS935N

RCAS-TS CONTACTED C @ DAY/EVE# @ 6:03PM CST.

C REITERATED C'S CONCERNS AND STATED THE LEFT BRACKET IS A SMALL PIECE AND DLR

IS SAYING IT WILL COST \$750 FOR REPLACING. C STATED C HAS HEARD THIS BEING A

COMMON ISSUE WITH NNA. C STATED C HOPES NNA WILL REPLACE PART AT NO COST TO C.

RCAS ADVISED C RCAS WOULD LIKE TO RESEARCH FILE FURTHER AND WOULD CALL C BACK NO LATER THAN TUESDAY EVENING.

C THANKED RCAS AND ENDED CALL. @08/17-ZTS935N

RCAS-TS CONTACTED SM-MARK AND HAD GRT RAN. SM ADVISED GRT HAD DECLINED.

RCAS-TS CONTACTED C @ DAY/EVE# @ 5:08PM CST.

RCAS ADVISED C ASSISTANCE IS DECLINED DUE TO VEH BEING OOW BY MILEAGE.

C ASKED IF THERE WAS ANYONE ELSE C COULD SPEAK WITH.

RCAS ADVISED C RCAS WAS APPROPRIATE PERSON TO SPEAK WITH.

C ASKED WHAT TO DO IF THERE WAS A RECALL IN THE FUTURE.

RCAS ADVISED C TO SAVE RECEIPTS ON REPAIRS FOR IF THERE IS EVER A RECALL ON A CONCERN IN THE FUTURE, NNA DOES REQUEST COPIES OF THE RO'S.

C THANKED RCAS AND ENDED CALL.

RCAS-TS CLOSING FILE. @08/21-ZTS935N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: N             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 5101           | EFFECTIVE: 08 / 14 / 07   | 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: ZPS105N        |                     |
| HISTORY:                 | UPDATE BY: ZTS935N        |                     |
| SVC CALL#:               | UPDATE DATE: 08 / 21 / 07 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 21 / 07  | MICROFILM: N        |
| RESP CAA: STANTON, TAMIA | OLM: ROYSTER KAREN        | DOM: YAKIM DAVID N  |
| PHONE: 6157257811        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                          |
|-----------------------|------------|------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                 |
| STREET:               | [REDACTED] | VIN: JN8AZ08WX3W [REDACTED] Y            |
| CITY: PEABODY         |            | YR/MDL: 2003.0 MUR MILEAGE: 46000        |
| ST/ZIP: MA [REDACTED] |            | IN SVC DATE: 03 / 23 / 03                |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3362 KELLY NISSAN OF LYNNFIELD  |
| EVE PH: [REDACTED]    | PAID: 8    | SVC DLR: 3362 KELLY NISSAN OF LYNNFIELD  |
| DLR PH: 781 598 1234  | SUSP: 0    | RESP DLR: 3362 KELLY NISSAN OF LYNNFIELD |
|                       | DENY: 0    | REGION: 26 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)             |
| 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: 9 |
| VEHICLE MAINTAINED BY: 3362 KELLY NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:          | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 15 / 07     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 16 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 20 / 07    | DATANET (Y/N): 08 / 17 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |



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C. A. R. COMMENTS

FILE OPENED-ZML999N 08/15/2007

NO PREVIOUS FILES FOUND

@08/15-ZML999N

CRR-ML VERIFIED C'S NAME, ADDRESS, DAY/EVENING PHONE NUMBER, VIN, MILEAGE AND RESPONSIBLE DLR

@08/15-ZML999N

CRR-ML CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES: NONE FOUND @08/15-ZML999N

PREVIOUS NISSAN VEHS: 8. 2 MAXIMAS, 2 ALTIMAS, 1 PATHFINDER AND A FEW MURANOS  
C STATED C WAS NOT SURE OF MODEL YEARS OF VEHS. @08/15-ZML999N

CRR-ML RECEIVED CALL FROM [REDACTED] WIFE OF VEH OWNER.

C STATED C IS HAVING PROBLEMS WITH THE DRIVERS SEAT IN C'S VEH. C STATED C HAD VEH AND SEAT IN FOR REPAIRS IN JANUARY AND MARCH OF 06. C STATED SEAT DIDN'T FEEL RIGHT FROM THE BEGINNING OF VEH OWNERSHIP. C STATED SEAT HAS NEVER BEEN STEADY. C STATED FRAME OF SEAT BROKE AND DLR WANTS TO CHARGE \$880 FOR A NEW FRAME. C STATED DLR APPLIED FOR GOODWILL ASSISTANCE BUT C WAS DENIED. C STATED C IS NOT UNHAPPY WITH DLR OR SERVICE DEPARTMENT BUT C WOULD LIKE TO KNOW IF SOME GOODWILL ASSISTANCE IS AVAILABLE ON THE CORPORATE LEVEL.

CRR-ML INFORMED C THAT CRR-ML WOULD SEND FILE TO RCAS FOR REVIEW.

CRR-ML PROVIDED NAME, EXTENSION, AND FILE NUMBER TO C @08/15-ZML999N

CRR-ML OFFERED ADDITIONAL ASSISTANCE @08/15-ZML999N

C DECLINED @08/15-ZML999N

C ENDED CALL @08/15-ZML999N

CRR-ML SENDING FILE TO RCAS FOR REVIEW. @08/15-ZML999N

CRR-MA RECEIVED CALL FROM C. C STATED INQUIRY REGARDING STATUS OF FILE. CRR-MA INFORMED C THAT CRR-MA WILL SEND INTERNAL EMAIL TO RCAS. C UNDERSTOOD.

CRR-LR VERIFIED C'S NAME, DAY & EVE PHONE, @08/20-ZLR937N

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @08/20-ZLR937N

CRR-LR RECEIVED CALL FROM C STATING:DRIVER'S SEAT WAS TAKEN APART 2X

C STATES IT WILL COST \$880 TO FIX SEAT. C STATES WANTS GOOD WILL

FINANCIAL ASSISTANCE. C STATES WANTS NISSAN TO PAY FOR THE WHOLE REPAIR.

C STATES WHEN DLR FIRST DID REPAIR, C WAS COVERED UNDER WARRANTY, NOW

C IS OUT OF WARRANTY COVERAGE AND DLR STILL HAS NOT SUCCESSFULLY REPAIRED VEH.

C STATES WAS SUPPOSE TO RECEIVE CALL FROM FROM RCAS ON THURS APRIL 16 /07

C STATES WANTS TO SPEAK TO SUPERVISOR. CRR-LR TOLD C I CAN ESCALATE FILE AND C'S FILE WOULD GO TO ESCALATION TEAM AND THEY WOULD CALL C BAC

IN 4-8 HRS. C STATES WHOLE WHOLE SEAT FRAME BROKEN. @08/20-ZLR937N

C STATES WOULD LEAN BACK AND IT WOULD POP AND WAS NOT STEADY. @08/20-ZLR937N

C STATES NEVER HAD ANY ISSUE WITH ANY OTHER NISSAN VEHS, HAS OWNED 8 VEHS.

C STATES BEST TIME OF DAY TO CALL: ANYTIME AND TO CALL: @08/20-ZLR937N

CELL: [REDACTED] - ANYTIME

HOME: WORKS OUT HOME - [REDACTED] @08/20-ZLR937N

RCAS CALLED C AT 2:41PM CST.

C STATED THAT C DIDN'T NEED ANYMORE ASSISTANCE FROM NNA BECAUSE C HAS

SPOKEN TO DLRSHIP AND C IS GOING TO TRADE VEH.

RCAS UNDERSTOOD.

C THANKED AND HUNG UP.

RCAS CLOSED FILE. @08/20-ZEJ875N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

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

DEALER ACTION:

CONTACT(S):

|                         |                           |                      |
|-------------------------|---------------------------|----------------------|
| SATISFIED: Y            | ACTION CODE: NT8G         | 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: 3362          | EFFECTIVE: 08 / 15 / 07   | 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: ZML999N        |                      |
| HISTORY:                | UPDATE BY: ZEJ875N        |                      |
| SVC CALL#:              | UPDATE DATE: 08 / 20 / 07 |                      |
| CLOSE: Y (Y/N)          | CLOSE DATE: 08 / 20 / 07  | MICROFILM: N         |
| RESP CAA: JOHNSON, ERIC | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |
| PHONE: 6157257727       | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W75W [REDACTED] Y       |
| CITY: SOUTH EASTON    |            | YR/MDL: 2005.0 MUR MILEAGE: 46000   |
| ST/ZIP: MA [REDACTED] | VCAN: N    | IN SVC DATE: 08 / 26 / 05           |
| DAY PH: [REDACTED]    | PAID: 6    | RTL DLR: 3405 CLAY NISSAN           |
| EVE PH: [REDACTED]    | SUSP: 0    | SVC DLR: 2878 THE NISSAN CENTER     |
| DLR PH: 508 588 9520  | DENY: 0    | RESP DLR: 2878 THE NISSAN CENTER    |
|                       |            | REGION: 26 DIST: SL/SV/PT: 11 11 41 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2878 THE NISSAN CENTER  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 20 / 07     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 21 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 09 / 13 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

OA VEHICLE CONCERNS  
AB BODY

106000 FRAME  
VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

OA VEHICLE CONCERNS  
AB BODY

106000 FRAME  
ZB BROKEN/CRACKED

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C. A. R. COMMENTS

FILE OPENED-ZLR937N 08/20/2007

PREVIOUS RELATED FILES FOUND:NONE @08/20-ZLR937N

CRR-LR VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY & EVE PHONE, AND

RESPONSIBLE DLR @08/20-ZLR937N

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

CRR-LR FORGOT TO TELL C HAS NO OPEN RECALLS. @08/20-ZLR937N

CRR-LR RECEIVED CALL FROM C STATING: C STATES ON AUG. 16 /07 BRACKET

ON DRIVER'S SEAT BROKE ON 2005 MURANO. C STATES TOOK VEH TO DLR.

C STATES DLR GOING TO HAVE TO REPLACE ENTIRE SEAT FRAME AND DRIVER'S SEAT.

C STATES C PUT A DOWNPAYMENT OF \$50 ON PART. C STATES NISSAN DLR ORDERING

PART.C STATES DLR TOLD C WOULD TAKE A COUPLE OF DAYS TO GET PART.

C STATES BROKEN BRACKET COULD BE A MANUFACTURER'S DEFECT. @08/20-ZLR937N

CRR-LR OFFERED TO TRANSFER FILE TO RCAS FOR FINANCIAL GOOD WILL REQUEST TO

ASSIST WITH PAYMENT. C STATES DLR TOOK OFF \$100. C STATES WOULD LIKE NISSAN

DLR TO ASSIST WITH PAYMENT MORE BY PAYING FOR 1/2 OF THE COST OR DECREASE

@08/20-ZLR937N

PRICE MORE. CRR-LR TOLD C RCAS WOULD CALL C BY THE END OF NEXT BUSINESS

DAY. C STATES WOULD LIKE GOOD WILL REQUEST TO BE SUBMITTED. @08/20-ZLR937N

C ALSO STATES DLR TOLD C IS OUT OF BASIC WARRANTY COVERAGE BECAUSE OF MILEAGE.

BASIC WARRANTY 08/26/08 36,000 ,

WHICHEVER COMES FIRST. @08/20-ZLR937N

@08/20-ZLR937N

BEST TIME: 508-269-6741 - CELL, ANYTIME @08/20-ZLR937N

@08/20-ZLR937N

CRR-LR GAVE C NAME, EXTENSION, AND FILE NUMBER

C THANKED CRR-LR FOR ASSISTANCE, C UNDERSTANDS

CRR-LR TRANSFERING FILE TO RCAS. @08/20-ZLR937N

CRR-SB RECEIVED CALL FROM C STATED THAT NO CALL FROM RCAS YET. CRR-SB ADVISED

C THAT RCAS HAS TILL END OF BUSINSS DAY TODAY TO CONTACT C

C THANKED CRR-SB AND DIS CONNECTED THE CALL @08/21-ZSB333N

RCAS CALLED C AT 3:55PM CST AND LEFT MESSAGE FOR C TO CALL RCAS BACK.

@08/21-ZEJ875N

RCAS CALLED DLRSHIP AT 7:50AM CST AND SPOKE TO NINA IN SERVICE.

NINA IN SERVICE STATED THAT DLRSHIP DIDN'T HAVE RECORD OF C'S SEAT FRAME ISSUE  
IN SYSTEM.

NINA STATED THAT NINA WILL CONSULT WITH SM BUT SM WAS NOT AVAILABLE AT TIME.

RCAS WILL CALL DLRSHIP BACK LATER. @08/23-ZEJ875N

CRR-BB RECEIVED CALL FROM C.

C PROVIDED CRR-BB WITH FILE NUMBER.

CRR-BB VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY/EVE PHONE AND  
RESPONSIBLE DLR.

C STATES THAT C HAS BEEN TRYING TO GET IN TOUCH WITH RCAS AGENT AND HAS LEFT  
TWO MESSAGES.

CRR-BB ADVISED C THAT CRR-BB WOULD SEND AN INTERNAL E-MAIL TO RCAS AGENT TO  
CONTACT C BACK BY END OF NEXT BUSINESS DAY. @08/23-ZBS999N

CRR-BB OFFERED FURTHER ASSISTANCE, C DECLINED.

C ENDED CALL WITH CRR-BB.

CRR-BB SENT AN INTERNAL E-MAIL TO RCAS-EJ. @08/23-ZBS999N

@08/23-ZBS999N

RCAS CALLED DLRSHIP AT 7:20AM CST AND SPOKE TO SM-CHRISTINE.

SM-CHRISTINE STATED THAT THERE WAS NOT A RECORD OF C'S SEAT ISSUE IN SYSTEM.  
RCAS UNDERSTOOD. @08/24-ZEJ875N

RCAS CALLED C AT 7:30AM CST...

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RCAS INFORMED C THAT FILE INDICATED THAT C HAD VEH DIAGNOSED AT CLAY NISSAN BUT CLAY NISSAN DO NOT HAVE RECORD OF C'S VISIT.  
C STATED THAT C ACTUALLY HAD VEH DIAGNOSED AT NISSAN DLRSHIP IN BROCKTON MASS. RCAS APOLOGIZED AND STATED THAT FILE WAS TRANSFERED TO INCORRECT DISTRICT.  
RCAS INFORMED C THAT RCAS WILL TRANSFER FILE TO CORRECT DISTRICT AND RESPONSIBLE RCAS WILL CONTACT C NO LATER THAT END OF BUSINESS ON 08/27/07.  
C UNDERSTOOD AND STATED THAT PART FOR SEAT HAS ARRIVED AT DLRSHIP AND C WANTS  
@08/24-ZEJ875N

NNA TO ASSIST C WITH COST OF REPAIR BECAUSE C DO NOT FEEL THAT SEAT SHOULD HAVE BROKEN SO SOON.  
RCAS UNDERSTOOD AND TRANSFERED FILE TO CORRECT DISTRICT.  
C THANKED AND HUNG UP. @08/24-ZEJ875N

\*\*\*\*\*

CRR-FM RECIVED CALL FROM C @08/29-ZFM606N  
C STATED, WONDERING THE STATUS OF THE FILE @08/29-ZFM606N  
CRR-FM OFFERED C TO BE TRANSFERED TO VMX TO RCAS RES. FOR THE FILE  
C AGREED  
CRR-FM TRAferred CALL TO VMX @08/29-ZFM606N  
CRR-EP RECEIVED C FROM C, C IS AWAITING A RETURN CALL FROM RCAS. @08/30-ZEP829N  
CRR-EP INFORMED C THAT RCAS WILL FOLLOW UP POSSIBLE TODAY, BUT MOST LIKELY THE FOLLOWING BUISNESS DAY. @08/30-ZEP829N  
C THANKED CRR-EP FOR ASSISTANCE, C SATISFIED @08/30-ZEP829N  
CRR-EP ASKED C IF ANY FURTHER ASSISTANCE WAS NEEDED, C DECLINED  
CRR-EP GAVE C NAME, EXTENSION, AND FILE NUMBER  
CRR-EP TRANSFERRED FILE TO RCAS-DH @08/30-ZEP829N  
@08/30-ZEP829N

\*\*\*\*\*

CRR-AH RECEIVED CALL FROM C  
C HAS BEEN WAITING FOR A CALL BACK FROM RCAS  
CRR-AH ADVISED WILL SEND A MESSAGE TO RCAS.  
C THANKED CRR-AH FOR ASSISTANCE AND ENDED CALL @09/05-ZAH287N  
NIS0752554 DRT-KW: REC'D CCF FROM BBB ON 09/05/07, DATED 09/05/07. C SEEKS REPAIRS UNDER WARRANTY. CCF STATES BROKEN SEAT FRAME. DOCS TO ARBS-EY @09/05-ZKW999N  
C FILED WITH BBB FILE CLOSED NEW FILE NUMBER 5861263 @09/13-ZAB999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: N              | ACTION CODE: RT9T         | ROOT CAUSE: SCSV    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 2878            | EFFECTIVE: 08 / 20 / 07   | 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: ZLR937N        |                     |
| HISTORY:                  | UPDATE BY: ZAB999N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 13 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 09 / 13 / 07  | MICROFILM: N        |
| RESP CAA: PLANTE, MAURICE | CAOM: JESSUP MITCH        | CAOM: JESSUP MITCH  |
| PHONE: 6157250000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W14W [REDACTED] Y  
CITY: CHICAGO YR/MDL: 2004.0 MUR MILEAGE: 74000  
ST/ZIP: IL [REDACTED] IN SVC DATE: 03 / 31 / 04  
DAY PH: [REDACTED] VCAN: N RTL DLR: 2709 ORLAND PARK NISSAN, INC.  
EVE PH: [REDACTED] PAID: SVC DLR: 2709 ORLAND PARK NISSAN, INC.  
DLR PH: 708 403 1300 SUSP: RESP DLR: 2709 ORLAND PARK NISSAN, INC.  
DENY: REGION: 24 DIST: SL/SV/PT: 01 01 31

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

ORIG CODE: CT 11 OPEN DATE: 08 / 20 / 07 XFER/RSPNSBLTY: 24 01 S  
CONTACT (S): FOLLOWUP DATE: 08 / 21 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 08 / 30 / 07 DATANET (Y/N): 08 / 22 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZRA767N 08/20/2007

NO PREVIOUS

CRR-RA VERIFIED C'S NAME, ADDRESS, VIN #, MILEAGE, DAY/EVE PHONE, RESPONSIBLE DLR

CRR-RA CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES. FOUND: @08/20-ZRA767N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 10/31/05 2709

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 09/20/06 28052

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 09/20/06 28052

CRR-RA INFORMED C OF NO OPEN RECALLS

PREVIOUS NISSAN VEH OWNED: NONE

CRR-RA RECIEVED CALL FROM C @08/20-ZRA767N

C STATED THAT C TOOK VEH TO DLR FOR SERVICE AS THE MAIN BRACE ON THE  
DRIVERS SEAT BROKE.

C STATED THAT DLR INSPECTED VEH AND INFORMED C TAHT REPAIRS WILL COST  
CLSOE TO \$1000. @08/20-ZRA767N

C STATED THAT THE COST IS ABSURD. C STATED THAT C THINKS THERE IS  
A FLAW WITH TEH PART, AS C ONLY WEIGHS 182 POUNDS.

C STATED WANTS NISSAN TO COVER COST OF REPAIRS.

CRR-RA INFORMED C THAT FILE WILL BE FORWARDED TO RCAS FOR REVIEW, AND C WILL  
BE CONTACTED BY THE END OF THE NEXT BUISNESS DAY @08/20-ZRA767N

CRR-RA PROVIDED NAME, EXTENSION, FILE #

CRR-RA FORWARDING FILE TO RCAS @08/20-ZRA767N

RCAS-AB CALLED C AT 5:40PM AND LEFT VMX. @08/21-ZAB168N

\*\*\*

@08/22-ZSK999N

CRR-SK RECEIVED CALL FROM C. C WISHED TO SPEAK TO RCAS-AB. C STATED C  
ALREADY LEFT VMX. CRR-SK OFFERED TO EMAIL RCAS. C AGREED. @08/22-ZSK999N

C ENDED CALL. CRR-SK EMAILING RCAS. @08/22-ZSK999N

RCAS-AB CALLED C AT 1:54PM.

C STATED THAT DLR HAS ADVISED THE C THAT THE MAIN BRACE IS NOT COVERED UNDER  
WARRANTY BECAUSE THE C IS OUTSIDE OF WARRANTY OF THIS TIME.

C STATED THAT TEH C WANTS NNA TO PAY FOR THE CONCERN WITH THE SEAT.

RCAS-AB ADVISED THE C THAT RCAS WILL BE IN CONTACT WITH THE DLR AND THE C'S  
REQUEST FOR ASSISTANCE WILL BE REVIEWED BY NNA.

C UNDERSTOOD AND ENDED CALL. @08/22-ZAB168N

RCAS-AB CALLED DLR AND LEFT A VMX FOR SM TOM. @08/22-ZAB168N

RCAS-AB CALLED DLR AND LEFT A VMX FOR SM TOM. @08/29-ZAB168N

RCAS-AB CALLED DLR AND SPOKE WITH SM TOM. @08/30-ZAB168N

SM STATED THAT THE VEH IS IN NEED OF A NEW SEAT BRACKET AND THE C IS OUTSIDE  
OF WARRANTY AT THIS TIME AND THE C HAS ALREADY PAID FOR THE PARTS TO BE  
ORDERED.

SM STATED THAT THE C DOES NOT HAVE THE VEH MAINTAINED AT THE DLR.

RCAS-AB THANKED THE SM AND ENDED CALL. @08/30-ZAB168N

RCAS-AB CALLED C AT 9:17AM.

RCAS-AB ADVISED THE C THAT NNA IS NOT IN THE POSITION TO PROVIDE ASSISTANCE TO  
THE C BECAUSE THE VEH IS OUTSIDE OF WARRANTY AT THIS TIME. @08/30-ZAB168N

C UNDERSTOOD AND ENDED CALL. @08/30-ZAB168N

\*\*\*RCAS-AB IS CLOSING FILE.\*\*\* @08/30-ZAB168N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE



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

PLEASE REVIEW FILE AND CALL ANTHONY AT 615 725 7752

DEALER ACTION:

CONTACT(S):

|                          |                           |                      |
|--------------------------|---------------------------|----------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| 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: 2709           | EFFECTIVE: 08 / 20 / 07   | 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: ZRA767N        |                      |
| HISTORY:                 | UPDATE BY: ZAB168N        |                      |
| SVC CALL#:               | UPDATE DATE: 08 / 30 / 07 |                      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 30 / 07  | MICROFILM: N         |
| RESP CAA: BROWN, ANTHONY | OLM: SMIT AGNES           | DOM: HAFERTEPE, MIKE |
| PHONE: 6157257752        | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: ONE CONTRACT                    |
| STREET: [REDACTED]    | VIN: JN8AZ08T64W [REDACTED] Y       |
| CITY: ALEDO           | YR/MDL: 2004.0 MUR MILEAGE: 62200   |
| ST/ZIP: TX [REDACTED] | IN SVC DATE: 03 / 17 / 04           |
| DAY PH: [REDACTED]    | RTL DLR: 3907 THORNHILL NISSAN      |
| EVE PH: [REDACTED]    | SVC DLR: 3907 THORNHILL NISSAN      |
| DLR PH: 817 560 9000  | RESP DLR: 3907 THORNHILL NISSAN     |
| VCAN: Y               | REGION: 32 DIST: SL/SV/PT: 04 04 34 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3907 THORNHILL NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 23 / 07     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 24 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 17 / 07    | DATANET (Y/N): 08 / 29 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZFM606N 08/23/2007  
PREVIOUS RELATED FILES(S) FOUND:NONE  
CRR-FM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY&EVE#, AND DLR.  
CRR-FM CHECKED FOR OPEN RECALLS/CAMPAINS/UPGRADES FOUND:  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 08/11/05 3907  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 07/31/07 3907  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 07/31/07 3907  
CRR-FM RECIVED CALL FROM C  
C STATED, THE DRIVER SEAT TRACK ON THE LEFT HAND SIDE BROKE , C SEND IN THE VEHICLE AT 3907 THORNHILL NISSAN FOR REPAIRS AND IT IS COSTING \$800 FOR REPAIR  
C STATED, SINCE C HAS PURCHASED ESC WOULD THIS BE COVERED  
CRR-FM INFORMED C THAT IF THERE IS A DEFECT IN MATERIAL OR WORKMANSHIP IT WILL BE COVERED  
CRR-FM WHEN ASKED C WHAT NISSAN CAN DO FOR C  
C STATED, WOUL DLIKE GOODWILL FROM NISSAN  
CRR-FM GAVE C NAME, EXTENSION, AND FILE NUMBER  
C THANKED CRR-FM FOR ASSISTANCE. C UNDERSTANDS THAT THE FILE WILL BE FORWARDED TO A REGIONAL SPECIALIST FOR FURTHER REVIEW  
CRR-FM FORWARDING FILE @08/23-ZFM606N  
CRR-AH RECEIVED CALL FROM C  
C WANTED TO KNOW IF FILE WAS REVEIW AS OF YET.  
CRR-AH APOLOGIZED TO C BUT FILE HAS NOT BEEN REVIEWED AS OF YET @08/24-ZAH287N  
C ENDED CALL @08/24-ZAH287N  
CRR-SM RECEIVED AN INBOUND CALL FROM C.  
C WANTED THE CALL TO KNOW THE STATUS ON THE FILE.  
CRR-SM REVIEWED THE FILE AND INFORMED C THAT THE FILE HAS BEEN TRANSFERRED TO A REGIONAL SPECIALIST FOR FURTHER ASSISTANCE.  
CRR-SM INFORMED C THAT CRR-SM WOULD SEND AN INTERNAL MESSAGE TO THE REGIONAL SPECIALIST AND ARRANGE FOR A CALL BACK. C UNDERSTOOD.  
CRR-SM INQUIRED C'S BEST CONTACT NUMBER AND TIME.  
C STATED C CAN BE CONTACTED ON [REDACTED] BETWEEN 8 AM TO 5 PM.  
CRR-SM INQUIRED IF FURTHER ASSISTANCE REQUIRED. C DECLINED.  
CRR-SM PROVIDED C WITH NAME AND EXTENSION NUMBER.  
C FEELS THAT THE CONCERN IS A FACTORY DEFECT.  
C ALSO HAS AN ESC AND THE REPAIRS ARE NOT COVERED UNDER THE ESC.  
C THANKED AND ENDED THE CALL.  
CRR-SM SENT AN EMAIL TO RCAS-AC. @08/27-ZSM970N  
CRR-GH RECEIVED AN INBOUND CALL FROM C.  
C WANTED CALL TRANSFER.  
CRR-GH INFORMED C THAT IF C REACHES THE VMX LEAVE A MESSAGE WITH FILE NUMBER NAME AND EXTENSION. C AGREED.  
CRR-GH PROVIDED C WITH NAME AND EXTENSION.  
CRR-GH TRANSFERRED CALL TO RCAS-AC. @08/27-ZGH948N  
CRR-MJ RECEIVED INBOUND CALL.  
CRR-MJ VERIFIED C'S NAME, ADDRESS AND DAY AND EVENING PHONE NUMBERS.  
C CALLED IN AND PROVIDED THE FILE NUMBER AND INQUIRED FOR THE STATUS AND ALSO STATED THAT C IS STILL WAITING FOR A CALL BACK.  
CRR-MJ INFORMED C THAT CRR-MJ WILL TRANSFER THE CALL TO RCAS AND REQUESTED C TO LEAVE A MESSAGE IF C REACHES VOICE MAIL. C UNDERSTOOD.  
CRR-MJ PROVIDED NAME AND EXTENSION NUMBER AND TRANSFERRED THE CALL.  
@08/27-ZAT068N  
CRR-SH RECEIVED A CALL FROM C INQUIRING ABOUT CALL BACK  
FROM RCAS. CRR-SH INFORMED C THAT THE FILE HAS BEEN TRANSFERRED.

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C STATED THAT VEHICLE IS AT DEALERSHIP AND IS CURRENTLY BEING REPAIRED.  
C STATES C DOESN'T KNOW WHERE TO GO FROM THIS POINT AS C IS SEEKING  
NISSAN'S NON WARRANTY GOOD WILL ASSISTANCE. C WOULD APPRECIATE SOME  
GUIDANCE ON THIS FILE. @08/27-ZSH999N

CRR-SH IS SENDING EMAIL TO EXPIDITE FILE AT C'S REQUEST. @08/27-ZSH999N  
CRR-ND RECEIVED AN INBOUND CALL FROM C.  
CRR-ND VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.  
C STATED THAT C WOULD LIKE TO BE TRANSFERRED TO RCAS-AC AT EXTN 57787.  
CRR-ND PROVIDED C WITH NAME AND EXTENSION.

CRR-ND TRANSFERRED THE CALL. @08/28-ZMN064N  
\*\* RS-KC NOTES THAT AN EMAIL WAS SENT TO RCAS-AC, REQUESTING THAT THE C BE  
CONTACTED BY CLOSE OF BUSINESS TODAY. @08/28-ZKC249N

@08/28-ZKC249N @08/28-ZKC249N  
CRR-ND RECEIVED AN INBOUND CALL FROM C.  
CRR-ND VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.  
C STATED THAT C WOULD LIKE TO BE TRANSFERRED TO RCAS-AC AT EXTN 57787.  
CRR-ND PROVIDED C WITH NAME AND EXTENSION.

CRR-ND TRANSFERRED THE CALL. @08/28-ZMN064N  
RCAS AC CONTACTED C AT DAY NUMBER AT 8:55AM CST AND ADVISED C THAT RCAS AC  
WAS RETURNING C CALL. RCAS AC PLACED C ON HOLD AND CONTACTED DLR. DLR STATED  
THAT THE C IS NOT A GOOD SERVICING C AND THAT THE C SEAT REPAIR WAS NOT  
COVERED UNDER THE ESC. RCAS AC ADVISED C THAT NNA IS NOT IN THE POSITION TO  
@08/28-ZAC466N

ASSIST C WITH THE REPAIR OF THE SEAT.  
C STATED THAT THE C WAS GOING TO CONTACT THE MEDIA AND THAT THE C WAS NOT  
GOING TO LET THIS CONCERN GO. RCAS AC APOLOGIZED AND THANKEDC FOR C TIME.  
@08/28-ZAC466N

RCAS AC CLOSING FILE. @09/17-ZAC466N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: RT8G         | ROOT CAUSE: SCCP    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3907            | EFFECTIVE: 08 / 23 / 07   | 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: ZFM606N        |                     |
| HISTORY:                  | UPDATE BY: ZAC466N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 17 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 09 / 17 / 07  | MICROFILM: N        |
| RESP CAA: CROCKETT, AMBER | OLM: SMIT AGNES           | DOM:                |
| PHONE: 6157257787         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

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CA5836216

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:35 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED] VIN:  
IN SCV DATE: 3/17/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 121       | NCNI01801387 | 3907 TX             | 3/17/2004         | 3/17/2009      | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                               |               |              |        |
|-------------------------------|---------------|--------------|--------|
| -----+-----                   |               |              |        |
| CONTRACT: NCNI01801387        |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |               | OWNER NAME:  |        |
| PLAN TYPE: C                  |               | PLAN TYPE:   |        |
| PLAN TERM: I                  |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                |               | DEDUCTABLE:  |        |
| EFFECTIVE: 03/17/04           |               | EFFECTIVE:   |        |
| EXPIRES: 03/17/09             | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                     |               | TRANSFER:    |        |
| TRANSACTION: 3/22/2004        |               | TRANSACTION: |        |
| PRINTED: 03/27/04             |               | PRINTED:     |        |
| DEALER NO: 3907               | STATE: TX     | DEALER NO:   | STATE: |
| DEALER NAME: THORNHILL NISSAN |               | DEALER NAME: |        |
| -----+-----                   |               |              |        |

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## SC: ONE CONTRACT

NAME: [REDACTED] VIN: JN8AZ08W65W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2005.0 MUR MILEAGE: 40500  
CITY: SANTAFA IN SVC DATE: 06 / 14 / 05  
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 3979 NISSAN OF SANTA ROSA  
DAY PH: [REDACTED] PAID: 2 SVC DLR: 3979 NISSAN OF SANTA ROSA  
EVE PH: 4 [REDACTED] SUSP: 0 RESP DLR: 3979 NISSAN OF SANTA ROSA  
DLR PH: 707 545 7050 DENY: 0 REGION: 48 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 PREOWNEI X MILES 14450 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: SELF  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 27 / 07 XFER/RSPNSBLTY: 48 04 S  
CONTACT (S): FOLLOWUP DATE: 08 / 28 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 08 / 30 / 07 DATANET (Y/N): 08 / 29 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                          |        |                             |
|----|--------------------------|--------|-----------------------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO                      |
| AZ | NISSAN PRODUCT INQUIRIES | VG     | PROVIDED RECALL INFORMATION |
| OF | NNA., INC. ISSUES        | 206500 | MURANO                      |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY             |



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C. A. R. COMMENTS

FILE OPENED-ZRC971N 08/27/2007

PREVIOUS FILES FOUND: NONE

7-ZRC971N

CRR-RC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DLR

CRR-RC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 2

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 00/00/00

CRR-RC ADVISED C THAT THERE ARE OPEN RECALLS ON THE VEH

PREVIOUS NISSAN VEHICLES: 200 SENTRA

CRR-RC RECEIVED CALL FROM C

C IS UPSET THAT DRIVER SEAT IN 2005 MURANO IS BROKEN. C HAS TAKEN VEH TO  
NISSAN OF SANTA ROSA FOR REPAIR. C WAS QUOTED \$695.00 TO FIX DRIVER SEAT.

C FEELS THAT NISSAN SHOULD PAY FOR THIS AS C VEH IS STILL COVERED UNDER  
POWER TRAIN WARRANTY. C'S VEH IS STILL AT NISSAN OF SANTA ROSA WAITING REPAIR

CRR-RC INFORMED C THAT A RCAS AGENT WILL CONTACT C WITH IN THE NEXT BUSINESS  
DAY.

@08/27-ZRC971N

CRR-RC ASKED IF CUSTOMER REQUIRED FURTHER ASSISTANCE. C DECLINED

C THANKED CRR-RC FOR ASSISTANCE, C SATISFIED

CRR-RC GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-RC TRANSFERING FILE TO RCAS

@08/27-ZRC971N

RCAS-DE PLACED OUTBOUND CALL TO DLR SPOKE WITH SM-CARL AND SM ADVISED RCAS-DE  
THAT C IS NOT A GOOD C FOR DLR.

SM-CARL DOES NOT HAVE ANY HISTORY OF VEH EVER BEEN THERE FOR ANY SERVICE DUE  
TO THIS REASON GRT IS NOT RECOMMENDED

@08/28-ZDE850N

RCAS-DE CONTACTED C AT DAYPHONE AND LFT VMX ADVISING C THAT AT THIS TIME NNA  
IS NOT ABLE TO ASSIST C WITH REPAIRS ON VEH.

RCAS-DE LFT NAME EXTENSION AND FILE #.

@08/28-ZDE850N

RCAS-DE RECEIVED INBOUND CALL FROM C.

C STATES C DOES NOT AGREE WITH THE DECISION RCAS-DE HAVE GIVING C.

C STATES C IS GOING TO PURSUE THIS WITH EVERYTHING C HAS.

@08/28-ZDE850N

C STATES C IS GOING TO WRITE LETTER TO EVERYONE, C STATES C DOES NOT HAVE A JOB  
AND C IS GOING TO DEDICATE C'S LIFE TO GETTING THE DECISION C WANTS.

C STATES C'S HUSBAND BOUGHT A NISSAN A LONG TIME AGO AND C DID NOT LIKE THE  
VEH NOW WITH THIS VEH C HATES NISSAN EVEN MORE.

C STATES C WOULD LIKE TO SPEAK WITH WHO EVER IS IN CHARGE OF RCAS-DE.

RCAS-DE ADVISED C THAT RCAS-DE COULD SUBMIT C'S REQUEST AND A SUPERVISOR WOULD  
CALL C BACK BY THE END OF THE NEXT BUSINESS DAY.

C STATES C WOULD LIKE FOR RCAS-DE MANAGER THAT IS ON DUTY NOW TO SPEAK WITH C

RCAS-DE ADVISED C THAT RCAS-DE MANAGER DOES NOT HANDLE THIS TYPE OF ISSUES AND  
A SUPERVISOR FROM THE ESCALATION TEAM WILL CONTACT C.

C STATES C WANTS FOR THIS SUPERVISOR TO CALL TODAY.

RCAS-DE ADVISED THIS IS NOT POSSIBLE C WILL HAVE TO WAIT UNTIL THE END OF THE  
NEXT BUSINESS DAY.

C STATES IF SUPERVISOR DOES NOT GIVE C WHAT C WANTS C IS GOING TO WRITE LETTER  
TO EVERYBODY THAT C CAN.

@08/28-ZDE850N

RCAS-DE ADVISED C THIS IS C'S CHOICE BUT AS OF NOW C'S REQUEST IS DENIED AND C  
HAS TO WAIT UNTIL THE END OF THE NEXT BUSINESS DAY FOR SUPERVISOR CALL BACK

C STATES C IS GOING TO CALL DLRSHIP GM AND HAVE GM CALL NNA AND TELL NNA TO  
APPROVE THE REPAIR.

RCAS-DE ADVISED C THIS IS C'S CHOICE BUT AS OF NOW C'S REQUEST IS DENIED AND C  
HAS TO WAIT UNTIL THE END OF THE NEXT BUSINESS DAY FOR SUPERVISOR CALL BACK.

C UNDERSTOOD AND ENDED CALL.

RCAS-DE SUBMITTED SUPERVISOR CALL BACK TO ESCALATION TEAM.

@08/28-ZDE850N

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CRR-MR RECEIVED CALL FROM: C

C STATED THAT WOULD LIKE TO BE CONNECTED TO EXT. 57269

CRR-MR VERIFIED C' NAME AND PHONE NUMBER: 7075370337 OR 4152723991

CRR-MR TRANSFERRING CALL TO RCAS AGENT. @08/28-ZMR157N

RCAS-DE RECEIVED TRANSFER CALL FROM C. @08/28-ZDE850N

C STATES C IS READING IN A WEB SITE THAT 2 OTHER PEOPLE HAVE THE SAME ISSUE WITH THE VEH C STATES C DOES NOT FEEL C SHOULD BE RESPONSIBLE SINCE C DOES NOT WEIGHT THAT MUCH AND HUSBAND IS SIX FOOT THREE AND HUSBAND DOES NOT WEIGHT THAT MUCH EITHER.

C STATES C WOULD LIKE TO KNOW WHAT WAS IT THAT DLR TOLD NNA WAS WRONG WITH VEH

RCAS-DE ADVISED C THAT DLR ADVISED THERE IS A PIN BROKEN AT BOTTOM OF SEAT.

C STATES THERE IS A METAL PIECE BROKEN AT BOTTOM OF SEAT.

RCAS-DE ADVISED NNA HAS SUBMITTED THE REQUEST TO HAVE REPAIR APPROVED AND IT WAS DENIED AT THIS CURRENT TIME THERE IS NOTHING THAT COULD BE DONE TO COVER THE REPAIR UNDER WARRANTY IF C FEELS FROM READING THE WEB SITE THAT NNA SHOULD COVER PIECE C SHOULD TAKE CARE OF REPAIRS AND KEEP ALL DOCS AND IF IN THE 850N FUTURE IT BECOMES A RECALL C COULD GET REIMBURSE. @08/28-ZDE850N

C UNDERSTOOD AND STATED WILL STILL LIKE SUPERVISOR CALL BACK.

RCAS-DE ADVISED BY THE END OF THE NEXT BUSINESS DAY C SHOULD RECEIVED CALL BCK @08/28-ZDE850N

RCAS-DE PLACED OUTBOUND CALL TO DLR AND ASK SM WHAT IS WRONG WITH VEH AND SM ADVISED TSB ADJUSTER BROKE. @08/28-ZDE850N

RCAS-DE THANKED SM AND ENDED CALL. @08/28-ZDE850N

RCS-DE CLOSING FILE DUE TO DUPLICATE FILE (5841375) THAT IS BEEN HANDLE BY ARBS-JH. @08/30-ZDE850N

--

RS-GB IN REVIEW OF THE FILE NOTES THAT THE FILE WAS TAKEN OVER BY ARBS FOR FURTHER ASSISTANCE. @09/05-ZGB761N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

# CONFIDENTIAL

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## CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT8E         | 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: #:        | 1 DATE: 09 / 05 / 07      | USERID: ZGB761N     |
| RESP DLR: 3979           | EFFECTIVE: 08 / 27 / 07   | 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: ZRC971N        |                     |
| HISTORY:                 | UPDATE BY: ZDE850N        |                     |
| SVC CALL#:               | UPDATE DATE: 09 / 05 / 07 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 30 / 07  | MICROFILM: N        |
| RESP CAA: ESPINAL, DAVID | OLM: SMIT AGNES           | DOM: INMAN, GARY    |
| PHONE: 6157257269        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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CA5840045

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:35 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 6/14/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 122       | NCDF02455175 | 3979 CA             | 6/14/2005         | 6/14/2012      | 100.000           | 11/23/2005     |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                   |                |              |        |
|-----------------------------------|----------------|--------------|--------|
| -----+-----                       |                |              |        |
| CONTRACT: NCDF02455175            |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |                | OWNER NAME:  |        |
| PLAN TYPE: C                      |                | PLAN TYPE:   |        |
| PLAN TERM: F                      |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |                | DEDUCTABLE:  |        |
| EFFECTIVE: 06/14/05               |                | EFFECTIVE:   |        |
| EXPIRES: 06/14/12                 | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 11/23/05                  | MILES: 14,420  | CANCEL:      | MILES: |
| TRANSFER:                         |                | TRANSFER:    |        |
| TRANSACTION: 12/18/2005           |                | TRANSACTION: |        |
| PRINTED: 06/25/05                 |                | PRINTED:     |        |
| DEALER NO: 3979                   | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: NISSAN OF SANTA ROSA |                | DEALER NAME: |        |
| -----+-----                       |                |              |        |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W15W [REDACTED] Y       |
| CITY: BUFFALO         |            | YR/MDL: 2005.0 MUR MILEAGE: 30000   |
| ST/ZIP: NY [REDACTED] |            | IN SVC DATE: 06 / 29 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 1749 MIKE BARNEY NISSAN    |
| EVE PH: [REDACTED]    | PAID: 1    | SVC DLR: 1749 MIKE BARNEY NISSAN    |
| DLR PH: 716 833 9888  | SUSP: 0    | RESP DLR: 1749 MIKE BARNEY NISSAN   |
|                       | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 07 07 37 |

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

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 28 / 07     | XFER/RSPNSBLTY: 26 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 21 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 28 / 07    | DATANET (Y/N): 08 / 30 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                   |        |                        |
|----|-------------------|--------|------------------------|
| OA | VEHICLE CONCERNS  | 131500 | BATTERY                |
| AF | ENGINE ELECTRICAL | WA     | PREMATURE WEAR/FAILURE |

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C. A. R. COMMENTS

FILE OPENED-ZGS955N 08/28/2007

PREVIOUS UNRELATED FILES FOUND: 5024856

PREVIOUS RELATED FILES FOUND: NONE

CRR-GS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND RESP DLR

CRR-GS ADVISED C OF OPEN/CLOSED RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 00/00/00

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/28/06

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 00/00/00

@08/28-ZGS955N

PREVIOUS VEHICLES OWNED: SENTRA, 2 PATHFINDERS, ALTIMA

CRR-GS RECEIVED CALL FROM C

C STATED VEHICLE WILL NOT START AND WAS ADVISED BY DLR THAT BATTERY IS DEAD

AND WAS ADVISED THAT C WILL HAVE TO PAY \$60 PRO-RATED TO REPLACE BATTERY.

C STATE DRIVER SEAT WOBBLES BACK AND FORTH AND A BOLT HAD BROKEN. C STATED

HAS A CONCERN WITH SAFETY OF VEHICLE AND IS ONLY REQUESTING NISSAN TO

@08/28-ZGS955N

REPLACE BATTERY AT NO CHARGE. C STATED HAS BEEN A LONG TIME NISSAN OWNER

AND DOES NOT FEEL C SHOULD HAVE TO PAY TO REPLACE A BATTERY IN THE FIRST

TWO YEARS OF OWNING A VEHICLE.

@08/28-ZGS955N

CRR-GS ADVISED C THAT FILE WILL BE FORWARD TO RCAS

CRR-GS ASSURED C RCAS WILL CALL BACK BY END OF NEXT BUSINESS DAY

CRR-GS OFFERED FURTHER ASSISTANCE, C DECLINED

C THANK CRR-GS FOR ASSISTANCE, C UNDERSTANDS

CRR-GS GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-GS FORWARD FILE TO RCAS

@08/28-ZGS955N

RCAS CHECKED OWNER DATABASE AND ONLY FOUND THIS VEHICLE AND A 99 ALT

@08/29-ZDR633N

C WILL HAVE TO PAY THE PRORATED BATTERY AMMOUNT

@08/29-ZDR633N

RCAS CONTACTED DLR

@08/31-ZDR633N

DLR STATED THAT THERE IS NO REASON THAT C SHOULD NOT HAVE TO PAY THIS FEE

@08/31-ZDR633N

RCAS AGREED

@08/31-ZDR633N

RCAS CONTACTED C LEFT VMX

@08/31-ZDR633N

\*\*\*\*\*

RCAS CALLED C LEFT VMX.

C IS RESPONSIBLE FOR PORTION OF BATTERY CHARGES.

RCAS CLOSING FILE.

@09/18-ZCB374N

\*\*\*\*\*

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 09/04/07 1749

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/28/06 1749

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 09/04/07 1749

CRR-AB ADVISED C OF THE RECALL INFORMATION AND INFORMED THAT THERE IS: 3 CLOSE RECALL.

CRR-AB RECEIVED CALL FROM C:

@09/20-ZAB120N

C STATES C RECEIVED A CALL FROM A FEMALE AGENT BUT WAS UNABLE TO RETRIEVED

AGENT'S EXTENSION NUMBER.

CRR-AB OFFERED C TO BE TRANSFER. C SATISFIED.

CRR-AB APOLOGIZED TO C FOR THE INCONVENIENCE.

CRR-AB ADVISED C THAT ALL INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-AB OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-AB GAVE NAME, FILE NUMBER AND EXTENSION NUMBER.

CRR-AB ADVISED C THAT THE FILE WILL BE TRANSFERRED TO THE

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REGIONAL SPECIALIST FOR REVIEW.

@09/20-ZAB120N

\*\*\*\*\*

RCAS CALLED LEFT VMX.

\*\*\*\*\*

RCAS CLOSING FILE PENDING C'S CALLBACK/ RCAS WILL INFORM C THAT C'S REQUEST  
FOR BATTERY REIMBURSEMENT IS DECLINED.

@09/28-ZCB374N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SCPP    |
| CALLBACK: (Y/N) #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1             | DATE: 09 / 20 / 07        | USERID: ZAB120N     |
| OTHER #: 0                | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 1749            | EFFECTIVE: 08 / 28 / 07   | 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: ZGS955N        |                     |
| HISTORY:                  | UPDATE BY: ZCB374N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 28 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 09 / 28 / 07  | MICROFILM: N        |
| RESP CAA: BROOKS, CALISHA | OLM: ROYSTER KAREN        | DOM: GROOMS BOB     |
| PHONE: 6157257908         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:35 PM

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

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|                       |            |                                         |
|-----------------------|------------|-----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                |
| STREET:               | [REDACTED] | VIN: JN8AZ08T65W [REDACTED] Y           |
| CITY: SHERMAN OAKS    |            | YR/MDL: 2005.0 MUR MILEAGE: 42000       |
| ST/ZIP: CA [REDACTED] | VCAN: N    | IN SVC DATE: 08 / 23 / 05               |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3082 SANTA MONICA NISSAN, INC. |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 228 MILLER NISSAN, INC.        |
| DLR PH: 818 787 8400  | DENY:      | RESP DLR: 228 MILLER NISSAN, INC.       |
|                       |            | REGION: 44 DIST: SL/SV/PT: 02 02 32     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: MILLER NISSAN 228  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 29 / 07     | XFER/RSPNSBLTY: 44 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 07 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 07 / 07    | DATANET (Y/N): 08 / 31 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION            |

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C. A. R. COMMENTS

FILE OPENED-ZHF999N 08/29/2007

CRR-HF CHECKED FOR PREVIOUS OPEN RELATED FILES AND FOUND NONE.

CRR-HF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING

PHONE NUMBER AND RESPONSIBLE DLR.

CRR-HF CHECKED FOR OPEN RECALLS, CAMPAIGNS AND UPGRADES AND FOUND NONE.

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-HF INFORMED C NO OPEN RECALLS

@08/29-ZHF999N

PREVIOUS OWNED NISSANS: NONE

CRR-HF RECEIVED CALL FROM C

@08/29-ZHF999N

C STATED C'S CONCERN AS C WAS DRIVING VEH ON STREET AND DRIVER SEAT ALL OF A SUDDEN TILTED TO THE LEFT AND C HIT HEAD ON DRIVER WINDOW AND HAND AND FINGER IS SWOLLEN.

C STATED VEH NOT SAFE AND TOOK VEH TO DLR FOR REPAIR OF SEAT

C STATED DLR ADVISED VEH OUT OF WARRANTY AND C WOULD HAVE TO PAY \$120 FOR REPAIR.

C STATED VEH IS ONLY TWO YEARS OLD AND SEAT SHOULD NOT HAVE BROKEN.

CRR-HF ACKNOWLEDGED C'S CONCERN AND QUESTIONED C'S INJURY.

C STATED C WILL BE FINE C THINKS FINGER IS NOT BROKEN.

C STATED C'S REQUEST FOR NISSAN TO COVER REPAIR UNDER WARRANTY OR AS A GOODWILL GESTURE.

CRR-HF GAVE NAME, PHONE NUMBER AND FILE NUMBER.

C THANKED CRR-HF.

CRR-HF OFFERED FURTHER ASSISTANCE.

C DECLINED.

C ENDED CALL.

CRR-HF TRANSFERRING FILE TO RCAS FOR FOLLOWUP.

@08/29-ZHF999N

\*\*\*\*\*

@08/29-ZPS105N

CRR-PS RECEIVED CALL FROM C.

C WANTED TO FOLLOW UP C'S CONCERN ABOUT GOODWILL ASSISTANCE. @08/29-ZPS105N

CRR-PS ADVISED C THAT FILE HAS BEEN FORWARDED TO RCAS. CRR-PS ALSO ADVISED C TO WAIT FOR RCAS TO CONTACT C. C AGREED.

C THANKED CRR-PS FOR ASSISTANCE, C SATISFIED.

CRR-PS OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-PS GAVE C NAME, EXTENSION, AND FILE NUMBER.

@08/29-ZPS105N

>>RCAS-MW RECEIVED FILE ON 8/30.>>

>>RCAS-MW CONTACTED C AT 6:47 AT DAY/EVE NUMBER AND SPOKE WITH C.

C STATED THAT C WAS DRIVING AND ALL OF A SUDDEN THE DRIVERS SIDE SEAT TILTED TO THE LEFT. C TOOK THE VEH TO THE DLR AND THE DLR ADVISED C THAT THE REPAIR WOULD BE BOUT \$800. C STATED THAT C IS WANTING NNA TO REPAIR THE VEH UNDER WARRANTY.

>>RCAS-MW ADVISED C THAT RCAS WILL CONTACT THE C NEXT WEEK DUE TO RCAS BEING OFF FROM 8/31-9/4. RCAS ADVISED THAT RCAS WILL CONTACT THE DLR AND FIND OUT WHAT THE DLR/NNA IS ABLE TO DO.

C ASKED WHAT IS C SUPPOSE TO DO UNTIL THEN?

@08/30-ZMW536N

>>RCAS-MW ADVISED THAT IF THE C WANTS AN ANSWER BEFORE 9/4 THEN C CAN CALL THE DLR AND SPEAK WITH THE DLR ABOUT FINANCIAL ASSISTANCE.

C UNDERSTOOD.

>>RCAS-MW THANKED AND ENDED CALL.

@08/30-ZMW536N

>>RCAS-MW CONTACTED THE DLR AT 3:30 AND SPOKE WITH SD-JAY.

SD ADVISED THAT THE DLR RAN THE GRT ON 8/29 FOR \$865 FOR THE SEAT RAIL AND THE GRT DECLINED. SD STATED THAT C HAS 42,325 MILES.

>>RCAS-MW THANKED AND ENDED CALL.

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>>RCAS-MW EMAILED DPSM-MK TO FIND OUT IF THE DPSM WOULD BE ABLE TO ASSIST THE C.  
@09/04-ZMW536N

>>RCAS-MW RECEIVED REPLY BACK FROM DPSM ON 9/4.  
DPSM ADVISED THAT AT THIS TIME NNA IS UNABLE TO ASSIST C WITH THE REPAIRS.  
@09/05-ZMW536N

>>RCAS-MW CONTACTED C AT 6:35 AT DAY/EVE NUMBER AND THE LINE RANG UNTIL RCAS RECEIVED RECORDING THAT THE C WAS NOT AVAILABLE. @09/05-ZMW536N

>>RCAS-MW CONTACTED C AT 12:19 AT DAY/EVE NUMBER AND SPOKE WITH C.  
RCAS ADVISED C THAT AT THIS TIME, NNA IS UNABLE TO ASSIST C WITH THE REPAIRS TO THE SEAT.

C UNDERSTOOD AND ADVISED RCAS THAT C WILL BE MAILING A LETTER TO RCAS AND TO THE SD-JAY AT MILLER NISSAN THAT NNA AND THE DLR HAS REJECTED ASSISTANCE FOR THE C.

>>RCAS-MW UNDERSTOOD AND APOLOGIZED FOR THE UNFAVORABLE ANSWER.  
C UNDERSTOOD.

>>RCAS-MW THANKED AND ENDED CALL.

>>RCAS-MW CLOSING FILE. @09/07-ZMW536N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 228          | EFFECTIVE: 08 / 29 / 07   | 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: ZHF999N        |                     |
| HISTORY:               | UPDATE BY: ZMW536N        |                     |
| SVC CALL#:             | UPDATE DATE: 09 / 07 / 07 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 09 / 07 / 07  | MICROFILM: N        |
| RESP CAA: WORLEY, MARK | OLM: SMIT AGNES           | DOM: BENDICK, RON   |
| PHONE: 6157257904      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08WX5W [REDACTED] Y       |
| CITY: NAPERVILLE      |            | YR/MDL: 2005.0 MUR MILEAGE: 36480   |
| ST/ZIP: IL [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 31 / 05           |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3089 GERALD NISSAN, INC.   |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 3089 GERALD NISSAN, INC.   |
| DLR PH: 630 355 3337  | DENY:      | RESP DLR: 3089 GERALD NISSAN, INC.  |
|                       |            | REGION: 24 DIST: SL/SV/PT: 01 01 31 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: GERALD NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 480 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 29 / 07     | XFER/RSPNSBLTY: 24 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 05 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 07 / 07    | DATANET (Y/N): 08 / 30 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZAP440N 08/29/2007

PREVIOUS FILES FOUND:

CRR-XX VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DLR.

CRR-XX CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 06/28/06 3089  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 06/28/06 3089  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 03/20/07 3089

CRR-AP RECEIVED CALL FROM C.

C STATED DRIVERS SEAT BRACKET IS BROKEN, TOOK VEHICLE TO DEALER. @08/29-ZAP440N

C STATED GERALD NISSAN TOLD C THAT DAMAGE IS NOT DUE TO WEAR AND TEAR,  
UNFORTUNATELY C IS OUT OF WARRANTY BY APPROXIMATELY 480 MILES. @08/29-ZAP440N  
CRR-AP APOLOGIZED FOR INCONVENIENCE. ASSURED C RCAS WILL CONTACT C BY END OF  
NEXT BUSINESS DAY. @08/29-ZAP440N

C STATED BEST TIME TO CALL IS BEFORE 5PM ON 630 798 5271. @08/29-ZAP440N

C REQUESTING GOODWILL ASSISTANCE FROM NISSAN. @08/29-ZAP440N

CRR-AP OFFERED ADDITIONAL ASSISTANCE. C DECLINED.

CRR-AP GAVE C NAME, EXTENSION, FILE NUMBER @08/29-ZAP440N

CRR-AP TRANSFERRING FILE TO RCAS.

CRR-AP EXITING FILE

RCAS-AB CALLED C AT 6:20PM AND LEFT A MESSAGE FOR THE C WITH CATHERINE.  
@08/29-ZAB168N

\*\*\*\*\*  
CRR-EF RECEIVED CALL FROM C.

C SAID THAT C IS RETURNING RCAS-AB'S PHONECALL.

CRR-EF CALLED RCAS-AB'S EXTENSION - CRR-EF LEFT VOICEMAIL.

CRR-EF ADVISED C THAT CRR-EF LEFT VOICEMAIL ON RCAS-AB'S VMX.

CRR-EF ADVISED C THAT CRR-EF WILL SEND RCAS-AB AN EMAIL TO REQUEST FOR  
CALLBACK.

C PROVIDED CALLBACK NUMBER: 630 798 5271. @08/30-ZEF144N

CRR-EF SENT RCAS-AB EMAIL AND REQUESTED TO CALLBACK C.

CRR-EF SET CALLBACK EXPECTATION BY THE END OF NEXT BUSINESS DAY.

C UNDERSTOOD AND AGREED.

C THANKED CRR-EF FOR ASSISTANCE - C SATISFIED.

CRR-EF OFFERED FURTHER ASSISTANCE - C DECLINED

CRR-EF GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-EF AWAITING CUSTOMER ACTION. @08/30-ZEF144N

\*\*\*\*\* @09/07-ZAH287N

CRR-AH RECEIVED CALL FROM C @09/07-ZAH287N

C HAS BEEN TRYING TO GET A HOLD OF RCAS.

CRR-AH SEND MESSAGE TO RCAS AND TRANSFERRED C TO RCAS VMX.

C THANED CRR-AH FOR ASSISTANCE @09/07-ZAH287N

RCAS-AB CALLED DLR AND SPOKE WITH SA EDGAR.

SA STATED THAT THE VEH IS IN NEED OF THE SEAT BRACKET AND THE C IS OUTSIDE OF  
WARRANTY AT THIS TIME. @09/07-ZAB168N

SA STATED THAT THE DLR RAN A GRT AND THE GRT DENIED.

RCAS-AB VERIFIED THAT THE GRT WAS DENIED. @09/07-ZAB168N

RCAS-AB CALLED C AT 3:59PM. @09/07-ZAB168N

@09/07-ZAB168N

RCAS-AB ADVISED THE C THAT NNA IS NOT IN THE POSITION TO PROVIDE ASSISTANCE TO  
THE C BECAUSE THE VEH IS OUTSIDE OF WARRANTY AT THIS TIME. @09/07-ZAB168N

C UNDERSTOOD AND ENDED CALL. @09/07-ZAB168N

\*\*\*RCAS-AB IS CLOSING FILE.\*\*\* @09/07-ZAB168N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW FILE AND CALL ANTHONY AT 615 725 7752

DEALER ACTION:

CLIENT IS NO CLIENT OF GERALD NISSANS. VEHICLE IS OUT OF WARRANTY AND LCIENT WILL HAVE TO PAY FOR THE REPAIRS. NO FURTHER ASSIST FROM GERALD NISSAN WILL B E PROVIDED.  
@09/05-3089

CONTACT(S):

|                          |                           |                      |
|--------------------------|---------------------------|----------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| 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: 3089           | EFFECTIVE: 08 / 29 / 07   | 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: ZAP440N        |                      |
| HISTORY:                 | UPDATE BY: ZAB168N        |                      |
| SVC CALL#:               | UPDATE DATE: 09 / 07 / 07 |                      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 09 / 07 / 07  | MICROFILM: N         |
| RESP CAA: BROWN, ANTHONY | OLM: SMIT AGNES           | DOM: HAFERTEPE, MIKE |
| PHONE: 6157257752        | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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SC: NONE

NAME: [REDACTED] VIN: JN8AZ08WX4W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2004.0 MUR MILEAGE: 68100  
CITY: CROMWELL IN SVC DATE: 03 / 20 / 04  
ST/ZIP: CT [REDACTED] VCAN: N RTL DLR: 06037 DECORMIER MOTOR SALES INC  
DAY PH: [REDACTED] PAID: 0 SVC DLR: 3355 MIDDLETOWN NISSAN, LLC  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3355 MIDDLETOWN NISSAN, LLC  
DLR PH: 860 632 6550 DENY: 0 REGION: 26 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 3355 MIDDLETOWN NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 32100 (PT) MONTHS: MILES: 8100

ORIG CODE: CT 11 OPEN DATE: 08 / 29 / 07 XFER/RSPNSBLTY: 26 13 S  
CONTACT (S): FOLLOWUP DATE: 08 / 30 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 09 / 14 / 07 DATANET (Y/N): 09 / 03 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZPS105N 08/29/2007

PREVIOUS RELATED FILE FOUND: NONE

CRR-PS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE, AND RESPONSIBLE DLR.

CRR-PS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

PREVIOUS NISSAN VEH: 99 QUEST.

CRR-PS RECEIVED CALL FROM C.

C STATED THAT C HAD PROBLEM WITH VEH'S DRIVER SEAT. C ALSO STATED THAT DRIVER SEAT SUPPORT IS BROKEN. C ALREADY BROUGHT VEH TO DLR 3355 MIDDLETOWN NISSAN, LLC AND DLR INFORMED C THAT DLR WILL COVER REPAIRED PARTS BUT NOT THE LABOR. C STATED THAT NNA SHOULD TAKE CARE OF THE PROBLEM SINCE IT IS SAFETY RELATED ISSUE.

CRR-PS GAVE C NAME, EXTENSION, AND FILE NUMBER.

C THANKED CRR-PS FOR ASSISTANCE, C UNDERSTANDS.

CRR-PS TRANSFERRED CALL TO C GROUP.

@08/29-ZPS105N

CRR-JK RECIEVED THE TRANSFER CALL.

@08/29-ZJK000N

C STATES THAT C'S DRIVER SEAT IS OF SAFETY CONCERN.

@08/29-ZJK000N

C STATES IF YOU WERE TO SIT IN THE BACK SEAT DIRECTLY BEHIND THE DRIVERS SEAT

C STATES SOMEONE CAN LIFT THE SEAT ALMOST 6" OFF THE TRACK.

@08/29-ZJK000N

C STATES THIS IS A SAFETY CONCERN BECAUSE IF C WAS TO GET HIT FROM BEHIND THIS WILL SEND C FLYING INTO THE WINDSHIELD.

@08/29-ZJK000N

C STATES THAT IT IS A BROKEN WELD ON THE SUPPORT PEICE AND THIS JUST BROKE.

@08/29-ZJK000N

C STATES IT WAS NO FAULT TO C AND NISSAN SHOULD LOOK INTO THIS.

@08/29-ZJK000N

C STATES C IS LOOKING FOR GOODWILL ASSISTANCE WITH THIS REPAIR AS IT IS A SAFETY CONCERN.

@08/29-ZJK000N

C STATES THE PART COST IS \$260.00 BUT C BELIEVES THE DLR IS PAYING FOR THIS.

@08/29-ZJK000N

C STATES THAT THE LABOUR COST IS \$250.00 AND C DOES NOT FEEL THAT C SHOULD BE RESPONSIBLE FOR PAYING FOR THIS AS IT IS A SAFETY CONCERN.

@08/29-ZJK000N

CRR-JK ASSURED C THAT THIS FILE WILL BE TRANSFERED TO AN RCAS MEMBER FOR REVIEW AND C SHOULD HEAR BACK BY THE END OF THE FOLLOWING BUISNESS DAY.

@08/29-ZJK000N

CRR-JK OFFERED FURTHER ASSISTANCE.

@08/29-ZJK000N

C STATES SHOULD C TELL DLR TO ORDER PARTS.

@08/29-ZJK000N

CRR-JK INQUIRES IF C WOULD GET THIS WORK DONE IF C DID NOT GET ASSISTANCE.

@08/29-ZJK000N

C STATES IT IS SAFETY RELATED AND THEREFORE C WOULD.

@08/29-ZJK000N

CRR-JK SUGGESTS TO C THAN THAT C COULD DEFINITELY ORDER THE PART AND GET THIS PROCESS STARTED.

@08/29-ZJK000N

C STATES C WOULD.

@08/29-ZJK000N

CRR-JK OFFERED FURTHER ASSISTANCE, C DECLINED.

@08/29-ZJK000N

CRR-JK GAVE C NAME, EXTENTION AND FILE#.

@08/29-ZJK000N

CRR-JK TRANSFERED FILE TO RCAS.

@08/29-ZJK000N

CRR-JK RECIEVED A VMX FROM C STATING THAT C WAS PRESENTLY GETTING C'S VEH.

BACK FROM THE DLR. C STATES THAT C HAD THE WORK COMPLETED AND HAD THE INVOICE FOR THE LABOUR THAT C WANTED REIMBURSED THROUGH RCAS.

@09/12-ZJK000N

CRR-JK CONTACTED C ON DAY NUMBER.

@09/12-ZJK000N

C STATES THAT C HAS THE INVOICE AND THE LABOUR COST C \$294.63 IN TOTAL AND

C STATES THAT C SHOULD NOT BE RESPONSIBLE FOR THIS CHARGE AS THIS WAS A SAFETY CONCERN.

@09/12-ZJK000N

CRR-JK ASSURED C THAT CRR-JK WILL INTERNALLY MESSAGE THE RCAS MEMBER IN CHARGE OF C'S CASE AND NOTIFY THEM THAT THE WORK IS COMPLETE AND C HAS THE RECIEPT.



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@09/12-ZJK000N

C STATES C APPRECIATES THAT.

@09/12-ZJK000N

CRR-JK OFFERED FURTHER ASSISTANCE, C DECLINED.

@09/12-ZJK000N

CRR-JK EMAILING RCAS-JW AND EXITING FILE.

@09/12-ZJK000N

@09/12-ZJK000N

RCAS-JW CALLED DLR REGARDING DLR SM STATES SEATFRAME WAS BROKEN AND DLR PUT1N  
IN GOOD WILL FOR THE PART C HAD TO PAY FOR THE LABOR AND ADVISED THE PARTW781N  
WAS REPAIRED. NNA REVIEWED THE FILE AND ADVISED NOT A WARRANTABLE ISSUE AT THI  
TIME NNA IS NOT IN A POSITION TO ASSIST C.

@09/13-ZJW781N

RCAS CLOSING THE FILE.

@09/14-ZJW781N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW THE FILE AND CONTACT C.

DEALER ACTION:

CONTACT(S):

SATISFIED: N

ACTION CODE: NT3A

ROOT CAUSE: SCPP

CALLBACK: (Y/N) #:

0 DATE: 00 / 00 / 00

USERID:

REOPEN: CALLBACK #:

0 DATE: 00 / 00 / 00

USERID:

NEW INFO #:

0 DATE: 00 / 00 / 00

USERID:

OTHER #:

0 DATE: 00 / 00 / 00

USERID:

COMMENTS ONLY: #:

0 DATE: 00 / 00 / 00

USERID:

RESP DLR: 3355

EFFECTIVE: 08 / 29 / 07

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: ZPS105N

HISTORY:

UPDATE BY: ZJW781N

SVC CALL#:

UPDATE DATE: 09 / 14 / 07

CLOSE: Y (Y/N)

CLOSE DATE: 09 / 14 / 07

RESP CAA: WILLIAMS, JOYCE

OLM: ROYSTER KAREN

MICROFILM: N

PHONE: 6157257748

OWNER FIRST:

DOM: CARMICHEL BUTCH X

LANGUAGE: E ENGLISH

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DATE: 1/26/2009  
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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08T55W [REDACTED] Y          |
| CITY: JOLIET          |            | YR/MDL: 2005.0 MUR MILEAGE: 46700      |
| ST/ZIP: IL [REDACTED] |            | IN SVC DATE: 10 / 04 / 05              |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3892 THOMAS NISSAN OF JOLIET  |
| EVE PH: [REDACTED]    | PAID: 1    | SVC DLR: 3892 THOMAS NISSAN OF JOLIET  |
| DLR PH: 815 744 2760  | SUSP: 0    | RESP DLR: 3892 THOMAS NISSAN OF JOLIET |
|                       | DENY: 0    | REGION: 24 DIST: SL/SV/PT: 01 01 31    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 6  
 VEHICLE MAINTAINED BY: 3892 - THOMAS NISSAN OF J  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 30 / 07     | XFER/RSPNSBLTY: 24 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 01 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 04 / 07    | DATANET (Y/N): 09 / 06 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                       |
|----|---------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER)   |
| AV | INTERIOR ELECTRICAL | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER)   |
| AV | INTERIOR ELECTRICAL | WA     | PREMATURE WEAR/FAILURE                |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER)   |
| AV | INTERIOR ELECTRICAL | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZBS999N 08/30/2007

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-BS VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY/EVE PHONE AND RESPONSIBLE DLR.

CRR-BS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES - FOUND: 1 OPEN.

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 00/00/00

CRR-BS ADVISED C OF OPEN RECALLS.

PREVIOUS NISSAN/INFINITI VEHICLES: 6(MANY BUT UNKNOWN).

CRR-BS RECEIVED CALL FROM C'S WIFE [REDACTED]

C STATES THAT THE DRIVERS SEAT RUNNING RACK IS BROKEN IN HALF AND C IS USING VEH THAT HAS FRONT DRIVERS SEAT MOVING AROUND WHEN TAKING CORNERS.

C STATES VEH IS AT DLRSHIP AND WANTS \$800.00 FOR REPLACEMENT OF RUNNING RACK WHICH C FEELS IS A MANUFACTURING DEFECT BECAUSE THE BRAKE IS AT THE WELD. C WOULD LIKE NNA'S ASSISTANCE IN THIS MATTER IN COVERING THE COST OF THE REPLACEMENT OF THE BROKEN RUNNING RACK. @08/30-ZBS999N

CRR-BS GAVE C NAME, EXTENSION AND FILE NUMBER.

C THANKED CRR-BS FOR ASSISTANCE. C UNDERSTANDS.

CRR-BS TRANSFERRING FILE TO RCAS. @08/30-ZBS999N

RCAS-VL CONTACTED C ON DAY PHONE ON 8/31/07 AT 3:24PM CST.

RCAS-VL LEFT VMX AND PROVIDED FILE# AND RCAS-AB'S EXT. 57752. @08/31-ZVL825N

RCAS-AB CALLED DLR AND SPOKE WITH SA BILL. @09/05-ZAB168N

SA STATED THAT THE DLR RAN A GRT AND THE GRT APPROVED HALF OF THE REPAIR AND THE WILL HAVE TO PICK UP THE REST.

SA STATED THAT THE C WANTS NNA TO PAY FOR THE ENTIRE REPAIR.

RCAS-AB THANKED THE SA AND ENDED CALL. @09/05-ZAB168N

RCAS-AB VERIFIED THAT THE GRT APPROVED PARTIAL AMOUNT OF THE REPAIRS.

RCAS-AB CALLED C AT 12:13PM AND LEFT A VMX. @09/05-ZAB168N

\*\*\*\*\*

CRR-LC RECEIVED CALL FROM: C.

C WANTS TO BE CONNECTED TO RCAS-AB @09/05-ZLC161N

CRR-LC ADVISED C IF C GET IN TOUCH WITH THE VMX KINDLY LEAVE A MESSAGE

AND CRR-LC WILL EMAIL RCAS-AB TO CALL C BACK. @09/05-ZLC161N

RCAS-AB CALLED C AT 12:26PM.

RCAS-AB ADVISED THE C THAT NNA IS IN THE POSITION TO PROVIDE PARTIAL ASSISTANCE TO THE C REGARDING THE REPAIRS FOR THE VEH AND THE DLR WILL HAVE THE EXACT DOLLAR AMOUNT THAT THE C WILL HAVE TO PAY.

C UNDERSTOOD AND ENDED CALL. @09/06-ZAB168N

\*\*\*RCAS-AB IS CLOSING FILE. \*\*\* @09/06-ZAB168N

RCAS-AB RECEIVED VMX FROM C.

RCAS-AB CALLED C AT 2:35PM.

RCAS-AB ADVISED THE C THAT NNA WILL PROVIDE PARTIAL ASSISTANCE TO THE C FOR THE REPAIR TO THE VEH.

C UNDERSTOOD AND ENDED CALL. @09/06-ZAB168N-COMMENT

@09/06-ZAB168N-COMMENT

\*\*\*\*\* @09/06-ZJD109N-COMMENT

CRR-JD RECEIVED INBOUND CALL FROM: C @09/06-ZJD109N-COMMENT

VERIFIED NAME, ADDRESS @09/06-ZJD109N-COMMENT

C STATED: C WANTED TO TALK AGAIN TO ANTHONY BROWN, C STATED THAT C FEELS THAT C'S CONCERN REGARDING C'S SEATS IS MANUFACTURER DEFECT.

@09/06-ZJD109N-COMMENT

CRR-JD ALREADY EXPLAINED RCAS RESOLUTION FOR C'S CONCERN, C INSISTED TO TALK TO ANTHONY BROWN. @09/06-ZJD109N-COMMENT

CRR-JD ADVISED C THAT CRR-JD WILL SEND EMAIL TO SPECIALIST AND CRR-JD WILL TRY

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TO CONNECT C. C AGREED.

@09/06-ZJD109N-COMMENT

CRR-JD SENDING EMAIL TO RCAS.

@09/06-ZJD109N-COMMENT

CRR-CJ RECEIVED CALL FROM C'S WIFE C STATES C HAS NOT HEARD FROM RCAS-AB  
CRR-CJ APOLOGIZED TO C FOR INCONVENIENCE.

CRR-CJ ADVISED C CRR-CJ COULD TRANSFER C'S CALL TO RCAS-AB EXTENSION.

C AGREED AND ALSO ASKED FOR CRR-CJ TO SEND INTERNAL MESSAGE.

CRR-CJ SENT INTERNAL MESSAGE AND TRANSFERRED C TO RCAS-AB EXTENSION.

RCAS-AB RECEIVED VMX FROM C REQUESTING THAT RCAS-AB CALL THE C BACK ASAP.

RCAS-AB CALLED C AT 8:28AM AND LEFT A VMX.

@09/13-ZAB168N-COMMENT

\*\*\*\*\*

@09/28-ZCB142N

CRR-CB RECEIVED CALL FROM C'S WIFE: CRISTINA.

@09/28-ZCB142N

C STATED THAT C HAS BEEN PLAYING PHONE PATCH WITH RCAS-AB AND HAS BEEN LEAVING  
VOICEMAIL MESSAGES WITH EACH OTHER. THE ISSUE HAS BEEN GOING ON SINCE 08/30/07  
AND UNTIL NOW C HASN'T HAD ANY RESOLUTIONS YET.

@09/28-ZCB142N

CRR-CB TRIED CONNECTING C TO RCAS-AB BUT ONLY REACHED VOICEMAIL, ADVISED TO BE  
TRANSFERRED TO THE NEXT LEVEL AGENT FOR FURTHER ASSISTANCE.

@09/28-ZCB142N

CRR-CB TRANSFERRING C TO THE NEXT LEVEL AGENT.

@09/28-ZCB142N

@09/28-ZCB142N

\*\*\*\*\*

CRR-JI RECEIVED A WARM TRANSFER FROM CRR-JI. C STATES C HAS BEEN DEALING WITH  
THIS SINCE AUGUST 30/07. C STATES THE DLR INFORMED C THAT DLR WILL HAVE TO  
PAY FOR HALF OF THE COST TO REPAIR THE SEAT. C STATES BEFORE IT WAS BROKEN

@09/28-ZJI411N

C DID HEAR A NOISE BUT BELIEVED IT WAS THE SPRING. C STATES C THOUGHT NOTHING  
OF IT. C STATES C IS NOT A LARGE PERSON AND WOULD NOT BE ABLE TO BRAKE THE  
BRAKET OF THE SEAT. C STATES THE SEAT IS GETTING WORSE.

C STATES RCAS KEEPS CALLING C'S HOUSE NUMBER AND C HAS LEFT MANY MESSAGES FOR  
RCAS REQUESTING TO BE CONTACTED AT C'S WORK NUMBER WHICH IS 815 741 0800

CRR-JI APOLOGIZED AND INFORMED C THAT CRR-JI HAS C WORK NUMBER ON FILE  
AND WILL SEND AN INTERNAL MESSAGE TO RCAS REQUESTING TO GET IN CONTACT WITH  
C AS SOON AS POSSIBLE AT 815 741 0800 EXTENSION 212 OR ASK FOR  
CHRISTINA CONTEREZ.

@09/28-ZJI411N

@09/28-ZJI411N

\*\*\*\*\*

@10/04-ZJD109N

CRR-JD RECEIVED CALL FROM: C

@10/04-ZJD109N

CRR-JD VERIFIED NAME, ADDRESS.

C ASKED FOR RCAS-AB PROVIDED EXTENSION 57752.

@10/04-ZJD109N

CRR-JD ADVISED C THAT CRR-JD WILL SEND AN EMAIL DIRECTLY TO RCAS-AB.

CRR-JD SENT EMAIL AND TRANSFERRED CALL TO EXTENSION 57752.

@10/04-ZJD109N

\*\*\*\*\*

CRR-MW RECEIVED CALL FROM C WANTED TO BE CONNECTED TO RCAS-AB'S EXTENSION  
NUMBER. CRR-MW ASKED FOR THE FILE NUMBER AND INFORMED C THAT CRR-MW CAN  
TRANSFER THE CALL TO THE EXTENSION NUMBER GIVEN, BUT THERE IS A POSSIBILITY  
THAT C MIGHT ONLY BE CONNECTED TO RCAS-AB'S VOICEMAIL. CRR-MW ADVISED C THAT  
CRR-MW WILL SEND AN INTERNAL MESSAGE TO RCAS-AB TO GIVE C A CALL BACK.

C UNDERSTANDS. CRR-MW STILL CONNECT THE CALL TO THE EXTENSION NUMBER.

@10/04-ZMW118N

CRR-VK RECEIVED CALL FROM C

C STATES THAT C WOULD LIKE TO SPEAK TO A SUPERVISOR RIGHT AWAY

C STATES THAT C HAS NOT SPOKE TO RCAS AT ALL SINCE 08/30/07

@10/04-ZVK228N

C STATES THAT THIS C IS VERY FRUSTRATED THAT NO ONE HAS CONTACTED C

C STATES THAT C WILL NOT PURCHASE ANOTHER NISSAN BECAUSE OF THE LACK OF  
SERVICE NNA IS PROVIDING

@10/04-ZVK228N

CRR-VK APOLOGIZED FOR THE INCONVENIENCE ON BEHALF OF NISSAN

CRR-VK ADVISED C THAT A SUPERVISOR WILL CONTACT C IN 4-8 BUSINESS HOURS

C THANKED CRR-VK

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CRR-VK EXITING FILE

@10/04-ZVK228N

RCAS-AB CALLED C AT 3:20PM.

RCAS-AB ADVISED THE C THAT THE NNA IS IN THE POSITION TO PROVIDE PARTIAL ASSISTANCE AND NOTHING FURTHER AT THIS TIME.

C STATED THAT THE C'S VEH IS A LEMON AND THE C WILL TELL EVERYONE NOT TO PURCHASE A NISSAN VEH.

C DISCONNECTED CALL.

@10/04-ZAB168N

\*\* RS-KC REVIEWING FILE AND FOUND THAT RCAS-AB HAS CONTACTED C.

@10/05-ZKC249N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT1C

ROOT CAUSE: SNFA

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: 09 / 28 / 07

USERID: ZCB142N

COMMENTS ONLY: #:

6 DATE: 10 / 05 / 07

USERID: ZKC249N

RESP DLR: 3892

EFFECTIVE: 08 / 30 / 07

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: ZBS999N

HISTORY:

UPDATE BY: ZAB168N

SVC CALL#:

UPDATE DATE: 10 / 05 / 07

CLOSE: Y (Y/N)

CLOSE DATE: 10 / 04 / 07

MICROFILM: N

RESP CAA: HILL, ROBERT

OLM: SMIT AGNES

DOM: HAFERTEPE, MIKE

PHONE: 0000041619

OWNER FIRST:

LANGUAGE: E ENGLISH

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: KENNESAW  
ST/ZIP: GA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 770 423 9691

VIN: JN8AZ08T13W [REDACTED] Y  
YR/MDL: 2003.0 MUR MILEAGE: 55149  
IN SVC DATE: 01 / 25 / 03  
RTL DLR: 3213 TEAM NISSAN OF MARIETTA  
SVC DLR: 3829 TOWN CENTER NISSAN  
RESP DLR: 3829 TOWN CENTER NISSAN  
REGION: 34 DIST: SL/SV/PT: 01 01 31

VCAN: Y  
PAID: 8  
SUSP: 1  
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) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 5  
VEHICLE MAINTAINED BY: 3829 TOWN CENTER NISSA  
OUTSIDE WARRANTY BY (B) MONTHS: 19 MILES: 19149 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 31 / 07 XFER/RSPNSBLTY: 34 01 S  
CONTACT (S): FOLLOWUP DATE: 09 / 18 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 09 / 20 / 07 DATANET (Y/N): 09 / 19 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190500 SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA  
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZMH068N 08/31/2007

PREVIOUS FILES FOUND:NONE

@08/31-ZMH068N

CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 09/15/05 32138N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 12/21/06 V908

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 12/21/06 V908

CRR-MH ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH @08/31-ZMH068N

PREVIOUS NISSAN VEHICLES:4 (Z, INFINITI, MUR)

CRR-MH RECEIVED CALL FROM C

C STATED THAT C NOTICED A CREAKING NOISE IN JULY 07 ON THE DRIVER'S SIDE

C STATED THE DRIVER'S SEAT BRACKET OR BRACE IS BROKEN.

DLR DIAGNOSED THE PROBLEM AND ORDERED A NEW SEAT. @08/31-ZMH068

C STATED THE CONTACT AT THE DLR IS DOMINONIQUE GOODROW, SERVICE ADVISOR.

@08/31-ZMH068N

@08/31-ZMH068N

C WILL TAKE VEH TO DLR TO REPLACE THE SEAT.

C IS REQUESTING FINANCIAL ASSISTANCE TO REPLACE THE NEW SEAT @08/31-ZMH068

CRR-MH ADVISED C THAT A REGIONAL SPECIALIST WILL CONTACT C BY THE END OF THE

NEXT BUSINESS DAY

@08/31-ZMH068N

CRR-MH VERIFIED THE BEST TIME TO CONTACT C (WORK), 9-5 P.M

CRR-MH OFFERED FURTHER ASSISTANCE, C DECLINED.

C UNDERSTANDS FILE BEING TRANSFERRED TO RCAS

CRR-MH GAVE NAME, EXTENSION AND FILE NUMBER

CRR-MH TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW @08/31-ZMH068N

RCAS-MW PLACED OUTBOUND CALL TO C ON 9/4/07 AT 1:18PM CST ON DAY/EVE NUMBER.

LEFT VMX FOR A RETURN CALL.

@09/04-ZMW509N

\*\*\*\*\*CRR-SH RECEIVED A CALL FROM C'S HUSBAND GREG REQUESTING A CALL BACK

AT DAY NUMBER

@09/04-ZSH999N

CRR-SH EMAILED RCAS FOR CALL BACK.

@09/04-ZSH999N

\*\*\*\*\*

CRR-MN RECEIVED CALL FROM: C. C STATED WANTS TO BE TRANSFER TO EXT 57901 GIVEN

THE FILE NUMBER 5846699. C HAS BEEN WAITING FOR A CALLBACK FROM RCAS. CRR-MN

INFORMED C THAT CRR-MN WILL SEND AN INTERNAL EMAIL NOTIFYING THE RCAS TO GIVE

C A CALLBACK AS SOON AS POSSIBLE. C CAN BE CONTACTED AT THIS NUMBER

770 424 98699. EXITING CALL.

@09/12-ZMN119N

\*\*\*\*\*

CRR-AG RECIEVED CALL FROM C STATING THAT C HAS NEVER RECIEVED CALL BACK FROM

RCAS-MW. CRR-AG APOLOGIZED FOR THE INCONVINIENCE.

C IS WANTING TO TAKE IT TO THE NEXT LEVEL. CRR-AG ADVISED C THAT THE FILE CAN

BE ESCALATED TO A MANAGER WHO WILL CALL C BACK IN 4-8 BUSINESS HOURS.

C THANKED CRR-AG FOR ASSISTANCE, C DISCONNECTED CALL.

CRR-AG SENDING INTERNAL MESSAG TO \*NNA CA FOLLOW UP

CRR-AG LEAVING FILE OPEN FOR FURTHER REVIEW.

@09/13-ZAG086N

CRR-WL RECEIVED CALL FROM C. C STATES THAT A SUPERVISOR HAS STILL NOT BEEN IN

CONTACT WITH C. CRR-WL APPOLOGIZED TO C AND INFORMED C THAT CRR-WL WOULD SEND

OUT ANOTHER EMAIL TO ESCALATION TEAM. CRR-WL PROVIDED C WITH CRR-WL'S NAME

AND EXTENTION. CRR-WL AWAITING SUPERVISOR ACTION.

@09/17-ZWL695N

--

RS-GB IN REVIEW OF THE FILE EMAILING RCAS-MW TO CONTACT C AS A PRIORITY ON

09/18/07.

@09/17-ZGB761N

RCAS-MW PLACED A CALL TO THE DLR ON 9/18/07. SA-DOMINONIQUE STATED C DOES NOT  
REALLY COME INTO DLR FOR MAINTENANCE. RCAS-MW ADVISED DOMINONIQUE C IS A LOYAL

CUSTOMER WHICH BOUGHT SERVAL NISSANS VEH. DOMINONIQUE UNDERSTOOD AND STATED

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WILL RUN GRT. @09/18-ZMW509N  
RCAS-PO CONTACTED SA-MIKE.  
SA STATED PART HAS BEEN RECEIVED BUT VEH HAS NOT BEEN BACK TO DLR FOR REPAIR.  
RCAS REQUESTED DLR RUN GRT FOR CONCERN.  
SA STATED GRT WOULD BE RAN AND SA WILL CONTACT RCAS BACK.  
RCAS-PO PROVIDED NAME AND CONTACT NUMBER. CALL ENDED. @09/19-ZPO004N  
CRR-HF RECEIVED CALL FROM CUSTOMER @09/20-ZHF999N  
C STATED C HAS NOT RECEIVED CALL FROM REGIONAL SPECIALIST AND FILE HAD  
BEEN ESCALATED.  
C STATED C'S DISATISFACTION AT NOT RECEIVING CALLBACK.  
CRR-HF OFFERED TO SEND REGIONAL SPECIALIST AN INTERNAL MESSAGE REQUESTING  
CALLBACK FOR CUSTOMER.  
C UNDERSTOOD AND AGREED.  
CRR-HF GAVE NAME AND PHONE NUMBER.  
C THANKED CRR-HF  
CRR-HF SEND E-MAIL TO RCAS-MW FOR CUSTOMER CALLBACK. @09/20-ZHF999N  
RCAS-MW PLACED A CALL TO THE DLR ON 9/20/07. SA-MIKE STATED WILL RUN THE GRT.  
RCAS-MW LOOKED IN CPIA FOR OOW ASSISTANCE AND WAS APPROVE. @09/20-ZMW509N  
RCAS-MW PLACED A CALL TO C ON 9/20/07. RCAS-MW ADVISED C NNA WAS ABLE TO  
PROVIDE SOME ASSISTANCE WITH THIS REPAIR AND NEED TO CONTACT THE DLR FOR THE  
REPAIRS. C UNDERSTOOD AND ENDED CALL. @09/20-ZMW509N  
RCAS-MW CLOSED FILE. @09/20-ZMW509N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3829            | EFFECTIVE: 08 / 31 / 07   | 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: ZMH068N        |                     |
| HISTORY:                  | UPDATE BY: ZMW509N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 20 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 09 / 20 / 07  | MICROFILM: N        |
| RESP CAA: WHITMON, MARVIN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157257901         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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

CA5846699

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:36 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/25/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 128       | NBDD01368729 | 3213 GA             | 1/25/2003         | 1/25/2009      | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: NBDD01368729                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: B                          | PLAN TYPE:                           |
| PLAN TERM: D                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 01/25/03                   | EFFECTIVE:                           |
| EXPIRES: 01/25/09    MILES:    75,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 1/28/2003                | TRANSACTION:                         |
| PRINTED: 01/31/03                     | PRINTED:                             |
| DEALER NO: 3213        STATE:    GA   | DEALER NO:                    STATE: |
| DEALER NAME: TEAM NISSAN OF MARIETTA  | DEALER NAME:                         |
| -----+-----                           |                                      |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T55W [REDACTED] 4 Y     |
| CITY: MONROE          |            | YR/MDL: 2005.0 MUR MILEAGE: 60000   |
| ST/ZIP: LA [REDACTED] | VCAN: N    | IN SVC DATE: 12 / 13 / 04           |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3690 WALSER NISSAN         |
| EVE PH:               | SUSP:      | SVC DLR: 3858 SPARKS NISSAN         |
| DLR PH: 318 322 1800  | DENY:      | RESP DLR: 3858 SPARKS NISSAN        |
|                       |            | REGION: 32 DIST: SL/SV/PT: 07 07 37 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 1326 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3858 SPARKS NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 24000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 04 / 07     | XFER/RSPNSBLTY: 32 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 03 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 03 / 07    | DATANET (Y/N): 09 / 11 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZHW509N 09/04/2007

PREVIOUS RELATED FILES FOUND:NONE RELATED @09/04-ZHW509N  
CRR-HW VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVE PHONE, MILEAGE AND RESP DL  
CRR-HW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE OPEN  
NISSAN PREVIOUS VEH: 05 MURANO  
CRR-HW RECEIVED CALL FROM C STATING THAT C WAS DRIVING AND THE DRIVER SEAT  
BROKE OFF. C TOOK THE VEH TO THE DLR ON 07/31/07 ABOUT THIS AND C STATED THAT  
SA-JEFF ADVISED C THAT THIS WOULD NOT BE COVERED UNDER WARRANTY AND C WOULD  
HAVE TO PAY FOR THE REPAIRS OUT OF POCKET. C STATED THAT C FEELS THIS IS A  
SAFETY ISSUE AND C WOULD LIKE NISSAN TO HELP WITH THE REPAIRS. C STATED THAT C  
KNOWS OF 3 OTHER MURANOS WITH THE SAME ISSUE AND C ALSO FEELS THIS IS A  
DEFECTIVE PART.  
C STATED THAT C WOULD LIKE NISAN TO ASSIST WITH THE REPAIRS OF THE RAIL THAT  
HOLDS THE DRIVER SEAT TO THE VEH. @09/04-ZHW509N  
CRR-HW ADVISED C THAT A FILE HAS BEEN MADE AND WILL BE SENT TO RCAS FOR  
FURTHER ASSISTANCE, C WILL HEAR BACK BY END OF NEXT BUSINESS DAY.  
CRR-HW OFFERED FURTHER ASSISTANCE. C DECLINED. @09/04-ZHW509N  
C THANKED CRR-HW FOR ASSISTANCE, C UNDERSTANDS.  
CRR-HW GAVE NAME. FILE NUMBER AND EXTENTION. @09/04-ZHW509N

\*\*\*\*\*

CRR-MR RECEIVED CALL FROM: C  
C STATED THAT C HAS BEEN ADVISED THAT AN RCAS WILL CALL C AND C HAS NOT  
RECEIVED ANY CALL AS OF TODAY.  
CRR-MR APOLOGIZED AND VERIFIED C'S PREFERRED NUMBER FOR CALLBACK.  
C PROVIDED: 3187379998.

CRR-MR CHECKED ADMIN PAGE AND TOOK NOTE OF NAME INDICATED.  
CRR-MR ADVISED C THAT CRR-MR WILL SEND EMAIL TO RCAS FOR THE CALL BACK.  
C APPRECIATES.

CRR-MR OFFERED FURTHER ASSISSTANCE C DECLINED.  
C THANKED CRR-MR FOR ASSISTANCE, C SATISFIED. @09/06-ZMR157N  
CRR-MR GAVE C NAME, EXTENSION, AND FILE NUMBER. @09/06-ZMR157N  
CRR-MR LEAVING FILE OPEN AND SENT EMAIL TO RCAS-LN AND CRR-HW.9/06-ZMR157N  
@09/06-ZMR157N @09/06-ZMR157N

CRR-SK RECEIVED INBOUND CALL FROM C STATING THAT C DID NOT RECEIVE CALL YET.  
C PROVIDED THE VIN. CRR-SK PROVIDED C WITH THE FILE NUMBER.  
CRR-SK INFORMED C THAT THE RESPONSIBLE RCAS DID NOT REVIEW THE FILE YET AND  
CRR-SK WILL SEND A MESSAGE TO THE RCAS TO CALL C TODAY. C UNDERSTOOD, THANKED  
CRR-SK AND ENDED THE CALL. CRR-SK SENT AN EMAIL TO RCAS-LN. @09/07-ZSK974N  
\*\*\*RCAS-LN TRIED TO CONTACT SM. SM WAS NOT AVAILABLE. @09/10-ZLM786N  
\*\*\*RCAS-LN CONTACTED C. C STATES THAT C IRON RAILING BROKE ON C VEH. C STATES  
THAT C FEELS THAT C RAIL SHOULD NOT HAVE BROKEN ON A 2YR OLD VEH. RCAS STATED  
TO C THAT RCAS WILL RESEARCH C ISSUE AND GIVE C A CALLBACK. @09/10-ZLM786N

\*\*\*\*

CRR-AD RECEIVED A CALL FROM C, C STATED C WANTED TO KNOW WHAT IS GOING ON TO  
C'S CASE. C HAS BEEN WAITING FOR THE RCAS AGENT TO CALLBACK. @09/18-ZAD111N  
CRR-AD APOLOGIZED AND TOLD C THAT CRR-AD WILL EMAIL THE RESPONSIBLE AGENT.  
C COULD EXPECT A CALL FROM RCAS WITHIN 4 TO 8 BUSINESS HOURS. @09/18-ZAD111N

\*\*\*\*\*

PREVIOUS RELATED FILE(S) FOUND:587962  
CRR-BH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE, AND RE  
CRR-BH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.  
PREVIOUS NISSAN VEHICLES:  
CRR-BH RECEIVED CALL FROM:C.

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C STATED THAT C IS HAVING PROBLEMS WITH C'S LEVER AND C KNOWS OTHER 05 MUR OWNERS WHO'S BEEN HAVING THE SAME PROBLEM BUT WHEN C BROUGHT THE VEH TO DLR DLR TOLD C THAT THERE ARE NO RECALLS FOR THE VEH, BUT STILL C INSISTED THAT IF C IS NOT THE ONLY ONE EXPERIENCING THE PROBLEM SHOULDN'T IT BE A RECALL.

CRR-BH ADVISED C THAT CRR-BH WOULD BE TRANSFERRING CALL TO THE NEXT LEVEL AGEN FOR FURTHER ASSISTANCE.

C AGREED. @09/26-ZBH110N

CRR-BH OFFERED FURTEHR ASSISTANCE, C DECLINED.

CRR-BH GAVE C NAME, EXTENSION, AND FILE NUMBER.

C THANKED CRR-BH FOR ASSISTANCE. C UNDERSTANDS.

CRR-BH AWAITING CUSTOMER ACTION. @09/26-ZBH110N

@09/26-ZBH110N

CRR-SH RECEIVED THE TRANSFER CALL. CRR-SH IS TRANSFERRING FILE TO RCAS FOR REVIEW AND OOW GOODWILL ASSISTANCE. @09/26-ZSH999N

\*\*\*RCAS-LN TRIED TO SM AT 3:50PM. SM WAS NOT AVAILABLE. @10/02-ZLM786N

\*\*\*RCAS-LN CONTACTED SM-JEFF. SM STATES THAT C IS UNDER THE IMPRESSION THAT C HAS AN ESC. SM STATES THAT C ORIGINALLY WAS SUPPOSE TO HAVE AN ESC BUT DUE TO FINANCE ISSUES THE ESC WAS NEVER PURCHASED BUT SM STATES THAT EVEN WITH THE ESC THE SEAT FRAME WOULD NOT BE COVERED BECAUSE THE FRAME IS BROKEN AND NOT A MANUFACTORER DEFECT. @10/03-ZLM786N

\*\*\*RCAS-LN CONTACTED C. RCAS STATED TO C THAT NNA IS NOT IN A POSITION TO ASSSIT WITH THE REPAIR OF C VEH. C STATES THAT C HAS ALREADY CONTACTED AN ATTORNEY. RCAS PROVIDED C WITH THE ADDRESS TO NNA.

\*\*\*RCAS-LN CLOSING FILE. @10/03-ZLM786N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNLT    |
| 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: 3858            | EFFECTIVE: 09 / 04 / 07   | CHANGED BY:         |
| IIR-DATE: 00 / 00 / 00    | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO |
| 3RD PRTY:                 | PART#:                    | CHECK ISSUED: NO    |
| BYBACK ST:                | OPENED BY: ZHW509N        |                     |
| HISTORY:                  | UPDATE BY: ZLM786N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 03 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 03 / 07  |                     |
| RESP CAA: NORRIS, LAMISHA | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000000000         | OWNER FIRST:              | DOM: COIRO PHILLIP  |
|                           |                           | LANGUAGE: E ENGLISH |

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SC: ONE CONTRACT

NAME: [REDACTED] VIN: JN8AZ08T26W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2006.0 MUR MILEAGE: 26738  
CITY: FONTANA IN SVC DATE: 02 / 23 / 06  
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 3927 FONTANA NISSAN  
DAY PH: [REDACTED] PAID: 1 SVC DLR: 5072 SUNNYSIDE NISSAN  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 5072 SUNNYSIDE NISSAN  
DLR PH: 440 951 1100 DENY: 0 REGION: 24 DIST: SL/SV/PT: 11 11 41

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 5072 SUNNYSIDE NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 17 / 07 XFER/RSPNSBLTY: 24 11 S  
CONTACT (S): FOLLOWUP DATE: 10 / 01 / 07 DATANET (Y/N): 1  
SEVERITY: 3 CLOSE DATE: 10 / 30 / 07 DATANET (Y/N): 09 / 19 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

FILE OPENED-ZAG139N 09/17/2007

PREVIOUS RELATED FILE(S) FOUND: NONE

CRR-AG VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY, & EVE PHONE AND RESPONSIBLE DLR.

CRR-AG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: ONE

CRR-AG ADVISED C THAT THERE IS AN OPEN RECALL FOUND.

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 00/00/00

PREVIOUS NISSAN VEHICLES: NONE

@09/17-ZAG139N

CRR-AG RECEIVED CALL FROM C.

C STATED THAT C TOOK VEH TO DLR TO HAVE IT FIXED, BUT IN THE PROCESS, THE SEAT FRAME ON THE DRIVER'S SEAT SOMEWHAT GOT ALTERED IN TERMS OF HEIGHT. C STATED THAT C WOULD LIKE IT TO BE FIXED BECAUSE C'S WIFE MAINLY USES VEH & IS NOT COMFORTABLE USING VEH LIKE C'S WIFE USED TO.

@09/17-ZAG139N

C TOOK VEH BACK TO DLR & WAS TOLD THAT VEH CANNOT BE FIXED BECAUSE SPECIFIC PARTS

@09/17-ZAG139N

ARE NOT WITH THE DLR & C STATED THAT DLR TOLD C IF DLR CAN GET IN TOUCH WITH NISSAN FOR A GO-AHEAD REGARDING C'S ISSUE.

CRR-AG INFORMED C THAT C'S CONCERN WILL BE FORWARDED TO A NEXT-LEVEL AGENT.

\*\*\*\*\*

CRR-EM RECEIVED TRANSFER CALL C STATES THAT PROBLEM C HAS IS TO DO WITH DRIVER SEAT. C'S 2006 MURANO. C STATES THAT THE POWER SEAT GOES ONLY BACK AND FORWARD AND FAILS TO GO UP AND DOWN. C TOOK VEH TO DLR AND THE DLR INFORMED C THAT THE PART NEEDED IS NO LONGER MANUFACTURED. DLR ARRANGED FOR ANOTHER PART WHICH DID NOT FIT. THE NEW PART MADE THE SEAT HAVE NO HEAD ROOM. AND THE SEAT IS 2" ABOVE CONSOLE CENTRE. C STATES THAT THE HYDRAULICS HAS TO BE CHANGED. C WOULD LIKE NISSAN REPLACE THE DRIVER'S SEAT WITH A 8 WAY POWER SEAT. THE CURRENT SEAT IS A 4 WAY POWER SEAT.

C THANKED CRR-EM FOR ASSISTANCE. C SATISFIED

CRR-EM GAVE C NAME, EXTENSION, AND FILE NUMBER.

AWAITING ACTION FROM RCAS

@09/17-ZEM495N

>>>RCAS-TM RECEIVED FILE TODAY.

@09/18-ZTM096N

>RCAS-TM CALLED C AT 2:02PM CST

@09/18-ZTM096N

RCAS-TM REACHED SQUEALING FAX MACHINE.

@09/18-ZTM096N

NO OTHER NUMBER PROVIDED. UNABLE TO REACH C.

@09/18-ZTM096N

CRR-JB RECEIVED CALL FROM: C.

@09/19-ZJB111N

C STATED THAT C HAS NOT RECEIVED A CALL FROM RCAS.

@09/19-ZJB111N

CRR-JB INFORMED C THAT RCAS DID CONTACT C THE PREVIOUS DAY AND INFORMED C OF THE SQUEALING FAX MACHINE.

@09/19-ZJB111N

C STATED TO CHECK THE NUMBER.

@09/19-ZJB111N

CRR-JB READ THE NUMBER TO C, C GAVE THE NEW NUMBER 216 738 2423. @09/19-ZJB111N

CRR-JB INFORMED C AN INTERNAL MESSAGE WILL BE SENT TO RCAS. @09/19-ZJB111N

C THANKED CRR-JB FOR ASSISTANCE, C AWAITING CALL.

@09/19-ZJB111N

\*\*\*\*\*

CRR-AH RECEIVED CALL FROM C.

C STATED HAS BEEN WAITING FOR RCAS CALL BACK.

@09/21-ZAH287N

CRR-AH APOLOGIZED TO C AND ADVISED WILL SEND MESSAGE TO RCAS FOR C.

C THANKED CRR-AH FOR ASSISTANCE AND ENDED CALL.

@09/21-ZAH287N

CRR-AM RECEIVED CALL FROM C.

@09/21-ZAM269N

CRR-AM SENDING INTERNAL MESSAGE TO RCAS AGENT RESPONSIBLE. @09/21-ZAM269N

C STATES HAD STILL NOT RECEIVED A CALLBACK FROM REGIONAL SPECIALIST.

CRR-AM FORWARDED MESSAGE AND WAS GOING TO TRANSFER AT C'S REQUEST BUT LOST CALL.

@09/21-ZAM269N

CRR-AM TRIED TO RETURN CALL; LINE IS BUSY.

@09/21-ZAM269N

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>>>RCAS-TM CALLED DLRSHF AT 11:48AM CST @09/24-ZTM096N  
RCAS-TM SPOKE WITH SW=BOB C, SINCE SM-MM AT LUNCH  
SW-BC STATED WHEN C CAME IN ON 09/12/07 THE SEAT FRAME WAS ACTUALLY BROKEN  
THE VEH HAD 26,583 MILES  
THE RO WAS CLOSED AND C DID NOT MENTION TO SERVICE WRITER ANY PROBLEMS, SO  
SW-BC TOOK DOWN NAME AND PHONE FOR SM-MM TO CALL RCAS-TM BACK. @09/24-ZTM096N  
CRR-RD RECEIVED CALL FROM C. @09/24-ZDR128N  
C STATES WOULD LIKE TO BE TRANSFERRED TO RCAS.  
CRR-RD TRANSFERRED CALL. @09/24-ZDR128N  
@09/24-ZDR128N  
\*\*\*\*\*

CRR-NP RECEIVED CALL FROM C STATING THAT HAS NOT HEARD FROM RCAS  
C STATES NEEDS TO SPEAK WITH RCAS @09/25-ZNP479N  
CRR-NP TOLD C WOULD SEND INTERNAL EMAIL TO RCAS AGENT  
C SATISFIED

CRR-NP SENDING EMAIL @09/25-ZNP479N  
>>>RCAS-TM CALLED DLRSHF AT 4:10PM CST @09/26-ZTM096N  
RCAS-TM SPOKE WITH SA-BOB W SINCE SM-MM NOT IN  
SA-BW STATED C WAS IN ON 09-12-07 WITH A CLICKING NOISE ON ACCELERATION  
AND DLRSHF REPLACED DRIVE AXLE, AND REPLACED THE BROKEN SEAT AT THAT TIME  
RCAS-TM ASKED IF C HAD COME BACK IN TO SHOW DLRSHF THE SEAT IS NOT RIGHT  
SA-BW STATED IT DOES NOT SHOW THAT C DID YET. @09/26-ZTM096N  
RCAS-TM STATED WILL ADVISE C TO GO TO DLRSHF TO SHOW IF THERE IS A PROBLEM  
THAT NEEDS TO BE ADDRESSED. @09/26-ZTM096N  
CRR-JB RECEIVED CALL FROM: C. @10/01-ZJB111N  
C STATED THAT C HAS NOT RECEIVED A PHONE CALL. @10/01-ZJB111N  
CRR-JB INFORMED C THAT AN INTERNAL MESSAGE WILL BE SENT TO C. @10/01-ZJB111N  
C ASKED IF THERE WAS A WAY C COULD CONTACT RCAS FROM C'S HOME. @10/01-ZJB111N  
C GAVE C RCAS-TM'S EXTENSION. @10/01-ZJB111N  
C THANKED CRR-JB FOR ASSISTANCE, C UNDERSTANDS. @10/01-ZJB111N  
CRR-JB SENDING INTERNAL MESSAGE TO RCAS. @10/01-ZJB111N  
>>>RCAS-TM RECEIVED MSG C HAD CALLED. @10/01-ZTM096N  
>>>RCAS-TM CALLED C AT 4:13PM CST @10/01-ZTM096N  
RCAS-TM SPOKE WITH C @10/01-ZTM096N  
C STATED HAD GONE BY THE DLRSHF AND SHOWED THEM THE HEIGHT OF THE DRIVERS  
SEAT IS ABOUT AN INCH OR 2 TALLER THAN IT WAS, IT IS VERY NOTICEABLE  
COMPARED TO THE PASSENGER'S SEAT. @10/01-ZTM096N  
RCAS-TM SUGGESTED C MAKE AN OFFICIAL APPT FOR THE DLRSHF TO REVIEW IF THE  
SEAT WAS PUT IN WRONG OR IF THE PART IS JUST DIFF  
C STATED THE DLRSHF HAD MENTIONED THAT THE PART THAT WAS AVAILABLE WAS  
DIFF THAN THE FIRST SEAT FRAME IN THE VEH ORIGINALLY. @10/01-ZTM096N  
RCAS-TM ADVISED THE DLR CANNOT CHANGE IT IF THAT IS THE ONLY PART AVAILABLE  
C STATED BUT THEY INSTALLED IT INCORRECTLY  
RCAS-TM STATED C SHOULD GO BACK FOR THEM TO CHECK, AND C SHOULD ASK FOR SM-  
MARK MARENTZ. @10/01-ZTM096N  
C THANKED AND ENDED CALL. @10/01-ZTM096N  
>>>RCAS-TM CALLED DLRSHF AT 3:15PM CST  
RCAS-TM SPOKE WITH SA-MM  
SA-MM STATED HAD ALREADY LOOKED AT THIS SEAT CONCERN AND THE SEAT FRAME THEY  
ORDERED IS A NEW VERSION AND IT DOES SIT ABOUT AN INCH HIGHER THAN THE PASS  
SEAT, THERE IS A DESIGN ISSUE AND UNTIL TECHLINE GIVES HIM OTHER REPAIR  
ADVICE, NOT SURE THAT THERE WILL BE ANYTHING DLRSHF CAN DO THAT WON'T  
@10/02-ZTM096N  
JEOPARDIZE C'S SAFETY. @10/02-ZTM096N  
SA-MM STATED WILL CALL C NOW TO AVOID C FROM TRYING TO COME BACK IN UNTIL  
TECHLINE GIVES MORE INFO. @10/02-ZTM096N



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CA5865318N

>>>RCAS-TM EMAILED DPSM-TB @10/08-ZTM096N  
DPSM-TB ASKED FOR DLRSHF TO CONTACT HIM ON THIS CONCERN.  
>>>RCAS-TM CALLED DLRSHF AND SPOKE WITH SM-BOB WILSON (NEW SERVICE MANAGER)  
RCAS-TM ASKED IF DPSM-TB HAD BEEN CONTACTED ABOUT THIS YET.  
SM-BW STATED NO NOT YET, BUT TECHLINE WAS CONTACTED AND SM-BW ORDERED A NEW  
SEAT BASE (ORIGINAL BASE) TO SEE IF INSTALLING THAT WOULD LOWER THE SEAT, IT  
DID NOT, THEY COMPLETED THE REPAIR TODAY. @10/10-ZTM096N  
RCAS-TM SUGGESTED CALLING DPSM-TB HE MAY SUGGEST A DTS COME OUT. @10/10-ZTM096N  
SM-BW STATED WILL CALL HIM TODAY. @10/10-ZTM096N  
>>>RCAS-TM EMAILING DPSM-TB @10/10-ZTM096N  
>>>RCAS-TM RECEIVED EMAIL FROM DPSM-TB STATING HAS FORWARDED THIS CONCERN TO  
FIELD ENGINEERING FOR REVIEW. @10/12-ZTM096N  
>>>RCAS-TM CALLED C AT 10:49AM CST @10/12-ZTM096N  
RCAS-TM SPOKE WITH C'S WIFE. @10/12-ZTM096N  
RCAS-TM ADVISED IS STILL ASSISTING WITH C'S SEAT CONCERN, HAVE NOTIFIED THE  
REGION AND DLRSHF IS WORKING WITH TECHLINE AND DPSM HAS NOTIFIED THE  
ENGINEERS.  
C STATED THEY ARE REALLY TRYING TO BE PATIENT, HOWEVER IT SEEMS LIKE A SAFETY  
HAZZARD, AS THEY ARE HITTING THEIR HEADS WHEN GETTING IN AND OUT OF VEH AND  
KNOCKING THEIR KNEES, AND GOD FORBID THEY HAVE AN ACCIDENT AND THE AIRBAGS  
DEPLOY IT COULD HURT THEM BADLY. @10/12-ZTM096N  
>>>RCAS-TM SENT AN EMAIL TO DPSM-TB TO ADVISE OF C'S CONCERNS AND ASK IF A DTS  
SHOULD BE REQUESTED. @10/12-ZTM096N  
>>>RCAS-TM SENT EMAIL TO DPSM-TB, REQUESTING AN UPDATE. @10/23-ZTM096N  
@10/23-ZTM096N  
>>>RCAS-TM RECEIVED EMAIL FROM DTS-DY, STATING HAD GONE AHEAD AND PERFORMED  
AN INSPECTION OF THIS VEH, AND FOUND THE NEW SEAT HAD BEEN SHIPPED WITH THE  
SEAT LIFTER MECHANISM IN THE FULL UP POSITION ON THE  
CURRENT FRAME AND THE PREVIOUS REPLACEMENT FRAME. @10/25-ZTM096N  
DTS-DY REPOSITIONED THE CURRENT SEAT LIFTER MECHANISM TO MATCH THE ORIGINAL  
SEAT FRAME POSITION @10/25-ZTM096N  
DTS-DY ALSO FOUND BEZEL/TRIM THAT HOUSES THE SEAT SWITCHES AND WRAPS AROUND  
THE FRONT AND SIDE OF THE SEAT, NEEDED TO BE REPLACED SO THAT PART HAS BEEN  
ORDERED AND WILL HOPEFULLY ARRIVE ON 10/25 @10/25-ZTM096N  
>>>RCAS-TM CALLED C AT 8:26PM CST @10/25-ZTM096N  
RCAS-TM REACHED VMX. LEFT MSG, REQUESTED CALL BACK. @10/25-ZTM096N  
>>>RCAS-TM CALLED DLRSHF AT 12:06PM CST @10/26-ZTM096N  
RCAS-TM REQUESTED TO SPEAK WITH SM-BW  
RCAS-TM REACHED VMX. WENT BACK TO SWITCH BOARD, AND REQUESTED SM-BW TO BE  
PAGED. @10/26-ZTM096N  
RCAS-TM SPOKE WITH SM-BW @10/26-ZTM096N  
RCAS-TM ASKED IF C'S SEAT CONCERN IS REPAIRED NOW.  
SM-BW STATED THE DTS FOUND THE CONCERN, THE SEATS SENT OUT BY THE FACTORY  
ARE NOT SET TO SPECS THEY ARE SET UP FULL HEIGHT  
DTS ASSISTED THEM TO LOWER THE SEAT TO THE RIGHT HEIGHT, THE VEH IS STILL  
THERE SINCE THEY ARE WAITING FOR A PIECE OF TRIM BEFORE RELEASING IT TO THE C  
@10/26-ZTM096N  
>>>RCAS-TM CALLED C AT 12:15PM CST @10/26-ZTM096N  
RCAS-TM SPOKE WITH C'S WIFE.  
RCAS-TM STATED IT SEEMS THE DTS ASSISTED THE DLRSHF TO FIND A WAY TO ADJUST  
THE SEAT CONCERN.  
C STATED YES, HAD HEARD THIS BUT SEEMS THE DLRSHF HAS HAD TO REORDER  
A PART OR BUTTON OR SOMETHING, BUT C IS GOOD, SINCE HAS A LOANER VEH.  
RCAS-TM ADVISED WILL CALL C MON OR TUES TO CHECK AND MAKE SURE EVERYTHING  
GOES WELL. @10/26-ZTM096N  
C THANKED AND ENDED CALL. @10/26-ZTM096N

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>>>RCAS-TM CALLED C AT 11:13AM CST @10/29-ZTM096N  
RCAS-TM REACHED VMX LEFT MSG, REQUESTED CALL BACK TO VERIFY THE VEH HAS  
BEEN COMPLETELY REPAIRED. @10/29-ZTM096N  
>>>RCAS-TM CALLED C AT 9:00AM CST (3RD ATTEMPT) @10/30-ZTM096N  
RCAS-TM REACHED VMX. LEFT MSG.  
RCAS-TM CLOSING FILE. @10/30-ZTM096N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT1A         | ROOT CAUSE: SCSV    |
| CALLBACK: (Y/N) #:           | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                  | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                     | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:            | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 5072               | EFFECTIVE: 09 / 17 / 07   | 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: ZAG139N        |                     |
| HISTORY:                     | UPDATE BY: ZTM096N        |                     |
| SVC CALL#:                   | UPDATE DATE: 10 / 30 / 07 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 10 / 30 / 07  | MICROFILM: N        |
| RESP CAA: MCCONVILLE, TRICIA | CAOM: ADAIR WAYNE         | CAOM: ADAIR WAYNE   |
| PHONE: 0000000000            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:36 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 2/23/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 130       | RCDI02914984 | 3927 CA             | 2/23/2006         | 2/23/2011      | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                             |               |              |        |
|-----------------------------|---------------|--------------|--------|
| -----+-----                 |               |              |        |
| CONTRACT: RCDI02914984      |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]      |               | OWNER NAME:  |        |
| PLAN TYPE: C                |               | PLAN TYPE:   |        |
| PLAN TERM: I                |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50           |               | DEDUCTABLE:  |        |
| EFFECTIVE: 02/23/06         |               | EFFECTIVE:   |        |
| EXPIRES: 02/23/11           | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                     | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                   |               | TRANSFER:    |        |
| TRANSACTION: 2/27/2006      |               | TRANSACTION: |        |
| PRINTED: 03/03/06           |               | PRINTED:     |        |
| DEALER NO: 3927             | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: FONTANA NISSAN |               | DEALER NAME: |        |
| -----+-----                 |               |              |        |

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**SC: ONE CONTRACT**

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W15W [REDACTED] 9 Y             |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 42000           |
| CITY: BAYSIDE         | IN SVC DATE: 08 / 12 / 05                   |
| ST/ZIP: NY [REDACTED] | VCAN: Y RTL DLR: 2976 STAR NISSAN, INC.     |
| DAY PH: [REDACTED]    | PAID: 7 SVC DLR: 2976 STAR NISSAN, INC.     |
| EVE PH: [REDACTED]    | SUSP: 0 RESP DLR: 2976 STAR NISSAN, INC.    |
| DLR PH: 718 423 0500  | DENY: 0 REGION: 26 DIST: SL/SV/PT: 03 03 33 |

|                                           |                    |                               |
|-------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI         | MILES              | # NISSAN/INFINITI VEHICLES: 0 |
| VEHICLE MAINTAINED BY: GARDEN CITY NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:           | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 18 / 07     | XFER/RSPNSBLTY: 26 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 19 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 09 / 25 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                 |
|----|--------------------------|--------|-----------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO          |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY |

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C. A. R. COMMENTS

FILE OPENED-ZCO131N 09/18/2007

PREVIOUS RELATED FILES FOUND: NONE.

@09/18-ZCO131N

CRR-CO VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE NUMBER AND RESPONSIBLE DLR.

CRR-CO CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE.

CRR-CO ADVISED C THAT THERE ARE NO OPEN RECALLS TO C'S VEH.

PREVIOUS NISSAN VEH/S: NONE.

CRR-CO RECEIVED CALL FROM C.

C STATED THAT DRIVER'S SEAT OF C'S VEH IS DISENGAGED OR LOOSE AND SUCH DAMAGE HAS ALREADY HAPPENED TWICE: NOW AND ABOUT THE SAME TIME A YEAR AGO. C HAS ALREADY GONE TO DLR AND DLR TOLD C THAT REPAIR WOULDN'T BE COVERED BY WARRANTY BUT C INSISTS THAT C SHOULDN'T BE PAYING FOR SUCH DAMAGE BECAUSE DAMAGE COULD BE A MANUFACTURING DEFECT. CRR-CO INFORMED C THAT CRR-CO WILL TRANSFER C TO NEXT LEVEL AGENT FOR FURTHER ASSISTANCE.

C THANKED CRR-CO FOR ASSISTANCE, C SATISFIED.

@09/18-ZCO131N

CRR-CO OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-CO GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-CO TRANSFERRING C TO C GROUP.

@09/18-ZCO131N

CRR-RH RECIEVED TRANSFER FROM A GROUP.

@09/18-ZRH999N

C STATES PROBLEM WAS FIX ONCE AT GARDEN CITY.

C STATES THAT THE PROBLEM IS THE SEAT AND IS DETACHED ON THE ONE SIDE OF THE DRIVER'S SEAT AND THIS IS A SAFTEY PROBLEM.

C STATES THE VEH IS AT THE STAR DLR AT THIS TIME TO WORKED ON. @09/18-ZRH999N

C STATES AGAIN AS PER PREVIOUS NOTES IN FILE THAT THIS VEH IS OVER THE BASIC WARRANTY COVERAGE BUT IT IS THE SAME ISSUE AS WHAT HAPPENED LAST YEAR AND WAS REPAIRED UNDER THE WARRANTY.

C STATES C SHOULD NOT HAVE TO PAY FOR THE REPAIR AS THIS SHOULD HAVE BEEN CORRECTLY BEFORE.

@09/18-ZRH999N

C STATES WOULD LIKE NNA TO PAY FOR THE REPAIR AT STAR DLR. @09/18-ZRH999N

CRR-RH STATES WOULD SEND REQUEST TO RCAS TO LOOK INTO AND SHOULD RECIEVE

@09/18-ZRH999N

A CALLBACK BY END OF NEXT BUSINESS DAY.

@09/18-ZRH999N

C THANKED CRR-RH FOR THE ASSISTANCE.

@09/18-ZRH999N

CRR-RH GAVE NAME, EXTENSION, AND FILE NUMBER.

@09/18-ZRH999N

RCAS CONTACTED DLR AND SM-STEVE STATES THAT SM IS CONTACTING DPSM-WV TO TALK TO HIM ABOUT THIS ISSUE. SM-STEVE FEELS THE ISSUE SHOULD BE COVERED. SEEMS TO BE AN ONGOING PROBLEM.

@09/18-ZMM066N

RCAS CONTACTED SM-STEVE AND ASSISTANCE IS APPROVED BY DPSM-WV AND WILL BE TAKEN CARE OF BY SM.

@09/25-ZMM066N

RCAS CLOSING FILE.

@09/25-ZMM066N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NT8F         | ROOT CAUSE: SNLT     |
| 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: 2976         | EFFECTIVE: 09 / 18 / 07   | 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: ZCO131N        |                      |
| HISTORY:               | UPDATE BY: ZMM066N        |                      |
| SVC CALL#:             | UPDATE DATE: 09 / 26 / 07 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 09 / 25 / 07  | MICROFILM: N         |
| RESP CAA: MULLIN, MARY | OLM: ROYSTER KAREN        | DOM: RHODES CURTIS R |
| PHONE: 6157257863      | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:36 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 11/22/2008

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 131       | NNDX08348064 | 5184 KY             | 11/22/2008        | 11/22/2011     | 91.439            |                |                  |



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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |               |              |        |
|--------------------------------|---------------|--------------|--------|
| -----+-----                    |               |              |        |
| CONTRACT: NNDX08348064         |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |               | OWNER NAME:  |        |
| PLAN TYPE: N                   |               | PLAN TYPE:   |        |
| PLAN TERM: X                   |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |               | DEDUCTABLE:  |        |
| EFFECTIVE: 11/22/08            |               | EFFECTIVE:   |        |
| EXPIRES: 11/22/11              | MILES: 91,439 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                      |               | TRANSFER:    |        |
| TRANSACTION: 11/30/2008        |               | TRANSACTION: |        |
| PRINTED: 12/06/08              |               | PRINTED:     |        |
| DEALER NO: 5184                | STATE: KY     | DEALER NO:   | STATE: |
| DEALER NAME: SWOPE NISSAN, LLC |               | DEALER NAME: |        |
| -----+-----                    |               |              |        |

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|                       |                |                                   |  |
|-----------------------|----------------|-----------------------------------|--|
| NAME: [REDACTED]      |                | SC: ONE CONTRACT                  |  |
| STREET: [REDACTED]    |                | VIN: JN8AZ08W85W [REDACTED] Y     |  |
| CITY: WEIRTON         |                | YR/MDL: 2005.0 MUR MILEAGE: 47000 |  |
| ST/ZIP: WV [REDACTED] |                | IN SVC DATE: 04 / 04 / 05         |  |
| VCAN: Y               | RTL DLR: 1910  | WEST HILLS NISSAN                 |  |
| PAID: 4               | SVC DLR: 1910  | WEST HILLS NISSAN                 |  |
| SUSP: 1               | RESP DLR: 1910 | WEST HILLS NISSAN                 |  |
| DENY: 0               | REGION: 36     | DIST: SL/SV/PT: 02 02 32          |  |
| DLR PH: 412 262 9020  |                |                                   |  |

|                                             |                    |                               |
|---------------------------------------------|--------------------|-------------------------------|
| 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)    | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00           | WHERE:             | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI           | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: INDEPENDANT FACILITY |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 19 / 07     | XFER/RSPNSBLTY: 36 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 05 / 07 | DATANET (Y/N): 2            |
| SEVERITY: 9      | CLOSE DATE: 10 / 03 / 07    | DATANET (Y/N): 10 / 04 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZLM083N 09/19/2007  
PREVIOUS FILES FOUND:NONE  
CRR-LM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE  
AND RESPONSIBLE DLR  
CRR-LM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @09/19-ZLM083N  
CRR-LM ADVISED C NO OPEN RECALLS ON VEH. @09/19-ZLM083N  
PREVIOUS NISSAN VEHICLES:NONE  
CRR-LM RECEIVED CALL FROM C  
C STATED BRACKETS FOR DRIVER SEAT HAVE FRACTURED SO SEAT IS LOPSIDED.  
C STATED STATED THAT THE DLR ADVISED OUTSIDE OF WARRANTY SO THE REPAIR OF THE  
PART WOULD COST \$700+. @09/19-ZLM083N  
C STATED THAT DLR DID NOT HAVE PART IN STOCK BUT C HAD TO PAY UPFRONT FOR  
PART TO BE ORDERED.  
C STATED STATED THAT THE PART SHOULD NOT HAVE BROKEN SO SOON AS IT IS NOT AN  
OLD VEH. @09/19-ZLM083N  
CRR-LM ADVISED C VEH IS CURRENTLY OUTSIDE OF BASIC WARRANTY BY 11000 MILES  
C STATED CURRENTLY HAS ESC BUT PART IS NOT COVERED BY ESC. @09/19-ZLM083N  
C IS REQUESTING OOW ASSISTANCE FOR REPAIR OF PART AND REIMBURSMENT OF PART  
CRR-LM ADVISED C THAT ALL THE INFORMATION AS BEEN DOCUMENTED IN THE FILE.  
CRR-LM ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.  
CRR-LM ADVISED C THAT C'S SATISFACTION WITH VEH IS NNA'S PRIMARY CONCERN.  
CRR-LM OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-LM GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-LM TRANSFERING FILE TO RCAS AGENT. @09/19-ZLM083  
@09/19-ZLM083N

-  
RCAS-LB SPOKE TO SM-RB AND WAS ADVISED C HAS A BROKEN WELD ON DRIVERS SIDE  
SEAT.  
SM-RB STATED FEELS THE ISSUE IS A SAFETY ISSUE.  
SM-RB STATED FEELS NNA SHOULD ADDRESS THE ISSUE AS IS NOT A NORMAL THING.  
RCAS-LB ASKED SM-RB TO RUN GRT SO RCAS COULD GET THE ISSUE APPROVE IT.  
SM-RB STATED C HAS PREPAID FOR THE PART SO WOULD NEED A REIMBURSMENT AS WELL.  
RCAS-LB ASKED SM-RB TO RUN GRT AS SM STATED COULD ALWAYS CREDIT THE C IF  
NEEDED.  
RCAS-LB THANKED AND ENDED THE CALL.

- @09/21-ZLB188N  
RCAS-LB CALLED C DAY# 9/21/07 10:07AM CST AND WAS ADVISED C WAS AWAY AT A  
MEETING AND THEN CALL WAS HUNG UP.  
RCAS-LB CALLED C EVE# 9/21/07 10:09AM CST AND LEFT VMX.  
- @09/21-ZLB188N  
RCAS-LB RECEIVED VMX FROM SM-RB ADVISING THE GRT HAD BEEN APPROVED FOR LABOR  
BUT NOT THE PURCHASE OF THE PART.  
RCAS-LB CALLED DLR AND SPOKE TO SM-RB AND THANKED FOR THE INFORMATION  
AND ADVISED THE C WOULD BE CALLED AND ADVISED.  
RCAS-LB THANKED AND ENDED THE CALL. @09/21-ZLB188N  
RCAS-LB CALLED C DAY# AND LEFT MESSAGE WITH SECRETARY.  
RCAS-LB CALLED C EVE# 9/24/07 7:33AM CST AND LEFT VMX.  
- @09/24-ZLB188N

\*\*\*\*\*

CRR-CC RECEIVED CALL FROM C'S SECRETARY, NIKKI BUTTO.  
C STATED THAT RCAS-LB'S FAX NUMBER ISN'T WORKING.  
C STATED THAT C WAS TRYING TO FAX RCAS-LB A DOCUMENT SINCE 8:30AM BUT ALL THAT  
C IS GETTING IS A BUSY TONE.

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:36 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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CRR-CC APOLOGIZED FOR THE INCONVENIENCE. CRR-CC INFORMED C THAT CRR-CC COULD SEND RCAS-LB AN INTERNAL MESSAGE.

CRR-CC GAVE C NAME, EXTENSION, AND FILE NUMBER.  
C THANKED CRR-CC FOR ASSISTANCE, C UNDERSTANDS  
CRR-CC LEAVING FILE OPEN.

@09/24-ZCC141N

-  
RCAS-LB CALLED C'S OFFICE AND WAS ADVISED WHEN TRIED TO FAX TO 310-771-2836 AND KEPT SAYING BUSY NO RESPONSE SINCE THIS MORNING.

RCAS-LB GAVE C RCAS-LR FAX NUMBER AND WAS ADVISED IT SAID THE SAME.  
RCAS-LB APOLOGIZED AND ADVISED RCAS WOULD CALL IT IN AND ASKED THE C TO EMAIL THE PAPERWORK.

C STATED WOULD DO THAT.  
C THANKED AND ENDED THE CALL.

@09/24-ZLB188N

\*\*\*\*\*THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT\*\*\*\*\*

NAME OF THE DEALERSHIP: WEST HILLS NISSAN

INVOICE NUMBER: 81738

INVOICE DATE: 9/17/07

MILEAGE: 47971

PART NAME/NUMBER: 87450-CA08A

PART AMOUNT: 562.33

TAX AMOUNT: 39.36

@09/25-ZLB188N

TOTAL AMOUNT: 601.69

\*\*\*\*\*CHECK REQUEST\*\*\*\*\*

RCAS-LB SENDING THE DOCS AFTER THE FOLLOWING CONFIRMATIONS

\*CONFIRMED THAT THE NAME AND ADDRESS ARE CORRECT

\*CONFIRMED THAT THE RECALL HAS BEEN PERFORMED (IF APPLICABLE)

\*THE DOCS ATTACHED TO THE FILE ARE WORKORDER, PROOF OF PAYMENT AND PROOF OF OWNERSHIP.

-  
RCAS-LB SENDING EMAIL TO ORM

@09/25-ZLB188N

-  
RCAS-LB RECEIVED VMX FROM C ASKING IF ALL PAPERWORK HAD BEEN RECEIVED.  
RCAS-LB CALLED THE C DAY# 9/25/07 10:31 AM CST AND ADVISED THE CHECK HAD BEEN REQUESTED.

C THANKED.

RCAS-LB ADVISED RCAS WOULD CALL WITH AN UPDATE.

@09/25-ZLB188N

RCAS-LB RECEIVED A CALL FROM ORM ADVISING NNA WILL NOT REUND THE C.

ORM ADVISED DLR WILL NEED TO REFUND THE C AND DLR CAN GOODWILL THE WARRANTY RATES FOR THE C.

@09/25-ZLB188N

-  
RCAS-LB SPOKE TO THE SM AND WAS ADVISED WILL SPEAK TO DPSM TO OVERRIDE SO C CAN BE REIMBURSED AT WARRANTY RATES.

@10/01-ZLB188N

-  
RCAS-DH IS NOTING THAT ISSUE ON REIMBURSEMENT HAS BEEN RESOLVED.

PREV RCAS-REP SPOKE TO ORM AND WAS ADVISED THAT NNA WOULD NOT REIMBURSE C BUT THA THE DLR WILL DO SO.

--  
RCAS-DH IS NOTING THAT THE DLR WILL RUN GRT FOR REIMBURSEMENT OF THE PART THAT C PREPAID FOR . AND THE GRT WILL BE TAKEN CARE OF BY DPSM. GRT FOR LABOR HAS BEEN APPROVED ALREADY.

@10/03-ZDH853N

RCAS-DH DATANET FILE

RCAS-DH CLOSING FILE

@10/03-ZDH853N

SPECIAL REMARKS:

CONFIDENTIAL

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: N            | ACTION CODE: NT8G         | 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: 1910          | EFFECTIVE: 09 / 19 / 07   | 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: ZLM083N        |                     |
| HISTORY:                | UPDATE BY: ZDH853N        |                     |
| SVC CALL#:              | UPDATE DATE: 10 / 03 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 10 / 03 / 07  | MICROFILM: N        |
| RESP CAA: HARRIS. DAMON | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157257907       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

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

CA5869248

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:37 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 4/4/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 132       | NCDI02236633 | 1910 PA             | 4/4/2005          | 4/4/2010       | 75.000            |                |                  |

**CONFIDENTIAL**

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                |               |              |        |
|--------------------------------|---------------|--------------|--------|
| -----+-----                    |               |              |        |
| CONTRACT: NCDI02236633         |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |               | OWNER NAME:  |        |
| PLAN TYPE: C                   |               | PLAN TYPE:   |        |
| PLAN TERM: I                   |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |               | DEDUCTABLE:  |        |
| EFFECTIVE: 04/04/05            |               | EFFECTIVE:   |        |
| EXPIRES: 04/04/10              | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                      |               | TRANSFER:    |        |
| TRANSACTION: 4/12/2005         |               | TRANSACTION: |        |
| PRINTED: 04/15/05              |               | PRINTED:     |        |
| DEALER NO: 1910                | STATE: PA     | DEALER NO:   | STATE: |
| DEALER NAME: WEST HILLS NISSAN |               | DEALER NAME: |        |
| -----+-----                    |               |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: FLUSHING  
ST/ZIP: NY [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 718 423 0500

VIN: JN8AZ08W05W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 69000  
IN SVC DATE: 07 / 13 / 05  
VCAN: Y  
PAID: 8  
SUSP: 0  
DENY: 0

RTL DLR: 2976 STAR NISSAN, INC.  
SVC DLR: 2976 STAR NISSAN, INC.  
RESP DLR: 2976 STAR NISSAN, INC.  
REGION: 26 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY: NISSAN DEALER 2976  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 25 / 07 XFER/RSPNSBLTY: 26 03 S  
CONTACT (S): FOLLOWUP DATE: 10 / 02 / 07 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 10 / 02 / 07 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |



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**C. A. R. COMMENTS**

FILE OPENED-ZAB120N 09/25/2007

PREVIOUS UN/RELATED FILE(S) FOUND: @09/25-ZAB120N

CRR-AB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE  
AND RESPONSIBLE DLR.

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 05/04/06 2976

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 04/25/06 2976

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 04/25/06 2976

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 04/06/07 2976

CRR-AB ADVISED C OF THE RECALL INFORMATION AND INFORMED THAT THERE  
IS: 4 CLOSED RECALL.

PREVIOUS NISSAN VEHICLE:

CRR-AB RECEIVED CALL FROM C:

C STATES C OWNED 2005 NISSAN MURANO. @09/25-ZAB120N

C STATES LEFT FRONT SEAT FRAME IS BROKEN. @09/25-ZAB120N

C STATES THE SEAT ON C'S VEH IS VERY DANGEROUS.

C STATES IS A SAFETY CONCERN.

C DISCONNECTED CALL BEFORE CRR-AB COULD FINISH INFORMING C OF PROCEDURES.

@09/25-ZAB120N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                          |                           |                      |
|--------------------------|---------------------------|----------------------|
| SATISFIED: Y             | ACTION CODE: NT8G         | 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: 2976           | EFFECTIVE: 09 / 25 / 07   | 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: ZAB120N        |                      |
| HISTORY:                 | UPDATE BY: ZAB120N        |                      |
| SVC CALL#:               | UPDATE DATE: 10 / 02 / 07 |                      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 10 / 02 / 07  | MICROFILM: N         |
| RESP CAA: BUSTAMAM, AGHA | OLM: ROYSTER KAREN        | DOM: RHODES CURTIS R |
| PHONE: 0000000000        | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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

CA5875736

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:37 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 7/13/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 133       | RCDL02751102 | 2976 NY             | 7/13/2005         | 10/13/2008     | 39.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |               |              |        |
|--------------------------------|---------------|--------------|--------|
| -----+-----                    |               |              |        |
| CONTRACT: RCDL02751102         |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |               | OWNER NAME:  |        |
| PLAN TYPE: C                   |               | PLAN TYPE:   |        |
| PLAN TERM: L                   |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |               | DEDUCTABLE:  |        |
| EFFECTIVE: 07/13/05            |               | EFFECTIVE:   |        |
| EXPIRES: 10/13/08              | MILES: 39,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                      |               | TRANSFER:    |        |
| TRANSACTION: 7/27/2005         |               | TRANSACTION: |        |
| PRINTED: 07/30/05              |               | PRINTED:     |        |
| DEALER NO: 2976                | STATE: NY     | DEALER NO:   | STATE: |
| DEALER NAME: STAR NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                    |               |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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|                       |            |                                         |
|-----------------------|------------|-----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                |
| STREET:               | [REDACTED] | VIN: JN8AZ08W34W [REDACTED] Y           |
| CITY: PARK RIDGE      |            | YR/MDL: 2004.0 MUR MILEAGE: 54000       |
| ST/ZIP: NJ [REDACTED] |            | IN SVC DATE: 12 / 31 / 03               |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 08068 LYNNESS NISSAN CITY INC. |
| EVE PH: [REDACTED]    | PAID: 5    | SVC DLR: 3035 RAMSEY NISSAN. INC.       |
| DLR PH: 201 825 4040  | SUSP: 0    | RESP DLR: 3035 RAMSEY NISSAN, INC.      |
|                       | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 09 09 39     |

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: 3035 RAMSEY NISSAN, INC.  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 18000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 01 / 07     | XFER/RSPNSBLTY: 26 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 02 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 3      | CLOSE DATE: 10 / 03 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZLA160N 10/01/2007  
PREVIOUS RELATED FILE FOUND NONE.  
CRR-LA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE,  
DAY & EVE PHONE. AND RESPONSIBLE DLR.  
CRR-LA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.  
CRR-LA ADVISED C THAT THERE WERE NO OPEN RECALLS.  
PREVIOUS NISSAN VEHICLES: NONE.  
CRR-LA RECEIVED CALL FROM: C.  
C STATED THAT DRIVER'S SEAT WAS BROKEN/LOOSE.  
C STATED THAT NISSAN SHOULD COVER THIS BECAUSE THIS IS NOT MECHANICAL ISSUE  
BUT MORE STRUCTURAL.  
C THANKED CRR-LA FOR ASSISTANCE, C SATISFIED.  
CRR-LA OFFERED FURTHER ASSISTANCE. C DECLINED.  
CRR-LA GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-LA TRANSFERRING FILE. CRR-JC RECEIVED CALL FROM A GROUP. @10/01-ZLA160N  
C STATES THAT THERE IS A METAL PIECE BROKEN FROM THE BOTTOM OF THE SEAT.  
C STATES THE VEH IS AT THE DLR. C STATES C NOTICED THE BROKEN SEAT ON FRIDAY.  
C STATES THAT THE VEH HAS BEEN AT THE DLR SINCE THIS MORNING.  
C IS REQUESTING FOR NISSAN TO PAY FOR THE REPAIRS OF C'S SEAT.  
C STATES IT'S NOT A MECHANICAL ISSUE.  
C STATES THAT THE SM'S NAME IS ROGER. CRR-JC ADVISED C THAT CRR-JC WOULD  
FORWARD C'S CONCERN TO AN RCAS AGENT FOR REVIEW.  
C UNDERSTOOD. C SATISFIED. CRR-JC GAVE C NAME FILE AND EXT NUMBERS.  
CRR-JC IS FORWARDING FILE TO RCAS FOR REVIEW. @10/01-ZJC321N  
\*\*\*\*\* @10/01-ZLD469N  
RCAS CONTACTED C AT 4:44 PM CST AND LEFT VMX. @10/01-ZLD469N  
@10/01-ZLD469N  
RCAS CONTACTED C AND LEFT VMX. @10/02-ZLD469N  
\*\*\*\*\*  
\*\*\*\*\* @10/03-ZLD469N  
RCAS-LD CONTACTED C AND WAS ADVISED THAT C'S ISSUE HAS BEEN TAKEN CARE OF AND  
C NO LONGER NEEDS ASSISTANCE FROM NNA. RCAS ADVISED C THAT IF C HAS ANY FUTURE  
CONCERNS OR ISSUES TO CONTACT NNA. C UNDERSTOOD AND ENDED CALL @10/03-ZLD469N  
RCAS CLOSING FILE. @10/03-ZLD469N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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REQUESTED BY: lattad

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CONTACT(S):

|                                |                           |                     |
|--------------------------------|---------------------------|---------------------|
| SATISFIED: Y                   | ACTION CODE: NT8G         | 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: 3035                 | EFFECTIVE: 10 / 01 / 07   | 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: ZLA160N        |                     |
| HISTORY:                       | UPDATE BY: ZLD469N        |                     |
| SVC CALL#:                     | UPDATE DATE: 10 / 03 / 07 |                     |
| CLOSE: Y (Y/N)                 | CLOSE DATE: 10 / 03 / 07  | MICROFILM: N        |
| RESP CAA: DOWELL, LAQUAWNTEISS | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157257766              | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:37 PM

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

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|                       |                                          |
|-----------------------|------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                 |
| STREET: [REDACTED]    | VIN: JN8AZ08T54W [REDACTED] Y            |
| CITY: LAKEWOOD RANCH  | YR/MDL: 2004.0 MUR MILEAGE: 40000        |
| ST/ZIP: FL [REDACTED] | IN SVC DATE: 06 / 18 / 04                |
| DAY PH: [REDACTED]    | RTL DLR: 3480 FERNAN NISSAN OF NO TAMPA  |
| EVE PH: [REDACTED]    | SVC DLR: 3536 GETTEL NISSAN OF SARASOTA  |
| DLR PH: 941 923 1411  | RESP DLR: 3536 GETTEL NISSAN OF SARASOTA |
|                       | REGION: 34 DIST: SL/SV/PT: 02 02 32      |

|                                                 |                    |                               |
|-------------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI               | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 3536 GETTEL NISSAN OF S/ |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                 | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 03 / 07     | XFER/RSPNSBLTY: 34 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 12 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 10 / 07    | DATANET (Y/N): 10 / 05 / 07 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: LAKEWOOD RANCH FL [REDACTED]  
VIN: JN8AZ08T54W [REDACTED] MODEL LINE/YEAR: MUR 2004.0

G/L VALUE CODE: 34GDWIL ACCOUNT: 062480000111131  
G/L DESCRIPTION: SOUTHEAST GOODWILL  
CHECK AMOUNT: \$ 864.09

|                            |                         |         |
|----------------------------|-------------------------|---------|
| CHK REQUEST DATE: 10/08/07 | REQUESTED BY: WATSO MEL | ZMW999N |
| CHECK APPROVED: 10/08/07   | APPROVED BY: GLENN ROB  | KRG056R |
| CHECK ISSUE DATE: 10/09/07 | CHECK NUMBER: 031123    |         |

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

| CONCERN AND CATEGORY       | SUBCATEGORY AND SYMPTOM                  |
|----------------------------|------------------------------------------|
| OA VEHICLE CONCERNS        | 190000 SEAT (SEAT/LEVER/POSITIONER)      |
| AU INTERIOR (NON-ELECTRIC) | VF NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZCS678N 10/03/2007  
PREVIOUS FILES FOUND: NONE  
CRR-CS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DLR  
CRR-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @10/03-ZCS678N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 06/30/06 3536  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 06/30/06 3536  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 06/30/06 3536  
CRR-CS ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH  
PREVIOUS NISSAN VEHICLES: NONE  
CRR-CS RECEIVED CALL FROM C  
C STATES THAT C WAS DRIVING DOWN THE ROAD AND DRIVERS SEAT IN VEH SNAPPED.  
C STATES THAT THIS IS A SAFETY ISSUE. AND SHOULD NEVER HAPPEN. @10/03-ZCS678N  
C STATES THAT C IS 6'7", BUT THIS SEAT SHOULD WITH HOLD A CRASH LET ALONE A  
DAILY DRIVE. @10/03-ZCS678N  
C STATES THAT C BROUGHT THE VEH TO DLR AND DLR ALREADY HAS THE PART IN DLR  
TOLD C THAT THIS IS NOT THE FIRST TIME DLR HAS SEEN THIS. @10/03-ZCS678N  
C STATES THAT C WOULD LIKE NISSAN TO HELP C OUT WITH THE COSTS OF THIS BECAUSE  
THIS IS A SFETY ISSUE. @10/03-ZCS678N  
CRR-CS APOLOGIZED FOR THE INCONVENIENCE ON BEHALF OF NISSAN  
CRR-CS ASSURED C THAT THE ISSUE WILL BE RESOLVED IN A TIMELY MANNER  
CRR-CS ADVISED C THAT A REGIONAL SPECIALIST WILL CONTACT C BY THE END OF  
THE NEXT BUSINESS DAY @10/03-ZCS678N  
CRR-CS OFFERED FURTHER ASSISTANCE. C DECLINED.  
C UNDERSTANDS FILE BEING TRANSFERRED TO RCAS  
CRR-CS GAVE NAME, EXTENSION AND FILE NUMBER  
CRR-CS TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/03-ZCS678N  
\*\*\* @10/04-ZMW999N  
RCAS-MW LEFT VMX FOR SM JOHN, 8:20AM EST, 10/04.  
RCAS-MW DATANETTED FILE, 8:21AM EST, 10/04. @10/04-ZMW999N  
RCAS-MW SPOKE WITH SM JOHN. SM ADVISED RAN GRT AND NOTHING APPROVED. SM  
ADVISED BRACKET THAT HOLDS BOLTS IS WHAT SNAPPED. SM SAYS HAS SEEN A FEW TIMES  
@10/04-ZMW999N  
RCAS-MW LEFT VMX FOR SM JOHN, 12:27PM EST, 10/04. @10/04-ZMW999N  
RCAS-MW CONTACTED C ON DAYTIME NUMBER, 12:28PM EST, 10/04, LEFT VMX.  
@10/04-ZMW999N  
RCAS-MW LEFT MESSAGE WITH FEMALE (EVELYN) AT EVENING NUMBER, 12:30PM EST.  
@10/04-ZMW999N  
\*\*\* @10/04-ZMW999N  
RCAS-MW RECEIVED VMX FROM C ADVISING HAS PICKED UP VEH AND PAID FOR REPAIRS  
(\$864). @10/04-ZMW999N  
RCAS-MW CONTACTED C ON DAYTIME NUMBER. C STATED WOULD LIKE REIMBURSEMENT FOR  
REPAIRS AS FEELS IS SAFETY ISSUE. RCAS-MW ADVISED C WILL LOOK INTO ON C'S  
BEHALF AND CONTACT C BACK BY 10/09. C STATED UNDERSTOOD AND THANKED RCAS-MW  
FOR ASSISTANCE. @10/04-ZMW999N  
RCAS-MW CONTACTED DPSM-BB 10:42AM EST, 10/05. @10/05-ZMW999N  
RCAS-MW SPOKE WITH SM JOHN. 9:51AM EST, 10/08. RCAS-MW REQUESTED COPY OF  
WORK ORDER FAXED TO 310-771-4023. @10/08-ZMW999N  
RCAS-MW SPOKE WITH DPSM-BB. DPSM APPROVED GOODWILL FOR C. @10/08-ZMW999N  
\*\*\* @10/08-ZMW999N  
RCAS-MW CONTACTED C ON DAYTIME NUMBER, 11:26AM EST, 10/08, LEFT VMX.  
@10/08-ZMW999N  
RCAS-MW CONTACTED C ON EVENING NUMBER, 11:30AM EST, 10/08, GOT FAX MACHINE.



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@10/08-ZMW999N

\*\*\*

@10/08-ZMW999N

RCAS-MW PROCESSED CHECK REQUEST, 11:38AM EST, 10/08.

@10/08-ZMW999N

@10/08-ZMW999N

\*\*\*

@10/10-ZMW999N

RCAS-MW CONTACTED C ON DAYTIME NUMBER, 10:34AM EST, 10/10, LEFT VMX.

@10/10-ZMW999N

RCAS-MW LEFT VMX ON EVENING NUMBER, 10:36AM EST, 10/10.

@10/10-ZMW999N

RCAS-MW RECEIVED VMX FROM C, 12:50PM EST, 10/10.

@10/10-ZMW999N

RCAS-MW CONTACTED C ON DAYTIME NUMBER, 2:55PM EST. RCAS-MW ADVISED C CHECK WAS ISSUED YESTERDAY TOWARDS C'S VEH REPAIR. RCAS-MW ADVISED C SHOULD RECEIVE WITHIN 14 DAYS. C THANKED RCAS-MW FOR ASSISTANCE. C STATED LOOKING FORWARD TO SEEING NEW MURANO COMING OUT AND IS PLANNING TO PURCHASE.

@10/10-ZMW999N

RCAS-MW CLOSING FILE.

@10/10-ZMW999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT MELISSA WATSON, NISSAN CONSUMER AFFAIRS, 1-866-799-1690, EXT. 1440 WITH ANY CONCERNS. THANKS.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT1B

ROOT CAUSE: SNFA

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: 3536

EFFECTIVE: 10 / 03 / 07

CHANGED BY:

IIR-DATE: 00 / 00 / 00

TRANS DATE: 00 / 00 / 00

CHECK REQUESTED: YES

3RD PRY:

PART#:

CHECK ISSUED: YES

BYBACK ST:

OPENED BY: ZCS678N

HISTORY:

UPDATE BY: ZMW999N

SVC CALL#:

UPDATE DATE: 10 / 10 / 07

CLOSE: Y (Y/N)

CLOSE DATE: 10 / 10 / 07

MICROFILM: N

RESP CAA: WATSON, MELISSA

OLM: ROYSTER KAREN

DOM:

PHONE: 0000041478

OWNER FIRST:

LANGUAGE: E ENGLISH

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08T56W [REDACTED] Y     |                          |
| CITY: CLEARLAKE       |         | YR/MDL: 2006.0 MUR MILEAGE: 33600 |                          |
| ST/ZIP: CA [REDACTED] |         | IN SVC DATE: 11 / 15 / 05         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 3504                     | NISSAN OF FAIRFIELD      |
| EVE PH: [REDACTED]    | PAID: 4 | SVC DLR: 3979                     | NISSAN OF SANTA ROSA     |
| DLR PH: 707 545 7050  | SUSP: 0 | RESP DLR: 3979                    | NISSAN OF SANTA ROSA     |
|                       | DENY: 0 | REGION: 48                        | 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 PREOWNEI X MILES 16538 # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: 3979 NISSAN OF SANTA ROSA  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 03 / 07     | XFER/RSPNSBLTY: 48 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 04 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 10 / 03 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                                   |
|----|--------------------------|--------|-----------------------------------|
| OB | EXTENDED SERVICE CONTRAC | 240500 | GOLD PLAN                         |
| BL | SECURITY PLUS            | ZE     | COMPONENT COVERAGE INQUIRY        |
| OF | NNA., INC. ISSUES        | 206500 | MURANO                            |
| AZ | NISSAN PRODUCT INQUIRIES | VJ     | GENERAL WARRANTY COVERAGE INQUIRY |

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**C. A. R. COMMENTS**

FILE OPENED-ZGG145N 10/03/2007  
PREVIOUS UN/RELATED FILE(S) FOUND: 5465867.5478850.5545650.5429058.  
CRR-GG VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
AND RESPONSIBLE DLR.  
CRR-GG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.  
CRR-GG ADVISED C THAT THERE WERE NO OPEN RECALL.  
PREVIOUS NISSAN VEH: 240SX.  
CRR-GG RECEIVED CALL FROM: C.  
C STATED THAT C'S VEH DRIVER SIDE SEAT ROCK AND LOOSE WHICH SEEMS LIKE THERE  
WERE LOOSE WELDING, C WOULD LIKE TO KNOW WHETHER THE SEAT WOULD BE COVERED BY  
WARRANTY.  
CRR-GG ADVISED C THAT THE BASIC WARRANTY OF THE VEH WOULD EXPIRE ON  
11/15/08 OR 36.000 MILES WHICHEVER COMES FIRST.  
CRR-GG ADVISED C TO HAVE THE VEH CHECK BY THE DLR CAUSE THE DLR WOULD BE ABLE  
TO DETERMINE WHETHER THE SEAT DEFECT IS A MANUFACTURING DEFECT. @10/03-ZGG145N  
C STATED THAT C WOULD LIKE TO KNOW IF THE SEAT WOULD BE COVERED UNDER VSC.  
CRR-GG ADVISED C THAT THE SEAT COULD BE COVERED BY BASIC WARRANTY AND  
REGARDING THE VSC, THE SEAT IS NOT COVERED. @10/03-ZGG145N  
CRR-GG GAVE C NAME, EXTENSION AND FILE NUMBER.  
C THANKED CRR-GG FOR ASSISTANCE, C SATISFIED.  
CRR-GG OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-GG CLOSING FILE. @10/03-ZGG145N  
@10/03-ZGG145N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT8D         | ROOT CAUSE: SCPP    |
| CALLBACK: (Y/N) #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:             | 1 DATE: 10 / 03 / 07      | USERID: ZGG145N     |
| OTHER #:                | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3979          | EFFECTIVE: 10 / 03 / 07   | 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: ZGG145N        |                     |
| HISTORY:                | UPDATE BY: ZGG145N        |                     |
| SVC CALL#:              | UPDATE DATE: 10 / 03 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 10 / 03 / 07  | MICROFILM: N        |
| RESP CAA: GOCE, GILBERT | OLM: SMIT AGNES           | DOM: INMAN, GARY    |
| PHONE: 0000000000       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

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TIME: 12:48:37 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 11/15/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 136       | NCDO02973145 | 3979 CA             | 11/15/2005        | 11/15/2012     | 70.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: NCDO02973145                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: O                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 11/15/05                   | EFFECTIVE:                           |
| EXPIRES: 11/15/12    MILES:    70,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 7/10/2006                | TRANSACTION:                         |
| PRINTED: 12/01/06                     | PRINTED:                             |
| DEALER NO: 3979        STATE:    CA   | DEALER NO:                    STATE: |
| DEALER NAME: NISSAN OF SANTA ROSA     | DEALER NAME:                         |
| -----+-----                           |                                      |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T75W [REDACTED] Y  
CITY: VILLA PARK YR/MDL: 2005.0 MUR MILEAGE: 55000  
ST/ZIP: CA [REDACTED] IN SVC DATE: 09 / 13 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 110B TUSTIN NISSAN  
EVE PH: [REDACTED] PAID: 2 SVC DLR: 110B TUSTIN NISSAN  
DLR PH: 714 669 8282 SUSP: 0 RESP DLR: 110B TUSTIN NISSAN  
DENY: 0 REGION: 44 DIST: SL/SV/PT: 06 06 36

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

ORIG CODE: CT 11 OPEN DATE: 10 / 04 / 07 XFER/RSPNSBLTY: 44 06 S  
CONTACT (S): FOLLOWUP DATE: 10 / 05 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 10 / 10 / 07 DATANET (Y/N): 10 / 10 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

FILE OPENED-ZRM106N 10/04/2007

PREVIOUS RELATED FILE FOUND: NONE

CRR-RM VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVE PHONE, RESPONSIBLE DEALER.

CRR-RM CHECKED FOR OPEN RECALLS/UPGRADES FOUND:NONE

PREVIOUS NISSAN VEH: NONE

CRR-RM RECEIVED CALL FROM C'S WIFE, CHANTEL.

C STATED THAT C IS CALLING ABOUT THE WARRANTY OF THE DRIVER SEAT ASSY. C

STATED THAT IT SHOULD BE COVERED UNDER WARRANTY BECAUSE IT IS SAFETY RELATED.

C STATED THAT THE DRIVER SEAT ASSY IS BROKEN ON THE PART WHERE IT IS CONNECTED

TO ITS POSITION. C STATED THAT IT SHOULD BE COVERED UNDER WARRANTY BECAUSE IT

IS NOT NORMAL THAT A BRANDNEW VEH THAT IS ONLY 2 YEARS OLD THAT THE SEAT WILL

BE BROKEN. CRR-RM INFORMED C THAT THE WARRANTY FOR THE SEAT IS FOR 36MOS/

36.000 MILES WHICHEVER COMES FIRST. AND C UNDERSTOOD THAT.

C IS DISPUTING THE WARRANTY COVERAGE AND STATED THAT IT SHOULD NE COVERED.

CRR-RM ADVISED C THAT CRR-RM WILL TRANSFER C TO C GROUP TO FURTHER ASSIST C.

@10/04-ZRM106N

C AGREED.

C THANKED CRR-RM FOR ASSISTANCE, C SATISFIED.

CRR-RM ASKED FOR FURTHER ASSISTANCE C DECLINED.

CRR-RM GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-RM TRANSFERRING FILE TO C.

@10/04-ZRM106N

@10/04-ZRM106N

CRR-MH RECEIVED CALL FROM A GROUP.

@10/04-ZMH815N

CRR-MH INFORMED C AFTER TALKING TO C AND READING GROUP A'S NOTES THAT AN

RCAS AGENT WOULD BE RECEIVING C'S FILE AND GETTING IN TOUCH WITH C'S DLR AND

GET BACK TO THE C BY THE END OF THE NEXT BUSINESS DAY.

@10/04-ZMH815N

CRR-MH GAVE C NAME AND EXTENSION.

@10/04-ZMH815N

CRR-MH TRANSFERRING FILE.

@10/04-ZMH815N

RCAS-MA ATTEMPTED TO CONTACT ON 10/08/07 AND LEFT VMX.

RCAS-MA ATTEMPTED TO CONTACT SM-FLOYD AT TUSTIN ON 10/08/07 AT 12:13PM EST

AND LEFT VMX.

@10/08-ZMA085N

RCAS-MA CONTACTED SM-FLOYD AND DAN ON 10/09/07 AT 2:20PM EST. RCAS-MA INFORMED

FLOYD AND DAN OF C'S CONCERN. RCAS-MA INQUIRED ON WHETHER A GRT COULD BE RUN

FOR C. FLOYD STATED THAT A GRT HAS BEEN RUN FOR C AND CAME BACK DECLINED.

RCAS-MA WAS INFORMED THAT THIS SEAT BELT ASSEMBLY DAMAGE HAS BECOME COMMON

PLACE IN MURANOS. THE REPAIR COST IS \$1100 PARTS AND LABOR INCLUDED.

RCAS-MA INQUIRED ABOUT THE LOYALY LEVEL OF C. FLOYD STATED THAT C DOES NOT

COME IN TO HAVE SERVICE OR MAINTENANCE WORK AT THE DEALERSHIP. RCAS-MA THANKED

FOR INFORMATION.

@10/09-ZMA085N

RCAS-MA CONTACTING DPSM-RG FOR FURTHER REVIEW.

@10/09-ZMA085N

RCAS-MA RECEIVED DECISION FROM DPSM-RG. C WILL BE DECLINED FOR FINANCIAL

ASSISTANCE.

@10/09-ZMA085N

RCSA-MA ATTEMPTED TO CONTACT C ON 10/09/07 AT 4:25PM EST AND LEFT VMX.

@10/09-ZMA085N

RCAS-MA RECEIVED CALL FROM C ON 10/10/07 AT 11:20AM EST. RCAS-MA INFORMED C

THAT UNFORTUNATELY NISSAN IS NOT IN A POSITION TO ASSIST C FINANCIALLY WITH

THE REPAIR. C INQUIRED WHY NOT. RCAS-MA INFORMED C THAT C HAS ALREADY BEEN

GIVEN FINANCIAL ASSISTANCE ON 09/17/07 FOR AN AUDIO UNIT. RCAS-MA ALSO

INFORMED C THAT C'S SEAT ASSEMBLY DAMAGE IS NOT FREQUENT ENOUGH TO OCCUR

NATIONALLY THAT NISSAN WOULD ISSUE A RECALL OR CAMPAIGN CONTRARY TO WHAT C

CLAIMS. RCAS-MA ALSO INFORMED C THAT THIS IS C'S FIRST SEAT ASSEMBLY PROBLEM

AND HAS NOT HAD MULTIPLE REPAIR ATTEMPTS, AS SUCH DOES NOT WARRANT A POSSIBLE

MANUFACTURER'S DEFECT. C UNDERSTOOD DECISION. C EXPRESSED C'S DISATISFACTION

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AT THE DECISION. RCAS-MA APOLOGIZED TO C. C HOWEVER THANKED RCAS-MA FOR  
EXHAUSING RESOURCES FOR THIS DECISION.  
FILE REQUIRES NO FURTHER REVIEW.  
RCAS-MA CLOSING FILE. @10/10-ZMA085N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT3A         | ROOT CAUSE: SNFA    |
| 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: 110B          | EFFECTIVE: 10 / 04 / 07   | 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: ZRM106N        |                     |
| HISTORY:                | UPDATE BY: ZMA085N        |                     |
| SVC CALL#:              | UPDATE DATE: 10 / 10 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 10 / 10 / 07  |                     |
| RESP CAA: ALI, MOHAMOUD | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000051446       | OWNER FIRST:              | DOM: GARN, JIM      |
|                         |                           | LANGUAGE: E ENGLISH |



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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID: CA5895784N  
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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: GRAND PRAIRIE  
ST/ZIP: TX [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 817 467 7911

VCAN: Y  
PAID: 16  
SUSP: 0  
DENY: 0

VIN: JN8AZ08T55W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 50000  
IN SVC DATE: 02 / 19 / 05  
RTL DLR: 3225 DON DAVIS NISSAN, INC.  
SVC DLR: 3225 DON DAVIS NISSAN, INC.  
RESP DLR: 3225 DON DAVIS NISSAN, INC.  
REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3225 DON DAVIS  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 11 / 07 XFER/RSPNSBLTY: 32 04 S  
CONTACT (S): FOLLOWUP DATE: 10 / 12 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 10 / 24 / 07 DATANET (Y/N): 10 / 17 / 07

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | ZB     | BROKEN/CRACKED                      |

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C. A. R. COMMENTS

FILE OPENED-ZSJ745N 10/11/2007

PREVIOUS FILES FOUND: NONE

@10/11-ZSJ745N

CRR-SJ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE # AND  
RESP DLR @10/11-ZSJ745N

CRR-SJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES; FOUND: NONE

CRR-SJ NOTIFIED C THERE ARE NO OPEN RECALLS

@10/11-ZSJ745N

PREVIOUS NISSAN VEH: NONE

@10/11-ZSJ745N

CRR-SJ RECEIVED INBOUND CALL FROM C REGARDING THE FRONT DRIVERS SEAT  
ELECTRIC REINFORCEMENT BAR LOCATED UNDERNEATH C'S DRIVERS SEAT @10/11-ZSJ745N  
C STATES C WAS DRIVING AND ADJUSTING THE SEAT AND THE BAR BROKE, DETACHED  
COMPLETELY FROM THE FLOOR BOARD @10/11-ZSJ745N

C STATES C WENT TO RESP DLRSH, AND WAS ADVISED THE BAR WOULD NEED TO BE  
WELDED. AND THE REPAIR WOULD NOT BE COVERED BY NISSAN. AS C IS OVER THE  
BASIC WARRANTY @10/11-ZSJ745N

CRR-SJ INQUIRED OF C WHAT C WOULD LIKE NISSAN TO DO

@10/11-ZSJ745N

C STATES C WOULD LIKE NISSAN TO COVER THE COST OF THE REPAIR AND ALLOW THE  
DLRSH TO DO THE WORK. AS THE VEH HAS BEEN AT THE DLRSH SINCE 10/08/07  
@10/11-ZSJ745N

C STATES VEH IS INOPERABLE UNTIL THE REPAIR IS COMPLETED

@10/11-ZSJ745N

CRR-SJ ADVISED C THE FILE WILL BE TRANSFERED TO RCAS, AND WILL HEAR FROM RCAS  
BY THE END OF THE NEXT BUSINESS DAY @10/11-ZSJ745N

CRR-SJ OFFERED C FURTHER ASSISTANCE;\_C DECLINED

CRR-SJ GAVE C NAME, EXT # AND FILE #

@10/11-ZSJ745N

CRR-SJ REFERED C TO THE NISSANUSA.COM WEB SITE FOR FUTURE REFERENCE

@10/11-ZSJ745N

\*\*\*

@10/16-ZJB999N

RCAS-JB LEFT VMX FOR SM-MANUEL AT 11:30 AM EST ON 10/16/07 REQUESTING CALL  
BACK.

@10/16-ZJB999N

\*\*\*

@10/16-ZJB999N

RCAS-JB LEFT VMX FOR C ON DAY # AT 11:40 AM EST ON 10/16/07 REQUESTING CALL  
BACK.

@10/16-ZJB999N

@10/16-ZJB999N

\*\*\*

@10/24-ZJB999N

RCAS-JB LEFT VMX FOR SM-MANUEL AT 2:50 PM EST ON 10/24/07 REQUESTING CALL BACK  
@10/24-ZJB999N

\*\*\*

@10/24-ZJB999N

RCAS-JB TRIED TO CONTACT C ON DAY # AT 3:05 PM EST ON 10/24/07 BUT RECEIVED  
PHONE NOT IN SERVICE MESSAGE.

RCAS-JB UNABLE TO LEAVE VMX ON DAY #.

@10/24-ZJB999N

\*\*\*

@10/24-ZJB999N

RCAS-JB CONTACTED C ON EVE # AT 3:08 PM EST ON 10/24/07.

C STATES DLR WAS ABLE REPAIR VEH FOR C AS DLR OBTAINED NNA APPROVAL FOR REPAIR

C STATES C CURRENTLY HAS VEH AND REQUIRES NO FURTHER ASSISTANCE.

RCAS-JB CLOSING FILE AS NO FURTHER ACTION REQUIRED.

@10/24-ZJB999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT1B         | ROOT CAUSE: SCCP    |
| CALLBACK: (Y/N) #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 0              | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #: 0                 | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 3225             | EFFECTIVE: 10 / 11 / 07   | 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: ZSJ745N        |                     |
| HISTORY:                   | UPDATE BY: ZJB999N        |                     |
| SVC CALL#:                 | UPDATE DATE: 10 / 24 / 07 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 10 / 24 / 07  | MICROFILM: N        |
| RESP CAA: BLANCHARD. JASON | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000051596          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA5895784

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:37 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 2/19/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 138       | MTNG00407493 | 3225 TX             | 2/19/2005         | 2/19/2007      | 30.010            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                     |               |              |        |
|-------------------------------------|---------------|--------------|--------|
| -----+-----                         |               |              |        |
| CONTRACT: MTNG00407493              |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]              |               | OWNER NAME:  |        |
| PLAN TYPE: T                        |               | PLAN TYPE:   |        |
| PLAN TERM: G                        |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                      |               | DEDUCTABLE:  |        |
| EFFECTIVE: 02/19/05                 |               | EFFECTIVE:   |        |
| EXPIRES: 02/19/07                   | MILES: 30,010 | EXPIRES:     | MILES: |
| CANCEL:                             | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                           |               | TRANSFER:    |        |
| TRANSACTION: 2/23/2005              |               | TRANSACTION: |        |
| PRINTED: 02/26/05                   |               | PRINTED:     |        |
| DEALER NO: 3225                     | STATE: TX     | DEALER NO:   | STATE: |
| DEALER NAME: DON DAVIS NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                         |               |              |        |

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NISSAN MOTOR CORPORATION IN U.S.A  
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|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                  |
| STREET: [REDACTED]    | VIN: JN8AZ08W75W [REDACTED] Y             |
| CITY: CENTER VALLEY   | YR/MDL: 2005.0 MUR MILEAGE: 39000         |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 03 / 29 / 05                 |
| DAY PH: [REDACTED]    | RTL DLR: 09027 ROTHROCK MOTOR SALES, INC  |
| EVE PH: [REDACTED]    | SVC DLR: 09027 ROTHROCK MOTOR SALES, INC  |
| DLR PH: 610 439 8485  | RESP DLR: 09027 ROTHROCK MOTOR SALES, INC |
|                       | REGION: 26 DIST: SL/SV/PT: 08 08 38       |

|                                              |                    |                               |
|----------------------------------------------|--------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00                 | EXEC: 00 / 00 / 00 | EMAIL: 10 / 08 / 07           |
| FIRE: N (Y/N)                                | ROLLOVER: N (Y/N)  | ACCIDENT: N (Y/N)             |
| PROPERTY DAMAGE: N (Y/N)                     | INJURY: N (Y/N)    | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00            | WHERE:             | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI            | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: ROTHROCK MOTOR SALES. |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:              | MILES: 3000        | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 10 / 11 / 07     | XFER/RSPNSBLTY: 26 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 23 / 07 | DATANET (Y/N): 2            |
| SEVERITY: 9      | CLOSE DATE: 11 / 15 / 07    | DATANET (Y/N): 11 / 16 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |

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C. A. R. COMMENTS

FILE OPENED-ZWL695N 10/11/2007

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@10/11-ZWL695N

PREVIOUS RELATED FILES FOUND: 0

PREVIOUS UNRELATED FILES FOUND: 0

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 782185

EMAIL ADDRESS: [KMART21147@HOTMAIL.COM](mailto:KMART21147@HOTMAIL.COM)

DATE RECEIVED: 10/08/07 DATE CREATED: 10/11/07

CRR-WL VERIFIED C'S NAME, ADDRESS RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE. CRR-WL CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND: 2

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 00/00/00

C'S EMAIL READS: "I JUST RETURNED FROM THE DEALER ABOVE FOR A 2ND TIME (FIRST TIME RECEIVED VERY POOR SERVICE AND LEFT) TO SEE ABOUT A BROKEN MECHANISM IN THE DRIVER'S SEAT. I WAS INFORMED THAT IT IS A BROKEN LINK ASSEMBLY? AND THAT IT WILL COST \$561 TO REPAIR. THIS VEHICLE IS TWO AND A HALF YEARS OLD BUT HAS 39000 MILES, JUST OUT OF WARRANTY. I DO NOT FEEL THAT A FRONT SEAT IS SOMETHING THAT SHOULD BREAK IN LESS THAN 3 YEARS. ACTUALLY IT SHOULD NEVER BREAK. I WOULD LIKE TO HAVE THIS REPAIRED UNDER THE WARRANTY AND FEEL THAT IN GOOD FAITH IT SHOULD BE REPAIRED AT NO CHARGE. PLEASE LET ME KNOW IF SOMETHING CAN BE DONE OR CONTACT THE SERVICE MANAGER, GREG HILT AT ROTHROCK 610-439-8485 EXT 571. THANKS FOR CONSIDERING THIS SITUATION" \*\*\*\*\*CRR-WL RESPONSE TO C: DEAR KEN MARTIN, THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC. AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE APOLOGIZE FOR THE DELAY IN RESPONSE. FILE# 5896497 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. THE FILE HAS BEEN SENT TO A SPECIALIST ASSIGNED TO YOUR REGION. THE SPECIALIST WILL BE COORDINATING A RESOLUTION TO YOUR CONCERN THROUGH THE SALES MANAGER AT ROTHROCK MOTOR SALES NISSAN. IF FOR ANY REASON YOU HAVE NOT HEARD FROM YOUR SPECIALIST WITHIN 24 TO 48 BUSINESS HOURS. PLEASE FEEL FREE TO CALL NISSAN CONSUMER AFFAIRS AT (800) 647-7261 AND REFERENCE YOUR FILE NUMBER. ALSO, IN REVIEW OF OUR SYSTEM THERE WAS A RECALL/CAMPAIGN LOCATED ON YOUR VEHICLE. EACH RECALL/CAMPAI (VIN#), AND AT THIS TIME YOUR VEHICLE HAS TWO OPEN RECALL/CAMPAIGN:

OPEN R0511 MURANO SB PROTECT NTB06-024

OPEN R0516 MURANO TANK PROTECT NTB06023

YOU MAY TAKE YOUR VEHICLE TO ANY NISSAN DEALER TO HAVE YOUR RECALL/CAMPAIGN PERFORMED AND CLOSED AT NO COST TO YOU.

FILE NUMBER # 5896497 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. WE WANT TO KEEP YOU HAPPY, PLEASE FEEL FREE TO EMAIL ME BACK OR CALL

1-800-647-7261 (NISSAN CONSUMER AFFAIRS) WITH ANY ADDITIONAL QUESTIONS OR COMMENTS. CRR-WL FORWARDING FILE TO RCAS.

@10/11-ZWL695N

\*\*\*\*\*

@10/15-ZRC971N

RCAS-RC CALLED C ON DAY & EVE PHONE, LEFT VMX FOR C TO CALL BACK AT 9:05 AM

RCAS-RC WAS ONLY ABLE TO LEAVE VMX ON DAY PHONE AS EVE PHONE NO LONGER IN SERVICE.

RCAS-RC WILL BE CALLING SM TO FOLLOW UP WITH C'S FILE. @10/15-ZRC971N

RCAS-RC CALLED ROTHROCK MOTOR SALES, INC. AT 9:12 AM NO ANSWER

RCAS-RC WILL CALL AGAIN LATER IN THE DAY. @10/15-ZRC971N

\*\*\*\*\*

CRR-MW RECEIVED CALL FROM C WANTED TO BE CONNECTED TO RCAS-RC'S EXTENSION NUMBER. CRR-MW ASKED FOR THE FILE NUMBER AND INFORMED C THAT CRR-MW CAN

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TRANSFER THE CALL TO THE EXTENSION NUMBER GIVEN. BUT THERE IS A POSSIBILITY THAT C MIGHT ONLY BE CONNECTED TO RCAS-RC'S VOICEMAIL. CRR-MW ADVISED C THAT CRR-MW WILL SEND AN INTERNAL MESSAGE TO RCAS-RC TO GIVE C A CALL BACK. C UNDERSTANDS. CRR-MW STILL CONNECT THE CALL TO THE EXTENSION NUMBER.

\*\*\*\*\*

@10/15-ZRC971N

RCAS-RC CALLED SM- GREG HILT AND LEFT VMX FOR GREG TO CALL BACK. @10/15-ZRC971N  
RCAS-RC WILL FOLLOW UP ON 10/16/07 IF SM-GREG DOES NOT CALL BACK RIGHT AWAY  
@10/15-ZRC971N

CRR-PE RECEIVED CALL FROM C ASKING TO BE TRANSFERRED TO EXTENSION 51456 OR RCAS-RC. CRR-PE GAVE NAME AND EXTENSION. CRR-PE TRANSFERRING CALL.  
RCAS-RC CALLED SM-GREG @10/17-ZRC971N

RCAS-RC ASKED GREG TO RUN GRT FOR FINANCIAL ASSISTANCE.

SM-GREG AGREED TO RUN GRT @10/17-ZRC971N

RCAS-RC WAITING FOR CALL BACK FROM SM-GREG WITH RESULTS. @10/17-ZRC971N

RCAS-RC CALLED C ON DAY PHONE AND LEFT VMX INFORMING C THAT FINANCIAL ASSISTANCE IS BEING LOOKED INTO AND IS WAITING FOR CALL BACK FROM DLR.

RCAS-RC LEFT VMX AT 10:38 AM @10/17-ZRC971N

RCAS-RC RECEIVED CALL FROM C AT 12:23 PM

C WANTED AN UPDATE ON FILE.

RCAS-RC INFORMED C THAT NNA IS CURRENTLY LOOKING INTO FINANCIAL ASSISTANCE TO REPLACE C'S SEAT ASSEMBLY. @10/17-ZRC971N

RCAS-RC INFORMED C THAT RCAS WILL CALL BACK ON 10/19/07 @10/17-ZRC971N

C UNDERSTOOD AND IS HAPPY @10/17-ZRC971N

\*\*\*\*\*

RCAS-RC UPDATING FILE @10/18-ZRC971N

RCAS-RC SENT GOODWILL REQUEST FOR \$561.00, TO REPAIR THE BROKEN LINK ASSEMBLY IN C'S DRIVER SEAT. RCAS-RC CHECKED FOR EXTENDED SERVICE CONTRACTS AND FOUND NONE, RCAS-RC CHECKED GRT, C WAS TURNED DOWN. RCAS-RC SPOKE WITH SM AND AGREES WITH SM TO TRY AND HELP C AS THIS IS A RARE PROBLEM.  
RCAS-RC SENT REQUEST AT 3:50 PM ON 10/18/07 @10/18-ZRC971N

\*\*\*\*\*

RCAS-RC SPOKE WITH DPSM-MATTHEW, GOODWILL TURNED DOWN.

RCAS-RC CALLED C AT 8:54 AM EST ON 10/22/07, LEFT VMX TO CALL BACK.

\*\*\*\*\*

RCAS-RC RECEIVED CALL FROM C AT 10:10 AM EST ON 10/22/07

RCAS-RC INFORMED C THAT FINANCIAL ASSISTANCE WAS NOT AN OPTION IN THIS CASE.

C STATED C IS NOT GOING TO PAY TO FIX THE SEAT AND WANTED TO SPEAK TO A SUPERVISOR. RCAS-RC UNDERSTOOD WHY C WAS UPSET AND ASSURED C THAT A SUPERVISOR WAS INVOLVED IN MAKING THE DECISION. C STATED C DOES NOT CARE AND IS GOING TO ESCALATE FILE UNTIL C'S SEAT IS FIXED.

RCAS-RC INFORMED C THAT A SUPERVISOR WILL CALL C WITH IN 4 TO 8 BUSINESS HOURS  
C ENDED CALL. @10/22-ZRC971N

RCAS-RC SENT INTERNAL MESSAGE TO SUPERVISOR AT 10:26 AM EST ON 10/22/07

@10/22-ZRC971N

\*\*RS RM CALLED C AT DAY# AND LEFT MESSAGE WITH SECRETARY TO HAVE C CALL RS RM WHEN AVAILABLE TO VOICE C'S COMPLAINT. @11/06-ZRM764N

\*\*RS EMAILED RCAS @11/06-ZRM764N

\*\*\*RS RM RECEIVED CALL FROM C AT 10:19AM CST. C STATED C DID WANT TO VOICE C'S COMPLAINT. C STATED C WAS UPSET BECAUSE C IS AWARE THAT C IS OUT OF WARRANTY. C STATED C HAS HAD NOTHING BUT BAD EXPERIENCES AT THE DLR. C STATED THE FIRST TIME C WENT IN FOR SERVICE THE SA ADVISED C THAT NO ONE COULD HELP C THAT DAY. C STATED THE SA ADVISED IF C HAD A DODGE THEN C COULD GET HELP BUT THE NISSAN GUY WAS AT LUNCH SO C CAN NOT GET ANY ASSISTANCE. C STATED C FELT THE DLR COULD HAVE AT LEAST OFFERED A DISCOUNT TO C. RS RM STATED RS APOLOGIZES FOR THE WAY C FEELS. RS STATED THE FILE WAS REVIEWED PROPERLY AND RS APOLOGIZE A MORE FAVORABLE ANSWER IS NOT AVAILABLE. C STATED C UNDERSTANDS NNA IS JUST



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THE MESSENGER BUT C WANTED SOMEONE HIGHER UP TO PASS ALONG THE COMPLAINT. RS  
STATED RS WILL DO SO AND CAN ASSURE THE DLR WILL BE AWARE OF THE COMPLAINT.  
C THANKED RS RM FOR CALLING AND ENDED CALL. @11/15-ZRM764N  
\*\*\*RS RM DATANETTED FILE AGAIN TO DLR AND CLOSED FILE. @11/15-ZRM764N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE ALLOW SERVICE MANAGER TO REVIEW FILE NOTE.

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT3B         | ROOT CAUSE: SCCP    |
| CALLBACK: (Y/N) #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:             | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 09027         | EFFECTIVE: 10 / 11 / 07   | 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: ZWL695N        |                     |
| HISTORY:                | UPDATE BY: ZRM764N        |                     |
| SVC CALL#:              | UPDATE DATE: 11 / 15 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 11 / 15 / 07  |                     |
| RESP CAA: CAMERON, RYAN | OLM: ROYSTER KAREN        | MICROFILM: N        |
| PHONE: 0000041405       | OWNER FIRST:              | DOM: MEEKS FRED L   |
|                         |                           | LANGUAGE: E ENGLISH |

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

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SC: ONE CONTRACT

|                       |                                               |
|-----------------------|-----------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W05W [REDACTED] Y                 |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 364184            |
| CITY: LEDGEWOOD       | IN SVC DATE: 05 / 06 / 05                     |
| ST/ZIP: NJ [REDACTED] | VCAN: Y RTL DLR: 3212 NISSAN WORLD OF DENVER  |
| DAY PH: [REDACTED]    | PAID: 3 SVC DLR: 3212 NISSAN WORLD OF DENVER  |
| EVE PH: [REDACTED]    | SUSP: 1 RESP DLR: 3212 NISSAN WORLD OF DENVER |
| DLR PH: 973 442 0500  | DENY: 0 REGION: 26 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)             |
| PROPERTY DAMAGE: N (Y/N)                       | INJURY: N (Y/N)    | SENT TO LEGAL: N (Y/N)        |
| PREVIOUSLY REPAIRED: 00 / 00 / 00              | WHERE:             |                               |
| VEHICLE PURCHASED: NEW X PREOWNED              | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: INDEPENDENT/3212 NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                | MILES: 418         | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 12 / 07     | XFER/RSPNSBLTY: 26 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 18 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 17 / 07    | DATANET (Y/N): 10 / 16 / 07 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZEC281N 10/12/2007  
PREVIOUS FILE(S) FOUND: NONE.  
CRR-EC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE  
AND RESPONSIBLE DLR. UPDATED NEW ADDRESS AND DAY & EVE PHONE NUMBER.  
CRR-EC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE. @10/12-ZEC281N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 08/16/06 3212  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/16/06 3212  
CRR-EC ADVISED C OF THE RECALL INFORMATION AND INFORMED THAT THERE IS NONE.  
PREVIOUS NISSAN VEHICLES:NONE.  
CRR-EC RECEIVED CALL FROM C.  
C STATES THAT C NOTICED THAT SEAT WAS NOT SEATING WELL YESTERDAY AND TOOK  
VEH TO DLRSH 3212 NISSAN WORLD OF DENVER. @10/12-ZEC281N  
C STATES THAT DLRSH INFORMED C THAT IT WAS NOT COVERED UNDER WARRANTY  
BECAUSE OVER BY 400 MILES OF BASIC WARRANTY. @10/12-ZEC281N  
C STATES THAT DLRSH INFORMED C THAT THE SEAT RILE WAS CRACKED AND IT WOULD  
COST ROUGHLY \$700.00 FOR REPAIRS. @10/12-ZEC281N  
CRR-EC ASKED C WHAT C WOULD LIKE FROM NNA. @10/12-ZEC281N  
C STATES THAT C WANTS TO COVER THE REPAIRS BECAUSE THE WARRANTY JUST EXPIRED.  
C STATES THAT C HAS PUT A LOT OF MONEY IN THE VEH ALREADY AT NISSAN DLRSH  
FOR NEW TIRES AND 30,000 MILES CHECK.(CRACKED COULD HAVE BEEN THERE)  
C STATES THAT C HAS TO ALSO PAY FOR NEW BRAKES THAT COST \$325.00.  
C STATES THAT C JUST WANTS SEAT RILE FIXED FREE OF CHARGE. @10/12-ZEC281N  
CRR-EC ASKED C FOR BEST CONTACT NUMBER. @10/12-ZEC281N  
C STATES THAT C'S BEST CONTACT NUMBER IS [REDACTED] (CELL) ANYTIME.  
CRR-EC ADVISED C THAT C'S SATISFACTION WITH NISSAN VEH IS NNA'S PRIMARY  
CONCERN.  
CRR-EC OFFERED FURTHER ASSISTANCE. C DECLINED.  
CRR-EC GAVE NAME, EXTENSION AND FILE NUMBER. @10/12-ZEC281N  
CRR-EC TRANSFERRING FILE TO RCAS. @10/12-ZEC281N  
@10/12-ZEC281N  
RCAS-EL DATA NETTED TO DLR. @10/15-ZEL999N  
RCAS-EL CALLED C ON DAYTIME PHONE NUMBER.  
C STATED VEH IS CURRENTLY AT DLR AND FRONT DRIVERS SIDE SEAT RAIL IS CRACKED  
AND NEEDS REPLACING. @10/15-ZEL999N  
C STATED WOULD LIKE NISSAN TO COVER REPAIR COSTS. @10/15-ZEL999N  
RCAS-EL INFORMED C THAT C'S REQUEST FOR SPECIAL FINANCIAL ASSISTANCE IS BEING  
LOOKED INTO AND RCAS-EL WILL CALL C 10/16/07. @10/15-ZEL999N  
RCAS-EL CALLED SM-JIM. SM STATED GRT WAS NOT RECOMMENDED. @10/16-ZEL999N  
RCAS-EL CALLED C ON DAYTIME NUMBER AND INFORMED C THAT NNA IS NOT IN A  
POSITION TO ASSIST C. @10/16-ZEL999N  
C UNDERSTANDS.  
RCAS-EL CLOSING FILE. @10/16-ZEL999N  
\*\*\*\*\*  
CRR-MT RECEIVED CALL FROM: C.  
C STATED. C IS REQUESTING FOR A CALL BACK FROM RCAS. @10/17-ZMT121N  
C PROVIDED BEST CONTACT NUMBER TO REACH C [REDACTED]  
CRR-MT ADVISED C THAT RCAS WILL BE NOTIFIED TO CALL C BACK  
AS SOON AS POSSIBLE.  
C ACKNOWLEDGED. @10/17-ZMT121N  
RCAS-EL RECEIVED VMX FROM C.  
RCAS-EL CALLED C ON DAYTIME NUMBER. C STATED DOESNT UNDERSTAND WHY NISSAN WILL  
NOT ASSIST C.  
RCAS-EL EXPLAINED TO C THAT C IS OUTSIDE OF WARRANTY AND RCAS-EL DID ATTEMPT

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TO OBTAIN SPECIAL FINANCIAL ASSISTANCE FOR C. BUT IT WAS DENIED.  
C THANKED RCAS-EL.  
RCAS-EL CLOSING FILE. @10/17-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
PLEASE RUN GRT. I WILL CALL YOU LATER ON TODAY. THANKS  
EMMA LANCASTER 1-866-799-1690 EXT 1407.

DEALER ACTION:

GRT WAS RUN ON 10/11/07 AND GOODWILL WAS NOT RECOMMENDED. PROBLEM WITH SEAT IS  
THAT SEAT TRACK WAS BROKEN. @10/15-3212

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SCPP    |
| CALLBACK: (Y/N) #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 0             | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #: 1                | DATE: 10 / 17 / 07        | USERID: ZMT121N     |
| COMMENTS ONLY: #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 3212            | EFFECTIVE: 10 / 12 / 07   | 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: ZEC281N        |                     |
| HISTORY:                  | UPDATE BY: ZEL999N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 17 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 17 / 07  | MICROFILM: N        |
| RESP CAA: LANCASTER, EMMA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041407         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:38 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 5/17/2008

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 140       | NLDJ08237223 | 15033 NC            | 5/17/2008         | 5/17/2013      | 98.519            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                   |               |              |        |
|-----------------------------------|---------------|--------------|--------|
| -----+-----                       |               |              |        |
| CONTRACT: NLDJ08237223            |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |               | OWNER NAME:  |        |
| PLAN TYPE: L                      |               | PLAN TYPE:   |        |
| PLAN TERM: J                      |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |               | DEDUCTABLE:  |        |
| EFFECTIVE: 05/17/08               |               | EFFECTIVE:   |        |
| EXPIRES: 05/17/13                 | MILES: 98,519 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                         |               | TRANSFER:    |        |
| TRANSACTION: 5/19/2008            |               | TRANSACTION: |        |
| PRINTED: 05/24/08                 |               | PRINTED:     |        |
| DEALER NO: 15033                  | STATE: NC     | DEALER NO:   | STATE: |
| DEALER NAME: SIMMONS NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                       |               |              |        |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T94W [REDACTED] Y       |
| CITY: TALLAHASSEE     |            | YR/MDL: 2004.0 MUR MILEAGE: 65000   |
| ST/ZIP: FL [REDACTED] |            | IN SVC DATE: 08 / 14 / 04           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 1841 REGAL NISSAN INC      |
| EVE PH: [REDACTED]    | PAID: 4    | SVC DLR: 3839 KRAFT NISSAN          |
| DLR PH: 850 576 6171  | SUSP: 1    | RESP DLR: 3839 KRAFT NISSAN         |
|                       | DENY: 0    | REGION: 34 DIST: SL/SV/PT: 05 05 35 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 3839 KRAFT NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 29000 (PT) MONTHS: MILES: 5000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 12 / 07     | XFER/RSPNSBLTY: 34 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 24 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 24 / 07    | DATANET (Y/N): 10 / 17 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |

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FILE OPENED-ZCP437N 10/12/2007

PREVIOUS FILES FOUND:NONE @10/12-ZCP437N

CRR-CP VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY & EVENING PHONE NUMBER,  
VIN. AND RESP DLR

CRR-CP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/12-ZCP437N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 08/04/05 3839

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 10/10/06 3839

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 10/10/06 3839

CRR-CP ADVISED C OF NO OPEN RECALLS

PREVIOUS NISSAN VEH: 1997 QUEST\_, 1995 MAXIMA

CRR-CP RECIEVED INBOUND CALL FROM C IN REGARDS TO SERVICE ISSUE

C STATED WHEN PUTS KEY INTO EGNITION, THE DRIVER SEAT DOES NOT MOVE PROPERLY

C STATES WHEN SEAT MOVES ONLY LEFT SIDE OF SEAT MOVES RIGHT SIDE DOES NOT

C STATES WORRIES THE SEAT WILL BREAK

CRR-CP INQUIRED FROM C WHAT C WOULD LIKE NNA TO DO FOR C @10/12-ZCP437N

C STATES WOULD LIKE TO FIND OUT IF THIS PROBELM IS NORMAL AND IF

CAN BE REPAIRED UNDER WARRANTY

CRR-CP ADVISED C WILL TRANSFER FILE TO RCAS FOR FURTHER REVIEW

CRR-CP OFFERED C FURTHER ASSISTANCE.C DECLINED

CRR-CP GAVE C FILE, NAME, NUMBER

CRR-CP TRANSFERING FILE TO RCAS FOR FURTHER REVIEW @10/12-ZCP437N

\*\*\*

@10/15-ZRM417N

RCAS-RM CONTACTED C ON DAY PHONE ON 10-15-07 AT 6:04PM EST AND LEFT VMX.

@10/15-ZRM417N

@10/16-ZMC854N

\*\*\*RCAS-MC CONTACTED C AT 12:39PM ON 10/16/07 FOR CLARIFICATION ON THE FILE.

C STATED THAT THE SEAT IS CURRENTLY ALL THE WAY BACK AND CANNOT BE MOVED

PROPERLY. C STATED THAT C FEELS SOMETHING HAS GONE WRONG ELECTRICALLY WITH THE SEAT.

RCAS-MC INFORMED C THAT THE ISSUE IS DEFINATELY NOT NORMAL AND THAT NNA CAN LOOK INTO SPECIAL FINANCIAL ASSISTANCE BUT FIRST C WILL HAVE TO SCHEDULE AN INSPECTION DATE FOR THE VEH.

RCAS-MC INFORMED C THAT AFTER THE DATE IS SET RCAS-MC CAN LOOK ABOUT TRYING TO APPROVE OF SOME FINANCIAL ASSISTANCE FOR C. @10/16-ZMC854N

C THANKED RCAS-MC AND TOOK RCAS-MC NUMBER AND EXTENSION.

RCAS-MC AWAITING CALLBACK FROM C. @10/16-ZMC854N

\*\*RCAS-MC RECEIVED CALL FROM C AT 10:54 AM INFORMING RCAS-MC THAT C HAS RECEIVED AN ESTIMATE FROM KRAFT NISSAN AND THAT THE INFORMATION WOULD BE FAXED TO RCAS-MC.

RCAS-MC STATED THAT RCAS-MC WOULD FOLLOW-UP WITH C AFTER REVIEWING THE INFORMATION. @10/22-ZMC854N

RCAS-MC RECEIVED CALL FROM SM-HYRAM AT 11:10AM IN REGARDS TO C.

SM-HYRAM STATED THAT SOMETHING IS WRONG WITH THE SEAT TRACK. @10/22-ZMC854N

SM-HYRAM STATED THAT THE TRACK IS BENT ON THE LEFT SIDE OF THE SEAT AND WILL COST A TOTAL OF ALMOST \$800.

SM-HYRAM STATED THAT THE GRT WILL BE RUN AND THAT SM-HYRAM WILL CONTACT RCAS-MC WITH AN UPDATE ONCE EVERYTHING IS DEALT WITH. @10/22-ZMC854N

RCAS-MC RECEIVED CALL FROM SM-HYRAM AT 11:57AM.

SM-HYRAM INFORMED RCAS-MC THAT THE GRT WILL BE COVERING PARTS AND FREIGHT FOR THE AMOUNT OF \$620.00 AND C WILL THEN PAY THE LABOR AMOUNTING AT \$160.20.

@10/22-ZMC854N

RCAS-MC CALLED C AT DAYTIME NUMBER AT 11:59 AM AND REQUESTED CALLBACK ON VMX.

RCAS-MC CALLED C AT EVENING NUMBER AT 12:00PM AND INQUIRED WITH C'S WIFE AS TO HOW TO REACH C.



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C'S WIFE STATED THAT C IS ON LUNCH AND THAT RCAS-MC SHOULD ATTEMPT TO CONTACT C AFTER 12:30PM.

RCAS-MC THANKED C'S WIFE AND ENDED CALL.

@10/22-ZMC854N

RCAS-MC RECEIVED CALL FROM C AT 1:07PM IN REGARDS TO RCAS-MC'S CALL.

RCAS-MC INFORMED C THAT NNA WILL BE COVERING THE COST OF PARTS AND FREIGHT FOR \$620.00 AND ALL C HAS TO PAY IS THE LABOR IN THE AMOUNT OF \$160.20.

C THANKED RCAS-MC AND STATED THAT SOUNDS GREAT.

@10/22-ZMC854N

RCAS-MC INFORMED C TO CALL THE DLR AND GIVE AN APPROVAL FOR THE WORK TO BE DONE AND THEN TO CALL RCAS-MC WHEN C HAS AN ETA ON THE PARTS.

C STATED THAT C WILL FULLFILL THE REQUEST AND THEN CONTACT RCAS-MC.

RCAS-MC AWAITING C CALLBACK.

@10/22-ZMC854N

RCAS-MC RECEIVED FAX FROM C STATING THE REPAIRS ARE COMPLETE AND THAT C IS COMPLETELY SATISFIED AND THANKED NNA FOR THE ASSISTANCE AT 8:14AM.

@10/24-ZMC854N

@10/24-ZMC854N

RCAS-MC CALLED C AT DAYTIME NUMBER AT 8:16AM INFORMING C THAT RCAS-MC IS GLAD THAT THE REPAIR WENT WELL AND THAT RCAS-MC WILL BE HAPPY TO SEE C AS A CUSTOMER AGAIN IN THE FUTURE FOR NISSAN.

@10/24-ZMC854N

RCAS-MC CALLED C AT EVENING NUMBER AT 8:20AM TO FOLLOW UP WITH C.

C'S WIFE THANKED RCAS-MC FOR THE FOLLOW-UP AND THE ASSISTANCE AND THEN ENDED THE CALL.

RCAS-MC CLOSING FILE.

@10/24-ZMC854N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

SEAT OPERATING IMPROPERLY.

DEALER ACTION:

**CONTACT(S):**

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 3839              | EFFECTIVE: 10 / 12 / 07   | 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: ZCP437N        |                     |
| HISTORY:                    | UPDATE BY: ZMC854N        |                     |
| SVC CALL#:                  | UPDATE DATE: 10 / 24 / 07 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 10 / 24 / 07  | MICROFILM: N        |
| RESP CAA: CARBERRY, MICAINE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041434           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08T75W [REDACTED] Y               |
| CITY: WIMBERLEY       | YR/MDL: 2005.0 MUR MILEAGE: 52000           |
| ST/ZIP: TX [REDACTED] | IN SVC DATE: 12 / 30 / 04                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3287 ANCIRA NISSAN, INC.   |
| EVE PH: [REDACTED]    | PAID: 7 SVC DLR: 2497 SAN MARCOS NISSAN     |
| DLR PH: 512 353 5116  | SUSP: 0 RESP DLR: 2497 SAN MARCOS NISSAN    |
|                       | DENY: 0 REGION: 32 DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 17000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 16 / 07     | XFER/RSPNSBLTY: 32 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 14 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 21 / 07    | DATANET (Y/N): 10 / 18 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION            |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZCS678N 10/16/2007  
PREVIOUS FILES FOUND:NONE  
CRR-CS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DLR  
CRR-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @10/16-ZCS678N  
CRR-CS ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH  
PREVIOUS NISSAN VEHICLES: NONE  
CRR-CS RECEIVED CALL FROM C  
C STATES THAT C'S VEH'S AIR BAG LIGHT STARTED FLASING IN VEH AND SEAT BROKE AS  
WELL C STATES THAT C WAS NEVER IN AN ACCIDENT, AND DOES NOT KNOW WHY THIS IS  
OCCURRING. @10/16-ZCS678N  
C STATE STHAT C TOOK VEH TO DLRSHIP AND WAS TOLD THAT AIRBAG SENSOR WOULD BE  
FIXED UNDER WARRANTY BUT UNFORTUNETLY THE SEAT WOULD NOT BE COVERED.  
C STATES THAT DLR IS TRYING TO CHARGE C \$800.00. @10/16-ZCS678N  
C STATES THAT C WOULD LIKE NISSAN TO COVER THE REPAIRS FOR THE SEAT.  
CRR-CS APOLOGIZED FOR THE INCONVENIENCE ON BEHALF OF NISSAN  
CRR-CS ASSURED C THAT THE ISSUE WILL BE RESOLVED IN A TIMELY MANNER  
CRR-CS ADVISED C THAT A REGIONAL SPECIALIST WILL CONTACT C BY THE END OF  
THE NEXT BUSINESS DAY @10/16-ZCS678N  
CRR-CS OFFERED FURTHER ASSISTANCE, C DECLINED.  
C UNDERSTANDS FILE BEING TRANSFERRED TO RCAS  
CRR-CS GAVE NAME, EXTENSION AND FILE NUMBER  
CRR-CS TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/16-ZCS678N

\*\*\*\*\*  
RCAS-AC IN REVIEW OF FILE.  
RCAS-AC DATANETTED FILE. @10/17-ZAC075N  
RCAS-AC CALLED C ON DAY NUMBER ON 10/17/07 AT 4:18 PM EST AND WAS ADVISE C  
HAD ALREADY LEFT FOR THE DAY. @10/17-ZAC075N  
RCAS-AC CALLED C ON EVENING NUMBER ON 10/17/07 AT 4:19 PM EST AND LEFT VMX  
REQUESTING CALL BACK FROM C. @10/17-ZAC075N  
RCAS-AC RECEIVED CALL FROM C ON 10/22/07 AT 10:39 AM EST.  
C STATED THE METAL BAR UNDER DRIVER'S SEAT BROKE IN HALF AND WAS NOT BEING  
COVERED UNDER WARRANTY. C STATED WAS QUOTED AROND \$800 FOR THE COST OF THE  
REPAIR. C STATED THE DLR FELT THAT IT MUST BE "DEFECTIVE" FOR IT TO BE  
BROKEN. C STATED DLR ADVISED C TO CALL NNA TO REQUEST ASSISTANCE WITH THE COST  
AS DLR HAD TRIED TO ASSIST C AND WAS DENIED. @10/22-ZAC075N  
C STATED CURRENTLY HAS VEH. C STATED THE DLR HAD ADVISED C SHOULD HEAR BACK  
FROM DLR ABOUT THE PARTS FOR THE AIR BAG SENSOR. @10/22-ZAC075N  
RCAS-AC ADVISED C WILL CONTACT DLR AND LOOK INTO C'S REQUEST AND CALL C BACK  
BY 10/25/07. C UNDERSTOOD AND THANKED RCAS-AC FOR ASSISTANCE. @10/22-ZAC075N  
CRR-SC RECEIVED CALL FROM C, C WAS WONDERING WHY C HASNT RECEIVED CALL FROM  
RCAS, CRR-SC REVIEWED C'S FILE, CRR-SC ADVISED C THAT SOMEONE SHOULD BE  
CALLING C WITHIN 24 BUSINESS HOURS. @11/01-ZDM547N  
C THANKED CRR-SC FOR ASSISTANCE, C SATISFIED.  
CRR-SC OFFERED ADDITIONAL ASSISTANCE, C DECLINED. @11/01-ZDM547N  
CRR-SC LEAVING FILE OPEN @11/01-ZDM547N

\*\*\*\*\*  
CRR-GZ RECEIVED AN INBOUND CALL FROM C. @11/07-ZGZ999N  
C STATES C HAS NOT HEARD BACK FROM RCAS-AC YET AS PROMISED ON 10/25/07.  
C STATES C HAS TRIED TO LEAVE MESSAGES FOR RCAS-AC AND C STATES THE VMBOX HAS  
A MAN'S VOICE ANSWERING AND C IS NOT SURE IF RCAS-AC IS RECEIVING C'S  
MESSAGES. @11/07-ZGZ999N  
CRR-GZ ADVISED C THAT RCAS-AC IS NOT LISTED AS AN AGENT FOR THIS REGION AS PER

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ZCA1. @11/07-ZGZ999N  
CRR-GZ FOUND THAT RCAS-AC IS NOT LISTED ANYWHERE. @11/07-ZGZ999N  
CRR-GZ IS SENDING AN INTERNAL MESSAGE TO RCAS-VP TO CALL C BACK. @11/07-ZGZ999N  
CRR-GZ CONFIRMED C'S DAY AND EVE TEL#'S. @11/07-ZGZ999N  
C STATES C HAS THE VEH AND HAS NOT TAKEN THE VEH IN TO HAVE ANY REPAIRS DONE  
SO C CAN HAVE ALL THE REPAIRS DONE AT THE SAME TIME. @11/07-ZGZ999N  
CRR-MW RECEIVED AN INBOUND CALL FROM C @11/09-ZMW744N  
C STATES C HAS NOT HEARD BACK FROM RCAS-VP YET AS PROMISED ON 10/25/07  
CRR-MW ADVISED C CRR-VP WILL SEND RCAS-VP AN INTERNAL MESSAGE ADVISING RCAS-VP  
CONTACT C BY END OF BUSINESS TODAY WITH AN UPDATE. @11/09-ZMW744N  
@11/09-ZMW744N

\*\*\*\*\*

@11/12-ZSJ745N  
CRR-SJ RECEIVED INBOUND CALL FROM C @11/12-ZSJ745N  
SYSTEMS WERE DOWN DURING CALL @11/12-ZSJ745N  
C STATES C WOULD LIKE AN UPDATE ON THE FILE AND CONTACT @11/12-ZSJ745N  
CRR-SJ ADVISED C THAT THE SYSTEMS WERE UPGRADING AND REQUESTED C TO PROVIDE  
BASIC INFORMATION (NAME, ADDRESS) @11/12-ZSJ745N  
C DECLINED AND DISCONNECTED THE CALL @11/12-ZSJ745N  
CRR-SJ DOCUMENTED THE CALL AND EXITING THE FILE @11/12-ZSJ745N

\*\*\*\*\*

RECEIVED INBOUND CALL FROM C  
C WONDERING IF A DECISION HAS BEEN MADE REGARDING C'S VEH @11/13-ZMF628N  
C STATES HAS BEEN WAITING TO HEAR BACK SINCE LAST THURSDAY @11/13-ZMF628N  
C REQUESTING TO SPEAK TO SOMEONE NOW  
CRR-MF: ADVISED C CRR-MF WILL ESCALATE THE FILE  
C SATISFIED @11/13-ZMF628N

\*\*\*\*\*

CRR-DP RECEIVED CALL FROM C @11/15-ZDP019N  
C STATED: FILE HAS BEEN GOING ON SINCE OCOTOBER 25TH 2007 HAS NOT GOT A CALL  
BACK YET  
C STATED METAL BAR SEAT BROKE IN HALF. SEAT STARTED TO ROCK. DLR STATED IS  
CHARGING C \$800 FOR THE REPAIR @11/15-ZDP019N  
CRR-DP ADVISED C FILE HAS BEEN REVIEWED BY RCAS-VP YESTERDAY, APOLOGIZE FOR  
THE LACK OF FOLLOW UP  
CRR-DP ADVISED C AN INTERNAL MSG WILL BE SENT OUT TO RCAS-VP  
CRR-DP STATED IS THERE A CERTAIN TIME AND NUMBER C CAN BE CONTACTED AT?  
C STATED WORKS UNTIL 3PM CENTRAL AND ANYTIME ON CELLPHONE 512 673 8551  
@11/15-ZDP019N  
C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED  
CRR-DP GAVE NAME, EXTENTION AND FILE NUMBER @11/15-ZDP019N

\*\*\*\*\*

CRR-NP RECEIVED CALL FROM C  
C STATES THAT HAS NOT HEARD FROM RCAS AGENT OR SUPERVISOR. @11/21-ZNP479N  
C STATES IS GETTING TIRED AND FRUSTRATED  
C STATES HAS BEEN WAITING FOR ALMOST A MONTH AND NO ONE HAS CALLED C BACK.  
C STATES C'S FIEL HAS BEEN ESCALATED SO MANY TIMES AND STILL NO  
TYPE OF CALL BACK.  
CRR-NP APOLOGZIED TO C FOR THE DELAY AND TOLD C WOULD SEND ANOTHER EMAIL TO  
SUPERVISOR AND RCAS-VP  
C STATES IS NOT GOING TO RECEIVE A CALL BACK.  
CRR-NP APOLOGIZED AGAIN  
CRR-NP SENDING EMAIL TO SUPERVISOR AND RCAS-VP @11/21-ZNP479N

\*\*\*\*\*

>>RCAS-VP CONTACTED SM-JOSH MILLECAM REGARDING THIS ISSUE. RCAS-VP INFORMED  
SM THAT RCAS LOOKED TO SEE IF GRT WAS RUN FOR C AND GRT WAS RECOMMENDED. SM  
STATES THAT THE GRT WAS RECOMMENDED BUT WARRANTY CLAIMS STATED THAT NNA WOULD

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NOT COVER AS C DOES NOT SERVICE AT THE DLRSH. THE C ONLY HAD ONE VEH AND THE VEH IS OUT OF WARRANTY. RCAS-VP UNDERSTOOD. SM STATES THAT IT IS A STRANGE ISSUE HAVING THE BAR BREAK AS IT DID AND STATED THAT IT IS NOT A WEIGHT ISSUE SM STATES THAT ISSUE CAN BE FIXED AS C PAY. RCAS-VP THANKED AND ENDED CALL.

--

>>RCAS-VP SPOKE TO THE C AND INFORMED THE C THAT THE ISSUE WAS LOOKED AT AND ALL AVENUES WERE TAKEN TO ASSIST THE C BUT AT THIS TIME THERE IS NOTHING THAT NNA CAN DO TO ASSIST. C WAS NOT SATISFIED AND INQUIRED WHY. RCAS-VP INFORMED THE C THAT THE VEH WAS OUT OF WARRANTY AND NNA DID NOT APPROVE THE COVERAGE. RCAS-VP INFORMED THE C THAT RCAS LOOKED AT EVERY OPTION AND APOLOGIZED FOR THE DENIAL. C STATED THAT C WOULD WRITE A LETTER AND WAS PROVIDED WITH A

@11/21-ZVP566N

MAILING ADDRESS. C THANKED RCAS AND ENDED THE CALL. @11/21-ZVP566N

>>RCAS-VP CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @11/21-ZVP566N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT REGIONAL SPECIALIST AMY CHRYSLER AT 1-866-799-1690 EXT 1593.

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: N            | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 1    | DATE: 11 / 15 / 07        | USERID: ZDP019N     |
| REOPEN: CALLBACK #: 1   | DATE: 00 / 00 / 00        | USERID: ZDP019N     |
| NEW INFO #:             | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 2497          | EFFECTIVE: 10 / 16 / 07   | 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: ZCS678N        |                     |
| HISTORY:                | UPDATE BY: ZVP566N        |                     |
| SVC CALL#:              | UPDATE DATE: 11 / 21 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 11 / 21 / 07  | MICROFILM: N        |
| RESP CAA: PARMAR, VIMAL | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041437       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                          |
|-----------------------|------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                 |
| STREET: [REDACTED]    | VIN: JN8AZ08W75W [REDACTED] Y            |
| CITY: MORRISTOWN      | YR/MDL: 2005.0 MUR MILEAGE: 48000        |
| ST/ZIP: NJ [REDACTED] | IN SVC DATE: 01 / 11 / 05                |
| DAY PH: [REDACTED]    | RTL DLR: 1880 FLEMINGTON NISSAN          |
| EVE PH: [REDACTED]    | SVC DLR: 5026 OPEN ROAD NISSAN MORRISTO  |
| DLR PH: 973 267 0800  | RESP DLR: 5026 OPEN ROAD NISSAN MORRISTO |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 04 04 34      |
| 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) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 12000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 17 / 07     | XFER/RSPNSBLTY: 26 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 18 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 19 / 07    | DATANET (Y/N): 10 / 19 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST       |

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C. A. R. COMMENTS

FILE OPENED-ZMH815N 10/17/2007

PREVIOUS RELATED FILES: NONE

@10/17-ZMH815N

CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND  
RESPONSIBLE DLR

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

PREVIOUS NISSAN VEHICLES: NONE

@10/17-ZMH815N

CRR-MH RECEIVED CALL FROM C.

@10/17-ZMH815N

C STATED THAT C WAS DRIVING ON 14/10/07 AND THE DRIVER'S SEAT BROKE. C TOOK  
THE DLR AND DLR INFORMED C THAT C'S VEH'S SEAT FRAME IS BROKEN AND THE COST  
WITH LABOR & PARTS WOULD OVER \$900. C'S FIRST NISSAN AND OTHER VEH'S NEVER  
HAD A PROBLEM WITH SEAT LIKE THIS ONE. C FEELS THIS IS A SAFETY ISSUE.

C IS ASKING FOR OOW GOODWILL ASSISTANCE TO PAY FOR THE REPLACEMENT OF THE  
DRIVER'S SEAT AS DLR WILL NOT COVER IT AND C FEELS THIS IS A SAFETY ISSUE  
AS THIS SHOULD NEVER HAVE HAPPENED. C SAYS C WILL KEEP VEH AT DLR'S UNTIL IT  
IS FIXED.

@10/17-ZMH815N

CRR-MH INFORMED C THAT AN RCAS AGENT WOULD BE GETTING IN TOUCH WITH THE DLR  
AND GET BACK TO THE C BY THE END OF THE NEXT BUSINESS DAY.

@10/17-ZMH815N

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED.

@10/17-ZMH815N

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER.

@10/17-ZMH815N

CRR-MH TRANSFERRING FILE.

@10/17-ZMH815N

@10/17-ZMH815N

@10/17-ZMH815N

RCAS-EL CALLED C ON DAYTIME/EVE PHONE NUMBER AND LEFT VMX WITH NAME, NUMBER  
AND EXTENSION REQUESTING C CALLBACK.

@10/18-ZEL999N

RCAS-TS SPOKE WITH SM-CHRIS AND WAS ADVISED GRT WAS RAN AND DECLINED. SM  
ADVISED C DOES NOT HAVE MAINTENANCE DONE AT DLR OR GOOD SERVICING HISTORY. SM  
ADVISED THE FRAME ITSELF IS BROKEN. SM ADVISED COULD NOT DETERMINE IF FRAME  
BROKE BY BRACKETS OR NOT. SM ADVISED SEAT WAS LEANING AND C DID NOT WANT TO  
PAY FOR DIAGNOSIS.

@10/18-ZTS935N

RCAS-EL CALLED C ON DAYTIME PHONE NUMBER AND INFORMED C THAT NNA IS NOT IN A  
POSITION TO ASSIST C WITH C'S REQUEST FOR FINANCIAL ASSISTANCE.

@10/19-ZEL999N

C STATED WILL NEVER BUY ANOTHER NISSAN.

@10/19-ZEL999N

RCAS-EL APOLOGIZED TO C AND DID EXPLAIN THAT C'S WARRANTY HAS EXPIRED.

C STATED OK AND DISCONNECTED CALL.

@10/19-ZEL999N

RCAS-EL CLOSING FILE.

@10/19-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

END

@10/18-5026

@10/18-5026

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: N              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 5026            | EFFECTIVE: 10 / 17 / 07   | 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: ZMH815N        |                     |
| HISTORY:                  | UPDATE BY: ZEL999N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 19 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 19 / 07  | MICROFILM: N        |
| RESP CAA: LANCASTER, EMMA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041407         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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## SC: ONE CONTRACT

NAME: [REDACTED] VIN: JN8AZ08W56W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2006.0 MUR MILEAGE: 41342  
CITY: NIGUEL IN SVC DATE: 01 / 04 / 06  
ST/ZIP: CA [REDACTED] VCAN: Y RTL DLR: 3387 CERRITOS NISSAN  
DAY PH: [REDACTED] PAID: 2 SVC DLR: 110B TUSTIN NISSAN  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 110B TUSTIN NISSAN  
DLR PH: 714 669 8282 DENY: 0 REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 12000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 110B  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 5342 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 18 / 07 XFER/RSPNSBLTY: 44 06 S  
CONTACT (S): FOLLOWUP DATE: 10 / 19 / 07 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 11 / 19 / 07 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZMB182N 10/18/2007

PREVIOUS FILES FOUND: NONE @10/18-ZMB182N

CRR-MB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE  
NUMBERS. AND RESPONSIBLE DLR.

CRR-MB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 05/22/06 3767

CRR-MB ADVISED C THAT THERE ARE NO OPEN RECALLS/CAMPAIGNS/UPGRADES.

PREVIOUS NISSAN VEH: NONE

CRR-MB RECEIVED INBOUND CALL FROM C.

C STATES THAT C'S DRIVER'S SEAT IS BROKEN. @10/18-ZMB182N

C STATES THAT THE DLR STATES THAT THE FRAME IS BROKEN AND THE METAL IS  
SHEARED. @10/18-ZMB182N

C STATES THAT THE DLR STATES THAT THE SEAT NEEDS TO BE REPLACED.@10/18-ZMB182N

C STATES THAT THE DLR IS REFUSING TO PAY FOR THE NEW SEAT. @10/18-ZMB182N

C STATES THAT C WOULD LIKE THE SEAT REPLACED IMMEDIATELY AT NO CHARGE.

C STATES THAT C IS VERY ANGRY. @10/18-ZMB182N

CRR-MB APOLOGIZED FOR C'S INCONVENIENCE AND ASSURED C THAT THE ISSUE WOULD BE  
RESOLVED IN A TIMELY MANNER. @10/18-ZMB182N

C STATES THAT C IS DRIVING WITH A BROKEN SEAT. @10/18-ZMB182N

CRR-MB RECOMMENDED THAT C AVOID DRIVING AS DRIVING WITH A BROKEN SEAT IS  
UNSAFE. @10/18-ZMB182N

C STATES THAT C MUST DRIVE. @10/18-ZMB182N

CRR-MB ADVISED C THAT THE FILE WOULD BE FORWARDED TO RCAS FOR REVIEW.

CRR-MB ADVISED C THAT RCAS WILL C/B BY END OF NEXT BUSINESS DAY.

CRR-MB ASKED IF C WOULD LIKE FURTHER ASSISTANCE, C DECLINED.

CRR-MB GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-MB TRANSFERRING FILE TO RCAS FOR REVIEW. @10/18-ZMB182N

\*\*\*\*\* @11/12-ZML221N

RCAS-ML CALLED DLR AND SPOKE TO SVC CARL AT 3:00PM EST. 11/12/07. CARL STATED  
LEFT SEAT HAS BEEN REPLACE, CUSHION AND FRAME. RCAS-ML THANK CARL AND ENDED C-  
CALL. @11/12-ZML221N

\*\*\*\*\* @11/12-ZML221N

RCAS-ML CALLED C AND LEFT VMX FOR A CALLBACK AT 1:04PM EST. 11/16/07.

\*\*\*\*\* @11/16-ZML221N

RCAS-ML CALLED DLRSHF AT 1:20PM EST. 11/19/07 AND SPOKE TO SM FLOYD. RCAS-ML  
INQUIRED ABOUT C'S VEH AND SM STATED C'S VEH SEAT HAS BEEN REPLACED AND REPAIR  
ED. @11/19-ZML221N

\*\*\*\*\* @11/19-ZML221N

RCAS-ML CALLED C'S DAYNUMBER AND SPOKE TO C AT 1:25PM EST. 11/19/07. RCAS-ML  
INQUIRED IF C'S SITUATION HAS BEEN REPAIRED AND C IS SATISFIED WITH OUTCOME.  
C STATED YES, REQUIRED SOME PEOPLE TO HELP C AT DLRSHF TO GET C'S VEH REPAIRED  
C STATED IS NOW SATISFIED WITH REPAIR. RCAS-ML THANKED C AND IS CLOSING FILE.  
@11/19-ZML221N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1A         | ROOT CAUSE: SCCP    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 110B         | EFFECTIVE: 10 / 18 / 07   | 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: ZMB182N        |                     |
| HISTORY:               | UPDATE BY: ZML221N        |                     |
| SVC CALL#:             | UPDATE DATE: 11 / 19 / 07 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 19 / 07  | MICROFILM: N        |
| RESP CAA: LORN, MENG   | OLM: SMIT AGNES           | DOM: GARN, JIM      |
| PHONE: 0000041437      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

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MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 1/4/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 144       | NCDC02982995 | 110B CA             | 1/4/2006          | 1/4/2011       | 100.000           |                |                  |

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CAR ID:  
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CA5904663N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                            |                |              |        |
|----------------------------|----------------|--------------|--------|
| -----+-----                |                |              |        |
| CONTRACT: NCDC02982995     |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]     |                | OWNER NAME:  |        |
| PLAN TYPE: C               |                | PLAN TYPE:   |        |
| PLAN TERM: C               |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50          |                | DEDUCTABLE:  |        |
| EFFECTIVE: 01/04/06        |                | EFFECTIVE:   |        |
| EXPIRES: 01/04/11          | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                    | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                  |                | TRANSFER:    |        |
| TRANSACTION: 8/28/2006     |                | TRANSACTION: |        |
| PRINTED: 09/01/06          |                | PRINTED:     |        |
| DEALER NO: 110B            | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: TUSTIN NISSAN |                | DEALER NAME: |        |
| -----+-----                |                |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:38 PM

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

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: LEDGEWOOD  
ST/ZIP: NJ [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 973 442 0500

VIN: JN8AZ08W05W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 36418  
IN SVC DATE: 05 / 06 / 05  
RTL DLR: 3212 NISSAN WORLD OF DENVER  
SVC DLR: 3212 NISSAN WORLD OF DENVER  
RESP DLR: 3212 NISSAN WORLD OF DENVER  
REGION: 26 DIST: SL/SV/PT: 04 04 34

VCAN: Y  
PAID: 3  
SUSP: 1  
DENY: 0

LETTER RECEIVED 10 / 19 / 07 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: BT 11 OPEN DATE: 10 / 19 / 07 XFER/RSPNSBLTY: 26 04 S  
CONTACT (S): FOLLOWUP DATE: 10 / 22 / 07 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 11 / 21 / 07 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   |

CONFIDENTIAL

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CA5905834N

C. A. R. COMMENTS

FILE OPENED-ZAB999N 10/19/2007  
NIS0756620 DRT-AB REC'D CCF FROM THE BBB 10/19/07 DATED 10/19/07 C SEEKS  
VEH REPAIR CCF STATES DRIVER SEAT RAIL BROKEN DOCS TO ARBS-EY @10/19-ZAB999N  
ARBS-EY CLOSING FILE DUE TO NO C RESPONSE.  
FILE CLOSED @11/21-ZEY895N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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: 3212         | EFFECTIVE: 10 / 19 / 07   | CHANGED BY:         |
| IIR-DATE: 00 / 00 / 00 | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO |
| 3RD PRY: AL            | PART#:                    | CHECK ISSUED: NO    |
| BYBACK ST:             | OPENED BY: ZAB999N        |                     |
| HISTORY:               | UPDATE BY: ZEY895N        |                     |
| SVC CALL#:             | UPDATE DATE: 11 / 21 / 07 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 21 / 07  | MICROFILM: N        |
| RESP CAA: YEATER, ERIC | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157257758      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA5905834

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:39 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 5/17/2008

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 145       | NLDJ08237223 | 15033 NC            | 5/17/2008         | 5/17/2013      | 98.519            |                |                  |



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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                   |               |              |        |
|-----------------------------------|---------------|--------------|--------|
| -----+-----                       |               |              |        |
| CONTRACT: NLDJ08237223            |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |               | OWNER NAME:  |        |
| PLAN TYPE: L                      |               | PLAN TYPE:   |        |
| PLAN TERM: J                      |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |               | DEDUCTABLE:  |        |
| EFFECTIVE: 05/17/08               |               | EFFECTIVE:   |        |
| EXPIRES: 05/17/13                 | MILES: 98,519 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                         |               | TRANSFER:    |        |
| TRANSACTION: 5/19/2008            |               | TRANSACTION: |        |
| PRINTED: 05/24/08                 |               | PRINTED:     |        |
| DEALER NO: 15033                  | STATE: NC     | DEALER NO:   | STATE: |
| DEALER NAME: SIMMONS NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                       |               |              |        |

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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08W84W [REDACTED] Y          |
| CITY: SHAVERTOWN      |            | YR/MDL: 2004.0 MUR MILEAGE: 45335      |
| ST/ZIP: PA [REDACTED] |            | IN SVC DATE: 12 / 24 / 04              |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 09059 FRED SCHULER INC        |
| EVE PH: [REDACTED]    | PAID: 1    | SVC DLR: 5024 KEN POLLOCK NISSAN, LLC  |
| DLR PH: 570 819 0730  | SUSP: 0    | RESP DLR: 5024 KEN POLLOCK NISSAN, LLC |
|                       | DENY: 0    | REGION: 36 DIST: SL/SV/PT: 01 01 31    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: 5024 KEN POLLOCK NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9335 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 22 / 07     | XFER/RSPNSBLTY: 36 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 23 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 10 / 31 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WT     | UNABLE DIAGNOSE/DUPLICATE             |

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CA5908703N

C. A. R. COMMENTS

FILE OPENED-ZTM853N 10/22/2007

PREVIOUS FILES FOUND: NONE

@10/22-ZTM853N

CRR-TM VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY & EVENING PHONE NUMBER,  
VIN, AND RESP DLR

CRR-TM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-TM ADVISED C NO OPEN RECALLS ON VEH

PREVIOUS NISSAN VEH: 90 MAXIMA

CRR-TM RECIVED INBOUND CALL FROM C

@10/22-ZTM853N

C STATES THAT THE DRIVERS SEAT HAS BROKEN

C STATES THAT C TOOK VEH TO DLR AND DLR ADVISED C THAT THE BAR IN THE SE  
AT HAS BROKE AT THE WELD

C STATES THAT SERVICE MANAGER AT THE DLR ADVISED C THAT THIS WAS A COMMON  
ISSUE WITH THE MURANO

C STATES THAT C HAS HAD THE VEH BACK TO THE DLR TWICE BEFORE WHEN VEH  
WAS STILL UNDER WARRANTY AND DLR WAS UNABLE TO DIAGNOSE THE ISSUE WITH THE  
SEAT

@10/22-ZTM853N

C STATES THAT C WENT TO DLR AFTER SEAT BROKE ON THE WEEKEND AND DLR  
ADVISED C THAT SEAT WAS NO LONGER COVERED UNDER WARRANTY

C STATES THAT DLR ADVISED C TO CALL CONSUMER AFFAIRS

CRR-TM ASKED C WHAT NNA CAN DO FOR C

C STATES THAT C WOULD LIKE NISSAN TO REPLACE THE SEAT SINCE IT HAS BEEN AN ON  
GOING ISSUE SINCE C PURCHASED THE VEH

@10/22-ZTM853N

CRR-TM ADVISED C THAT CRR-TM WOULD TRANSFER THE FIRE TO RCAS FOR FURTHER  
REVIEW

CRR-TM OFFERED FURTHER ASSISTANCE

CRR-TM GAVE NAME, FILE AND EXTENSION NUMBER

CRR-TM TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW

@10/22-ZTM853N

\*\*\*\*\*

RCAS-CH CALLED DLR AT 9:30AM EST.

SM-KEITH STATES C HAS SEAT ISSUES FROM THE BEGINNING.

@10/24-ZCH602N

SM-KEITH STATES SEAT WAS REPLACED ONCE ALREADY ON 10/28/05 AT 16222 MILES.

SM-KEITH STATES ISSUE HAS RETURNED FOR REPLACEMENT SEAT AS WELL.

SM-KEITH STATES RAN GRT FOR 0% CP AND WAS DECLINED.

SM-KEITH STATES RAN GRT OF 50% CP AND WAS DECLINED.

SM-KEITH STATES C SHOULD AT LEAST BE PARTIALLY REIMBURSED.

SM-KEITH NOTES DLRSHIP HAS HAD TO FACE THIS ISSUE 3-4 OTHER TIMES.

SM-KEITH RECOMMENDS GRT OVERRIDE FOR AT LEAST PARTIAL GOODWILL.

SM-KEITH STATES WARRANTY PRICE TO REPLACE SEAT IS \$505.43 AND LABOR 1.7 HOURS  
IS \$113.90.

RCAS-CH SUBMITTING REQUEST TO DPSM TO OVERRIDE GRT.

@10/24-ZCH602N

\*\*\*\*\*

RCAS-CH RECEIVED FEEDBACK FROM DPSM-MARK.

DPSM-MARK STATES WILL SUBMIT GRT OVERRIDE FOR 100% OF COST.

\*\*\*\*

RCAS-CH CALLED DLR AT 9:50AM EST.

@10/31-ZCH602N

SM-KEITH STATES IS BUSY AND WOULD LIKE RCAS-CH TO CALL BACK AT 11AM.

@10/31-ZCH602N

\*\*\*\*\*

RCAS-CH CALLED DLR AT 11:45AM EST.

RCAS-CH INFORMED SM-KEITH THAT DPSM-MARK AGREED TO OVERRIDE GRT FOR 100% OF  
COST.

SM-KEITH STATES WILL CALL TO NOTIFY C.

@10/31-ZCH602N

RCAS-CH CLOSING FILE.

@10/31-ZCH602N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 5024           | EFFECTIVE: 10 / 22 / 07   | 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: ZTM853N        |                     |
| HISTORY:                 | UPDATE BY: ZCH602N        |                     |
| SVC CALL#:               | UPDATE DATE: 10 / 31 / 07 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 10 / 31 / 07  | MICROFILM: N        |
| RESP CAA: HEARN, CRYSTAL | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041599        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SC: ONE CONTRACT

|                       |                             |                                          |
|-----------------------|-----------------------------|------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T55W [REDACTED] | Y                                        |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 50135                       |
| CITY: ATHENS          | IN SVC DATE: 03 / 06 / 06   |                                          |
| ST/ZIP: AL [REDACTED] | VCAN: Y                     | RTL DLR: 3049 LYNN LAYTON OLD-CAD-NISSA  |
| DAY PH: [REDACTED]    | PAID: 4                     | SVC DLR: 3049 LYNN LAYTON OLD-CAD-NISSA  |
| EVE PH: [REDACTED]    | SUSP: 1                     | RESP DLR: 3049 LYNN LAYTON OLD-CAD-NISSA |
| DLR PH: 256 353 8150  | DENY: 0                     | REGION: 34 DIST: SL/SV/PT: 08 08 38      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14135 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 23 / 07     | XFER/RSPNSBLTY: 34 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 09 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 09 / 07    | DATANET (Y/N): 10 / 25 / 07 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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CA5909615N

C. A. R. COMMENTS

FILE OPENED-ZDU143N 10/23/2007

PREVIOUS RELATED FILES FOUND: NONE.

@10/23-ZDU143N

CRR-DU VERIFIED VIN, NAME, ADDRESS, MILEAGE, DAY/EVENING PHONE NUMBER,  
RESPONSIBLE DLR.

CRR-DU CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-DU ADVISED C THAT THERE WERE NO OPEN RECALLS.

PREVIOUS NISSAN VEH: NONE.

CRR-DU RECEIVED CALL FROM: C.

C STATED: C WOULD LIKE TO KNOW IF SEATBACK, PART #: 87651-0A100 AND  
ADJUSTER, PART #: 87450-CA08A ARE COVERED BY VSC. VEH IS AT THE DLR AND  
DLR TOLD C THAT PART ARE NOT COVERED BY WARRANTY. C WILL HAVE TO PAY \$1000  
FOR THE REPAIR. DRIVER'S SEAT IS LOOSE.

CRR-DU ADVISIED C THAT PARTS ARE NOT LISTED UNDER COMPONENT COVERAGE FOR VSC.  
VSC, SECURITY PLUS GOLS-PREFERRED PLAN.

C THANKED CRR-DU FOR ASSISTANCE, C IS SATISFIED.

@10/23-ZDU143N

CRR-DU GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-SU TRANSFERRING CALL TO C GROUP.

@10/23-ZDU143N

CRR-IC RECEIVED TRANSFERED CALL.

@10/23-ZIR568N

CRR-IC C UPSET THAT PARTS ADJUSTER #87450CA08A AND SEAT BACK#87651-8A100 WILL  
NOT BE COVERED BECAUSE THEY ARE CONSIDERED SOFT TRIM PRODUCTS ACCORDING TO DLR  
C STATED THAT C FEELS VERY STRONGLY THAT THERE IS A DEFECT IN THE VEH BECAUSE  
THE SEAT CAME COMPLETELY LOOSE FRAME AND C FEELS IT IS A SAFETY ISSUE.

C STATED THAT C STRONGLY DISAGREES WITH THE DLR DIAGNOSES AND THAT C HAS TO  
PAY FOR REPAIR.

@10/23-ZIR568N

CRR-IC INFORMED C THAT THE DLR HAS THE FINAL SAY AS TO COVERAGE FOR VEH UNDER  
WARRANTY.

@10/23-ZIR568N

C STATED AGAIN THAT C FEELS THAT NISSAN NEEDS TO BE AWARE THAT C FEELS THAT  
THERE IS MORE GOING ON WITH VEH AND C NEEDS THIS INVESTIGATED FURTHER.

C STATED C WANTS A HIGHER AUTHORITY TO INVESTIGATE ISSUE.

@10/23-ZIR568N

CRR-IC FORWARDING TO RCAS.

@10/23-ZIR568N

C THANKED CRR-IC FOR ASSISTANCE, C SATISFIED.

CRR-IC GAVE C NAME, EXTENSION AND FILE NUMBER.

@10/23-ZIR568N

RCAS-BS REVIEWING FILE.

@10/24-ZBS999N

RCAS-BS CALLED SM-MAC KENT ON 10/24/07 AT 10:15 A.M. EST AND LEFT MESSAGE FOR  
SM TO CALL BACK RCAS-BS TO DISCUSS FILE.

@10/24-ZBS999N

CRR-IC SENT INTERNAL MESSAGE TO RCAS TO CONTACT C IF POSSIBLE.

@10/26-ZIR568N

\*\*\*\*\*

CRR-BV RECEIVED CALL FROM C.

C STATED THAT C WANTED TO KNOW C'S FILE NUMBER.

CRR-BV ASKED FOR VIN AND WAS ABLE TO LOCATE OPEN FILE 5909615.

C ASKED FOR ANY UPDATES ON THE CASE.

CRR-BV ADVISED THAT THE RCAS HAS ALREADY REVIEWED THE FILE AND TRIED TO SPOKE  
WITH SM-MAC KENT BUT WAS NOT ABLE TO. CRR-BV ADVISED RCAS LEFT MESSAGE TO SM  
MAC KENT TO CALL RCAS BACK.

C ASKED FOR THE PHONE NUMBER OF LYNN LAYTON OLD-CAD-NISSAN

@10/31-ZBV129N

CRR-BV GAVE 256-353-8150.

CRR-BV OFFERED FURTHER ASSISTANCE. C DECLINED.

C THANKED CRR-BV FOR ASSISTANCE, C SATISFIED.

CRR-BV GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-BV LEAVING FILE OPEN.

@10/31-ZBV129N

\*\*\*\*\*

@11/01-ZBS999N

RCAS-BS SPOKE TO C ON C'S DAY PHONE ON 11/01/07 AT 3:35 P.M. EST.

C STATES THAT C HAS HAD VEH INTO DLRSHIP TO HAVE SEAT LOOKED AT THE PARTS

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NEEDED TO COVER THE SEAT BEING REPAIRED ARE OVER \$800.00. C DID NOT GO INTO FINDING OUT HOW MUCH LABOUR IS. C STATES THAT C WOULD LIKE NISSAN TO ASSIST IN THIS REPAIR AT FULL COST TO NISSAN AS C DOES NOT FEEL THAT SEAT SHOULD COME APART FROM FRAME AT 50,000 MILES. @11/01-ZBS999N

RCAS-BS CALLED SM-MAC KENT ON 11/01/07 AT 3:50 P.M. AND LEFT MESSAGE FOR SM TO RUN GRT FOR REPAIR AND CALL BACK RCAS-BS WITH RESULTS. @11/01-ZBS999N  
RCAS-BS CALLED SM-MAC KENT ON 11/07/07 AT 12:07 P.M. EST AND LEFT MESSAGE FOR SM TO PHONE RCAS-BS BACK AS TO THE RESULTS OF RUNNING THE GRT FOR C'S FAULTY SEAT. @11/07-ZBS999N

RCAS-BS SPOKE TO SM-MAC KENT ON 11/07/07 AT 4:05 P.M. EST AND SM IS GOING TO RUN THE GRT ON THIS CUSTOMER AND WILL GET BACK TO ME. RCAS-BS WILL THEN DISCUSS THIS WITH THE DPSM. RCAS-BS ENDED CALL WITH SM. @11/07-ZBS999N  
RCAS-BS SPOKE TO C ON C'S DAY PHONE ON 11/07/07 AT 4:10 P.M. EST AND C STATES THAT C IS STILL WAITING ON A DECISION FROM NISSAN. RCAS-BS ADVISED C THAT RCAS-BS WOULD CONTACT C BACK ON 11/09/07. @11/07-ZBS999N

\*\*\*\*RCAS-RM TAKING OVER RCAS-BS FILES\*\*\*\* @11/08-ZRM417N

RCAS-RM CONTACTED SM-MAC KENT 11-09-07 2:03PM EST. @11/09-ZRM417N  
RCAS-RM SPOKE WITH WARRANTY CLERK-RITA.  
RCAS-RM INQUIRED IF GRT WAS RAN.

RITA STATED RITA CAN NOT SEE ANYWHERE ON THE RO WHERE GRT WAS RUN.  
RCAS-RM ADVISED RITA TO RUN GRT.  
RITA STATED RITA WILL RUN GRT AND THE GRT CAME BACK NOT RECOMMENDED FOR \$920.0  
RITA STATED RITA RAN GRT FOR 50/50 AND IT STILL CAME BACK NOT RECOMMENDED.

RCAS-RM UNDERSTOOD. @11/09-ZRM417N  
RCAS-RM INQUIRED IF C GETS ANY MAINTENANCE FROM DLR. @11/09-ZRM417N  
RITA STATED C DOES NOT.

RCAS-RM UNDERSTOOD. @11/09-ZRM417N  
RCAS-RM CONTACTED C ON DAY PHONE 11-9-07 3:12PM EST.  
RCAS-RM INFORMED C. RCAS-RM WAS IN REVIEW WITH C'S FILE AND HAS USED ALL RESOURCES IN REGARDS TO NNA BEING ABLE TO ASSIST C WITH THE FINANCIAL ASSISTANCE.

RCAS-RM INFORMED C, UNFORTUNATELY NNA IS NOT IN POSITION TO ASSIST C WITH FINANCIAL ASSISTANCE.

C STATED C WANTS TO SPEAK WITH SOMEONE WHO CAN APPROVE IT.  
RCAS-RM APOLOGIZED TO C AND INFORMED C, RCAS-RM CAN NOT PROVIDE C WITH REGIONAL STAFF NUMBERS BECAUSE ONLY RCAS-RM CAN SPEAK WITH REGIONAL STAFF IN RESOLVING C'S CONCERN AND UNFORTUNATELY NNA IS NOT IN POSITION TO ASSIST C. C STATED C WILL BRING THIS TO THE MEDIA AND ADVERTISE TO EVERYBODY HOW NNA IS SELLING FAULTY SEATS TO CUSTOMERS.

RCAS-RM APOLOGIZED TO C.  
C INQUIRED NUMBER FOR REGIONAL STAFF AGAIN.  
RCAS-RM DENIED.

C DISCONNECTED THE CALL. @11/09-ZRM417N  
RCAS-RM CLOSING FILE. @11/09-ZRM417N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

RCAS-BS SENDING FILE TO SERVICE FOR REVIEW ON 10/24/07 AT 8:10 A.M. EST.

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:39 PM

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

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CA5909615N

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: N              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3049            | EFFECTIVE: 10 / 23 / 07   | 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: ZDU143N        |                     |
| HISTORY:                  | UPDATE BY: ZRM417N        |                     |
| SVC CALL#:                | UPDATE DATE: 11 / 09 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 11 / 09 / 07  | MICROFILM: N        |
| RESP CAA: STRACHAN, BRIAN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000050000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

DATE: 1/26/2009  
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----- CONSUMER AFFAIRS -----

CA5909615

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:39 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 2/6/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 147       | RCNC02848009 | 3049 AL             | 2/6/2006          | 2/6/2011       | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |                |              |        |
|----------------------------------------|----------------|--------------|--------|
| -----+-----                            |                |              |        |
| CONTRACT: RCNC02848009                 |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |                | OWNER NAME:  |        |
| PLAN TYPE: C                           |                | PLAN TYPE:   |        |
| PLAN TERM: C                           |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                         |                | DEDUCTABLE:  |        |
| EFFECTIVE: 02/06/06                    |                | EFFECTIVE:   |        |
| EXPIRES: 02/06/11                      | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                              |                | TRANSFER:    |        |
| TRANSACTION: 3/7/2006                  |                | TRANSACTION: |        |
| PRINTED: 03/10/06                      |                | PRINTED:     |        |
| DEALER NO: 3049                        | STATE: AL      | DEALER NO:   | STATE: |
| DEALER NAME: LYNN LAYTON OLD-CAD-NISSA |                | DEALER NAME: |        |
| -----+-----                            |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: MULTI CONTRACT                |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08T45W [REDACTED] Y     |                          |
| CITY: BEDFORD         |         | YR/MDL: 2005.0 MUR MILEAGE: 62000 |                          |
| ST/ZIP: TX [REDACTED] |         | IN SVC DATE: 03 / 15 / 05         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 3972                     | ORR NISSAN               |
| EVE PH: [REDACTED]    | PAID: 9 | SVC DLR: 2987                     | GRUBBS NISSAN            |
| DLR PH: 817 268 3121  | SUSP: 1 | RESP DLR: 2987                    | GRUBBS NISSAN            |
|                       | DENY: 0 | REGION: 32                        | 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 PREOWNEI X MILES 53000 # NISSAN/INFINITI VEHICLES: 4  
 VEHICLE MAINTAINED BY: 2987 GRUBBS NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 28000 (PT) MONTHS: MILES: 2000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 24 / 07     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 13 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 13 / 07    | DATANET (Y/N): 10 / 29 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZVH038N 10/24/2007

PREVIOUS FILES FOUND: NONE

CRR-VH VERIFIED C'S ADDRESS, NAME, VIN, MILEAGE, DAY & EVENING PHONE NUMBER  
& RESP DLR.

CRR-VH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/24-ZVH038N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 06/14/06

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 06/14/06

CRR-VH INFORMED C THAT THERE ARE NO OPEN RECALLS ON VEH.

PREVIOUS NISSAN VEH: 03 ALT, 04 XTR, 04 TTN

CRR-VH RECEIVED INBOUND CALL FROM C.

C STATES SEAT FRAME BROKE IN HALF.

C STATES IS NOT FROM ABUSE OR WEAR AND TEAR. @10/24-ZVH038N

C STATES TOOK VEH TO DLRSHIP. @10/24-ZVH038N

C STATES DLRSHIP IS NOT WILLING TO DO ANYTHING FOR C.

C STATES PART COSTS OVER \$560.00 WITHOUT ANY LABOUR OR TAXES @10/24-ZVH038N

C STATES SEAT DOESNT GET MOVED AS SAME DRIVER USUSALLY DRIVES VEH

C STATES IS SAFETY ISSUE.

C STATES VEH IS CURRENTLY AT HOME.

C STATES VEH IS CURRENTLY DRIVEABLE BUT NOT VERY SAFE.

C STATES C WOULD LIKE NISSAN TO FIX SEATS ON VEH AT NO COST TO C.

CRR-VH ASSURED C THAT FILE WOULD BE SENT TO RCAS AND RCAS WILL CALL C BACK  
BEFORE THE END OF THE NEXT BUSINESS DAY. @10/24-ZVH038N

CRR-VH OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-VH GAVE C NAME, EXTENSION, & FILE NUMBER.

CRR-VH CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @10/24-ZVH038N

\*\*\* @10/26-ZJB999N

RCAS-JB CONTACTED C ON DAY # AT 2:05 PM EST ON 10/26/07.

C STATES C IS LOOKING FOR NNA TO PAY FOR REPAIR TO SEAT.

RCAS-JB ADVISED C THAT RCAS-JB WOULD CONTACT DLR FOR MORE INFORMATION AND  
FOLLOW UP WITH C ON TUESDAY. @10/26-ZJB999N

\*\*\*\*\*

RCAS-JM CALLED GRUBBS NISSAN ON 10/31/07 AT 3:22 EST AND LEFT VMX.

RCAS-JM CALLED C ON DAY TIME NUMBER AND SPOKE WITH KIRK AND INFORMED C THAT  
RCAS-JM IS TRYING TO GET IN CONTACT WITH GRUBBS AND SET FOLLOW UP CALL FOR C  
11/02/07. C THANKFULL FOR CALL. @10/31-ZJM522N

\*\*\*\*\* @11/07-ZMT152N

CRR-MT RECEIVED CALL FROM C'S WIFE JANET.

C WOULD LIKE TO KNOW THE EXTENSION NUMBER OF RCAS THAT IS HANDLING THE FILE  
AND NAME AS WELL.

C WOULD ALSO LIKE TO KNOW THE FILE NUMBER. @11/07-ZMT152N

C ASKED TO BE TRANSFERRED TO RCAS-JM'S EXTENSION, CRR-MT TRANSFERRING CALL.

CRR-MT SPOKE WITH RCAS-JM BUT RCAS-JM TOLD CRR-MT TO CONTACT RCAS-TG.

TRANSFERRING CALL TO RCAS-TG. UNSUCCESSFUL.

CRR-MT EMAILING RCAS-TG.

LEAVING FILE OPEN WAITING FOR RCAS-TG'S ACTION. @11/07-ZMT152N

@11/07-ZTG999N

RCAS-TG RECEIVED VMX FROM C AT 9:39AM EST ON 11/06/07.

RCAS-TG CALLED C ON DAY/EVE # AT 5:26PM EST ON 11/07/07 @11/07-ZTG999N

RCAS-TG STATED THAT RCAS-TG APOLOGIZES FOR THE DELAY IN COTACT AND WILL  
CONTINUE TO TRY TO CONTACT DLR 2987. @11/07-ZTG999N

C UNDERSTOOD AND STATED THAT SEAT PIECE BROKE RIGHT IN HALF AND C JUST WANTS  
VEH FIXED. @11/07-ZTG999N

RCAS-TG RECEIVED VMX FROM C'S WIFE STATING ALTERNATIVE # 817.282.6212.

**CONFIDENTIAL**

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RCAS-TG CALLED DLR 2987 AT 11:08AM EST AND STATED C WILL COME IN FOR GRT.  
RCAS-TG CALLED C ON DAY # AT 3:40PM EST ON 11/13/07. @11/13-ZTG999N  
RCAS-TG STATED THAT SHOULD TAKE VEH TO DLR AND HAVE DLR OPEN R/O TO RUN GRT.  
C STATED C IS GOING OUT OF TOWN AND WILL TAKE VEH TO DLR NEXT MONDAY.  
RCAS-TG UNDERSTOOD AND STATED AT C'S OWN EARLIEST CONVENIENCE. @11/13-ZTG999N  
C THANKED RCAS-TG FOR ASSISTANCE AND ENDED CALL. @11/13-ZTG999N  
RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS NEEDED. @11/13-ZTG999N  
@11/13-ZTG999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT8C         | ROOT CAUSE: SNFA    |
| 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: 2987           | EFFECTIVE: 10 / 24 / 07   | 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: ZVH038N        |                     |
| HISTORY:                 | UPDATE BY: ZTG999N        |                     |
| SVC CALL#:               | UPDATE DATE: 11 / 13 / 07 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 11 / 13 / 07  | MICROFILM: N        |
| RESP CAA: GRANT, TAHALIA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041415        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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## CA5912116

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:39 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:

IN SCV DATE: 11/15/2005

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|----------------|------------------|

## CA5912116

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:39 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:

IN SCV DATE: 3/15/2005

| SEQ NO | CONTRACT NO  | DEALER NUMBER | ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE |
|--------|--------------|---------------|----|----------------|-------------|----------------|
| 148    | MTNJ00449050 | 946           | TX | 11/15/2005     | 11/15/2010  | 100.711        |
| 149    | PEDQ04201745 | 946           | TX | 3/15/2005      | 3/15/2012   | 100.000        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: MTNJ00449050                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: T                           | PLAN TYPE:                           |
| PLAN TERM: J                           | PLAN TERM:                           |
| DEDUCTABLE: \$                         | DEDUCTABLE:                          |
| EFFECTIVE: 11/15/05                    | EFFECTIVE:                           |
| EXPIRES: 11/15/10    MILES:    100,711 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 11/30/2005                | TRANSACTION:                         |
| PRINTED: 12/02/05                      | PRINTED:                             |
| DEALER NO: 946            STATE:    TX | DEALER NO:                    STATE: |
| DEALER NAME: BANKSTON NISSAN IN IRVING | DEALER NAME:                         |
| -----+-----                            |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04201745                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 03/15/05                    | EFFECTIVE:                           |
| EXPIRES: 03/15/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 12/14/2006                | TRANSACTION:                         |
| PRINTED: 12/15/06                      | PRINTED:                             |
| DEALER NO: 946            STATE:    TX | DEALER NO:                    STATE: |
| DEALER NAME: BANKSTON NISSAN IN IRVING | DEALER NAME:                         |
| -----+-----                            |                                      |



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SC: MULTI CONTRACT

NAME: [REDACTED] VIN: JN8AZ08W13W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2003.0 MUR MILEAGE: 38200  
CITY: SOUTH OZONE PARK IN SVC DATE: 05 / 21 / 03  
ST/ZIP: NY [REDACTED] VCAN: Y RTL DLR: 3670 LEGEND NISSAN, LTD  
DAY PH: [REDACTED] PAID: 6 SVC DLR: 3811 NISSAN OF QUEENS  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3811 NISSAN OF QUEENS  
DLR PH: 718 835 8300 DENY: 0 REGION: 26 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 15000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: NISSAN OF QUEENS  
OUTSIDE WARRANTY BY (B) MONTHS: 31 MILES: 2200 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 29 / 07 XFER/RSPNSBLTY: 26 03 S  
CONTACT (S): FOLLOWUP DATE: 12 / 13 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 12 / 12 / 07 DATANET (Y/N): 10 / 31 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                   |        |                        |
|----|-------------------|--------|------------------------|
| OA | VEHICLE CONCERNS  | 138000 | ENGINE ASSEMBLY        |
| AG | ENGINE MECHANICAL | WA     | PREMATURE WEAR/FAILURE |

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C. A. R. COMMENTS

FILE OPENED-ZJS448N 10/29/2007

PREVIOUS RELATED FILES: NONE

@10/29-ZJS448N

CRR-JS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, & RESP DLR.

CRR-JS CHECKED FOR OPEN RECALLS/ CAMPAIGNS/ UPGRADES FOUND: @10/29-ZJS448N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 @10/29-ZJS448N

PREVIOUS NISSAN VEHICLES:NONE

CRR-JS RECIEVED CALL FROM: C

C STATED\_HAD VEH REPAIRED LAST YEAR AND VEH IS NOW HAVING THE SAME ISSUE

C STATED C WANTED DEALER TO TRADE IN HIS VEH AND PROVIDE HIM A NEW ONE

CRR-JS ADVISED C THAT IT WAS NOT LIKELY THAT A TRADE IN WAS LIKELY AS THIS WAS

ONLY THE SECOND TIME THE VEH HAD BEEN REPAIRED @10/29-ZJS448N

C STATED C WANTED SOME FORM OF RESOLUTION FOR HIS VEH. @10/29-ZJS448N

CRR-JS ADVISED C THAT RCAS WOULD CONTACT C BY THE END OF FOLLOWING BUSINESS DAY

@10/29-ZJS448N

C THANKED CRR-JS FOR ASSISTANCE. C SATISFIED

CRR- JS OFFERED ADDITIONAL ASSISTANCE, C DECLINED

C HUNG UP AS TOWTRUCK HAD JUST ARRIVED

@10/29-ZJS448N

\*\*\*\*\*

RCAS-TG CALLED C ON DAY # AT 1:33PM EST ON10/30/07. @10/30-ZTG999N

C STATED WANTS VEH INSPECTED AND THINKS VEH IS A LEMON. C STATED WENT BACK TO  
LEGEND NISSAN AFTER 6 MONTHS TO REQUEST A TRADE OUT. C STATED TRANSFER CASE  
WENT OUT FOR 2ND TIME YEAR TO DATE. OIL PAN HAS CRACK IN IT. DLR 3811 ORDERED  
OIL PAN & TRANSFER CASE FOR C. C STATED WHEN DRIVE VEH RATTLES AND BANGS VERY  
LOUDLY. C STATED 3 MONTHS AGO REPLACED STABILIZER BARS AND DID NOT PAY  
PAYMENT IN AUGUST BECAUES VEH WAS AT DLRSHIP. C STATED SM-FRANK WORKING WITH  
C AND SM-FRANK IS BEING VERY HELPFUL. @10/30-ZTG999N

C STATED WANTS TRADE IN AND WENT TO DLR 3811 FOR ESTIMATE. @10/30-ZTG999N

C STATED DLR 3811 STATED VEH VALUED AT \$18,000 AND C IS GOING BACK ON THURSDAY  
TO CONTINUE PROCESS. C STATED DOES NOT THINK TRADE CAN FOLLOW THROUGH AS  
NISSAN PUT NEGATIVE STRIKE ON C'S CREDIT AND C DOES NOT THINK NISSAN WILL  
APPROVE A TRADE. @10/30-ZTG999N

C STATED DID NOT GET NEW TIRES WITH PURCHASE AND HAD TO BUY A BATTERY FEW  
MONTHS AFTER PURCHASE, DRIVER SEAT ROCKS, ETC. @10/30-ZTG999N

C STATED DLR WILL CALL C WHEN PARTS ARRIVE AND WILL GIVE C A RENTAL.

@10/30-ZTG999N

RCAS-TG CALLED DLR 3811 AT 4:11PM EST ON 10/31/07 AND SPOKE TO SM-FRANK.

SM-FRANK STATED ORDERED TRANSFERRED CASE FOR C ON 10/30/07. SM-FRANK STATED  
C DID NOT MENTION RENTAL ASSISTANCE BUT STATED WILL RUN GRT WHEN PART COMES IN  
FOR RENTAL ASSISTANCE FOR C. @10/31-ZTG999N

RCAS-TG UNDERSTOOD AND ENDED CALL. @10/31-ZTG999N

RCAS-TG CALLED C ON DAY # AT 4:35PM EST ON 10/31/07. @10/31-ZTG999N

RCAS-TG STATED RENTAL ASSISTANCE WILL BE ASSESSED AT THE TIME THE VEH IS  
DROPPED OFF AT DLR FOR REPAIR ONCE PART ARRIVES AT DLR. @10/31-ZTG999N

C UNDERSTOOD AND ASKED RCAS-TG TO CALL BACK C AT 9AM ON 11/01/07.

RCAS-TG AGREED AND ENDED CALL. @10/31-ZTG999N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\* @10/31-ZNS931N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND:NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 805395

EMAIL ADDRESS: [RAGHOOB@AOL.COM](mailto:RAGHOOB@AOL.COM)

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:39 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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DATE RECEIVED: 10/31/07 DATE CREATED: 10/27/07

CRR-NS VERIFIED C'S NAME, ADDRESS, VIN, DAY PHONE NUMBER, @10/31-ZNS931N  
RESPONSIBLE DLR.

CRR-NS UNABLE TO VERIFY MILEAGE.

CRR-NS CHECKED FOR OPEN RECALL/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059

CLSD R0511 MURANO SB PROTECT NTB06-024 @10/31-ZNS931N

CLSD R0516 MURANO TANK PROTECT NTB06023 @10/31-ZNS931N

C STATES "I NEED SOMEONE TO CALL ME ASAP ABOUT MY MURANO I

THINK NISSAN NEEDS TO DO A RECALL ON ALL MURANO'S" @10/31-ZNS931N

CRR-NS RESPONSE: @10/31-ZNS931N

DEAR KRISHAN HILLIARE,

THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC. WE

APOLOGIZE FOR ANY DELAY IN RESPONSE.

WE NOTE FILE # 5916210 HAS ALREADY BEEN CREATED TO DOCUMENT THIS

CONCERN. PLEASE CONTINUE TO WORK WITH YOUR NISSAN REPRESENTATIVE AS

THIS FILE IS STILL PENDING. AS A CUSTOMER WE WANT TO KEEP YOU HAPPY.

IN ANY EVENT YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS REGARDING

THIS MATTER PLEASE FEEL FREE TO CONTACT NISSAN CONSUMER AFFAIRS AT

1-800-647-7261 WHILE REFERRING TO THE ABOVE MENTIONED FILE NUMBER .

CRR-NS EXITING FILE. @10/31-ZNS931N

RCAS-TG CALLED C ON DAY# AT 9:08AM EST ON 11/01/07. @11/01-ZTG999N

C STATED VERY UNHAPPY WITH SVC. @11/01-ZTG999N

RCAS-TG STATED TO WAIT ON PART, HAVE VEH REPAIRED AND IF ISSUE CONTINUES

TO CALL BACK IN AND NISSAN WILL WORK WITH C TO HAVE VEH REPAIRED AND RUNNING

CORRECTLY. @11/01-ZTG999N

C UNDERSTOOD AND THANKED RCAS-TG AND ENDED CALL. @11/01-ZTG999N

RCAS-TG CLOSED FILE AS NO FURTHER ASSISTANCE IS NEEDED. @11/01-ZTG999N

C STATED IS TRADING IN VEHICLE-ALREADY HAS VEHICLE PICKED OUT FROM DLRSH. P.

@11/01-ZEC693N

C STATED WANTS NISSAN TO GIVE C DISCOUNT ON TRADE IN BECAUSE OF ALL THE ISSUES

/PROBLEMS C HAS HAD WITH THIS VEHICLE. @11/01-ZEC693N

CRR-EC ADVISED C WOULD TRANSFER FILE BACK TO RCAS FOR REVIEW. @11/01-ZEC693N

CRR-EC ADVISED C WOULD GET CALL BACK WITHIN 1 BUSINESS DAY WITH DECISION ON

FINANCIAL ASSISTANCE. @11/01-ZEC693N

CRR-EC ADVISED C WOULD SEND EMAIL TO RCAS ADVISING OF C'S DECISION OF TRADE IN

AND REQUEST FOR FINANCIAL ASSISTANCE-ALSO ADVISED C WOULD SEND AN EMAIL TO

RCAS TO ADVISE THE FILE IS STILL OPEN. @11/01-ZEC693N

CRR-EC UPDATED FILE. @11/01-ZEC693N

RCAS-SP CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE ON THIS MATTER.

@11/20-ZSP458N

CRR-IC C WANTS TO SPEAK TO RCAS AGAIN. @12/12-ZIR568N

C STATED VEH IS AT NISSAN OF QUEENS. @12/12-ZIR568N

C STATED THAT THIS VEH IS A LEMON AND IS DEMANDING A TRADE IN. @12/12-ZIR568N

CRR-IC INFORMING RCAS THAT FILE HAS BEEN REOPENED. @12/12-ZIR568N

PREVIOUS RELATED FILE: 5426061. @12/12-ZIR568N

\*\*\*\*\*

@12/12-ZJW576N

RCAS-JW REVIEWED FILE.

RCAS-JW CONTACTED C ON DAYTIME NUMBER ON 12/12/07 AT 3:09 PM EST.

C STATES THE VEH WAS TRYING TO ACCELERATE ON ITS OWN AND THEN WHEN C STOPPED

AT THE LIGHT, C PRESSED THE GAS PEDAL AND THE VEH WOULDN'T MOVE AND THEN VEH

JUMPED AND THEN NOW THE CHECK ENGINE LIGHT IS ON AND THE VEH WILL NOT

ACCELERATE. C STATS THE VEH STARTED TO DRIFT. @12/12-ZJW576N

C STATES C HIT ANOTHER VEH WHEN THE VEH DRIFTED. @12/12-ZJW576N

C STATES IT WAS JUST A BUMP. @12/12-ZJW576N

C STATES C SPOKE TO THE SELLING DLRSHIP AND WAS ADVISED TO BRING THE VEH IN

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AND TO TRADE IT IN AND NISSAN OF QUEENS WILL REPAIR THE VEH. @12/12-ZJW576N  
C STATES C IS GOING TO GET A LAWYER AND SUE NNA. @12/12-ZJW576N  
RCAS-JW REQUESTED WHAT NNA CAN DO FOR C TODAY.  
C STATES C WOULD LIKE TO KNOW IF NNA CAN HELP ENSURE THE VEH IS TRADED IN AND  
THAT C GETS INTO A NEW MURANO.  
RCAS-JW ADVISED C THAT IF C HAS AN AGREEMENT WITH THE DLRSHIP TO TRADE THE  
VEH IN AND IF C HAS FURTHER ISSUES TO CONTACT NNA.  
C TERMINATED CALL. @12/12-ZJW576N  
RCAS-JW CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @12/12-ZJW576N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
TAHALIA GRANT 1.866.799.1690 X1688  
FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
C WANTED TO SEND APPRECIATION TO SM-FRANK FOR ALL THE ASSISTANCE AND STATES  
"FRANK IS GREAT AND SO HELPFUL. HE'S A GREAT GUY TO WORK WITH".

**DEALER ACTION:**

**CONTACT(S):**

|                             |                           |                      |
|-----------------------------|---------------------------|----------------------|
| SATISFIED: Y                | ACTION CODE: NT3B         | ROOT CAUSE: SCAV     |
| CALLBACK: (Y/N) #:          | 0 DATE: 00 / 00 / 00      | USERID:              |
| REOPEN: CALLBACK #:         | 0 DATE: 00 / 00 / 00      | USERID:              |
| NEW INFO #:                 | 0 DATE: 00 / 00 / 00      | USERID:              |
| OTHER #:                    | 2 DATE: 12 / 12 / 07      | USERID: ZIR568N      |
| COMMENTS ONLY: #:           | 0 DATE: 00 / 00 / 00      | USERID:              |
| RESP DLR: 3811              | EFFECTIVE: 10 / 29 / 07   | 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: ZJS448N        |                      |
| HISTORY:                    | UPDATE BY: ZJW576N        |                      |
| SVC CALL#:                  | UPDATE DATE: 12 / 12 / 07 |                      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 12 / 12 / 07  |                      |
| RESP CAA: WIERTEL, JENNIFER | OLM: ROYSTER KAREN        | MICROFILM: N         |
| PHONE: 0000041618           | OWNER FIRST:              | DOM: RHODES CURTIS R |
|                             |                           | LANGUAGE: E ENGLISH  |

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----- CONSUMER AFFAIRS -----  
CA5916210 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:48:39 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2003.0  
IN SCV DATE: 3/18/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA5916210 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:48:39 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2003.0  
IN SCV DATE: 3/18/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 150       | PEDM03733151 | 3670 NY             | 3/18/2006         | 3/18/2009      | 100.000           |                |                  |
| 151       | RMN107946623 | 3670 NY             | 3/18/2006         | 3/18/2009      | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                 |                |              |        |
|---------------------------------|----------------|--------------|--------|
| -----+-----                     |                |              |        |
| CONTRACT: PEDM03733151          |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |                | OWNER NAME:  |        |
| PLAN TYPE: E                    |                | PLAN TYPE:   |        |
| PLAN TERM: M                    |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50               |                | DEDUCTABLE:  |        |
| EFFECTIVE: 03/18/06             |                | EFFECTIVE:   |        |
| EXPIRES: 03/18/09               | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                       |                | TRANSFER:    |        |
| TRANSACTION: 3/24/2006          |                | TRANSACTION: |        |
| PRINTED: 03/25/06               |                | PRINTED:     |        |
| DEALER NO: 3670                 | STATE: NY      | DEALER NO:   | STATE: |
| DEALER NAME: LEGEND NISSAN, LTD |                | DEALER NAME: |        |
| -----+-----                     |                |              |        |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                 |                |              |        |
|---------------------------------|----------------|--------------|--------|
| -----+-----                     |                |              |        |
| CONTRACT: RMN107946623          |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |                | OWNER NAME:  |        |
| PLAN TYPE: M                    |                | PLAN TYPE:   |        |
| PLAN TERM: 1                    |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                  |                | DEDUCTABLE:  |        |
| EFFECTIVE: 03/18/06             |                | EFFECTIVE:   |        |
| EXPIRES: 03/18/09               | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                       |                | TRANSFER:    |        |
| TRANSACTION: 3/24/2006          |                | TRANSACTION: |        |
| PRINTED: 03/25/06               |                | PRINTED:     |        |
| DEALER NO: 3670                 | STATE: NY      | DEALER NO:   | STATE: |
| DEALER NAME: LEGEND NISSAN, LTD |                | DEALER NAME: |        |
| -----+-----                     |                |              |        |

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08W95W [REDACTED] Y               |
| CITY: PORTLAND        | YR/MDL: 2005.0 MUR MILEAGE: 55500           |
| ST/ZIP: OR [REDACTED] | IN SVC DATE: 12 / 15 / 04                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3504 NISSAN OF FAIRFIELD   |
| EVE PH: [REDACTED]    | PAID: 1 SVC DLR: 3607 RON TONKIN NISSAN     |
| DLR PH: 503 251 3352  | SUSP: 0 RESP DLR: 3607 RON TONKIN NISSAN    |
|                       | DENY: 0 REGION: 48 DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 40000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 19500 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 29 / 07     | XFER/RSPNSBLTY: 48 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 06 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 07 / 07    | DATANET (Y/N): 10 / 31 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |



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C. A. R. COMMENTS

FILE OPENED-ZJP114N 10/29/2007

PREVIOUS RELATED/UNRELATED FILES FOUND: 5380979

CRR-JP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE AND RESPONSIBLE  
DLR. CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 2

OPEN R0511 MURANO SB PROTECT NTB06-024

OPEN R0516 MURANO TANK PROTECT NTB06023

CRR-JP ADVISED C THAT THERE AN OPEN RECALLS ON VEH, READ OUT SUMMARY FROM  
ASIST/ PREVIOUS NISSAN VEH: NONE

CRR-JP RECEIVED CALL FROM C.

C STATED THAT THE BACK OF THE POWERSEAT AT THE DRIVER'S SIDE BROKE, THE STEEL  
SHATTERED AND C FEELS THAT THE CAUSE COULD BE A DEFECT. C TALKED TO SEVERAL  
DLRS IN C'S AREA AND DLRS SAID THAT DLR WILL NEED TO REPLACE THE WHOLE SEAT,  
WON'T WELD THE STEEL SUPPORTING THE BACK AND WILL COST C \$1,000. C CLAIMS DLRS  
REFERRED C TO NNA. CRR-JP ADVISED C THAT A NEXT LEVEL AGENT WILL ASSIST C  
FURTHER. C UNDERSTOOD. CRR-JP WILL TRANSFER ACCORDING TO SOP 6.1 B, FOR  
GOODWILL REQUEST.

@10/29-ZJP114N

CRR-GK RECEIVED TRANSFERRED CALL FROM CRR-JP.

@10/29-ZGK999N

C STATES THE SEAT BROKE IN JULY AND WANTS NISSAN TO PAY FOR THE REPAIR SINCE  
THE STEEL SUPPORTING THE SEAT SHOULD HAVE NEVER BROKE IN THE FIRST PLACE.  
C STATES CALLED 3607 RON TONKIN NISSAN AND DLR STATED TO C THAT THE DLR DOES  
NOT WELD AND WOULD HAVE TO REPLACE THE SEAT.

@10/29-ZGK999N

C STATES DLR STATED IT WOULD AT LEAT \$1000.00 FOR REPLACEMENT OF SEAT.

C ASLOS CALLED 3040 GRESHAM NISSAN SUBARU INC AND DLR STATED THAT SAME AS  
3607 RON TONKIN NISSAN.

C IS REQUESTING FOR NISSAN TO PAY FOR THE COST OF A NEW SEAT OR REPAIR SEAT.  
CRR-GK ADVISED C THAT CRR-GK WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL  
RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY.

C THANKED CRR-GK FOR ASSISTANCE. C SATISFIED.

@10/29-ZGK999N

CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.

CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED.

@10/29-ZGK999N

CRR-GK FORWARD FILE TO RCAS FOR REVIEW.

@10/29-ZGK999N

\*\*\*\* @10/30-ZRM417N

RCAS-RM CONTACTED SM-JEFF 10-30-07 4:00PM EST.

@10/30-ZRM417N

SM STATED C HAS NEVER COME IN FOR ISSUE.

RCAS-RM UNDERSTOOD.

@10/30-ZRM417N

RCAS-RM CONTACTED C ON DAY PHONE 10-30-07 4:08PM EST.

@10/30-ZRM417N

RCAS-RM INQUIRED IF C TOOK VEHICLE TO ANY NISSAN DLR.

C STATED C HAS NOT, BUT C DID SPEAK WITH THE DLR'S OVER THE PHONE.

RCAS-RM ADVISED C, INORDER FOR NNA TO ASSIST C FOR FINANCIAL ASSISTANCE, C  
NEEDS TO BRING VEHICLE TO A NISSAN DLR FOR DLR TO DIAGNOSE THE ISSUE AND THEN  
RCAS-RM CAN REVIEW FILE WITH NNA TO SEE IF NNA IS ABLE TO OR IS NOT ABLE TO  
ASSIST C WITH THE FINANCIAL ASSISTANCE.

C STATED C WILL CONTACTED SM-JEFF TO INQUIRE FOR THE CHANCES OF IT BEING  
APPROVED.

C STATED C WILL CONTACT RCAS-RM ONCE C SPEAKS WITH SM AND IF C WANTS TO GO  
AHEAD WITH THE FINANCIAL ASSISTANCE REQUEST.

RCAS-RM UNDERSTOOD.

@10/30-ZRM417N

\*\*\*\* @10/30-ZRM417N

RCAS-RM RECEIVED CALL FROM C 10-30-07.

C STATED C SPOKE WITH SM-JEFF TODAY.

@10/30-ZRM417N

C STATED SM ADVISED C TO BRING VEHICLE IN AND IF NNA DENIES THE WARRANTY THEN  
C ONLY HAS TO PAY FOR THE DIAGNOSTIC FOR 2 HOURS.

@10/30-ZRM417N

C STATED C IS BRINGING VEHICLE IN TOMARROW TO DLR.

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RCAS-RM UNDERSTOOD.

@10/30-ZRM417N

\*\*

@11/01-ZRM417N

RCAS-RM CONTACTED SM-JEFF 11-01-07 6:54PM EST.

@11/01-ZRM417N

SM STATED GRT WAS DENIED.

@11/01-ZRM417N

SM STATED DLR CHARGED C FOR 1 HOUR DIAGNOSTIC FOR \$85.00.

@11/01-ZRM417N

SM STATED SM WILL HAVE DPSM REVIEW FILE AND SEE IF NNA WILL OVERRIDE THE GRT.

RCAS-RM REQUESTED SM TO CONTACT RCAS-RM WITH RESULTS TOO.

@11/01-ZRM417N

SM STATED WILL.

@11/01-ZRM417N

@11/01-ZRM417N

\*\*\*\*\*RCAS-RM NOTES TO RCAS-MB TO CONTACT DLR FOR DPSM OVERRIDING GRT RESULTS  
AND TO REITERATE DECISION TO C\*\*\*\*\*

@11/05-ZRM417N

RCAS-MB CONTACTED SM-DH AT 5:50 PM EST AND SM STATED THAT SM WAS NOT AWARE OF  
THE GRT OVERRIDE.

@11/06-ZMB182N

SM-DH STATED THAT THE FILE WOULD BE REVIEWED AND UPDATED.

@11/06-ZMB182N

RCAS-MB RECEIVED EMAIL FROM DPSM-RH ADVISING RCAS-MB THAT NISSAN IS NOT IN A  
POSITION TO GUARANTEE THE WORK OF THE INDEPENDENT SHOP AS THE SEAT HAD BEEN  
REPAIRED AT AN INDEPENDENT FACILITY AND THE WELD SUBSEQUENTLY BROKE. THIS  
WOULD HAVE IMPACTED THE INTEGRITY OF THE SEAT.

@11/07-ZMB182N

RCAS-MB CONTACTED C ON DAYTIME NUMBER AT 1:02 PM EST AND SPOKE TO C.

RCAS-MB ADVISED C THAT NISSAN IS NOT IN A POSITION TO PROVIDE SPECIAL  
FINANCIAL ASSISTANCE TO C.

@11/07-ZMB182N

C STATES THAT C IS DISSAPOINTED BUT UNDERSTANDS.

@11/07-ZMB182N

RCAS-MB CLOSING FILE.

@11/07-ZMB182N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT3B

ROOT CAUSE: SCSD

CALLBACK: (Y/N) #:

0 DATE: 00 / 00 / 00

USERID:

REOPEN: CALLBACK #:

0 DATE: 00 / 00 / 00

USERID:

NEW INFO #:

DATE: 00 / 00 / 00

USERID:

OTHER #:

DATE: 00 / 00 / 00

USERID:

COMMENTS ONLY: #:

0 DATE: 00 / 00 / 00

USERID:

RESP DLR: 3607

EFFECTIVE: 10 / 29 / 07

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: ZJP114N

HISTORY:

UPDATE BY: ZMB182N

SVC CALL#:

UPDATE DATE: 11 / 07 / 07

CLOSE: Y (Y/N)

CLOSE DATE: 11 / 07 / 07

MICROFILM: N

RESP CAA: BRINGNALL, MEGHAN

OLM: SMIT AGNES

DOM:

PHONE: 0000051000

OWNER FIRST:

LANGUAGE: E ENGLISH

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DATE: 1/26/2009  
TIME: 12:48:40 PM

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

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08W03W [REDACTED] Y               |
| CITY: PHILADELPHIA    | YR/MDL: 2003.0 MUR MILEAGE: 46000           |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 08 / 06 / 03                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 2971 SLOANE NISSAN         |
| EVE PH: [REDACTED]    | PAID: 9 SVC DLR: 3094 CONICELLI NISSAN      |
| DLR PH: 610 825 4200  | SUSP: 1 RESP DLR: 3094 CONICELLI NISSAN     |
|                       | DENY: 0 REGION: 26 DIST: SL/SV/PT: 06 06 36 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: SLOANE NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 10000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 30 / 07     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 31 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 3      | CLOSE DATE: 11 / 05 / 07    | DATANET (Y/N): 11 / 01 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | ZB     | BROKEN/CRACKED                      |

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C. A. R. COMMENTS

FILE OPENED-ZAR388N 10/30/2007

PREVIOUS RELATED/UNRELATED FILES FOUND: @10/30-ZAR388N

CRR-AR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING

PHONE NUMBER. AND RESP DLR

CRR-AR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/30-ZAR388N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 03/28/06 2971

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 07/05/07 3094

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 07/05/07 3094

CRR-AR ADVISED C THAT THERE ARE NO OPEN RECALLS ON VEH. @10/30-ZAR388N

PREVIOUS NISSAN VEH: NONE. @10/30-ZAR388N

CRR-AR RECEIVED INBOUND CALL FROM C. @10/30-ZAR388N

C STATES THAT C WOULD LIKE TO KNOW IF THERE IS A RECALL ON C'S DRIVER SEAT.

CRR-AR INFORMED C THAT THERE ARE NO OPEN RECALLS ON SEAT. @10/30-ZAR388N

C STATES THAT C'S SEAT IS BROKEN THAT THE FLOOR BRACKET THAT RAISES THE SEAT IS BROKEN. @10/30-ZAR388N

C STATES THAT THE DLR TOLD C THAT THE WHOLE SEAT RACK NEEDS TO BE REPLACED AT 500.00 JUST FOR THE PART. @10/30-ZAR388N

C STATES THAT THIS PROBLEM OCCURED BEFORE WARRANTY RAN OUT. @10/30-ZAR388N

C STATES THAT DLRSHIP STATED THAT THIS PART IS NOT COVERED UNDER WARRANTY.

C STATES THAT THIS IS A SAFETY ISSUE AS THE SEAT WILL RISE UP IF C IS IN AN ACCIDENT. @10/30-ZAR388N

C STATES THAT C WOULD LIKE C TO FIX SEAT AT NO COST TO C. @10/30-ZAR388N

C FEELS THIS ISSUE SHOULD BE UNDER RECALL AS C KNOWS SEVERAL PEOPLE THAT HAVE THE SAME PROBLEM. @10/30-ZAR388N

CRR-AR ADVISED THAT RCAS WILL BE IN TOUCH WITH C BY THE END OF THE NEXT BUISNESS DAY. @10/30-ZAR388N

CRR-AR OFFERED C FURTHER ASSISTANCE

CRR-AR GAVE C NAME, EXTENSION, AND FILE NUMBER @10/30-ZAR388N

CRR-AR FORWARDING FILE TO RCAS FOR FURTHER REVIEW. @10/30-ZAR388N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 9:36 AM EST 10/31/07 @10/31-ZKM698N

RCAS-KM RECEIVED FROM C @10/31-ZKM698N

C STATED MOTOR FOR SEAT WORKS BUT THERE IS A BRACKET THAT HAS BROKEN. @10/31-ZKM698N

C STATED DLR INFORMED C THAT VEHICLE WOULD NEED A COMPLETE BRACKET FOR REPAIR @10/31-ZKM698N

C STATED HAD VEHICLE AT DLR APPROX 3 MONTHS AGO TO HAVE THE SEAT BRACKET LOOKED AT. @10/31-ZKM698N

RCAS-KM SPOKE WITH SM-JACK. RCAS-KM INFORMED SM-JACK THAT C WAS IN IN 08/07 AND IS NOW REQUESTING OOW GOODWILL FOR SEAT BRACKET REPAIR.

SM-JACK RAN GRT - GRT DECLINED. SM-JACK INFORMED RCAS-KM THAT C HAS BEEN TO DLR 4 TIMES ONLY FOR WARRANTY WORK, C DOES NOT GO TO DEALER FOR SERVICE OR MAINTENANCE AND DID NOT PURCHASE VEHICLE FROM THIS DEALER. @11/05-ZKM698N  
SM-JACK DOES NOT RECOMMENT GOODWILL FOR THIS C. RCAS-KM AGREES WITH SM-JACK @11/05-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 10:51 AM EST 11/5/07 @11/05-ZKM698N

\*\*\*\*\* @11/05-ZCB142N

CRR-CB RECEIVED CALL FROM C. @11/05-ZCB142N

C STATED SOMEONE CALL C A WHILE AGO SO C IS RETURNING THE CALL. @11/05-ZCB142N

CRR-CB INFORMED C THAT RCAS-KM CALLED C. INFORMED C THAT CRR-CB WILL BE TRYING TO CONNECT C TO RCAS-KM. @11/05-ZCB142N

CRR-CB TRANSFERRED C TO RCAS-KM. @11/05-ZCB142N

RCAS-KM RECEIVED TRANSFERRED CALL FROM C @11/05-ZKM698N

RCAS-KM INFORMED C THAT RCAS-KM CHECKED INTO OOW-GOODWILL FOR SEAT BRACKET

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REPAIR BUT WAS DECLINED AND NNA WOULD NOT BE IN A POSITION TO ASSIST C  
WITH THIS REPAIR. @11/05-ZKM698N  
C UNDERSTOOD @11/05-ZKM698N  
RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED AT THIS TIME.  
@11/05-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA      |
| 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: 3094         | EFFECTIVE: 10 / 30 / 07   | 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: ZAR388N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 11 / 05 / 07 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 05 / 07  | MICROFILM: N          |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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**SC: ONE CONTRACT**

|                       |                                                  |
|-----------------------|--------------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08WX5W [REDACTED] Y                    |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 64966                |
| CITY: LOVELAND        | IN SVC DATE: 05 / 06 / 05                        |
| ST/ZIP: CO [REDACTED] | RTL DLR: 3929 RACEWAY NISSAN                     |
| DAY PH: [REDACTED]    | PAID: 4 SVC DLR: 2216 TYNAN'S FT COLLINS NISSAN  |
| EVE PH: [REDACTED]    | SUSP: 0 RESP DLR: 2216 TYNAN'S FT COLLINS NISSAN |
| DLR PH: 970 282 1400  | DENY: 0 REGION: 48 DIST: SL/SV/PT: 02 02 32      |

|                                                  |                    |                               |
|--------------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI                | MILES              | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: 2216 TYNAN'S FT COLLINS N |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                  | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 31 / 07     | XFER/RSPNSBLTY: 48 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 01 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 28 / 07    | DATANET (Y/N): 11 / 02 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                                   |
|----|--------------------------|--------|-----------------------------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO                            |
| AZ | NISSAN PRODUCT INQUIRIES | VJ     | GENERAL WARRANTY COVERAGE INQUIRY |

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C. A. R. COMMENTS

FILE OPENED-ZXN180N 10/31/2007

PREVIOUS RELATED FILES FOUND:NONE

CRR-VN VERIFIED C'S NAME, ADDRESS. VIN, MILEAGE, DAY &

EVENING PHONE. AND RESPONSIBLE DEALER.UPDATED RESPONSIBLE DLR

CRR-VN CHECKED FOR OPEN RECALLS/COMPAIGNS/UPGRADES FOUND:NONE

PREVIOUS NISSAN VEHICLES:

CRR-VN RECEIVED CALL FROM C: 06 MAXIMA, AND PRESENT

C STATED SEAT ON DRIVERS SIDE IS BROKEN AND IT MOVES WHEN DRIVING VEH, C IS

LOOKING FOR GOODWILL FROM NNA, SINCE C IS ONLY 5000MILES OVER PT WARRANTY.

CRR-VN ADVISED C FILE WOULD GO TO RCAS AND RCAS WILL TRY TO HELP WITH PROBLEM.

C STATED TO HAVE RCAS CALL C BACK IN THE HOME NUMBER. [REDACTED]

@10/31-ZXN180N

\*\*\*\*\*

RCAS-FM CONTACTED C

C STATED THAT HAS SEND IN THE VEHI LCE AND THE DEALER INFORMED C THAT THERE IS

A TSB FOR THE REPAIR BUT THE REPAIR WILL NOT BE COVERED UNDER VSC

RCAS-FM INFORMED C THAT RCAS-FM WILL CONTACT THE DEALER AND GET INFORMATION

AND REQUEST A FINANCIAL ASSISTNACE FOR C.

RCAS-FM WILL CONTACT C NOVEMBER 5/07

@11/01-ZFM606N

@11/01-ZFM606N

@11/01-ZFM606N

\*\*\*\*\*

RCAS-FM CONTACTED SM-DAVE RIDEN LEFT A VMX NOV 1/07

@11/01-ZFM606N

RCAS-FM SPOKE TO SM-DAVE RIDEN

SM STATED THAT THE SEAT IS UNDER BASIC WARRANTY AND C IS WAY OVER THE WARRANTY

SM WILL RUN A GRT AND COTACT RCAS-FM BACK.

@11/02-ZFM606N

RCAS-VL CHECKED CPIA ON 11/28/07 AND GRT WAS RECOMMENDED.

@11/28-ZVL825N

RCAS-VL CONTACTED SM-DAVE ON 11/28/07 AT 9:55AM CST.

SM-DAVE STATED THAT GRT WAS RECOMMENDED AND C'S VEH HAS BEEN REPAIRED.

CALL ENDED.

RCAS-VL CLOSED FILE.

@11/28-ZVL825N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: N            | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 2216          | EFFECTIVE: 10 / 31 / 07   | 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: ZXN180N        |                     |
| HISTORY:                | UPDATE BY: ZVL825N        |                     |
| SVC CALL#:              | UPDATE DATE: 11 / 28 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 11 / 28 / 07  | MICROFILM: N        |
| RESP CAA: STUPPLE, CORY | OLM: SMIT AGNES           | DOM: SILVER, STEVE  |
| PHONE: 0000050000       | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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

CA5920300

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:40 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 5/6/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 154       | NCDC02401403 | 3929 CA             | 5/6/2005          | 5/6/2010       | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                             |                |              |        |
|-----------------------------|----------------|--------------|--------|
| -----+-----                 |                |              |        |
| CONTRACT: NCDC02401403      |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]      |                | OWNER NAME:  |        |
| PLAN TYPE: C                |                | PLAN TYPE:   |        |
| PLAN TERM: C                |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50           |                | DEDUCTABLE:  |        |
| EFFECTIVE: 05/06/05         |                | EFFECTIVE:   |        |
| EXPIRES: 05/06/10           | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                     | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                   |                | TRANSFER:    |        |
| TRANSACTION: 5/17/2005      |                | TRANSACTION: |        |
| PRINTED: 05/20/05           |                | PRINTED:     |        |
| DEALER NO: 3929             | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: RACEWAY NISSAN |                | DEALER NAME: |        |
| -----+-----                 |                |              |        |

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**SC: ONE CONTRACT**

|                       |                             |                                     |
|-----------------------|-----------------------------|-------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08TX5W [REDACTED] | Y                                   |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 38000                  |
| CITY: PONDER          | IN SVC DATE: 11 / 08 / 05   |                                     |
| ST/ZIP: TX [REDACTED] | VCAN: Y                     | RTL DLR: 3676 NORTH TEXAS NISSAN    |
| DAY PH: [REDACTED]    | PAID: 3                     | SVC DLR: 3676 NORTH TEXAS NISSAN    |
| EVE PH: [REDACTED]    | SUSP: 0                     | RESP DLR: 3676 NORTH TEXAS NISSAN   |
| DLR PH: 817 267 6411  | DENY: 0                     | REGION: 32 DIST: SL/SV/PT: 04 04 34 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 10 / 29 / 07  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: UNKNOWN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 2000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 11 / 01 / 07     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 29 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 07 / 08    | DATANET (Y/N): 11 / 30 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

FILE OPENED-ZWL695N 11/01/2007

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@11/01-ZWL695N

PREVIOUS RELATED FILES FOUND: 0

PREVIOUS UNRELATED FILES FOUND: 0

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 806620

> EMAIL ADDRESS: \*\*\*\* [REDACTED] \*\*\*\*

DATE RECEIVED: 10/29/07 DATE CREATED: 11/01/07

CRR-WL VERIFIED C'S NAME, ADDRESS RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE. CRR-WL CHECKED FOR OPEN FOR OPEN RECALLS,  
CAMPAIGNS, OR UPGRADES FOUND: 0

C'S EMAIL READS: "BBB CASE#: 91058821, COMPLAINT FILED BY: [REDACTED]

(MORE) CONSUMER INFO NAME: [REDACTED] DAY PHONE: [REDACTED]

ADDRESS: [REDACTED] PONDER, TX EVE PHONE: [REDACTED]

EMAIL: [REDACTED] FAX: - (LESS) COMPLAINT FILED @11/01-ZWL695N

AGAINST: NORTH TEXAS NISSAN (MORE) BUSINESS INFO NAME: NORTH TEXAS

NISSAN BBB MEMBER: YES CONTACT: MR. CHRIS GURLEY ADDRESS: 5650 S

STEMMONS FWY CORINTH, TX 76210-2336 PHONE: 940 382-6755 FAX: 940 497-5873

WEBSITE: --NONE-- (LESS) COMPLAINT STATUS: NOTIFY BUSINESS OF DISPUTE

- MEMBER (MORE) ACTIVITY DATE ACTIVITY DESCRIPTION 10/22/2007 NOTIFY

BUSINESS OF DISPUTE - MEMBER 10/22/2007 SEND ACKNOWLEDGEMENT TO

CONSUMER 10/22/2007 CASE REVIEWED BY BBB - MEMBER 10/19/2007 CASE

RECEIVED BY BBB (LESS) CASE DESCRIPTION: WE PURCHASED A 2005 NISSAN

MURANO ON SEPTEMBER 29, 2007 FROM NORTH TEXAS NISSAN IN CORINTH TX.

PRIOR TO... (MORE) WE PURCHASED A 2005 NISSAN MURANO ON SEPTEMBER

29, 2007 FROM NORTH TEXAS NISSAN IN CORINTH TX. PRIOR TO THAT WE HAD

LOOKED AT 40 VEHICLES TO MAKE SURE THE DRIVER'S SEAT WOULD WORK

FOR MY WIFE KIM'S BACK. WE TEST DROVE THE MURANO FOR ALMOST AN

HOUR. WE REQUESTED TO DRIVE IT FOR A LONGER TIME, AND WE EVEN

OFFERED TO "RENT" ONE IF NECESSARY. UNFORTUNATELY, WE WERE [TOLD@11/01-ZWL695N](#)

BY THE DEALERSHIP THAT WE HAD DRIVEN IT ENOUGH AND THE REQUEST WAS

DENIED. AFTER PURCHASING AND DRIVING THE MURANO FOR 3 DAYS, KIM

STARTED NOTICING THAT HER BACK WAS HURTING. AFTER CLOSER INSPECTION OF

THE DRIVER'S SEAT, WE NOTICED THAT THE BOTTOM OF THE SEAT WAS TILTED

TOWARD THE DOOR ABOUT 3/4 TO 1 INCH AND THAT THE BACK OF THE SEAT WAS

TILTED TO THE REAR ABOUT THE SAME AMOUNT. WE TOOK IT BACK TO NORTH

TEXAS NISSAN ON FRIDAY, OCTOBER 5 TO DISCUSS THIS WITH THEM AND

SUBSEQUENTLY BROUGHT THE MURANO IN FOR SERVICE ON TUESDAY, OCTOBER

9. PER THE NORTH TEXAS NISSAN SERVICE REPORT, THE "VECHICLE DRIVERS

SEAT TRACK ASSEMBLY IS BROKEN". SINCE THEY SAID THEY COULD ONLY

REPLACE THE ENTIRE BOTTOM OF THE SEAT, THE WARRANTY WE PURCHASED

DENIED THE CLAIM SINCE THE "TRIM" WAS PART OF WHAT WAS BEING REPLACED

EVEN THOUGH THE TRACK SYSTEM HARDWARE WAS WHAT WAS BROKEN. NORTH

TEXAS NISSAN REFUSED TO PAY THE APPROXIMATELY \$950 FOR THE REPAIR. KIM IS

NOT ABLE TO DRIVE THE MURANO DUE TO THE DRIVER'S SEAT TRACK SYSTEM

BEING BROKEN. WHY DIDN'T THE 140 POINT CHECK THEY PERFORMED CATCH THAT

THE DRIVER'S SEAT WAS BROKEN? I KNOW WE SIGNED THE "AS IS" DOCUMENT. BUT

THIS IS NOT A TRIVIAL PROBLEM THAT COULD EASILY BE MISSED DURING THE

INSPECTION. THE ONLY OPTION THAT NORTH TEXAS NISSAN OFFERED US WAS TO

TRADE IN THE MURANO FOR \$2,000 LESS THAT WHAT WE PAID. THIS IS NOT AN

ACCEPTABLE OPTION. THEY HAVE USED EVERY METHOD POSSIBLE TRYING NOT TO

PROVIDE US WITH AN ACCEPTABLE PRODUCT AND SERVICE. BASICALLY, WE WANT

THE DRIVER'S SEAT REPAIRED AT NO COST TO US. PLEASE FOLLOW THROUGH ON

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THIS REQUEST. (LESS) CATEGORY: PRODUCT ISSUES CASE OPENED DATE: 10/22/2007 CASE CLOSED DATE: DESIRED RESOLUTION: WE WOULD LIKE NORTH TEXAS NISSAN TO REPAIR THE DRIVER'S SEAT AT NO COST TO US. THE ESTIMATE FOR... (MORE) WE WOULD LIKE NORTH TEXAS NISSAN TO REPAIR THE DRIVER'S SEAT AT NO COST TO US. THE ESTIMATE FOR REPAIR WAS APPROXIMATELY \$950.

(LESS) \*\*\*\*\*CRR-WL'S RESPONSE TO C:

DEAR [REDACTED] THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC. AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE APOLOGIZE FOR THE DELAY IN RESPONSE. FILE# 5921853 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. THE FILE HAS BEEN SENT TO A SPECIALIST ASSIGNED TO YOUR REGION. THE SPECIALIST WILL BE COORDINATING A RESOLUTION TO YOUR CONCERN THROUGH THE SALES MANAGER AT NORTH TEXAS NISSAN. IF FOR ANY REASON YOU HAVE NOT HEARD FROM YOUR SALES MANAGER OR A SPECIALIST WITHIN 24 TO 48 BUSINESS HOURS. PLEASE FEEL FREE TO CALL NISSAN CONSUMER AFFAIRS AT (800) 647-7261 AND REFERENCE YOUR FILE NUMBER. THANK YOU FOR ALLOWING ME TO BE OF ASSISTANCE. CRR-WL FORWARDING FILE TO RCAS.

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@11/08-ZNS931N

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 822135

EMAIL ADDRESS [REDACTED]

@11/08-ZNS931N

DATE RECEIVED: 11/08/07 DATE CREATED: 11/07/07

CRR-NS VERIFIED C'S NAME, ADDRESS, VIN, DAY PHONE, RESPONSIBLE DEALER.

CRR-NS UNABLE TO VERIFY MILEAGE.

CRR-NS CHECKED FOR OPEN RECALL/CAMPAIGNS/UPGRADES FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023

C'S EMAIL READS:

C STATES "GOOD MORNING FOLKS. I HAVE NOT HEAR OR RECIEVED AND E-MAIL ON MY CASE? CAN SOMEONE PLEASE UPDATE ME ON THE CASE BELOW.

THANKS"

@11/08-ZNS931N

CRR-NS RESPONSE:

@11/08-ZNS931N

DEAR [REDACTED]

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

WE ARE IN RECEIPT OF YOUR EMAIL. WE ADVISE THAT YOU CONTINUE TO WORK WITH YOUR REGIONAL SPECIALIST AS THEY ARE IN THE BEST POSITON TO ASSIST YOU.

IF YOU HAVE ANY ADDITIONAL QUESTIONS, COMMENTS OR CONCERNS PLEASE

CONTACT CONSUMER AFFAIRS AT 1-800-647-7261 MONDAY TO FRIDAY 8AM TO 5PM.

CRR-NS EXITING FILE.

@11/08-ZNS931N

@11/16-ZAB396N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.:825111

EMAIL ADDRESS [REDACTED]

DATE RECEIVED:11-09-07 DATE CREATED:11-16-07

CRR-AB VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-AB CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 09/13/07 3676

C'S EMAIL READS:

@11/16-ZAB396N

THE PROBLEM IS THAT THE REGIONAL SPECIALIST HAS NOT CONTACTED ME SINCE MY FIRST E-MAIL. WHEN WILL SOMEONE COMMUNICATE BACK TO US WITH A STATUS OR UPDATE?

@11/16-ZAB396N

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:40 PM

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

CAR ID:  
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CRR-AB RESPONSE TO C: @11/16-ZAB396N  
DEAR RUBEN CORTEZ,  
THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC.  
WE APOLOGIZE FOR THE DELAY IN RESPONSE. WE NOTE FILE NO. 5921853 HAS  
ALREADY BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE CONTINUE TO  
WORK WITH YOUR NISSAN REPRESENTATIVE AS THIS FILE IS STILL PENDING. WE  
WANT TO KEEP YOU HAPPY, PLEASE FEEL FREE TO CALL 1-800-647-7261, NISSAN  
CONSUMER AFFAIRS WITH ANY ADDITIONAL QUESTIONS OR COMMENTS  
REGARDING THIS MATTER. WHEN YOU CALL, PLEASE REFER TO THE LISTED FILE  
NUMBER.

CRR-AB EXITING FILE. @11/16-ZAB396N  
\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\* @11/16-ZNS931N

PREVIOUS RELATED FILES FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: NONE  
EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)  
METHOD OF CONTACT: EMAIL ID NO : 829164  
EMAIL ADDRESS [REDACTED]

DATE RECEIVED: 11/16/07 DATE CREATED: 11/15/07  
CRR-NS VERIFIED C'S NAME, ADDRESS, VIN, DAY PHONE, RESPONSIBLE DLR.  
CRR-NS UNABLE TO VERIFY MILEAGE.  
CRR-NS CHECKED FOR OPEN RECALL/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0516 MURANO TANK PROTECT NTB06023  
C'S EMAIL READS:

C STATES "WE ADVISE THAT YOU CONTINUE TO WORK WITH YOUR REGIONAL  
SPECIALIST AS THEY ARE IN THE BEST POSITION TO ASSIST YOU WITH YOUR  
CONCERN WHO IS THIS REGIONAL SPECIALIST THAT YOU REFER TO? NO ONE HAS  
CONTACT US AT TIME.

CRR-NS RESPONSE: @11/16-ZNS931N

DEAR [REDACTED]  
THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. AND ALLOWING US TO  
BE OF ASSISTANCE.  
WE ARE IN RECEIPT OF YOUR EMAIL. WE HAVE DOCUMENTED YOUR COMMENTS INTO  
FILE NUMBER 5921853. UNFORTUNATELY, WE ARE UNABLE TO PROVIDE THE CONTACT  
INFORMATION FOR THE REGIONAL SPECIALIST. AN INTERNAL MESSAGE HAS BEEN SENT TO  
IF YOU HAVE ANY ADDITIONAL QUESTIONS, COMMENTS OR CONCERNS PLEASE CONTACT  
CONSUMER AFFAIRS AT 1-800-647-7261.

CRR-NS SENDING INTERNAL MESSAGE TO RCAS. @11/16-ZNS931N  
CRR-NS EXITING FILE. @11/16-ZNS931N

==--==--==-- @11/19-ZAB396N

X @11/19-ZAB396N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: NONE  
EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)  
METHOD OF CONTACT: EMAIL ID NO.: 835213  
EMAIL ADDRESS [REDACTED]

DATE RECEIVED: 11-16-07 DATE CREATED: 11-19-07  
CRR-AB VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.  
C DID NOT PROVIDE MILEAGE.

CRR-AB CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 09/13/07 3676  
C'S EMAIL READS: @11/19-ZAB396N

WHO IS MY NISSAN REPRESENTATIVE? THE NISSAN DEALER WILL NOT WORK  
OR CONTACT US. WHO IS THIS REPRESENTATIVE YOU KEEP REFERRING TO?  
CRR-AB NOT RESPONDING AS CRR-NS HAS ON 11-16-07  
CRR-AB EXITING FILE. @11/19-ZAB396N

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DATE: 1/26/2009  
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RCAS-TG CALLED C ON DAY # AT 2:29PM EST ON 11/19/07.  
C STATED TRACK SYSTEM IN THE VEH IS BROKEN AND SITS 1 INCH TO ONE SIDE.  
C STATED DLR STATED THAT PART NEEDS TO BE ORDERED AS A FULL ASSEMBLY BUT C'S  
VSC WILL NOT COVER FULL ASSEMBLY. C STATED FOUND TRACK ON LINE SEPARATELY.  
C STATED PART IS NOT AN OEM. @11/19-ZTG999N

RCAS-TG STATED WILL RESEARCH THIS FOR C AND CONTACT BACK WITH UPDATE.  
@11/19-ZTG999N @11/19-ZTG999N

RCAS-TG CALLED DLR 3676 AT 2:08PM EST ON 11/23/07. LEFT SM-JAY VXM.  
@11/23-ZTG999N

RCAS-TG CALLED DLR 3676 AT 10:00AM EST ON 11/29/07 AND SPOKE TO SM-JAY LACY.  
SM STATED ONLY IS ABLE TO ORDER FULL ASSEMBLY AND IT FALLS UNDER TRIM SO IS  
NOT COVERED UNDER VSC.

RCAS-TG UNDERSTOOD AND ENDED CALL.

RCAS-TG LEFT VMX ON DAY # AT 2:59PM ET ON 11/29/07. @11/29-ZTG999N  
RCAS-TG CALLED C ON EVE # AT 3:03PM ET ON 11/29/07. @11/29-ZTG999N

RCAS-TG SPOKE TO C'S WIFE KIM. @11/29-ZTG999N  
C STATED CANCELLED VSC BECAUSE DLR DID NOT HELP. @11/29-ZTG999N  
C STATED WIFE HAS BACK PROBLEMS AND CANNOT EVEN DRIVE NEW VEH.  
C ASKED FOR ASSISTANCE IN GETTING VEH FIXED.

RCAS-TG STATED VEH WILL HAVE TO GO TO DLR FOR SPECIAL FINANCIAL ASSISTANCE  
REVIEW.

C STATED WILL DO WHEN C CAN.

RCAS-TG STATED WILL CALL DLR TO LET DLR KNOW C WILL BE COMING IN.

C THANKED RCAS-TG AND ENDED CALL. @11/29-ZTG999N

\*\*\*\*\* @12/19-ZKN032N  
RCAS-KN CONTACTED SM AT DLR 3676 AND LEFT VMX AT 1:38PM EST ON 12/19/07.  
\*\*\*\*\* @12/20-ZKN032N

RCAS-KN CONTACTED SM-JAY LACEY AT DLR 3676 AND LEFT VMX AT 9:45AM EST ON  
12/20/07. @12/20-ZKN032N  
\*\*\*\*\* @12/20-ZKN032N

RCAS-KN CONTACTED C AT 972 518 6507 AND LEFT VMX AT 9:52AM EST ON 12/20/07.  
\*\*\*\*\* @12/20-ZKN032N

RCAS-KN SPOKE WITH SM-JAY LACEY AT DLR 3676 AT 1:24PM EST ON 12/28/07. SM  
SM STATES THAT THE SEAT WAS REPAIRED ON 12/04/2007 AT 39,000 MILES AT NO  
CHARGE TO C. SM STATES THAT GRT PAID FOR A PORTION OF THE REPAIR AND THE DLR  
DID AN INTERNAL GOODWILL FOR THE REST. RCAS-KN THANKED SM FOR ASSISTANCE.

RCAS-KN CONTACTED C AT [REDACTED] AND LEFT VMX AT 2:26PM EST ON 12/28/07.

RCAS-KN CONTACTED C AT [REDACTED] AND LEFT VMX AT 2:27PM EST ON 12/28/07.

\*\*\*\*\* @12/28-ZKN032N

RCAS-KN CONTACTED C AT [REDACTED] AND LEFT VMX AT 10:58AM EST ON 12/31/07.

RCAS-KN CONTACTED C AT [REDACTED] AT 11:00AM EST ON 12/31/07. C STATES C WAS  
CHARGED \$250 FOR DEDUCTIBLE. RCAS-KN ADVISED C TO FAX OVER R/O TO 310 771 4210  
AND RCAS-KN WILL LOOK INTO C BEING REIMBURSED. RCAS-KN ADVISED C THAT THERE  
WAS NO GUARANTEE. C STATES C UNDERSTANDS AND THANK YOU. C STATES C WOULD LIKE  
TO GIVE C'S CELL NUMBER AS ANOTHER CONTACT, [REDACTED] @12/31-ZKN032N

RCAS-KN CONTACTED SM-JAY LACY AT DLR 3676 AT 3:30PM EST ON 01/02/08. SM STATES  
THAT C SHOULD NOT HAVE BEEN CHARGED. SM STATES THAT GRT PAID FOR ALL BUT \$250  
AND THE SM STATED THAT THE REMAINDER WAS TO BE PAID BY THE DLR INTERNALLY. SM  
STATES WILL LOOK INTO THIS AND WILL CONTACT RCAS-KN BACK WITH INFORMATION.

RCAS-KN CONTACTED C AT [REDACTED] AT 3:35PM EST ON 01/02/08. RCAS-KN ADVISED  
C THAT FAX HAS BEEN RECEIVED AND RCAS-KN CONTACTED SM AT DLR. RCAS-KN ADVISED  
C THAT SM IS LOOKING INTO THIS AS C WAS NOT TO BE CHARGED FOR THIS. RCAS-KN  
ADVISED C THAT C WILL RECEIVE A FOLLOW UP ON 01/04/08. C STATES C UNDERSTANDS  
AND THANK YOU. @01/02-ZKN032N

\*\*\*\*\* @01/02-ZKN032N

RCAS-KN CONTACTED SM-JAY LACEY AT DLR 3676 AND LEFT VMX AT 9:33AM EST ON

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01/04/08.

@01/04-ZKN032N

\*\*\*\*\*

@01/04-ZKN032N

RCAS-KN CONTACTED SM-JAY LACEY AT DLR 3676 AND LEFT VMX AT 1:33PM EST ON 01/07/08. RCAS-KN EMAILED SM-JAY LACY AT DLR 3676 REQUESTING STATUS ON \$250 C WAS CHARGED AT 1:35PM EST ON 01/07/08.

@01/07-ZKN032N

\*\*\*\*\*

@01/07-ZKN032N

RCAS-KN RECEIVED EMAIL FROM SM-JAY LACY AT 2:11PM EST ON 01/07/08. SM STATES THAT SM IS UNSURE WHY C WAS CHARGED \$250 AND WILL MAIL C A CHECK. RCAS-KN THANKED SM FOR INFORMATION. RCAS-KN CONTACTED C AT [REDACTED] AT 2:25PM EST ON 01/07/08. RCAS-KN ADVISED C THAT SM WILL BE REIMBURSING C AND C WILL RECEIVE THE CHECK IN 10-15 BUSINESS DAYS. C STATES C UNDERSTANDS AND THANK YOU RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED.

@01/07-ZKN032N

\*\*\*\*\*

@01/07-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE ORDER NUMBER AND THE ORDER DATE.

C WANTS PART, BUT NOT AS ENTIRE ASSEMBLY.

FOLLOW-UP IS DUE ON OR BEFORE

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

C WANTS PART BUT NOT IN ENTIRE ASSEMBLY.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT2C

ROOT CAUSE: SCCP

CALLBACK: (Y/N) #:

0 DATE: 00 / 00 / 00

USERID:

REOPEN: CALLBACK #:

0 DATE: 00 / 00 / 00

USERID:

NEW INFO #:

DATE: 00 / 00 / 00

USERID:

OTHER #:

DATE: 00 / 00 / 00

USERID:

COMMENTS ONLY: #:

0 DATE: 00 / 00 / 00

USERID:

RESP DLR: 3676

EFFECTIVE: 11 / 01 / 07

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: ZWL695N

HISTORY:

UPDATE BY: ZKN032N

SVC CALL#:

UPDATE DATE: 01 / 07 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 01 / 07 / 08

MICROFILM: N

RESP CAA: NOVACOVSCI. KIM

OLM: SMIT AGNES

DOM:

PHONE: 0000040000

OWNER FIRST:

LANGUAGE: E ENGLISH



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DATE: 1/26/2009  
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----- CONSUMER AFFAIRS -----

CA5921853

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:40 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 9/29/2007

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 155       | RMNS08220695 | 3676 TX             | 9/29/2007         | 11/8/2011      | 72.000            | 11/17/2007     |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                 |               |              |        |
|---------------------------------|---------------|--------------|--------|
| -----+-----                     |               |              |        |
| CONTRACT: RMNS08220695          |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |               | OWNER NAME:  |        |
| PLAN TYPE: M                    |               | PLAN TYPE:   |        |
| PLAN TERM: S                    |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                  |               | DEDUCTABLE:  |        |
| EFFECTIVE: 09/29/07             |               | EFFECTIVE:   |        |
| EXPIRES: 11/08/11               | MILES: 72,000 | EXPIRES:     | MILES: |
| CANCEL: 11/17/07                | MILES: 39,060 | CANCEL:      | MILES: |
| TRANSFER:                       |               | TRANSFER:    |        |
| TRANSACTION: 2/1/2008           |               | TRANSACTION: |        |
| PRINTED: 10/06/07               |               | PRINTED:     |        |
| DEALER NO: 3676                 | STATE: TX     | DEALER NO:   | STATE: |
| DEALER NAME: NORTH TEXAS NISSAN |               | DEALER NAME: |        |
| -----+-----                     |               |              |        |

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DATE: 1/26/2009  
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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T45W [REDACTED] Y  
CITY: LITTLE ROCK YR/MDL: 2005.0 MUR MILEAGE: 37641  
ST/ZIP: AR [REDACTED] IN SVC DATE: 03 / 30 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3594 NORTH POINT NISSAN  
EVE PH: [REDACTED] PAID: 7 SVC DLR: 3594 NORTH POINT NISSAN  
DLR PH: 501 975 0300 SUSP: 0 RESP DLR: 3594 NORTH POINT NISSAN  
DENY: 1 REGION: 32 DIST: SL/SV/PT: 09 09 39

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

ORIG CODE: DT 11 OPEN DATE: 11 / 02 / 07 XFER/RSPNSBLTY: 32 09 S  
CONTACT (S): FOLLOWUP DATE: 11 / 05 / 07 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 11 / 05 / 07 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZAZ845N 11/02/2007

PREVIOUS RELATED/UNRELATED FILES FOUND:NONE

CRR-AZ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE,  
AND RESPONSIBLE DLR

CRR-AZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/02-ZAZ845N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 05/10/06 3594

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 05/10/06 3594

@11/02-ZAZ845N

CRR-AZ RECEIVED CALL FROM: DLR @11/02-ZAZ845N

DLR STATES C'S FRONT SEAT TRACK ON DRIVERS SIDE IS BROKEN.

DLR STATES THE REFERRING PART NUMBER IS 8730189910 @11/02-ZAZ845N

DLR STATES THIS IS VERY UNSAFE. @11/02-ZAZ845N

DLR STATES THIS IS C'S 4TH VEH AND WANTS C TO BE TAKEN CARE OF. @11/02-ZAZ845N

DLR STATES C IS OUT OF BASIC WARRANTY BY ABOUT 1600 MILES. @11/02-ZAZ845N

DLR'S NAME IS CHAD BAKER AND WOULD LIKE A FOLLOW UP AS TO WHAT CAN BE DONE

@11/02-ZAZ845N

TO SUPPORT THE C. @11/02-ZAZ845N

DLR WOULD LIKE A FOLLOW UP FROM RCAS @11/02-ZAZ845N

DLR THANKS CRR-AZ FOR ASSISTANCE. C SATISFIED

CRR-AZ GAVE NAME, EXTENSION AND FILE NUMBER

CRR-AZ OFFERED ADDITIONAL ASSISTANCE, C DECLINED @11/02-ZAZ845N

CRR-AZ TRANSERRING FILE FOR FOLLOW UP WITH DLR. @11/02-ZAZ845N

\*\*\*\*\*

RCAS-CH CALLED DLR AT 11:09AM EST.

DLR STATES GRT WAS RUN AND DECLINED.

DLR STATES THIS IS C'S 4TH VEH.

DLR STATES C IS REGULAR SERVICING C WITH DLR.

DLR STATES SPOKE WITH DPSM WHO AGREED TO PAY FOR PART IF DLR PAID FOR LABOR.

DLR STATES CONCERN HAS BEEN RESOLVED.

RCAS-CH CLOSING FILE. @11/05-ZCH602N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

|                          |                           |                       |
|--------------------------|---------------------------|-----------------------|
| SATISFIED: Y             | ACTION CODE: NT1C         | ROOT CAUSE: SNFA      |
| 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: 3594           | EFFECTIVE: 11 / 02 / 07   | 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: ZAZ845N        |                       |
| HISTORY:                 | UPDATE BY: ZCH602N        |                       |
| SVC CALL#:               | UPDATE DATE: 11 / 05 / 07 |                       |
| CLOSE: Y (Y/N)           | CLOSE DATE: 11 / 05 / 07  | MICROFILM: N          |
| RESP CAA: HEARN, CRYSTAL | OLM: SMIT AGNES           | DOM: CLINCO MICHAEL J |
| PHONE: 0000041599        | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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DATE: 1/26/2009  
TIME: 12:48:40 PM

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REQUESTED BY: lattad

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|                           |                                      |
|---------------------------|--------------------------------------|
| NAME: [REDACTED]          | SC: NONE                             |
| STREET: [REDACTED]        | VIN: JN8AZ08W44W [REDACTED] Y        |
| CITY: RANCHO PALOS VERDES | YR/MDL: 2004.0 MUR MILEAGE: 66000    |
| ST/ZIP: CA [REDACTED]     | IN SVC DATE: 03 / 11 / 04            |
| DAY PH: [REDACTED]        | RTL DLR: 2778 POWER NISSAN IRVINE    |
| EVE PH: [REDACTED]        | SVC DLR: 090A POWER NISSAN TORRANCE  |
| DLR PH: 310 370 7401      | RESP DLR: 090A POWER NISSAN TORRANCE |
|                           | REGION: 44 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)             |
| PROPERTY DAMAGE: N (Y/N)                      | INJURY: N (Y/N)    | SENT TO LEGAL: N (Y/N)        |
| PREVIOUSLY REPAIRED: 00 / 00 / 00             | WHERE:             |                               |
| VEHICLE PURCHASED: NEW X PREOWNEI             | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 090A POWER NISSAN TORR |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:               | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 06 / 07     | XFER/RSPNSBLTY: 44 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 01 / 31 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 30 / 08    | DATANET (Y/N): 12 / 05 / 07 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: RANCHO PALOS VERDES CA [REDACTED]  
VIN: JN8AZ08W44W [REDACTED] MODEL LINE/YEAR: MUR 2004.0

G/L VALUE CODE: 44GDWIL ACCOUNT: [REDACTED]  
G/L DESCRIPTION: SOUTHWEST GOODWIL  
CHECK AMOUNT: \$ 455.44

|                            |                        |         |
|----------------------------|------------------------|---------|
| CHK REQUEST DATE: 11/28/07 | REQUESTED BY: SYER NAD | ZNS924N |
| CHECK APPROVED:            | APPROVED BY: CAOM 44   | CAOM 44 |
| CHECK ISSUE DATE:          | CHECK NUMBER:          |         |

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

| CONCERN AND CATEGORY       | SUBCATEGORY AND SYMPTOM             |
|----------------------------|-------------------------------------|
| OA VEHICLE CONCERNS        | 190000 SEAT (SEAT/LEVER/POSITIONER) |
| AU INTERIOR (NON-ELECTRIC) | ZB BROKEN/CRACKED                   |

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DATE: 1/26/2009  
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C. A. R. COMMENTS

FILE OPENED-ZGS955N 11/06/2007

PREVIOUS UNRELATED FILES FOUND:

PREVIOUS RELATED FILES FOUND: NONE

CRR-GS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND RESP DLR

CRR-GS ADVISED C OF OPEN/CLOSED RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 @11/06-ZGS955N

PREVIOUS VEHICLE:

CRR-GS RECEIVED CALL FROM C

C STATED, THE SEAT RAIL BROKE AND DLR HAD TO REPLACE AT COST \$910.88.

C STATED DLR COULD NOT UNDERSTAND HOW THIS BROKE AND DLR INDICATED METAL FAILURE. C IS REQUESTING NISSAN ASSISTANCE TO COVER COST OF REPAIR.

C STATED THIS WAS THE DRIVER SEAT.

CRR-GS ADVISED C THAT BASIC WARRANTY HAS EXPIRED.

@11/06-ZGS955N

@11/06-ZGS955N

C IS STILL REQUESTING NISSAN ASSISTANCE TO COVER COST.

CRR-GS ADVISED C THAT FILE WILL BE FORWARD TO RCAS.

CRR-GS ASSURED C RCAS WILL CALL BACK BY END OF NEXT BUSINESS DAY.

CRR-GS OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANK CRR-GS FOR ASSISTANCE, C UNDERSTANDS.

CRR-GS GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-GS FORWARD FILE TO RCAS.

@11/06-ZGS955N

\*\*\*\*\*

RCAS-NS CONTACTED C ON 11/07/07. RCAS-NS INFORMED C THAT RCAS-NS WILL BE WORKING ON C'S FILE. C UNDERSTOOD.

C STATES THAT ON THE DRIVER SEAT THE SEAT RAIL BROKE AND C HAD TO PAY \$910.88

FOR THE REPAIR. C STATES THAT THE DLR HAS NEVER SEEN SOMETHING LIKE THAT

BEFORE. C STATES THAT C SAVED THE METAL PIECE. DLR STATED TO C THAT THE METAL WAS NOT STRONG ENOUGH AND CAME FROM THE FACTORY LIKE THAT. C STATES THAT C WOULD LIKE NISSAN TO COVER THE COST OF THE REPAIR.

@11/08-ZNS924N

C STATES C HAD THE SEAT RAIL REPLACED ON 10/07/07.

RCAS-NS INFORMED C THAT RCAS-NS WILL LOOK INTO THIS ISSUE AND CONTACT C BACK ON 11/09/07 WITH ANY NEW INFORMATION.

@11/08-ZNS924N

C UNDERSTOOD AND RCAS-NS ENDED CALL.

@11/08-ZNS924N

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@11/08-ZNS924N

RCAS-NS CONTACTED DLR ON 11/09/07 AT 1:55PM EST AND ASKED TO SPEAK WITH

SM-BRIAN. SM-BRIAN WAS NOT AVAILABLE AND SM-BRIAN COULD CONTACT RCAS-NS BACK. RCAS-NS THANKED SERVICE DEPARTMENT.

@11/09-ZNS924N

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RCAS-NS CONTACTED C TO FOLLOW UP ON 11/09/07 AT 1:58PM EST AND LEFT VXM.

\*\*\*\*\*

@11/09-ZNS924N

RCAS-NS CONTACTED DLR AT 3:15PM EST ON 11/12/07 AND SPOKE WITH SM-BRAIN.

RCAS-NS INQUIRED ABOUT THE SEAT RAIL THAT HAD BROKE IN C'S VEH. SM-BRAIN

STATED THAT SM-BRAIN HAS NEVER SEEN ANYTHING BREAK LIKE THAT IN A VEH BEFORE.

SM-BRAIN STATES THAT UNDER THE DRIVER SEAT WHERE YOU CAN ADJUST THE SEAT

DIRECTIONS IN 8 DIFFERENT WAYS, HAD CRACKED BELOW THE SEAT. SM-BRAIN STATED

THAT C MAY BE NO MORE THAN 100 POUNDS. SM-BRAIN STATES THAT SM-BRAIN HAD

A COUPLE MORE VEH'S WITH THE SAME YEAR AND MODEL HAVE THE SAME ISSUE BUT THOSE VEH'S WERE COVERED UNDER WARRANTY. SM-BRAIN STATES THAT IT IS NOT FROM STRESS

AND LOOKS THAT MANUFACTOR DEFECT. SM-BRAIN STATES THAT GRT WAS RUN AND CAME

BACK NOT RECOMMENDED. SM-BRAIN STATES THAT C IS OUT OF BASIC WARRANTY BUT

A LOT OF MILES BUT NOT SO MUCH ON TIME. RCAS-NS THANKED SM-BRAIN FOR THAT

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INFORMATION AND INFORMED SM-BRAIN THAT RCAS-NS IS GOING TO CONTACT DPSM TO  
SEE IF NNA COULD GO HALF ON THIS ISSUE BECAUSE C IS OUT OF MILEAGE BY ALOT.  
SM-BRAIN UNDERSTOOD.

RCAS-NS THANKED SM-BRAIN AND ENDED CALL. @11/12-ZNS924N

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@11/12-ZNS924N

RCAS-NS EMAILED DPSM AT 3:53 PM EST. RCAS-NS AWAITING FOR RESPONSE.

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@11/12-ZNS924N

RCAS-NS RECEIVED RESPONSE FROM DPSM AND DPMSM-JOHN AGREED FOR NISSAN TO PAY  
HALF OF THE REPAIR.

\*\*\*\*\*

RCAS-NS CONTACTED DLR AT 4:42PM EST AND LEFT NUMBER AND EXTENSION FOR SM-BRAIN  
TO CALLBACK RCAS-NS BACK. 11/12/07. @11/12-ZNS924N

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@11/12-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 6:40PM EST AND LEFT VXM.

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@11/12-ZNS924N

RSS FL CALLED C AND LEFT MESSAGE FOR C TO CALL BACK. @11/20-ZFL946N

RSS FL CALLED SM AND SPOKE WITH BRIAN TO CONFIRM IF C HAD THE WORK DONE. SM  
ADVISE YES C HAD THE WORK DONE 10/17 C IS ASKING FOR NISSAN TO REIMBURSE C FOR  
THE WORK SHE HAD DONE. DEALER SM AGREED NISSAN SHOULD ASSIST. DEALER RAN GRT  
GRT CAME BACK DENIED. PREVIOUS NOTES INDICATE DPSM AGREED TO REIMBURSE C  
FOR HALF OF THE REPAIR. @11/20-ZFL946N

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@11/27-ZCS694N

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@11/27-ZCS694N

CRR-CS RECEIVED CALL FROM C STATING C HAS NOT HEARD FROM RCAS AGENT FOR A  
LONG TIME @11/27-ZCS694N

C IS VERY FRUSTRATED AND NO LONGER WANTS TO SPEAK WITH RCAS AGENT AND ONLY  
WANTS TO SPEAK WITH SUPERVISOR @11/27-ZCS694N

CRR-CS ADVISED C THAT CRR-CS WILL PUT IN A REQUEST FOR C TO BE CONTACTED BY  
SUPERVISOR @11/27-ZCS694N

CRR-CS ALSO ADVISED C THAT SUPERVISOR WILL CONTACT C WITHIN 4-8 BUSINESS HOURS  
@11/27-ZCS694N

C STATES THAT C FEELS LIKE IS GETTING THE RUN AROUND @11/27-ZCS694N

CRR-CS APOLOGIZED FOR C INCONVENIENCE @11/27-ZCS694N

CRR-CS ASSURED C THAT SUPERVISOR WILL CONTACT C WITH IN 4-8 BUSINESS HOURS  
@11/27-ZCS694N

CRR-CS SENDING REQUEST @11/27-ZCS694N

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@11/27-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AND SPOKE WITH C.

RCAS-NS ADVISED C THE DECISION THAT WAS MADE THAT NNA WILL PAY FOR HALF THE  
REPAIR. C STATED THAT IT WAS UNACCEPTABLE AND THAT C WOULD LIKE THE FULL  
AMOUNT OF THE REFUND. RCAS-NS APOLOGIZED AND STATED THAT IS THE DECISION MADE  
BY NNA. C STATED THAT C WILL GO TO COURT IF C DOES NOT GET FULL AMOUNT.

RCAS-NS ADVISED C THAT RCAS-NS WILL SEND A REQUEST AND RCAS-NS CAN NOT PROMISE  
THAT C WILL GET THE FULL REFUND.

RCAS-NS INFORMED C THAT RCAS-NS WILL CONTACT C BACK 11/28/07 WITH AN UPDATE.

C UNDERSTOOD.

RCAS-NS ENDED CALL. @11/27-ZNS924N

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@11/27-ZNS924N

RCAS-NS SENDING REQUEST TO DPSM-JC FOR FURTHER ASSISTANCE. @11/27-ZNS924N

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@11/27-ZNS924N

RCAS-NS RECEIVED RESPONSE BACK FROM DPSM-JC AND THE NNA FINAL DECISION IS  
HALF THE AMOUNT FOR REIMBURSEMENT. @11/28-ZNS924N

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@11/28-ZNS924N

RCAS-NS CONTACTED C ON DAY NUM AND SPOKE WITH C. RCAS-NS ADVISED C THAT  
UPON FURTHER REVIEW OF C'S FILE THAT FINAL DECISION FROM NNA IS NNA WILL COVER  
THE COST OF HALF THE REPAIR. C STATED THAT C IS NOT COMPLETELY SATISFIED WITH



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THE DECISION BUT C WILL TAKE HALF THE AMOUNT.  
RCAS-NS OFFERED FURTHER ASSISTANCE, C DECLINED.  
RCAS-NS ENDED CALL.

@11/28-ZNS924N

\*\*\*\*\* @11/28-ZNS924N

RCAS-NS SUBMITTING CHECK REQUEST. @11/28-ZNS924N

\*\*\*\*\* @11/28-ZNS924N

RCAS-CM CONTACTED ORM-JW. ORM STATED WOULD NOT SUPPORT GOODWILL SINCE C WAS NOT SATISFIED WITH NNA DECISION.

@12/17-ZCM816N

@12/17-ZCM816N

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RCAS-NS CONTACTED C ON DAY/EVENING NUMBER AT 7:48PM EST 01/15/08 AND LEFT VXM FOR C.

\*\*\*\*\*

@01/15-ZNS924N

RCAS-AM REVIEWED FILE ON BEHA:F OF RCAS-NS AND NOTED THAT C HAD BEEN INFORMED ONCE THAT NNA WAS ONLY ABLE TO ASSIST C ON HALF OF THE REPAIR AND THAT SINCE THEN, THREE CONTACTS HAD BEEN MADE TO C WITH NO RESPONSE. @01/23-ZAM269N  
RCAS-AM CALLED C AT DAY/EVE NUMBER AT 5:19PM EST ON 01/23/08 AND GOT TO VMX AND THEN WAS DISCONNECTED. @01/23-ZAM269N

RCAS-AM TRIED BACK TO C RIGHT AWAY AND GOT FAST BUSY SIGNAL LIKE LINE HAD BEEN TAKEN OFF OF THE HOOK. @01/23-ZAM269N

RCAS-AM CLOSING FILE PENDING CALL BACK FROM C AS THIRD, OR FOURTH CONTACT WITH NO RESPONSE FROM C. @01/23-ZAM269N

\*\*\*\*\*

CRR-JB RECEIVED INBOUND CALL FROM C. @01/30-ZJB223N

C STATES THAT C WANTS TO KNOW WHAT IS GOING ON WITH THE FILE AND WHY C HASN'T RECEIVED A CHECK FOR HALF OF THE REPAIRS YET. @01/30-ZJB223N

CRR-JB APOLOGIZED FOR THE INCONVINCE AND CRR-JB WOULD SEND AN INTERNAL MESSAGE C STATES THAT C IS NOT HAPPY WITH THAT AND WANTS TO SPEAK TO A SUPERVISOR.

C STATES THIS IS THE WORST CUSTOMER SERVICE C HAS EVER RECEIVED AND WILL NEVER BUY ANOTHER NISSAN IN C'S LIFE AGAIN. @01/30-ZJB223N

C STATES THAT C FEELS C WILL HAVE TO TAKE LEGAL ACTION BEFORE C RECEIVED A RESPONSE FROM THE RCAS AGENT INVOLVED. @01/30-ZJB223N

CRR-JB APOLOGIZED AGAIN TO C AND CRR-JB WOULD SEND AN INTERNAL MESSAGE RIGHT AWAY. @01/30-ZJB223N

CRR-JB SENDING INTERNAL MESSAGE. @01/30-ZJB223N

RCAS-TM CALLED C ON DAY/EVENING NUMBER 01/30/08 5:18 EST AND SPOKE WITH C.

RCAS-TM ADVISED C THAT THE GOOD WILL WAS DENIED. RCAS-TM ADVISED C THAT REQUEST HAS BEEN DENIED AND THAT WAS OFFERED TO C. RCAS-TM ADVISED C THAT OFFER HAS BEEN TURNED DOWN SINCE C WAS NOT SATISFIED AND WILL TAKE NNA TO SMALL CLAIMS COURT.

C STATES THAT NNA ARE LIARS AND HUNG UP @01/30-ZTM853N

RCAS CLOSING FILE AS NO FURTHER ACTION NEEDED. @01/30-ZTM853N

SPECIAL REMARKS:

REQUEST CANCELLED PER ORM

@12/17-KT

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

YOU CAN REACH ME (NADIA) AT 1-866-799-1690 EXT 1674

DEALER ACTION:

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CONTACT(S):

|                        |                           |                     |      |
|------------------------|---------------------------|---------------------|------|
| SATISFIED: Y           | ACTION CODE: NT3A         | ROOT CAUSE: SNFA    | SCNR |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| REOPEN: CALLBACK #:    | 0 DATE: 01 / 30 / 08      | USERID:             |      |
| NEW INFO #:            | 1 DATE: 01 / 15 / 08      | USERID: ZNS924N     |      |
| OTHER #:               | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| RESP DLR: 090A         | EFFECTIVE: 11 / 06 / 07   | 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: ZGS955N        |                     |      |
| HISTORY:               | UPDATE BY: ZTM853N        |                     |      |
| SVC CALL#:             | UPDATE DATE: 01 / 30 / 08 |                     |      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 01 / 30 / 08  | MICROFILM: N        |      |
| RESP CAA: SYER, NADIA  | OLM: SMIT AGNES           | DOM: LAYNE, VERNON  |      |
| PHONE: 0000041642      | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T94W [REDACTED] Y  
CITY: ORANGE YR/MDL: 2004.0 MUR MILEAGE: 0  
ST/ZIP: CA [REDACTED] [REDACTED] IN SVC DATE: 06 / 06 / 04  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3683 DOUGLAS NISSAN OF ORANGE  
EVE PH: [REDACTED] PAID: SVC DLR: 110B TUSTIN NISSAN  
DLR PH: 714 669 8282 SUSP: RESP DLR: 110B TUSTIN NISSAN  
DENY: REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 11 / 07 / 07 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: WL 11 OPEN DATE: 11 / 07 / 07 XFER/RSPNSBLTY: 44 06 S  
CONTACT (S): FOLLOWUP DATE: 11 / 09 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 11 / 15 / 07 DATANET (Y/N): 11 / 08 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

BE ON MY MIND WHEN IT TIME TO LOOK FOR A NEW CAR.  
THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY  
NO OTHER C.A.R. EXISTS FOR THIS VIN  
MY COMMENT HERE WILL NOT HAVE BEARING TO THE DEALER BUT TO THE QUALITY OF THE  
CAR. MY DRIVER'S SEAT BRACKET BROKE UNDER NORMAL USE. THIS IS NOT SOMETHING  
I EXPECT ANY CAR TO HAVE PROBLEM WITH. TO ME THIS IS A SAFETY ISSUE. I  
REALLY ENJOY DRIVING MY MURANO, BUT THE SEAT BRACKET BREAKING WILL DEFINITELY

\*\*\*\*\*

@11/08-ZML221N

RCAS-ML CALLED C ON DAY/EVE NUMBERS AND LEFT VMX AT 11:30AM EST. 11/08/08 FOR  
A CALLBACK WITH CONTACT INFORMATION.

\*\*\*\*\*

@11/08-ZML221N

@11/08-ZML221N

@11/08-ZML221N

@11/08-ZML221N

@11/08-ZML221N

EXEC-NA CLOSING FILE DUE TO LACK OF RESPONSE FROM C.  
FILE CLOSED.

@11/15-ZNA510N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 11/08/07  
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:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NL8F         | ROOT CAUSE: SCSD    |
| 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: 11 / 08 / 07      | USERID: ZML221N     |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 110B         | EFFECTIVE: 11 / 07 / 07   | 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: ZNA510N        |                     |
| SVC CALL#:             | UPDATE DATE: 11 / 15 / 07 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 15 / 07  |                     |
| RESP CAA: LORN, MENG   | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000041437      | OWNER FIRST:              | DOM: GARN, JIM      |
|                        |                           | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W53W [REDACTED] Y       |
| CITY: ALLENDALE       |            | YR/MDL: 2003.0 MUR MILEAGE: 58000   |
| ST/ZIP: NJ [REDACTED] | VCAN: N    | IN SVC DATE: 11 / 22 / 03           |
| DAY PH: [REDACTED]    | PAID: 2    | RTL DLR: 08052 ALL BRANDS NISSAN    |
| EVE PH: [REDACTED]    | SUSP: 0    | SVC DLR: 5054 GARDEN STATE NISSAN   |
| DLR PH: 201 489 6330  | DENY: 0    | RESP DLR: 5054 GARDEN STATE NISSAN  |
|                       |            | REGION: 26 DIST: SL/SV/PT: 09 09 39 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 22000 # NISSAN/INFINITI VEHICLES: 31  
 VEHICLE MAINTAINED BY: GARDEN STATE NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 08 / 07     | XFER/RSPNSBLTY: 26 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 24 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 24 / 07    | DATANET (Y/N): 11 / 12 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZMT152N 11/08/2007

PREVIOUS RELATED FILE(S) FOUND: NONE @11/08-ZMT152N

CRR-MT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE,  
AND RESPONSIBLE DLR.

CRR-MT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-MT INFORMED C THAT THERE WERE NO RECALLS.

PREVIOUS NISSAN VEH: 30 NISSAN VEH THAT C OWNED SINCE 17 YEARS OLD.

CRR-MT RECEIVED CALL FROM: C

C STATED THAT C WENT TO DLR REGARDING A PROBLEM ON DRIVERS SEAT BRACKET THAT  
IS BROKEN.

C WAS INFORMED BY DLR THAT IT IS NOT COVERED BY WARRANTY.

C IS ASKING ASSISTANCE REGARDING THE \$900 THAT DLR INFORMED C TO PAY FOR THE  
REPAIR ON THE VEH.

C STATES THAT DLR IS GARDEN STATE NISSAN AND THAT C WAS ABLE TO SPEAK WITH  
SERVICE MANAGER TOM.

@11/08-ZMT152N

CRR-MT INFORMED C THAT CALL WILL BE TRANSFERRED TO "C GROUP" AND C AGREED.

CRR-MT TRANSFERRING CALL TO C FOR GOODWILL ASSISTANCE AS PER C'S REQUEST.

\*\*\*\*\*@11/08-ZMT152N

CRR-DC RECEIVED CALL FROM: C

@11/08-ZDC161N

C IS WONDERING IF GOODWILL GESTURE CAN BE GIVEN IN THIS MATTER @11/08-ZDC161N

CRR-DC INFORMED C THAT FILE WILL BE TRANSFERRED TO RCAS WHO WILL THEN CONTACT  
C WITHIN THE NEXT BUSINESS DAY @11/08-ZDC161N

C THANKED CRR-DC FOR ASSISTANCE, C SATISFIED

CRR-DC OFFERED ADDITIONAL ASSISTANCE, WHICH C DECLINED

CRR-DC GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-DC WILL KEEP FILE OPEN PENDING RCAS'S DECISION @11/08-ZDC161N

\*\*\*\*\*RCAS-SH CONTACTED C ON DAY NUMBER 4:53 PM EST 11/09/07. RCAS-SH

LEFT VMX WITH NAME.NUMBER.EXT FOR CALLBACK. @11/09-ZSH999N

\*\*\*\*\*RCAS-SH CONTACTED DPSM FOR ASSISTANCE WITH OOW. RCAS-SH IS AWAITING  
EMAIL CORRESPONDANCE. @11/13-ZSH999N

\*\*\*RCAS-SH CONTACTED C ON DAY NUMBER 4:21 PM EST 11/13/07. RCAS-SH LEFT  
VMX FOR CALLBACK WITH NAME.EXT.NUMBER. RCAS-SH WILL FOLLOW UP ON 11/16/07.  
@11/13-ZSH999N

\*\*\*RCAS-SH CONTACTED C ON DAY NUMBER 4:53 PM EST 11/26/07 AND LEFT VMX  
WITH NAME,EXT,NUMBER FOR CALLBACK. @11/26-ZSH999N

\*\*\*RCAS-SH CALLED C ON EVE NUMBER AND LEFT VMX WITH NAME,NUMBER,EXT FOR  
CALLBACK. 4:55 PM EST 11/26/07. @11/26-ZSH999N

\*\*\*RCAS-SH CONTACTED C ON DAY NUMBER 1:24 PM EST 12/04/07. RCAS-SH  
INFORMED C THAT NNA WAS NOT IN A POSITION TO ASSIST WITH GOODWILL.  
C UNDERSTOOD BUT INQUIRED IF C WOULD BE IN A POSITION TO RECEIVE SOME KIND  
OF MAINTENANCE CREDIT AT DLR FOR BEING GOOD CUSTOMER. C WAS SEEKING CREDIT  
`AS C STATED THAT C HAS BEEN A LONG STANDING LOYAL CUSTOMER. RCAS-SH  
INFORMED C THAT RCAS-SH WOULD LOOK INTO FILE AGAIN TO SEEK OTHER ASSISTANCE.  
@12/04-ZSH999N

\*\*\*\*\*RCAS-SH RECEIVED NOTICE NO ASSISTANCE IS GIVEN FOR CUSTOMER  
@12/24-ZSH999N

12/24/07. RCAS-SH CALLED C AND LEFT VMX WITH NAME.EXT.NUMBER FOR CALLBACK.  
RCAS-SH IS CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @12/24-ZSH999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3C         | 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: 5054            | EFFECTIVE: 11 / 08 / 07   | 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: ZMT152N        |                     |
| HISTORY:                  | UPDATE BY: ZSH999N        |                     |
| SVC CALL#:                | UPDATE DATE: 12 / 24 / 07 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 12 / 24 / 07  | MICROFILM: N        |
| RESP CAA: HAMPEL, SUZANNE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041589         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: CARSON  
ST/ZIP: CA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 310 835 1178

VIN: JN8AZ08TX5W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 59000  
IN SVC DATE: 05 / 22 / 05  
RTL DLR: 3885 SUPERIOR NISSAN OF CARSON  
SVC DLR: 3885 SUPERIOR NISSAN OF CARSON  
RESP DLR: 3885 SUPERIOR NISSAN OF CARSON  
REGION: 44 DIST: SL/SV/PT: 04 04 34

VCAN: Y  
PAID: 1  
SUSP: 1  
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) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3885 SUPERIOR NISSAN OF  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 23000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 08 / 07 XFER/RSPNSBLTY: 44 04 S  
CONTACT (S): FOLLOWUP DATE: 11 / 29 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 12 / 13 / 07 DATANET (Y/N): 12 / 05 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OB EXTENDED SERVICE CONTRAC 240500 GOLD PLAN  
BL SECURITY PLUS ZE COMPONENT COVERAGE INQUIRY



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C. A. R. COMMENTS

FILE OPENED-ZRT116N 11/08/2007

PREVIOUS RELATED/UNRELATED FILES FOUND:5646004. @11/08-ZRT116N

CRR-RT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE,AND\_RESPONSIBLE DLR.

CRR-RT UPDATED C'S DAY AND EVENING PHONE.

CRR-RT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

CRR-RT ADVISED C THAT C'S VEH HAS NO OPEN RECALL.

PREVIOUS NISSAN VEHICLES: NONE.

CRR-RT RECEIVED CALL FROM C.

C STATED THAT C BOUGHT C'S VEH BRAND NEW.

C ALSO BOUGHT A VSC WHICH IS GOLD PLAN. @11/08-ZRT116N

C STATES THAT C'S VEH DRIVER SEAT BEGAN TO WOBBLE.

C STATES THAT C TOOK C'S VEH TO SUPERIOR NISSAN AND THE DLR FOUND OUT THAT THE FEET TRACK SHOULD BE REPLACED BECAUSE THE SEAT IS BROKEN.

C STATES THAT BASED ON C'S VSC THE FEET TRACK IS COVERED UNDER C'S WARRANTY BUT THE DLR ADVISED C THAT THE SAID PART IS NOT COVERED BY C'S VSC.

CRR-RT INFORMED C THAT SINCE THIS IS A DLR ISSUE C WILL BE TRANSFERRED TO THE NEXT LEVEL AGENT. C AGREED.

CRR-RT GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-RT TRANSFERRING CALL TO C GROUP. @11/08-ZRT116N

CRR-TM RECEIVED CALL FROM A/B GROUP @11/08-ZTM853N

CRR-TM LOOKED UP COMPONENT COVERAGE ON VSC AND FOUND THAT THE FOLLOWING IS COVERED SLIDE ASSY - POWER / SEAT, LIFT ASSY - POWER / SEAT

C STATES THAT DLR ADVISED C VSC DOES NOT COVER THE SEAT TRACK

C STATES THAT C CANNOT DRIVE THE VEH WITH A BROKEN SEAT AS SEAT IS NOT SECURE

CRR-TM ASKED C WHAT NNA CAN DO FOR C

C STATES THAT C WANTS NNA TO COVER THE REPAIR OF THE SEAT @11/08-ZTM853N

CRR-TM OFFERED FURTHER ASSISTANCE

CRR-TM GAVE NAME, FILE AND EXTENSION NUMBER @11/08-ZTM853N

C STATES THAT C WANTS AN ANSWER NOW FOR THE VEH @11/08-ZTM853N

CRR-TM ADVISED C THAT RCAS IS THE BEST PERSON TO FURTHER REVIEW THE FILE

C STATES THAT C WANTS A SUPERVISOR TO MAKE THE DECISION NOW ON IF NNA WILL

COVER THE COST OF THE REPAIR AS C NEEDS THE VEH BACK

CRR-TM ADVISED C THAT CRR-TM COULD ESCALATE THE FILE BUT THE SUPERVISOR IS\_\_\_N

NOT ABLE TO MAKE THE DECISION THAT RCAS IS

CRR-TM ADVISED C THAT TO GET A SUPERVISOR C WOULD HAVE TO WAIT 4-8 BUSINESS HOURS

C DISCONNECTED CALL\_\_\_\_\_N

CRR-TM TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW @11/08-ZTM853N

\*\*\*\*\* @11/08-ZEC693N

CRR-EC RECEIVED CALL FROM C. @11/08-ZEC693N

C IS VERY VERY UPSET. @11/08-ZEC693N

C STATED THAT WHEN BROUGHT VEHICLE TO DLRSHIP TO HAVE THE TRACK FOR THE SEAT FIXED C WAS TOLD BY DLR THAT REPAIR WAS NOT COVERED UNDER WARRANTY.

@11/08-ZEC693N

C BELIEVES THAT IT SHOULD BE COVERED- C STATED THAT HAS VSC BUT NOTHING EVER SEEMS TO BE COVERED UNDER VSC-IS UPSET BECAUSE C SAID HAS HAD MANY PROBLEMS WITH VEHICLE AND REPAIR IS NEVER COVERED. @11/08-ZEC693N

C STATED IS A VERY LOYAL CUSTOMER AND DOES NOT BELIEVE THIS REPAIR SHOULD BE OUT OF POCKET FROM C. @11/08-ZEC693N

C ALSO STATED THAT NOW NEEDS A RENTAL VEHICLE BUT WILL NOT PAY OUT OF POCKET FOR IT. @11/08-ZEC693N

CRR-EC ADVISED C THAT FILE IS BEING TRANSFERRED TO RCAS TO DECIDE IF C IS ABLE TO RECEIVE FINANCIAL ASSISTANCE FOR REPAIR AND POSSIBLY RENTAL VEHICLE IF C

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DOES RECEIVE ONE THAT C HAS TO PAY FOR. @11/08-ZEC693N  
CRR-EC ADVISED C TO SPEAK WITH DLRSH AND INQUIRE ABOUT RENTAL VEHICLE.  
@11/08-ZEC693N  
CRR-EC ADVISED C WILL RECEIVE A CALL BACK FROM RCAS WITHIN 1 BUSINESS DAY.  
CRR-EC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0511 MURANO SB PROTECT NTB06-024  
CLSD R0516 MURANO TANK PROTECT NTB06023 @11/08-ZEC693N  
CLSD R0601 MURANO TANK R&R NTB06-025  
CLSD R0614 MURANO STR LOCK NTB06-091 @11/08-ZEC693N  
CRR-EC ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND.  
CRR-EC TRANSFERED CALL TO DLRSH. @11/08-ZEC693N  
CRR-EC LEAVING FILE OPEN. @11/08-ZEC693N

----- @11/09-ZMG445N  
CRR-MG RECEIVED CALL FROM C. @11/09-ZMG445N  
C STATED HAS BEEN WAITING FOR CONTACT FROM RCAS FOR C'S CONCERN FOR VEH.  
C STATED THAT THE DRIVER SEAT IS BROKEN FROM THE TRACK ATTACHED TO VEH.5N  
C STATED THAT THE VEH SEAT IS A DEFECT WHERE WELDED.  
C STATED WOULD LIKE RCAS TO CONTACT C AT DAY PHONE NUMBER AND TO CONTACT  
SERVICE DEPARTMENT AT SUPERIOR NISSAN AND ASK FOR SA-CARL.  
C STATED WOULD LIKE TO BE CONTACTED BACK.  
CRR-MG INFORMED C WOULD SEND INTERNAL MESSAGE TO RCAS-NS TO FOLLOW UP WITH C.  
CRR-MG GAVE C NAME, EXTENSION AND FILE NUMBER. @11/09-ZMG445N  
C THANKED CRR-MG FOR ASSISTANCE.  
CRR-MG SENDING INTERNAL MESSAGE TO RCAS-NS FOR FOLLOW UP AND DECISION.  
@11/09-ZMG445N  
C CALLED TO SPEAK TO RCAS.  
CRR-JK ADVISED C THAT RCAS HAS RECEIVED FILE AND WILL CONTACT C BEFORE END OF  
DAY. @11/09-ZJK999N  
C DISCONNECTED CALL. @11/09-ZJK999N  
\*\*\*\*\*

RCAS-NS CONTACTED C ON DAY NUMBER AT 3:49PM EST AND LEFT VXM 11/09/07.  
RCAS-NS CONTACTED C ON EVE NUMBER AT 3:49PM EST AND COULD NOT LEAVE VXM.  
\*\*\*\*\* @11/09-ZNS924N  
RCAS-NS RECEIVED CALL FROM C STATING THAT C WOULD LIKE TO KNOW IF THE SEAT  
TRACK IS UNDER THE VSC BECAUSE C PURCHASED THE VSC AND C HAD THE IMPRESSION  
FROM THE DLR THAT THE VSC WOULD BE COVERED BUMPER TO BUMPER.RCAS-NS ADVISED  
C THAT THE DLR'S SHOULD NOT SAY BUMPER TO BUMPER WHEN IT IS NOT THE CASE.  
RCAS-NS ADVISED C THAT C'S VSC COVERES OVER 1,550 COMPONENTS. @11/09-ZNS924N  
RCAS-NS INFORMED C THAT RCAS-NS WILL CONTACT THE DLR AND SPEAK WITH CARL.  
C UNDERSTOOD. RCAS-NS ENDED CALL. @11/09-ZNS924N  
\*\*\*\*\* @11/09-ZNS924N

CRR-NC RECEIVED CALL FROM C. C STATED C WOULD LIKE TO SPEAK TO RCAS-NS.  
CRR-NC TRANSFERRING CALL TO RCAS-NS. CRR-NC UNABLE TO REACH RCAS-NS.  
CRR-NC ADVISED C THAT CRR-NC UNABLE TO REACH RCAS-NS. CRR-NC ADVISED C THAT  
CRR-NC WILL SEND AN INTERNAL MESSAGE TO RCAS-NS TO CONTACT C AS SOON AS  
POSSIBLE. C AGREED AND REQUESTED TO LEAVE MESSAGE ON RCAS-NS VMX. C PROVIDED  
CRR-NC WITH BEST NUMBER TO CONTACT C 310-345-9015.  
CRR-NC SENT EMAIL TO RCAS-NS. @11/12-ZNC132N  
\*\*\*\*\*

RCAS-NS CONTACTED DLR AND SPOKE WITH SM-CARL AT 7:00PM EST. SM-CARL STATES  
THAT C NEEDS TO @11/12-ZNS924N

\*\*\*\*\*

@11/15-ZDP019N  
CRR-DP RECEIVED CALL FROM C  
C STATED: HAS NOT GOT A CALL BACK FROM RCAS-NS SINCE FRIDAY  
CRR-DP ADVISED C THAT FILE HAS BEEN REVIEWED BY RCAS-NS NOT SO LONG AGO AND

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THAT AN INTERNAL MSG WILL BE SENT OUT  
C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED  
CRR-DP OFFERED FOR ADDITIONAL INFORMATION ASSISTANCE  
C DECLINED

CRR-DP GAVE NAME, EXTENTION AND FILE NUMBER @11/15-ZDP019N  
CRR-SP RECEIVED INCOMING CALL FROM C @11/19-ZSP310N  
C STATES IS WAITING TO HEAR FROM RCAS. @11/19-ZSP310N  
CRR-SP ADVISED C CRR-SP WILL SEND AN INTERNAL MESSAGE @11/19-ZSP310N  
C STATES THIS HAS BEEN DONE BEFORE AND C STATES HAS BEEN WAITING 2 WEEKS TO  
HEAR BACK FROM RCAS @11/19-ZSP310N  
CRR-SP ADVISED C THAT CRR-SP ONCE AGAIN WILL SEND INTERNAL MESSAGE  
C UNDERSTANDS @11/19-ZSP310N  
CRR-SP OFFERED FURTHER ASSISTANCE, C DECLINED @11/19-ZSP310N  
CRR-SP GAVE NAME FILE # AND EXTENSION @11/19-ZSP310N  
CRR-SP LEAVING FILE OPEN PENDING RCAS FOLLOW UP @11/19-ZSP310N

\*\*\*\*\*

CRR-LA RECEIVED INBOUND CALL FROM C  
C STATES IS WAITING FOR A CALL BACK FROM NISSAN FOR ABOUT 2 WEEKS  
C STATES HAS CALLED SEVERAL TIMES AND NOBODY CALL C BACK @11/20-ZLA394N  
C STATES WANTS TO SPEAK TO A SUPERVISOR @11/20-ZLA394N  
C STATES THE BEST CONTACT PHONE NUMBER IS [REDACTED]  
CRR-LA ASSURED C WILL BE CONTACT BY A SUPERVISOR WITHIN 4-8 BUSINESS HOURS  
CRR-LA OFFERED C FURTHER ASSISTANCE C DECLINED  
CRR-LA SENDING AN ESCALATION  
CRR-LA GAVE NAME, EXTENSION AND FILE NUMBER TO C @11/20-ZLA394N

\*\*\*\*\*

RCAS-NS COMPLETING NOTES FROM WHEN SPEAKING TO SM-CARL. SM-CARL STATED THAT  
THE SEAT TRACK IS NOT COVERED UNDER THE VSC. @11/20-ZNS924N  
SM-CARL STATED THAT THE SEAT WILL HAVE TO SEND OUT FOR REPAIR. SM-CARL STATED  
THAT GRT WAS RUN AND IT WAS NOT RECOMMENDED.  
RCAS-NS THANKED SM-CARL FOR THAT INFORMATION AND ENDED CALL. @11/20-ZNS924N  
RCAS-NS IS GOING TO FOLLOW UP WITH C ON 11/21/07. @11/20-ZNS924N

\*\*\*\*\*

@11/20-ZNS924N  
RCAS-NS CONTACTED C ON DAY NUM AT 7:34PM EST ON 11/20/07 AND LEFT VXM.  
RCAS-NS CONTACTED C ON EVE NUM AT 7:34PM EST ON 11/20/07 AND LEFT VXM.  
\*\*\*\*\*  
@11/21-ZNS924N  
RCAS-NS EMAILED DPSM FOR ASSISTANCE WITH THE SEAT TRACKS. @11/21-ZNS924N  
\*\*\*\*\*  
@11/21-ZNS924N

RCAS-NS CONTACTED DLR AT 2:22PM EST AND SPOKE WITH SM-CARL TO FIND OUT HOW  
MUCH THE SEAT TRACK IS GOING TO COST C. SM-CARL STATED THAT IT WAS GOING TO  
COST APPROX. \$675.00 FOR THE REPAIR. RCAS-NS THANKED SM-CARL FOR THAT  
INFORMATION.

RCAS-NS ENDED CALL. @11/26-ZNS924N

\*\*\*\*\*

RCAS-NS EMAILED DPSM-JC AT 2:31PM EST WITH THAT INFORMATION.  
RCAS-NS WAITING FOR A RESPONSE BACK. @11/26-ZNS924N  
\*\*\*\*\*  
@11/26-ZNS924N

RCAS-NS RECEIVED EMAIL FROM DPSM-JC THAT THE REPAIRS ARE APPROVED.

\*\*\*\*\*

RCAS-NS CONTACTED DLR AT 4:45PM EST AND SPOKE TO SM-CARL ABOUT THE APPROVAL.  
SM-CARL STATED THAT SM-CARL WAS AWARE OF THE ISSUE AND INFORMED C THAT IT WAS  
APPROVED.

RCAS-NS INFORMED SM-CARL THAT RCAS-NS WILL CONTACT C FOR A FOLLOW UP DATE.  
SM-CARL UNDERSTOOD.

RCAS-NS THANKED SM-CARL AND ENDED CALL.

\*\*\*\*\*

@11/26-ZNS924N

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RCAS-NS CONTACTED C ON DAY NUMBER AT 4:48PM EST AND SPOKE WITH C. RCAS-NS INFORMED C OF THE DECISION MADE BY NNA, C STATED YES C KNEW. RCAS-NS INFORMED C THAT RCAS-NS WILL FOLLOW UP WITH C ON 11/29/07 TO SEE IF THERE IS A DATE FOR THE REPAIRS ON C'S VEH.

C UNDERSTOOD.

RCAS-NS ENDED CALL.

@11/26-ZNS924N

\*\*\*\*\*

@11/26-ZNS924N

REPAIRS WERE APPROVED RSS FL WILL CALL C AND CONFIRM IF REPAIRS WERE DONE.

@12/11-ZFL946N

\*\*\*\*\*

RCAS-NS CONTACTED C ON DAY NUMBER AT 2:54PM EST AND SPOKE WITH C. RCAS-NS INQUIRED IF THE REPAIRS ON C'S VEH WERE SATISFACTORY. C STATED YES THE VEH HAS BEEN REPAIRED AND EVERYTHING IS FINE.

RCAS-NS OFFERED FURTHER ASSISTANCE. C DECLINED.

RCAS-NS CLOSING FILE.

@12/13-ZNS924N

\*\*\*\*\*

@12/13-ZNS924N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

YOU CAN REACH ME (NADIA) AT 1-866-799-1690 EXTENSION 1642.

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 3885         | EFFECTIVE: 11 / 08 / 07   | 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: ZRT116N        |                     |
| HISTORY:               | UPDATE BY: ZNS924N        |                     |
| SVC CALL#:             | UPDATE DATE: 12 / 13 / 07 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 12 / 13 / 07  | MICROFILM: N        |
| RESP CAA: SYER, NADIA  | OLM: SMIT AGNES           | DOM: LAYNE, VERNON  |
| PHONE: 0000041642      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

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MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 5/22/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 160       | NCDE02441876 | 3885 CA             | 5/22/2005         | 5/22/2011      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: NCDE02441876                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: C                           | PLAN TYPE:                           |
| PLAN TERM: E                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 05/22/05                    | EFFECTIVE:                           |
| EXPIRES: 05/22/11    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 5/31/2005                 | TRANSACTION:                         |
| PRINTED: 06/03/05                      | PRINTED:                             |
| DEALER NO: 3885        STATE:    CA    | DEALER NO:                    STATE: |
| DEALER NAME: SUPERIOR NISSAN OF CARSON | DEALER NAME:                         |
| -----+-----                            |                                      |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08WX6W [REDACTED] Y  
CITY: KENANSVILLE YR/MDL: 2006.0 MUR MILEAGE: 30000  
ST/ZIP: NC [REDACTED] IN SVC DATE: 11 / 13 / 06  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3043 VESTER NISSAN, INC.  
EVE PH: [REDACTED] PAID: 4 SVC DLR: 3043 VESTER NISSAN, INC.  
DLR PH: 910 590 2005 SUSP: 0 RESP DLR: 3043 VESTER NISSAN, INC.  
DENY: 0 REGION: 36 DIST: SL/SV/PT: 10 10 40

LETTER RECEIVED 10 / 07 / 07 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 800 # NISSAN/INFINITI VEHICLES: 3  
VEHICLE MAINTAINED BY: 3043 VESTER NISSAN, INC.  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: WL 11 OPEN DATE: 11 / 08 / 07 XFER/RSPNSBLTY: 36 10 S  
CONTACT (S): FOLLOWUP DATE: 12 / 11 / 07 DATANET (Y/N): 1  
SEVERITY: 3 CLOSE DATE: 12 / 24 / 07 DATANET (Y/N): 12 / 06 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

\*\*\*\*\*

@11/09-ZJH820N

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: 3043  
THE INSTALLATION OF A NEW FRAME FOR THE DRIVER'S SEAT. I HAD TO RETURN 3  
DIFFERENT TIMES DRIVING MORE THAN 30 MILES EACH TIME FOR THE SAME REPAIR  
WITHOUT ANY CONSIDERATION AND EXPENSE OF MY TIME AND GAS.

\*\*\*\*\*

@11/09-ZJH820N

RACS-JH CALLED C ON DAY PHONE AT 9:57 EST 11/09 AND SPOKE TO C. C STATES THE  
VEH WAS REPAIRED (SEAT GLUED TOGETHER) AND C STATES WILL WAIT AND SEE IF IT  
HOLDS.

RCAS-JH TOLD C THAT IF C HAS FURTHER PROBLEMS, THAT 1800NISSAN1 WOULD BE HAPPY  
TO HEAR FROM C. C THANKED RCAS-JH. RCAS-JH CLOSING FILE \*\*\*\*\*

@11/09-ZJH820N

CRR-AB RECEIVED CALL FROM C:

@11/16-ZAB120N

C STATES C TOOK VEH TO DLRSH 4X FOR SEAT THAT NEEDS TO BE REPAIR.

C STATES C'S VEH DRIVER SIDE KEEPS GETTING LOSE.

C STATES C TOOK VEH TO DLRSH PREVIOUSLY PERTAINING TO THIS CONCERN.

C STATES C'S NEXT APPOINTMENT FOR THE DLRSH IS ON 11.19.2007

C STATES IF DLRSH IS NOT ABLE TO SOLVE C'S VEH CONCERN, C WILL TAKE THE CONCE  
TO THE LEGAL DEPT.

C STATES THIS IS THE LAST TIME C WILL TAKE C'S VEH TO NISSAN DLRSH TO HAVE  
VEH SEAT REPAIRS.

CRR-AB INFORMED C THAT IF C IS STILL NOT SATISFIED, CALL NNA CA BACK FOR  
FURTHER ASSISTANCE.

C UNDERSTOOD. C ENDED CALL.

@11/16-ZAB120N

PREVIOUS NISSAN/INFINITI VEHICLE: 1994 NISSAN SENTRA, 1996 NISSAN PATHFINDER.

CRR-AB ADVISED C THAT ALL INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-AB ADVISED C THAT C'S SATISFACTION WITH NISSAN VEH IS NNA'S  
PRIMARY CONCERN.

@11/16-ZAB120N

CRR-AB OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-AB GAVE NAME, FILE NUMBER AND EXTENSION NUMBER.

CRR-AB CLOSING FILE PENDING CALL BACK FROM C.

@11/16-ZAB120N

\*\*\*\*\*

@11/29-ZSC000N

CRR-SC RECEIVED CALL FROM C.

C STATES IS STILL HAVING PROBLEMS WITH C'S SEATBELT IN DRIVERS SEAT.

C STATES THIS IS THE 5TH TIME C HAS HAD REPAIRS MADE TO SEATBELT.

C STATES WAS TOLD TO CALL AGAIN IF PROBLEM IS STILL PRESENT AFTER REPAIR.

C STATES IS VERY FRUSTRATED AND DOES NOT INTEND TO BRING IT IN AGAIN.

CRR-SC APOLOGIZED TO C FOR C'S INCONVENIENCE.

CRR-SC VERIFIED C'S CALLBACK NUMBER, AND ADVISED C NO OPEN RECALLS.

C THANKED CRR-SC.

CRR-SC THANKED C FOR CALLING AND OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-SC GAVE NAME, EXTENSION, AND FILE NUMBER.

C ENDED CALL, CRR-SC SENDING TO RCAS.

@11/29-ZSC000N

\*\*\*\*\*

@12/05-ZJL437N

RCAS-JL CONTACTED SM-MACK HERRING AT 3043 VESTER NISSAN, INC. AT 1:22PM EST  
12.05.07.

SM STATED THE FIRST TIME THE VEH WAS IN, THERE WAS A BROKEN SLIDE LINK SO THE  
ENTIRE ASSEMBLY WAS REPLACED.

SM STATED THE VEH WENT BACK TO THE DLR AGAIN DUE TO THE LITTLE TRIM PIECES ON  
THE BOTTOM HAD POPPED OUT SO REPLACED THAT.

SM STATED 1 MONTH LATER, THE SAME ISSUE OCCURED AND THE TECHNICIAN USED GLUE



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TO HOLD THAT TOGETHER BUT THAT DID NOT WORK.

SM STATED SM SPOKE TO THE DPSM-JM AND WAS INFORMED TO TRY TO ORDER THE PART AGAIN JUST IN CASE THE PART WAS DEFECTIVE.

SM STATED SM WAS INFORMED THE SEAT IS DESIGNED TO WITHSTAND ANYTHING.

SM STATED THE C IS AWARE THAT THE DLR IS IN CONTACT WITH THE DPSM AND ORDERING THE PART.

SM STATED SM EVEN GAVE C SOME GAS MONEY TO COMPENSATE AS WELL. @12/05-ZJL437N

SM STATED SM IS DOING EVERYTHING TO ASSIST THE C.

SM STATED THE PART IS ON BACKORDER AND WILL CONTACT THE C ONCE THE PART ARRIVES. RCAS-JL UNDERSTOOD. @12/05-ZJL437N

\*\*\*\*\*

RCAS-JL CONTACTED C AT DAY NUMBER AT 1:27PM EST 12.05.07.

RCAS-JL INFORMED C THAT RCAS-JL CONTACTED SM-MACK HERRING TO DISCUSS C'S CASE.

RCAS-JL INFORMED C THAT THE DPSM IS AWARE OF THE CASE AND HAS ADVISED THE DLR TO ORDER A NEW PART FOR THE SEAT.

RCAS-JL INFORMED C NNA'S MAIN CONCERN IS TO REPAIR THE VEH AND KEEP C SATISFIED.

RCAS-JL INFORMED C THE PART IS CURRENTLY ON BACKORDER SO AS SOON AS THAT COMES IN, THE SM WILL NOTIFY THE C.

RCAS-JL INFORMED C THAT RCAS-JH WILL BE IN CONTACT WITH C TO FOLLOW UP.

C STATED C HAS RCAS-JH'S EXTENSION. @12/05-ZJL437N

\*\*\*\*\*

@12/07-ZJH820N

RCAS-JH SPOKE TO SM-MACK HERRING AT 1:03 EST 12/07. SM-MH STATES IS WAITING

FOR A SEAT PART TO COME IN. SM-MH STATES DLR REPLACED THE PART ONCE BUT IT

BROKE AGAIN. RCAS-JH ASKED SM-MH IF C WAS A BIG MAN AND SM-MH STATES C MUST BE AROUND 400 POUNDS. @12/07-ZJH820N

RCAS-JH WILL FOLLOW UP AGAIN ONCE DLR HAS THE PART\*\*\*\*\*

@12/07-ZJH820N

\*\*\*\*\*

@12/24-ZJH820N

RCAS-JH CALLED C AT 11:15 EST 12/24 AND C STATES C IS SATISFIED WITH THE WORK

THE DLR DID TO REPAIR THE SEAT.

RCAS-JH APOLOGIZED FOR THE LONG TIME BETWEEN FOLLOW UP TIMES.

RCAS-JH CLOSING FILE\*\*\*\*\*

\*\*\*\*\*

@12/24-ZJH820N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

LEFT MESSAGE FOR CUSTOMER ON 12-17 THAT PART IS IN. WAITING FOR C TO CALL

@12/18-3043

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CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1A         | ROOT CAUSE: SDMV    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | 2 DATE: 11 / 29 / 07      | USERID: ZSC000N     |
| OTHER #:               | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3043         | EFFECTIVE: 11 / 08 / 07   | 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: ZJH820N        |                     |
| SVC CALL#:             | UPDATE DATE: 12 / 24 / 07 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 12 / 24 / 07  | MICROFILM: N        |
| RESP CAA: HAZELL, JOHN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000040000      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                          |
|-----------------------|------------|------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                 |
| STREET:               | [REDACTED] | VIN: JN8AZ08WX4W [REDACTED] Y            |
| CITY: CROMWELL        |            | YR/MDL: 2004.0 MUR MILEAGE: 72250        |
| ST/ZIP: CT [REDACTED] |            | IN SVC DATE: 03 / 20 / 04                |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 06037 DECORMIER MOTOR SALES INC |
| EVE PH: [REDACTED]    | PAID: 0    | SVC DLR: 3355 MIDDLETOWN NISSAN, LLC     |
| DLR PH: 860 632 6550  | SUSP: 0    | RESP DLR: 3355 MIDDLETOWN NISSAN, LLC    |
|                       | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 13 13 43      |

|                                   |                    |                               |
|-----------------------------------|--------------------|-------------------------------|
| 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)    | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00 | WHERE:             | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY:            |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:   | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 12 / 07     | XFER/RSPNSBLTY: 26 13 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 13 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 16 / 07    | DATANET (Y/N): 11 / 19 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                 |
|----|--------------------------|--------|-----------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO          |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY |

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C. A. R. COMMENTS

FILE OPENED-ZLC161N 11/12/2007

PREVIOUS RELATED/ UNRELATED FILE(S) FOUND:5843233.

CRR-LC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND  
EVENING PHONE NUMBER. AND RESPONSIBLE DEALERSHIP.

CRR-LC ADVISED C THERE ARE NO OPEN RECALL ON THE VEH.

PREVIOUS NISSAN VEHICLES: NONE.

CRR-LC RECEIVED CALL FROM:C.

C STATED C IS WAITING FOR A CALL BACK BUT NO ONE CALL C BACK.

CRR-LC ADVISED C THIS CONCERN IS HANDLED BY THE RCAS AND C IS STILL  
HAVING A PROBLEM WITH THE SAME ISSUE.

C STATED C HAS THE PROBLEM WITH THE DRIVER'S SEAT.THE DRIVER SEAT  
SUPPORT IS BROKEN.C STATED C ALREADY TOOK THE VEH TO THE DLR AND C PAID FOR  
THE REPAIR.

CRR-LC ADVISED C THE RCAS HAS THE FINAL DECISION THAT THE PROBLEM IS  
NOT A WARRANTABLE ISSUE AT TIME NNA IS NOT A POSITION TO ASSIST C.

@11/12-ZLC161N

@11/12-ZLC161N

C STATED C PAID OFR THE LABOR \$ 260.00

C STATED C WANTS A REIMBURSEMENT SINCE THIS IS 1NA CONCERN.

C STATED C ALREADY DONE WITH THE REPAIR AND WANTS REIMBURSEMENT.@11/12-ZLC161N

CRR-LC ADVISED C CRR-LC WILL TRANSFER THE CALL TO C GROUP SINCE THIS  
IS REIMBURSEMENT OR GOODWILL ASSISTANCE.

@11/12-ZLC161N

@11/12-ZLC161N

@11/12-ZLC161N

CRR-CP RECIEVED INBOUND CALL FROM A/B GROUP

C STATED THE DLR PAID FOR PARTS ON JOB AND PAID FOR THE LABOUR AT \$260.00

C STATED IS LOOKING FOR REIMBURSEMENT FOR LABOUR COSTS

CRR-CP ADVISED C WILL TRANSFER FILE TO RCAS FOR FURTHER REVIEW

CRR-CP GAVE C FILE NAME AND EXTENSION

@11/12-ZCP437N

\*\*\*\*\*RCAS-OW REVIEWED FILE 11/13/07 AT 9:35AM EST.\*\*\*\*\*

@11/13-ZOW482N

RCAS-OW TRIED TO CONTACT C AT ALTERNATE NUMBER 8608837480 TO ADVISE OF

@11/13-ZOW482N

DECISION AND LEFT VMX WITH NAME AND NUMBER TO REITTERATE DECISION OF PREVIOUS  
RCAS-JW

@11/13-ZOW482N

RCAS-OW CURRENTLY AWAITING RETURN CALL FROM C

@11/13-ZOW482N

\*\*\*\*\*

@11/16-ZOW482N

RCAS-OW CONTACTED C EXPLAINING THAT OPENING A NEW FILE IN REGARDS TO THE SAME  
CONCERN WILL NOT GET C A DIFFERENT ANSWER

@11/16-ZOW482N

RCAS-OW EXPLAINED THAT THIS IS THE FINAL DECISION FROM NNA AND THAT FILE  
WILL BE CLOSED HOWEVER IF C DOES HAVE FURTHER ISSUES DUE TO ANY OTHER CONCERN  
WE WILL ASSIST AS BEST WE CAN AT THAT TIME

@11/16-ZOW482N

RCAS-OW CLOSING FILE AS C'S CONCERNS HAVE BEEN ADDRESSED

@11/16-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                        |                           |                         |
|------------------------|---------------------------|-------------------------|
| SATISFIED: N           | ACTION CODE: NT1F         | ROOT CAUSE: SCCP        |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:                 |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:                 |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:                 |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:                 |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:                 |
| RESP DLR: 3355         | EFFECTIVE: 11 / 12 / 07   | 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: ZLC161N        |                         |
| HISTORY:               | UPDATE BY: ZOW482N        |                         |
| SVC CALL#:             | UPDATE DATE: 11 / 16 / 07 |                         |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 16 / 07  | MICROFILM: N            |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: CARMICHIEL BUTCH X |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH     |

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SC: NONE

NAME: [REDACTED]

VIN: JN8AZ08W73W [REDACTED] Y

STREET: [REDACTED]

YR/MDL: 2003.0 MUR MILEAGE: 50000

CITY: DOYLESTOWN

IN SVC DATE: 07 / 10 / 03

ST/ZIP: PA [REDACTED]

VCAN: N

RTL DLR: 09101

THOMPSON NISSAN INC

DAY PH: [REDACTED]

PAID: 7

SVC DLR: 5053

FRED BEANS NISSAN/DOYLEST

EVE PH: [REDACTED]

SUSP: 1

RESP DLR: 5053

FRED BEANS NISSAN/DOYLEST

DLR PH: 215 345 6900

DENY: 0

REGION: 26

DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00

EXEC: 00 / 00 / 00

EMAIL: 00 / 00 / 00

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

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

PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:

VEHICLE PURCHASED: NEW X PREOWNEI MILES

# NISSAN/INFINITI VEHICLES: 2

VEHICLE MAINTAINED BY: 5053 FRED BEANS NISSAN

OUTSIDE WARRANTY BY (B) MONTHS: 12 MILES: 14000 (PT) MONTHS: MILES:

ORIG CODE: CT 11

OPEN DATE: 11 / 13 / 07

XFER/RSPNSBLTY: 26 08 S

CONTACT (S):

FOLLOWUP DATE: 11 / 30 / 07

DATANET (Y/N): 1

SEVERITY: 9

CLOSE DATE: 11 / 28 / 07

DATANET (Y/N): 11 / 14 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZNH850N 11/13/2007

PREVIOUS RELATED FILES FOUND:NONE

@11/13-ZNH850N

CRR-NH VARIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY&EVE PHONE,RESPONSIBLE DLR

CRR-NH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/13-ZNH850N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 08/15/05

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 06/27/06

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 06/27/06

CRR-NH INFORMED THE C THAT THERE ARE NO OPEN RECALLS ON THE VEHICLE

@11/13-ZNH850N

PREVIOUS NISSAN VEHICLES:1 QUEST

CRR-NH RECIEVED CALL FROM:C

C STATED: HAS BEEN 3 TIMES TO THE DLR TO GET THE SEAT FIXED. WHEN C COMES TO A  
STOP THE SEAT MOVES BACKWARDS WHICH C CLAIMS IS NOT SAFE. @11/13-ZNH850N

C FEELS THAT C SHOULDN'T PAY FOR THE DRIVER SEAT TO BE FIXED. @11/13-ZNH850N

CRR-NH INFORMED THE C THAT THE FILE WILL BE TRANSFERRED TO RCAS FOR FURTHER

@11/13-ZNH850N

FOLLOW UP.

@11/13-ZNH850N

CRR-NH TOLD THE C THAT RCAS WILL BE CALLING C BY THE END OF THE NEXT BUSINESS  
DAY. @11/13-ZNH850N

C THANKED CRR-NH FOR ASSISTANCE, C SATISFIED

CRR-NH OFFERED ADDITIONAL ASSISTANCE

C DECLINED

CRR-NH GAVE C NAME, EXTENSION, AND FILE NUMBER .

@11/13-ZNH850N

C WANTS TO BE CONTACTED ON [REDACTED]

@11/13-ZNH850N

\*\*\*\*\*

RCAS-RC CALLED C ON [REDACTED] 95 AS PER C'S REQUEST ABOVE AT 1:58 PM EST ON  
11/13/07. LEFT VMX FOR C TO CALL BACK. @11/13-ZRC971N

\*\*\*\*\*

RCAS-RC CALLED DLR AT 1:30 PM EST ON 11/15/07. RCAS-RC ASKED SM-MG STATUS OF  
VEH. SM-MG STATED THAT C WAS THE 283RD PERSON IN THE DOOR AT THE NEW DLR. C  
IS VERY LOYAL AND COMES TO DLR FOR ALL REPAIRS AND MAINTENANCE ON VEH. SM-MG  
STATED HE ORDERED THE RAME ASSEMBLY FOR C WHILE C WAS STILL UNDER WARRANTY.  
C HAD GONE ON VACATION AND WHEN C CAME BACK TO DLR THE VEH WAS OUT OF WARRANTY  
SM-MG WELDED THE SEAT TEMPORARILY CORRECTING THE PROBLEM. C BROUGHT VEH BACK  
IN DECEMBER. SM-MG STATED WELDED THE SEAT AGAIN FOR C. C CAME BACK AGAIN IN  
NOVEMBER CAUSE THE WELD BROKE. SM-MG STATED ALL REPAIRS WERE DONE AT NO COST  
TO C AND DID NOT WANT TO WELD THE SEAT AGAIN AS IT IS BECOMING A SAFETY ISSUE.

SM-MG STATED THAT C'S ISSUE HAD STARTED AT 33000 MILES WHEN SEAT WAS  
DIAGNOSED AS DEFECTIVE. SM-MG STATED HE WANTS TO HELP THE CUSTOMER AND THINKS  
NNA SHOULD HELPT HIS CUSTOMER AS C IS VERY LOYAL AND THIS PROBLEM HAS BECOME  
A SAFETY ISSUE. SM-MG STATED HE RAN THE GRT TWICE IN 6 MONTHS, BOTH WERE NOT  
RECOMENDED FOR THE AMOUNT OF \$622.42. RCAS-RC UNDERSTOOD SM-MG AND AGREED  
THAT C'S ISSUES ARE A SAFETY CONCERN. RCAS-RC INFORMED SM-MG THAT RCAS-RC WILL  
REVIEW FILE WITH DPSM-MB. SM-MG THANKED RCAS-RC AND ENDED CALL. @11/15-ZRC971N  
RCAS-RC EMAILED DPSM-MB AT 6:05 PM EST ON 11/15/07 REQUESTING GOODWILL  
ASSISTANCE. RCAS-RC AWAITING DPSM-MB RESPONSE. @11/15-ZRC971N

\*\*\*\*\*

RCAS-RC RECIEVED VMX FROM SM-MG ON 11/21/07. SM-MG STATED WANTS TO KNOW WHAT  
IS TAKING SO LONG FOR NNA TO MAKE TO SAY YES. SM-MG IS GOING TO ORDER THE PART  
ANYWAYS IN HOPING THE DPSM-MB WILL APPROVE THE REPAIR.

RCAS-RC CALLED DLT AT 4:50 PM EST ON 11/21/07. RCAS-RC ASSURED SM-MG THAT THE  
DPSM IS AWARE OF THIS FILE AND THAT RCAS-RC IS AWAITING REPONSE FROM DPSM-MB.

SM-MG THANKED RCAS-RC AND STATED WE SHOULD FOLLOW UP WITH DPSM-MB ON 11/26/07.

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RCAS-RC RESENT EMAIL REQUEST TO DPSM-MB AT 8:42 AM EST ON 11/28/07. REQUESTING GOODWILL ASSISTANCE.

RCAS-RC CALLED C ON EVE PHONE AT 8:45 AM EST ON 11/28/07. RCAS-RC ASSURED C THAT THE FILE IS STILL BE REVIEWED AND THANKED C FOR C PATIENTS IN THE MATTER. C STATED THAT SM-MATT INFORMED C THAT IT IS GOING TO BE REPAIRED AT NO COST TO C. RCAS-RC INFORMED C THAT NNA HAS NOT YET APPROVED C'S REQUEST. RCAS-RC INFORMED C THAT DLR IS INDEPENDANTLY OWNED AND OPERATED. THIS BEING SAID THE DLR MAY HAVE DECIDED TO DO THE REPAIRS AND NOT CHARGE C. RCAS-RC INFORMED C THAT RCAS-RC WILL CALL DLR TO CONFIRM WHAT C STATED ABOVE. C THANKED RCAS-RC AND ENDED CALL. @11/28-ZRC971N

RCAS-RC CALLED DLR AT 9:00 AM EST ON 11/28/07. RCAS-RC ASKED SM-MATT WHY C HAD BEEN INFORMED THAT NNA IS GOING TO COVER C'S REPAIR COSTS. SM-MATT STATED THAT DPSM-MB APPROVED GOODWILL FOR THIS CUSTOMER. RCAS-RC INFORMED SM-MATT THAT GOODWILL HAD BEEN APPROVED FOR ANOTHER FILE. SM-MATT STATED IT'S SUPPOST TO BE FOR THIS FILE. RCAS-RC AGREED AND UNDERSTOOD. RCAS-RC WILL FOLLOW UP WITH DPSM-MB.

RCAS-RC CALLED DPSM-MB AT 9:10 AM EST ON 11/28/07. RCAS-RC CONFIRMED WITH DPSM-MB THAT WRONG FILE WAS APPROVED FOR GOODWILL. DPSM-MB APPROVED GOODWILL FOR THIS FILE. RCAS-RC THANKED DPSM-MB FOR CLEARING UP THE SITUATION. RCAS-RC ENDED CALL. @11/28-ZRC971N

RCAS-RC CALLED DLR AT 9:21 AM EST ON 11/28/07. RCAS-RC INFORMED SM-MATT THAT GOODWILL HAS BEEN APPROVED FOR C. SM-MATT THANKED RCAS-RC FOR CLEARING UP THE SITUATION. @11/28-ZRC971N

RCAS-RC CALLED C ON EVE PHONE AT 9:23 AM EST ON 11/28/07. RCAS-RC INFORMED C THAT FINANCIAL ASSISTANCE HAS BEEN APPROVED AND THE SM-MATT WILL BE C'S POINT OF CONTACT FROM NOW ON. C UNDERSTOOD AND ENDED CALL. @11/28-ZRC971N  
RCAS-RC CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @11/28-ZRC971N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:



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## CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 11 / 28 / 07      | USERID: ZRC971N     |
| COMMENTS ONLY: #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 5053          | EFFECTIVE: 11 / 13 / 07   | 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: ZNH850N        |                     |
| HISTORY:                | UPDATE BY: ZRC971N        |                     |
| SVC CALL#:              | UPDATE DATE: 11 / 28 / 07 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 11 / 28 / 07  | MICROFILM: N        |
| RESP CAA: CAMERON, RYAN | OLM: ROYSTER KAREN        | DOM: MEEKS FRED L   |
| PHONE: 0000041405       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:42 PM

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

CAR ID: CA5943883N  
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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T14W [REDACTED] Y       |
| CITY: PALM HARBOR     |            | YR/MDL: 2004.0 MUR MILEAGE: 51242   |
| ST/ZIP: FL [REDACTED] | VCAN: N    | IN SVC DATE: 08 / 12 / 04           |
| DAY PH: [REDACTED]    | PAID: 8    | RTL DLR: 3022 LOKEY NISSAN          |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 3022 LOKEY NISSAN          |
| DLR PH: 727 789 8100  | DENY: 0    | RESP DLR: 3022 LOKEY NISSAN         |
|                       |            | REGION: 34 DIST: SL/SV/PT: 02 02 32 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3022 LOKEY NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 15242 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 20 / 07     | XFER/RSPNSBLTY: 34 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 21 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 07 / 08    | DATANET (Y/N): 11 / 22 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |

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C. A. R. COMMENTS

FILE OPENED-ZAG139N 11/20/2007

PREVIOUS RELATED FILE(S) FOUND: NONE.

CRR-AG VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY, & EVENING PHONE AND RESPONSIBLE DLR.

CRR-AG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 09/12/05 3022

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 10/13/06 3022

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 10/13/06 3022

CRR-AG ADVISED C THAT THERE ARE NO RECALLS FOUND.

PREVIOUS NISSAN VEHICLES: NONE.

CRR-AG RECEIVED CALL FROM C.

C STATED THAT THE METAL SUPPORT UNDER VEH'S SEAT WAS BROKEN AND TOOK VEH TO DLR TO HAVE IT CHECKED.

C CLAIMS THAT C WOULD HAVE TO PAY \$ 801.50 FOR PARTS & LABOR.

C IS ASKING FOR ASSISTANCE FROM NISSAN AS A LOYAL CONSUMER. @11/20-ZAG139N

CRR-AG INFORMED C THAT C'S FILE WILL BE FORWARDED TO A NEXT-LEVEL AGENT FOR FURTHER REVIEW. C UNDERSTOOD AND AGREED.

CRR-AG CONNECTING C'S CALL.

\*\*\*

@11/20-ZAG139N

CRR-RJ RECEIVED TRANSFER.

CRR-RJ ASKED C WHAT C WOULD LIKE NNA TO DO FOR C.

C STATES C'S PART IS DEFECTIVE AND WOULD LIKE PART REPAIRED AS IT IS POSING A SAFETY ISSUE. C STATES C HAS CHECKED ONLINE AND HAVE SEEN THE SAME EXAMPLE WITH OTHER CUSTOMERS.

CRR-RJ ASSURED C THAT NISSAN APPRECIATES BUSINESS.

CRR-RJ ASSURED C THAT RCAS WILL LOOK AT FILE AND CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

CRR-RJ OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-RJ GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-RJ LEAVING FILE OPEN FOR REVIEW.

@11/20-ZRJ477N

\*\*\*RCAS-ML DATANET FILE.

@11/21-ZML999N

\*\*\*\*\*

@11/21-ZML999N

RCAS-ML SPOKE WITH C AT 2:55 PM EST 11/21/07. C STATED C HAS VEH AND VEH IS DRIVABLE HOWEVER C FEELS IS SAFETY ISSUE AND IS INCONVENIENT. RCAS-ML STATED WILL SEE WHAT RCAS CAN DO ABOUT SOME FINANCIAL ASSISTANCE. RCAS-ML STATED WILL LOOK INTO ISSUE AND BE BACK WITH C NO LATER THAN 11/26/07. @11/21-ZML999N

\*\*\*\*\*

@11/26-ZML999N

RCAS-ML SPOKE WITH SM-MARK GUIDO AT 1:15 PM EST 11/26/07. SM STATED GRT WAS RUN FOR C'S CONCERN AND WAS DECLINED. SM STATED C IS A VERY GOOD SERVICING CUSTOMER.

@11/26-ZML999N

\*\*\*\*\*

CRR-EM RECEIVED CALL FROM C STATING THAT UPDATE ON MONDAY FROM AND IT'S NOW WEDNESDAY. CRR-EM INFORMED C THAT CRR-EM WILL SEND INTERNAL MESSAGE TO RCAS TO CONTACT C. CRR-EM CONFIRMED C'S DAY/EVE PHONE AS 727 421 3052 CRR-EM SEND EMAIL TO RCAS TO CONTACT C.

@11/28-ZEM495N

\*\*\* CRR-JP RECEIVED CALL FROM C'S WIFE. C STATED C IS STILL WAITING FOR RCAS CALLBACK. C FURTHER STATED THAT C SHOULD HAVE RECEIVED CALLBACK SHORTLY AFTER THANKSGIVING. CRR-JP APOLOGIZED PROFUSELY TO C THEN TRIED RCAS-AZ'S EXTENSION SINCE RCAS ALREADY REVIEWED FILE. GOT VMX. CRR-JP ADVISED C THAT RCAS-AZ IS TAKING OVER FOR RCAS-ML AND WILL SEND AN INTERNAL MESSAGE TO RCAS-AZ TO GIVE C A CALLBACK AT THE SOONEST POSSIBLE TIME. C REQUESTED TO BE TRANSFERRED SO C CAN LEAVE A MESSAGE, CRR-JP COMPLIED TO C'S REQUEST. CRR-JP GAVE C NAME AND EXTENSION PRIOR TO TRANSFER.

@12/06-ZJP114N

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@12/06-ZAZ845N

RCAS-AZ RECEIVED VMX FROM C'S WIFE [REDACTED] 12/06/07

C LEFT NUMBERS TO CALL [REDACTED] AND [REDACTED] @12/06-ZAZ845N

RCAS-AZ CALLED C AT 12:20PM EST 12/06/07 @12/06-ZAZ845N

C STATES A METAL PIECE IS BREAKING ON THE VEH.

C STATES THE METAL PIECE IS UNDER THE DRIVERS SEAT. C STATES THE WHOLE  
ELECTRONIC PART NEEDS TO BE ORDERED AT ABOUT \$800. @12/06-ZAZ845N

RCAS-AZ ADVISED C THAT RCAS-AZ WILL SPEAK WITH DLR ABOUT ISSUE. @12/06-ZAZ845N

C STATES ITS THE FRONT ASSEMBLY SEAT THAT IS BROKEN. @12/06-ZAZ845N

RCAS-AZ LEFT VMX FOR SM-MARK FOR FURTHER DETAILS. @12/06-ZAZ845N

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@12/14-ZAZ845N

RCAS-AZ SPOKE WITH DPSM AND DECLINED.

@12/14-ZAZ845N

@12/14-ZAZ845N

\*\*\*\*\*

@12/14-ZAZ845N

RCAS-AZ SPOKE WITH DPSM AGAIN ON ISSUE AS RCAS-AZ WOULD LIKE TO SEE NNA  
ASSIST C WITH REPAIR OF VEH.

DPSM STATED NNA WILL ASSIST C WITH REPAIR OF VEH. DLR TO KEEP PARTS FOR EVAL.

RCAS-AZ LEFT VMX FOR SM-MARK WITH VEH DETAILS AND STATED IN VMX THAT  
DPSM HAS APPROVED REPAIR OF PARTS FOR VEH. @12/14-ZAZ845N

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@12/14-ZAZ845N

RCAS-AZ CALLED C'S WIFE [REDACTED] AT [REDACTED] @12/14-ZAZ845N

RCAS-AZ INFORMED C THAT NNA WILL ASSIST C WITH FINANCIAL ASSISTANCE.

@12/14-ZAZ845N

C STATES THANK YOU VERY MUCH.

RCAS-AZ INFORMED C THAT C WILL HAVE TO MAKE AN APPOINTMENT WITH DLR AND DLR  
WILL HAVE TO ORDER THE FRONT SEAT ASSEMBLY. @12/14-ZAZ845N

RCAS-AZ WILL FOLLOW UP AGAIN WITH C AND DLR DURING WEEK OF 12/17/07.

@12/14-ZAZ845N

@12/14-ZAZ845N

\*\*\*\*\*

@12/17-ZAZ845N

RCAS-AZ SPOKE WITH C AT 2:08 PM EST 12/17/07 @12/17-ZAZ845N

C STATES THE PART NUMBER IS 87450CA08A AND NEEDS TO BE ORDERED. @12/17-ZAZ845N

\*\*\*\*\*

@12/20-ZAZ845N

RCAS-AZ SPOKE WITH C AT 10:58AM EST 12/20/07 TO TOUCH BASE AND FOLLOW UP.

C UNDERSTOOD THAT [REDACTED], C'S WIFE IS CURRENTLY WORKING WITH DLR ON ISSUE.

RCAS-AZ STATED RCAS-AZ WILL CONTINUE MONITORING AND FOLLOWING UP ON SITUATION.  
C UNDERSTOOD. @12/20-ZAZ845N

\*\*\*\*\*

@12/20-ZAZ845N

RCAS-AZ SPOKE WITH BILL IN PARTS DEPARTMENT AND VERIFIED PART HAS BEEN  
ORDERED. BILL STATED THAT IF PART IS AVAILABLE IN ORLANDO WAREHOUSE THEN  
THE PART MAY ARRIVE BY WEEK ENDING OF CHRISTMAS WEEK. @12/20-ZAZ845N

RCAS-AZ TO FOLLOW UP WEEK OF 12/27/07 @12/20-ZAZ845N

\*\*\*\*\*

@12/20-ZAZ845N

RCAS-AZ CALLED C AT 11:23AM EST 12/20/07 AND INFORMED C THAT PART HAS BEEN  
ORDERED ALTHOUGH THERE IS NOT AN ETA AS OF YET.

C UNDERSTOOD AND REALIZED WITH CHRISTMAS HOLIDAY SEASON THERE WILL BE DELAYS.

@12/20-ZAZ845N

\*\*\*\*\*

@12/27-ZAZ845N

RCAS-AZ RECEIVED MESSAGE FROM C THAT THE DLR HAS REQUIRED PART.

C STATES C HAS TAKEN VEH INTO DLR FOR REPAIR 12/27/07. @12/27-ZAZ845N

@12/27-ZAZ845N

\*\*\*\*\*

@01/07-ZEC693N

RCAS-EC CALLED C ON DAY NUMBER ON 1/7/08 AT 3:21PM EST-RCAS-EC ADVISED C WAS  
CALLING TO FOLLOW UP WITH REPAIR TO VEHICLE-C STATED THAT VEHICLE HAS BEEN  
REPAIRED AND EVERYTHING IS WORKING GREAT SO FAR-RCAS-EC STATED IS GOOD TO  
HEAR AND ADVISED C IF NEEDS ANYTHING CAN CALL NNA ANYTIME-C THANKED-ENDED  
CALL-RCAS-EC CLOSING FILE-ISSUE HAS BEEN RESOLVED. @01/07-ZEC693N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOR YOUR REVIEW. RCAS MELISSA LLOYD 1-866-799-1690 X 1440.

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3022         | EFFECTIVE: 11 / 20 / 07   | 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: ZAG139N        |                     |
| HISTORY:               | UPDATE BY: ZEC693N        |                     |
| SVC CALL#:             | UPDATE DATE: 01 / 07 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 01 / 07 / 08  | MICROFILM: N        |
| RESP CAA: ZAFER, ALEX  | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041440      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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**SC: ONE CONTRACT**

|                       |                                            |
|-----------------------|--------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W43W [REDACTED] Y              |
| STREET: [REDACTED]    | YR/MDL: 2003.0 MUR MILEAGE: 86716          |
| CITY: WAXHAW          | IN SVC DATE: 01 / 19 / 03                  |
| ST/ZIP: NC [REDACTED] | RTL DLR: 15041 INDEPENDENCE NISSAN, L.P.   |
| DAY PH: [REDACTED]    | PAID: SVC DLR: 4000 EAST CHARLOTTE NISSAN  |
| EVE PH: [REDACTED]    | SUSP: RESP DLR: 4000 EAST CHARLOTTE NISSAN |
| DLR PH: 704 535 4012  | DENY: REGION: 36 DIST: SL/SV/PT: 12 12 42  |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 47000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 4000 EAST CHARLOTTE NISS  
 OUTSIDE WARRANTY BY (B) MONTHS: 22 MILES: 50716 (PT) MONTHS: MILES: 26716

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 21 / 07     | XFER/RSPNSBLTY: 36 12 L     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 30 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 28 / 07    | DATANET (Y/N): 11 / 27 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                     |
|----|-------------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)        |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS        | 196000 | LAMP (CENTER/VANITY/GLOVE BOX/SIDE) |
| AV | INTERIOR ELECTRICAL     | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS        | 196000 | LAMP (CENTER/VANITY/GLOVE BOX/SIDE) |
| AV | INTERIOR ELECTRICAL     | YX     | POOR OR IMPROPER OPERATION          |
| OA | VEHICLE CONCERNS        | 246500 | RACK & PINION ASSY                  |
| BM | STEERING                | YI     | OOW GOODWILL ASSISTANCE REQUEST     |

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C. A. R. COMMENTS

FILE OPENED-ZSC001N 11/21/2007

PREVIOUS RELATED FILES FOUND: NONE

CRR-SC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE,  
AND RESPONSIBLE DLR.

CRR-SC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @11/21-ZSC001N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 06/19/06 2673

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 06/19/06 2673

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 06/19/06 2673

INFORMED C THAT THERE WERE NO OPEN RECALLS ON VEH.

PERVIOUS NISSAN VEHICLES: NONE

CRR-SC RECEIVED CALL FROM: C

C IS UPSET DUE TO THE FACT THAT C'S VSC JUST EXPIRED AND NOW C IS HAVING ALOT  
OF ISSUES WITH VEH. C'S DRIVERS SEAT SHIFTS AND THE RACK IS BROKEN AND DLR  
CANNOT JUST PURCHASE THE TRACT, ALSO THE STEERING WHEEL SHAKES FROM SIDE TO  
SIDE, LASTLY THE STEERING RACK AND PINION NEEDS TO BE REPLACED, C IS LOOKING  
FOR GOODWILL OR TO HAVE NISSAN COVER THESE EXPENSES. @11/21-ZSC001N

CRR-SC INFORMED C THAT CRR-SC WOULD TRANSFER FILE TO RCAS AND SOMEONE WOULD  
GET BACK TO C BY THE NEXT BUSINESS DAY. @11/21-ZSC001N

C THANKED CRR-SC FOR ASSISTANCE. C SATISFIED.

CRR-SC GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-SC TRANSFERRING FILE TO RCAS.

CRR-SC LEAVING FILE OPEN. @11/21-ZSC001N

\*\*\*\*\*

CRR-DP RECEIVED CALL FROM C

C STATED: HAS NOT GOT A CALL BACK SINCE C IS GETTING THE DLR TO BRING THE VEH  
BACK

CRR-DP ADVISED C THAT AN INTERNAL MSG WILL BE SENT TO RCAS-JH @11/23-ZDP019N

CRR-DP STATED IS THERE A CERTAIN TIME AND NUMBER C CAN BE CONTACT AT?

C STATE ANYTIME AT CELLPHONE [REDACTED] OR HOME [REDACTED] @11/23-ZDP019N

C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED @11/23-ZDP019N

CRR-DP OFFERED FOR ADDITIONAL INFORMATION ASSISTANCE

C DECLINED

CRR-DP GAVE NAME, EXTENTION AND FILE NUMBER @11/23-ZDP019N

\*\*\*\*\*

CRR-JD RECEIVED CALL FROM: C

@11/23-ZJD109N

VERIFIED NAME. @11/23-ZJD109N

C STATED THAT C WANTED TO SPEAK TO RCAS. @11/23-ZJD109N

ASKED TO BE CONNECTED TO EXTENSION 51452. @11/23-ZJD109N

CRR-JD ADVISED C THAT CRR-JD WILL SEND EMAIL TO RESPONSIBLE RCAS TO MAKE  
A FOLLOW UP. C AGREED. @11/23-ZJD109N

C THANKED CRR-JD, C SATISFIED. CRR-JD OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JD GAVE FILE NUMBER, FULL NAME AND EXTENSION NUMBER. @11/23-ZJD109N

-----

CRR-AS RECEIVED CALL FROM C.

@11/26-ZAS140N

C INSISTED TO BR TRANSFERRED TO EXTENSION 51452. @11/26-ZAS140N

CRR-SC RECEIVED CALL FROM C, C JUST WANTED TO KNOW WHY NOONE HAS CALLED C.

CRR-SC APOLOGIZED AND OFFERED TO SEND INTERNAL MESSAGE TO RCAS. @11/26-ZSC001N

CRR-SC LEAVING FILE OPEN. @11/26-ZSC001N

\*\*\*\*\*

@11/26-ZJH820N

RCAS-JH CHECKED IN VES1 AND THERE IS NO VSC FOR THIS C ON THIS VEH.

RCAS-JH CALLED C ON CELL PHONE [REDACTED] AND C STATES HAS EXTENDED WTY ON  
THE VEH. RCAS-JH ASKED WHO THE PLAN WAS THROUGH AS IT DIDN'T APPEAR THAT C HAD  
A NISSAN VSC. C STATES PURCHASED VEH THROUGH HONDA DLR IN JUNE 2005 AND THE

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PLAN IS THOROUGH CROSS COUNTRY MOTOR CLUB HONDA CARE. @11/26-ZJH820N  
RCAS-JH ADVISED C THAT C IS OOW ON BOTH POWERTRAIN AND BASIC. @11/26-ZJH820N  
C STATES THE HONDA EXTENDED WTY WENT OUT AT 83,000 MILES AND THEY WOULD NOT  
HELP C WITH THIS REPAIR. C STATES THE VEH IS DRIVABLE BUT THAT THE STEERING  
WHEEL HAS PLAY IN IT (DLR TOLD C IT WAS THE PINION GEAR) AND THE DRIVERS' SEAT  
SHIFTS SIDE-TO-SIDE WHEN TURNING CORNERS (DLR TOLD C THE TRACK NEEDED TO BE  
REPLACED AT COST OF APPROXIMATELY \$600.) C STATES WHEN PICKED UP VEH 11/23 AT  
DLR, THE INTERIOR DOME LIGHTS BOTH FRONT AND BACK WOULD NOT WORK. C STATES  
THEY WORKED WHEN C BROUGHT THE VEH IN TO THE DLR. @11/26-ZJH820N  
RCAS-JH WILL CHECK TO SEE IF GRT WAS RUN FOR THESE REPAIRS. @11/26-ZJH820N  
RCAS-JH CHECKED CPIA AND GRT DECLINED ON RO#270539 FOR \$1,463.01.

RCAS-JH CALLED DLR 4000 EAST CHARLOTTE @11/26-ZJH820N @11/27-ZJH820N

\*\*\*\*\* @11/27-ZJH820N

RCAS-JH CALLED C ON CELL PHONE [REDACTED] AND LEFT VMX FOR C TO CALL BACK AT  
2:27 EST 11/27\*\*\*\*\* @11/27-ZJH820N

\*\*\*\*\*

CRR-JA UPDATING FILE.

CRR-JA RECEIVED CALL FROM: C.

C WOULD LIKE TO SPEAK WITH RCAS-JH WITH EXTENSION 51659. @11/27-ZJE146N

C IS RETURNING CALL OF RCAS-JH.

CRR-JA ASKED C IF IT IS ALRIGHT IF VOICEMAIL OF RCAS-JH IS REACHED.

C UNDERSTOOD. @11/27-ZJE146N

C THANKED CRR-JA, C SATISFIED.

CRR-JA OFFERED FURTHER ASSISTANCE, C DECLINED. @11/27-ZJE146N

CRR-JA GAVE FULL NAME. @11/27-ZJE146N

CRR-JA AWAITING RCAS-JH ACTION. @11/27-ZJE146N

CRR-JA ABOUT TO TRANSFER C TO VOICEMAIL OF RCAS-JH, C DISCONNECTED LINE.

CRR-JA SENDING INTERNAL MESSAGE TO RCAS-JH. @11/27-ZJE146N

\*\*\*\*\*

CRR-JA UPDATING FILE.

CRR-JA RECEIVED CALL FROM: C.

C WOULD LIKE TO SPEAK WITH RCAS-JH WITH EXTENSION 51659.

CRR-JA ADVISED THAT C WILL BE TRANSFERRED TO RCAS-JH. @11/28-ZJE146N

CRR-JA AWAITING RCAS-JH ACTION. @11/28-ZJE146N

\*\*\*\*\*

@11/28-ZJH820N

RCAS-JH CALLED DLR TO SPEAK WITH CRM-J AT 10:35 EST 11/28. CRM-J STATES C HAS  
BEEN IN A FEW TIMES FOR REGULAR SERVICING. CRM-J STATES THAT THE BODY CONTROL  
MODULE IS DEFECTIVE AND NEEDS TO BE REPLACED WHICH IS A BASIC WTY PART AND  
THAT THIS WAS EXPLAINED TO C BY SA-RT AND SM-RD. @11/28-ZJH820N

RCAS-JH NOTES THAT ACCORDING TO PARAMETERS SET OUT BY DPSM-BH, C WOULD NOT BE  
ELIGIBLE FOR GOODWILL AS C BOUGHT THE VEH PREOWNED, FROM A HONDA DLR, IS OOW.

RCAS-JH CALLED C ON DAY PHONE AT 10:50 EST 11/28 AND SPOKE TO C. RCAS-JH TOLD  
C THAT DUE TO TIME OOW NNA WAS NOT IN A POSITION TO ASSIST FINANCIALLY WITH  
THE REPAIRS. C STATES WHAT ABOUT THE INTERIOR LIGHTS AND BCM ISSUE THAT SEEMED  
TO START AT THE DLR. @11/28-ZJH820N

RCAS-JH TOLD C THAT C WILL RECEIVE A CALL FROM SA-RT FOR C TO BRING VEH IN AND  
THAT THE DLR WOULD DO SOME FORM OF DLR LEVEL GOODWILL TO HELP C WITH THE  
COST ON THE BCM/INTERIOR LIGHT ISSUE. C WAS GOOD NATURED ABOUT IT BUT STATES C  
SHOULD'VE STUCK WITH TOYOTA. RCAS-JH EXPLAINED THAT RCAS DID EVERYTHING  
POSSIBLE TO RESOLVE C'S ISSUES. C THANKED RCAS-JH FOR ASSISTANCE AND ENDED  
CALL. RCAS-JH CLOSING FILE \*\*\*\*\* @11/28-ZJH820N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:



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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |      |
|------------------------|---------------------------|---------------------|------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SDMV    | SDSD |
| 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: 4000         | EFFECTIVE: 11 / 21 / 07   | 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: ZSC001N        |                     |      |
| HISTORY:               | UPDATE BY: ZJH820N        |                     |      |
| SVC CALL#:             | UPDATE DATE: 11 / 28 / 07 |                     |      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 28 / 07  | MICROFILM: N        |      |
| RESP CAA: HAZELL, JOHN | OLM: ROYSTER KAREN        | DOM:                |      |
| PHONE: 0000040000      | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:42 PM

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

CAR ID: CA5945038N  
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----- CONSUMER AFFAIRS -----

CA5945038

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:42 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/19/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 165       | RCDC01274623 | 15041 NC            | 1/19/2003         | 1/19/2008      | 100.000           |                |                  |

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

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                |              |        |
|----------------------------------------|----------------|--------------|--------|
| -----+-----                            |                |              |        |
| CONTRACT: RCDC01274623                 |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |                | OWNER NAME:  |        |
| PLAN TYPE: C                           |                | PLAN TYPE:   |        |
| PLAN TERM: C                           |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                      |                | DEDUCTABLE:  |        |
| EFFECTIVE: 01/19/03                    |                | EFFECTIVE:   |        |
| EXPIRES: 01/19/08                      | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                              |                | TRANSFER:    |        |
| TRANSACTION: 1/30/2003                 |                | TRANSACTION: |        |
| PRINTED: 01/31/03                      |                | PRINTED:     |        |
| DEALER NO: 15041                       | STATE: NC      | DEALER NO:   | STATE: |
| DEALER NAME: INDEPENDENCE NISSAN, L.P. |                | DEALER NAME: |        |
| -----+-----                            |                |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T36W [REDACTED] Y  
CITY: SACRAMENTO YR/MDL: 2006.0 MUR MILEAGE: 59000  
ST/ZIP: CA [REDACTED] IN SVC DATE: 01 / 29 / 06  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3773 NISSAN OF ELK GROVE  
EVE PH: [REDACTED] PAID: 2 SVC DLR: 3773 NISSAN OF ELK GROVE  
DLR PH: 916 405 5000 SUSP: 0 RESP DLR: 3773 NISSAN OF ELK GROVE  
DENY: 0 REGION: 48 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3773 NISSAN OF ELK GROV  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 23000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 04 / 07 XFER/RSPNSBLTY: 48 07 S  
CONTACT (S): FOLLOWUP DATE: 12 / 05 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 12 / 06 / 07 DATANET (Y/N): 12 / 07 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
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CA5959552N

C. A. R. COMMENTS

FILE OPENED-ZJH493N 12/04/2007

PREVIOUS FILES FOUND: NONE

CRR-JH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE, AND  
RESPONSIBLE DLR

CRR-JH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: @12/04-ZJH493N

CRR-JH ADVISED C THAT THERE ARE NO RECALLS ON VEH

PREVIOUS NISSAN VEH: NONE

CRR-JH RECEIVED CALL FROM C

C STATES THAT VEH'S DRIVER'S SEAT FRAME BEGAN TO BECOME LOOSE @12/04-ZJH493N

C STATES THAT C BROUGHT VEH INTO DLR @12/04-ZJH493N

C STATES THAT DLR TOLD C THAT SEAT FRAME HAS BROKEN WELDS @12/04-ZJH493N

C STATES THAT C IS OUT OF WARRANTY @12/04-ZJH493N

C STATES THAT C WANTS NNA TO REPAIR COMPONENT AT NO COST TO C (GOODWILL)

C STATES THAT C SPOKE WITH SERVICE ADVISOR JOHN BROOKS @12/04-ZJH493N

C STATES THAT PART MAY BE DEFECTIVE @12/04-ZJH493N

CRR-JH ADVISED C THAT FILE WILL BE TRANSFERRED TO RCAS FOR FURTHER REVIEW

CRR-JH ADVISED C THAT RCAS WILL CALL AT END OF NEXT BUSINESS DAY@12/04-ZJH493N

CRR-JH OFFERED FURTHER ASSISTANCE, C DECLINED

C THANKED CRR-JH

CRR-JH GAVE NAME, EXTENSION, AND FILE NUMBER

CRR-JH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW @12/04-ZJH493N

--

RS-GB CONTAXCTED SM-ROB ON 12/06/07 @ 4:36 PM CST AND DISCUSSED C'S FILE. SM  
ROB STATED THAT C'S CONCERN WAS DIAGNOSED AS A SEAT LOOSE BECASUE OF A BROKEN  
WELD ON THE LOWER PART OF THE REAR FRAME. SM STATED THAT THE TECH WHO EXAMINED  
C'S VEH STATED THAT THE WELD WAS TINY AND APPEARED TO HAVE SNAPPED. RS  
UNDERSTOOD. SM FURTHER STATED THAT GRT WAS NOT AND CANNOT BE RUN AT THIS TIME  
AS THERE IS NO OPEN TICKET ON IT. RS-GB UNDERSTOOD AND ADVISED RS-GB WOULD  
RECOMMEND C RETURN TO THE DLR FOR GRT ASSISTANCE AND ENDED THE CALL.

-- @12/06-ZGB761N

RS-GB CONTACTED C ON 12/10/07 @ 4:40 PM CST ON DAY/EVE NUMBER TO DISCUSS C'S  
VEH CONCERNS. C STATED THAT C HAS A BROKEN WELD AND FELS THAT IT MUST BE A  
FACTORY ISSUE AND IS SEEKING FINANCILA ASSISTANCE FROM NNA. RS-GB UNDERSTOOD  
AND ASSURED C THAT NNA IS WILLING TO ASSIST C FURTHER. RS RECOMMENDED C RETURN  
THE VEH TO THE DLR SO THAT SM-ROB CAN RUN GRT. C UNDERSTOOD AND STATED THAT  
C WOULD CONTACT THE DLR, SET UP AN APPOINTMENT AND CONTACT RS-GB WHEN THAT IS  
COMPLETED. RS-GB UNDERSTOOD AND ADVISED C THAT C CAN MAKE THE APPOINTMENT @ C'  
S CONVENIENCE AS THERE IS NO TIME CONTRAINTS ON THE FILE. C UNDERSTOOD AND  
APPRECIATED RS' CALL. RS PROVIDED C RS' DIRECT EXT. 57852. C THANKED AND  
STATED C WOULD CALL BACK ONCE APPOINTMENT SET. C ENDED CALL.

--

RS-GB CLOSING THE FILE PENDING C SCHEDULEING A SERVICE VISIT. @12/06-ZGB761N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
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CONTACT(S):

|                           |                           |                     |      |
|---------------------------|---------------------------|---------------------|------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    | 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: 3773            | EFFECTIVE: 12 / 04 / 07   | 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: ZJH493N        |                     |      |
| HISTORY:                  | UPDATE BY: ZGB761N        |                     |      |
| SVC CALL#:                | UPDATE DATE: 12 / 06 / 07 |                     |      |
| CLOSE: Y (Y/N)            | CLOSE DATE: 12 / 06 / 07  | MICROFILM: N        |      |
| RESP CAA: GRODZINSKI, AMY | OLM: SMIT AGNES           | DOM:                |      |
| PHONE: 0000051000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

**CONFIDENTIAL**

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

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08W54W [REDACTED] Y     |                          |
| CITY: PORTLAND        |         | YR/MDL: 2004.0 MUR MILEAGE: 34119 |                          |
| ST/ZIP: OR [REDACTED] |         | IN SVC DATE: 08 / 12 / 04         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 3589                     | BEAVERTON NISSAN         |
| EVE PH: [REDACTED]    | PAID: 1 | SVC DLR: 3589                     | BEAVERTON NISSAN         |
| DLR PH: 503 643 8676  | SUSP: 0 | RESP DLR: 3589                    | BEAVERTON NISSAN         |
|                       | DENY: 0 | REGION: 48                        | DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 7200 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 12 / 07 / 07     | XFER/RSPNSBLTY: 48 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 01 / 02 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 24 / 08    | DATANET (Y/N): 12 / 27 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION            |

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

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CA5964246N

C. A. R. COMMENTS

FILE OPENED-ZRL969N 12/07/2007  
PREVIOUS FILES FOUND: 4649898  
CRR-RL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE, AND RESPONSIBLE DLR.  
CRR-RL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/07-ZRL969N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 11/10/05 3589  
CRR-RL ADVISED C THAT THERE ARE  
PREVIOUS NISSAN VEH: NONE  
CRR-RL RECEIVED INBOUND CALL FROM C.  
C STATES THAT THE DRIVERS SIDE SEAT WAS LOOSE, THE DLR TOOK THE SEAT OUT AND A PIECE OF METAL UNDER THE SEAT WAS BROKEN. THE REPAIR COST WAS \$1,076.  
CRR-RL INQUIRED AS TO WHAT C WOULD LIKE NISSAN TO DO FOR C. @12/07-ZRL969N  
C STATES THAT C WOULD LIKE SOME SORT OF COMPENSATION FOR THIS REPAIR AS THE VEH IS STILL PRETTY NEW AND THIS TYPE OF THING SHOULD NOT HAPPEN TO SUCH A NEW VEH.  
@12/07-ZRL969N  
CRR-RL IS TRANSFERRING FILE TO RCAS. @12/07-ZRL969N  
CRR-RL INQUIRED AS TO BEST CONTACT TIME AND PHONE NUMBER. @12/07-ZRL969N  
C STATES BETWEEN 9PM-5PM AT 503.230.1230 ALTERNATIVELY AT 503.516.6489  
CRR-RL OFFERED FURTHER ASSISTANCE. C DECLINED. @12/07-ZRL969N  
CRR-RL GAVE NAME, FILE NUMBER AND EXTENSION. @12/07-ZRL969N  
CRR-RL IS LEAVING FILE OPEN FOR RCAS REVIEW. @12/07-ZRL969N  
RCAS-CP CALLED C ON DAYTIME NUMBER ON 12/21/07 AT 5:37PM EST  
DID NOT LEAVE VOICEMAIL ON BUSINESS NUMBER @12/21-ZCP437N  
RCAS-CP CONTACTED C ON EVENING NUMBER ON 12/21/07 AT 5:39 PM EST  
LEFT VMX @12/21-ZCP437N  
\*\* RSS-GG ASSISTING WITH SITUATION AND CONTACTED DLR AT 2:04 CST ON THIS DATE. SM-BOB SAID SEAT FRAME WAS BROKEN AND HAS SINCE BEEN REPAIRED. SM-BOB SAID C HAD TWO MAJOR SERVICES PERFORMED ON VEH ALTHOUGH C LIVES ABOUT 40 MINUTES AWAY. RSS-GG NOTES VEH WAS ABOUT FOUR MONTHS OUTSIDE BASIC WARRANTY AT TIME OF REPAIR.\*\*  
@01/02-ZGG188N  
@01/02-ZGG188N  
\*\* RSS-GG CONTACTED C AT DAY PHONE NUMBER AT 2:28 CST ON THIS DATE AND LEFT VMX. RSS-GG CONTACTED C AT EVE PHONE NUMBER AT 2:29 CST ON THIS DATE AND LEFT VMX. RSS-GG AWAITING CALL BACK TO DISCUSS FURTHER.\*\* @01/02-ZGG188N  
RCAS-CP RECIEVED EMAIL FROM DPSM-RH  
DPSM-RH ADVISED RCAS-CP THAT C HAD SEAT REPLACED AT INDEPENDANT FACILITY  
DPSM-RH ADVISED RCAS-CP THAT DUE TO THE SAFETY OF THE SEAT BEING REPLACED BY NON NISSAN DLR, THAT C WILL NOT BE REIMBURSED. @01/04-ZCP437N  
RCAS-CP CONTACTED C ON DAYTIME NUMBER  
C ADVISED RCAS-CP THAT C HAD ALL REPAIRS DONE AT BEAVERTON NISSAN.  
RCAS-CP SENT EMAIL TO DPSM-RH @01/04-ZCP437N  
RCAS-CP CONTACTED DLR SPOKE TO SM-RICHARD, SM-RICHARD ADVISED WILL RUN GRT  
RCAS-CP RECIEVED VMX FROM SM-RICHARD, ADVISING RCAS-CP THAT GRT WAS DECLINED.  
RCAS-CP CONTACTED C ON DAYTIME NUMBER, ADVISED C THAT NNA CANNOT@01/24-ZCP437N  
PROVIDE C WITH GOODWILL ASSISTANCE,  
C STATED THAT C IS DISAPOINTED AND NEXT TIME C PURCHASES A VEH. IT WILL NOT BE A NISSAN.  
RCAS-CP APOLOGIZED C FELT THAT WAY.  
RCAS-CP OFFERED C FURTHER ASSITANCE,  
C INQUIRIED WHAT THE ADDRESS IS FOR NNA RCAS-CP PROVIDED C ADDRESS  
P.O BOX 685003 @01/24-ZCP437N  
FRANKLIN, TN 37064-5003 @01/24-ZCP437N



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C THANKED RCAS-CP  
RCAS-CP CLOSING FILE.

@01/24-ZCP437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT CARA AT 1-866-799-1690 X 1491 TO DISCUSS.

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT8G         | 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: 3589          | EFFECTIVE: 12 / 07 / 07   | 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: ZRL969N        |                     |
| HISTORY:                | UPDATE BY: ZCP437N        |                     |
| SVC CALL#:              | UPDATE DATE: 01 / 24 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 01 / 24 / 08  | MICROFILM: N        |
| RESP CAA: POIRIER, CARA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041491       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

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REQUESTED BY: lattad

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

CA5964246

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:42 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 6/10/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 167       | PENJ03588839 | 3589 OR             | 6/10/2005         | 8/12/2010      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                               |                |              |        |
|-------------------------------|----------------|--------------|--------|
| -----+-----                   |                |              |        |
| CONTRACT: PENJ03588839        |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |                | OWNER NAME:  |        |
| PLAN TYPE: E                  |                | PLAN TYPE:   |        |
| PLAN TERM: J                  |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                |                | DEDUCTABLE:  |        |
| EFFECTIVE: 06/10/05           |                | EFFECTIVE:   |        |
| EXPIRES: 08/12/10             | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                     |                | TRANSFER:    |        |
| TRANSACTION: 6/17/2005        |                | TRANSACTION: |        |
| PRINTED: 06/17/05             |                | PRINTED:     |        |
| DEALER NO: 3589               | STATE: OR      | DEALER NO:   | STATE: |
| DEALER NAME: BEAVERTON NISSAN |                | DEALER NAME: |        |
| -----+-----                   |                |              |        |

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

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|                       |                |                               |  |
|-----------------------|----------------|-------------------------------|--|
| NAME: [REDACTED]      |                | SC: MULTI CONTRACT            |  |
| STREET: [REDACTED]    |                | VIN: JN8AZ08W25W [REDACTED] Y |  |
| CITY: SAN JOSE        |                | YR/MDL: 2005.0 MUR MILEAGE: 0 |  |
| ST/ZIP: CA [REDACTED] |                | IN SVC DATE: 07 / 16 / 05     |  |
| VCAN: Y               | RTL DLR: 063B  | SANTA CRUZ NISSAN             |  |
| PAID: 2               | SVC DLR: 063B  | SANTA CRUZ NISSAN             |  |
| SUSP: 0               | RESP DLR: 063B | SANTA CRUZ NISSAN             |  |
| DENY: 0               | REGION: 48     | DIST: SL/SV/PT: 09 09 39      |  |
| DLR PH: 831 426 5100  |                |                               |  |

|                                   |                    |                               |
|-----------------------------------|--------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00      | EXEC: 00 / 00 / 00 | EMAIL: 12 / 08 / 07           |
| 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 PREOWNEI | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: UNKNOWN    |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:   | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 12 / 08 / 07     | XFER/RSPNSBLTY: 48 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 10 / 07 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 12 / 08 / 07    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:42 PM

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

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CA5964797N

C. A. R. COMMENTS

FILE OPENED-ZRC151N 12/08/2007

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

CRR-RC RECEIVED EMAIL ON 12/08/07 FROM C DATED :12/05/07

ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL

EMAIL ADDRESS: [REDACTED]

CRR-RC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES, FOUND: 3 CLOSED.

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/24/06 063B

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/19/06 063B

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 01/08/07 3474

CRR-RC VERIFIED AND UPDATED C'S NAME, ADDRESS, EVENING PHONE NUMBER, VIN, AND RESPONSIBLE DLR.

CRR-RC UNABLE TO VERIFY C'S DAYTIME NUMBER, AND MILEAGE. @12/08-ZRC151N

CRR-RC RECEIVED EMAIL (ID # 857519) CREATED: 12/08/07

EMAIL READS:

C STATES "I OWN A 2005 MURANO (I DO NOT HAVE THE VIN NUMBER HANDY) RECENTLY THE FRAME FOR THE DRIVER'S SEAT BROKE. THE CAR HAS BEEN IN MY POSSESSION FOR ABOUT 2.5 YEARS. I AM VERY UPSET THAT THE SEAT SEEMS TO BE OF POOR QUALITY. IT PRESENTED A SAFETY ISSUE WHEN IT BROKE. THE SEAT MOVED IN ALL DIRECTIONS AS I DROVE IT. ARE THERE OTHER MURANOS WITH A SIMILAR PROBLEM? I ONLY WEIGH 195LBS, IS THERE A WEIGHT LIMIT FOR THE SEAT FRAME? I AM CONCERNED WHAT ELSE MIGHT BREAK WHILE DRIVING IT. ON TOP OF THAT I HAD TO SCREAM AT CAPTIOLENISSAN TO GET THE PART SHIPPED OVERNIGHT. THEY WANTED TO HOLD MY CAR FOR 4 DAYS FOR A WARRANTY REPAIR OF A SEAT. I AM VERY DISAPPOINTED, I HAVE BEEN PLANNING ON GETTING A NEW MURANO IN 7/08 WHEN MY LEASE EXPIRES, BUT I MAY GO LOOK AT A LEXUS INSTEAD. HAVING A SEAT BREAK ON A CAR THAT IS ONLY 2.5 YEARS OLD IS NOT ACCEPTABLE. I HAVE TRIED CALLING, BUT THE PHONE DISCONNECTS BEFORE IT GETS TO THE MENU SELECTION. I CANNOT EVEN TALK TO A LIVE PERSON. VERY BAD

@12/08-ZRC151N

CRR-RC RESPONSE: DEAR MR. PETER PIETRANGELO.

THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC.

AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE

APOLOGIZE FOR THE DELAY IN RESPONSE.

WE ARE SORRY TO HEAR OF THE CONCERNS YOU HAVE REGARDING THE QUALITY AND DESIGN OF YOUR (2005 MURANO SL).

NISSAN IS COMMITTED TO DESIGNING AND BUILDING VEHICLES THAT INCORPORATE OUR CUSTOMERS' NEEDS FOR STYLING, PERFORMANCE, QUALITY AND SAFETY.

@12/08-ZRC151N

FILE 5964797 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN.

YOUR COMMENTS ARE APPRECIATED, AS THEY WILL HELP US IMPROVE OUR LEVEL OF SERVICE. THE FILE MAY BE REVIEWED BY NISSAN ENGINEERS FOR FUTURE MODEL SUGGESTIONS.

@12/08-ZRC151N

WE APOLOGIZE FOR ANY INCONVENIENCES YOU MAY HAVE

@12/08-ZRC151N

ENCOUNTERED WITH YOUR VEHICLE. IF YOU HAVE ANY FURTHER COMMENTS OR CONCERNS, PLEASE FEEL FREE TO E-MAIL US AGAIN OR CONTACT OUR CONSUMER AFFAIRS DEPARTMENT AT 1-800-647-7261.

THANK YOU FOR ALLOWING ME TO BE OF ASSISTANCE.

SINCERELY,

@12/08-ZRC151N

CRR-RC CLOSING FILE PENDING FOLLOW-UP FROM C.

@12/08-ZRC151N

@12/08-ZRC151N

CONFIDENTIAL

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NE8F         | ROOT CAUSE: SCPP    |
| CALLBACK: (Y/N) #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 0              | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #: 1                 | DATE: 12 / 08 / 07        | USERID: ZRC151N     |
| COMMENTS ONLY: #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 063B             | EFFECTIVE: 12 / 08 / 07   | 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: ZRC151N        |                     |
| HISTORY:                   | UPDATE BY: ZRC151N        |                     |
| SVC CALL#:                 | UPDATE DATE: 12 / 08 / 07 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 12 / 08 / 07  |                     |
| RESP CAA: COUSINEAU, RANDY | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000000000          | OWNER FIRST:              | DOM: ELLIOTT, CHRIS |
|                            |                           | LANGUAGE: E ENGLISH |

## CA5964797N

|                              |              |                           |            |            |         |                    |          |
|------------------------------|--------------|---------------------------|------------|------------|---------|--------------------|----------|
| ----- CONSUMER AFFAIRS ----- |              |                           |            |            |         |                    |          |
| CA5964797                    |              | SERVICE CONTRACTS SUMMARY |            |            |         | DATE: 1/26/2009    |          |
|                              |              |                           |            |            |         | TIME: 12:48:42 PM  |          |
| NAME [REDACTED]              |              | VIN:                      |            |            |         | MODEL YEAR: 2005.0 |          |
|                              |              | IN SCV DATE: 11/23/2008   |            |            |         | MAKE:              |          |
|                              |              |                           |            |            |         | MODEL LINE: MUR    |          |
| SEQ                          |              | DEALER                    | EFFECTIVE  | EXPIRE     | EXPIRE  | CANCEL             | TRANSFER |
| NO                           | CONTRACT NO  | NUMBER ST                 | DATE       | DATE       | MILEAGE | DATE               | DATE     |
| 168                          | MTNJ00534888 | 2648 CA                   | 11/23/2008 | 11/23/2013 | 123.378 |                    |          |
| 169                          | PEDQ04365649 | 2648 CA                   | 11/23/2008 | 7/16/2012  | 100.000 |                    |          |
| 170                          | RMNZ08224716 | 2648 CA                   | 11/23/2008 | 7/16/2012  | 100.000 |                    |          |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                     |                                      |
|-------------------------------------|--------------------------------------|
| -----+-----                         |                                      |
| CONTRACT: MTNJ00534888              | CONTRACT:                            |
| OWNER NAME: [REDACTED]              | OWNER NAME:                          |
| PLAN TYPE: T                        | PLAN TYPE:                           |
| PLAN TERM: J                        | PLAN TERM:                           |
| DEDUCTABLE: \$                      | DEDUCTABLE:                          |
| EFFECTIVE: 11/23/08                 | EFFECTIVE:                           |
| EXPIRES: 11/23/13    MILES: 123,378 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:   | CANCEL:                    MILES:    |
| TRANSFER:                           | TRANSFER:                            |
| TRANSACTION: 11/26/2008             | TRANSACTION:                         |
| PRINTED: 11/29/08                   | PRINTED:                             |
| DEALER NO: 2648        STATE: CA    | DEALER NO:                    STATE: |
| DEALER NAME: FUTURE NISSAN, INC.    | DEALER NAME:                         |
| -----+-----                         |                                      |



**CONFIDENTIAL**

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04365649                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 11/23/08                    | EFFECTIVE:                           |
| EXPIRES: 07/16/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 11/26/2008                | TRANSACTION:                         |
| PRINTED: 11/29/08                      | PRINTED:                             |
| DEALER NO: 2648        STATE:    CA    | DEALER NO:                    STATE: |
| DEALER NAME: FUTURE NISSAN, INC.       | DEALER NAME:                         |
| -----+-----                            |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: RMNZ08224716                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: M                           | PLAN TYPE:                           |
| PLAN TERM: Z                           | PLAN TERM:                           |
| DEDUCTABLE: \$                         | DEDUCTABLE:                          |
| EFFECTIVE: 11/23/08                    | EFFECTIVE:                           |
| EXPIRES: 07/16/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 11/26/2008                | TRANSACTION:                         |
| PRINTED: 11/29/08                      | PRINTED:                             |
| DEALER NO: 2648        STATE:    CA    | DEALER NO:                    STATE: |
| DEALER NAME: FUTURE NISSAN, INC.       | DEALER NAME:                         |
| -----+-----                            |                                      |

# CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A  
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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08WX5W [REDACTED] Y  
CITY: DEDHAM YR/MDL: 2005.0 MUR MILEAGE: 2995  
ST/ZIP: MA [REDACTED] IN SVC DATE: 05 / 21 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3405 CLAY NISSAN  
EVE PH: [REDACTED] PAID: 6 SVC DLR: 3405 CLAY NISSAN  
DLR PH: 781 326 1500 SUSP: 1 RESP DLR: 3405 CLAY NISSAN  
DENY: 0 REGION: 26 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3405 CLAY NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 17 / 07 XFER/RSPNSBLTY: 26 10 S  
CONTACT (S): FOLLOWUP DATE: 12 / 20 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 12 / 19 / 07 DATANET (Y/N): 12 / 19 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                          |        |                                    |
|----|--------------------------|--------|------------------------------------|
| OC | NISSAN DEALER ISSUES     | 218000 | REPLACEMENT PART PURCHASE (NISSAN) |
| BD | NSN DEALER PARTS DEPT.   | YP     | PARTS AVAILABILITY (BACKORDER)     |
| OC | NISSAN DEALER ISSUES     | 223500 | VEHICLE MAINTENANCE (NISSAN)       |
| BF | NSN DEALER SERVICE DEPT. | VQ     | NOT READY ON TIME                  |
| OC | NISSAN DEALER ISSUES     | 223500 | VEHICLE MAINTENANCE (NISSAN)       |
| BF | NSN DEALER SERVICE DEPT. | YY     | POOR SERVICE EXPERIENCE            |

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C. A. R. COMMENTS

FILE OPENED-ZLR990N 12/17/2007

PREVIOUS FILES FOUND NONE

CRR-LR VERIFIED C' S NAME, ADDRESS, VIN, MILEAGE DAY AND EVENING NUMBER

MILEAGE DAY AND EVENING NUMBER AND RESPONSIBLE DEALER

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGN/UPGRADES FOUND: @12/17-ZLR990N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 05/15/06 3405

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 05/15/06 3405

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 01/12/07 3405

@12/17-ZLR990N

CRR-LR ADVISED C THERE IS NO OPEN RECALLS ON C VEH @12/17-ZLR990N

CRR-LR RECEIVED INBOUND CALL FROM C

C STATES THAT C IS UPSET THAT C IS UPSET THAT C DRIVERS SEAT IS BROKEN ON THE  
BRACKET C STATES THAT THIS IS UNSAFE FOR C TO DRIVE THE VEH LIKE THIS

@12/17-ZLR990N

C STATES THAT C BROUGHT THE VEH TO THE DLRSHIP TO BE ASSISTED C STATES THAT  
THAT THE DLRSHIP CAN NOT PROVIDE AN EXACT TIME ON THE PART FOR THE SEAT

@12/17-ZLR990N

C STATES THAT THE DLRSHIP ADVISED C THAT THE DLRSHIP CAN NOT PROVIDE A RENTAL  
VEH TO C WHILE C VEH IS IN FOR REPAIR @12/17-ZLR990N

C STATES THAT C WOULD LIKE NISSAN TO PROVIDE A RENTAL CAR TO C UNTIL THE PART  
COMES IN FOR THE DLRSHIP @12/17-ZLR990N

CRR-LR ADVISED C THAT CRR-LR WOULD TRANSFER THE FILE OVER TO RCAS FOR FURTHER  
REVIEW @12/17-ZLR990N

CRR-LR OFFERED ANY FURTHER ASSITANCE TO C @12/17-ZLR990N

C DECLINED @12/17-ZLR990N

CRR-LR GAVE NAME, EXTENSION, AND FILE NUMBER @12/17-ZLR990N

CRR-LR TRANSFERRING FILE TO RCAS PENDING REVIEW @12/17-ZLR990N

\*\*\*\*\*

RCAS-AR LEFT MESSAGE FOR SM-CHRISTINE WHITE ON 12/18/07 AT 8:33AM EST.

\*\*\*\*\*

@12/19-ZAR388N

RCAS-AR LEFT VMX FOR SM-CHRISTINE WHITE ON 12/19/07 AT 9:24AM EST. RCAS-AR  
LEFT NAME AND NUMBER. @12/19-ZAR388N

\*\*\*\*\*

RCAS-AR RECEIVED INBOUND CALL FROM SM-CHRISTINE WHITE ON 12/19/07 AT 9:45AM  
EST. SM-CW STATED THAT C'S VEH HAS BEEN REPAIRED AND THAT C HAS VEH. RCAS-AR  
THANKED SM-CW AND ENDED CALL. RCAS-AR CLOSING FILE AS C NEEDS NO FURTHER  
ASSISTANCE. @12/19-ZAR388N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

## CONFIDENTIAL

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## CONTACT(S):

|                               |                           |                      |
|-------------------------------|---------------------------|----------------------|
| SATISFIED: Y                  | ACTION CODE: NT1A         | ROOT CAUSE: SCAV     |
| 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: 3405                | EFFECTIVE: 12 / 17 / 07   | 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: ZLR990N        |                      |
| HISTORY:                      | UPDATE BY: ZAR388N        |                      |
| SVC CALL#:                    | UPDATE DATE: 12 / 19 / 07 |                      |
| CLOSE: Y (Y/N)                | CLOSE DATE: 12 / 19 / 07  | MICROFILM: N         |
| RESP CAA: RAFFERTY, ALEXANDRA | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |
| PHONE: 0000040000             | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

**CONFIDENTIAL**

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: SPARTANBURG

VIN: JN8AZ08W94W [REDACTED] Y  
YR/MDL: 2004.0 MUR MILEAGE: 88275  
IN SVC DATE: 06 / 25 / 04  
RTL DLR: 3850 SHEEHY NISSAN OF WALDORF  
SVC DLR: 5124 GREER NISSAN, LLC  
RESP DLR: 5124 GREER NISSAN, LLC  
REGION: 34 DIST: SL/SV/PT: 09 09 39

ST/ZIP: SC [REDACTED] VCAN: Y  
DAY PH: [REDACTED] PAID:  
EVE PH: [REDACTED] SUSP:  
DLR PH: 864 877 7678 DENY:

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: GREER NISSAN, LLC  
OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: 55275 (PT) MONTHS: MILES: 28275

ORIG CODE: CT 11 OPEN DATE: 12 / 20 / 07 XFER/RSPNSBLTY: 34 09 S  
CONTACT (S): FOLLOWUP DATE: 01 / 17 / 08 DATANET (Y/N): 1  
SEVERITY: 1 CLOSE DATE: 01 / 16 / 08 DATANET (Y/N): 12 / 24 / 07

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZJD109N 12/20/2007

PREVIOUS RELATED/UNRELATED FILE: NONE.

CRR-JD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
AND RESPONSIBLE DLR.

CRR-JD CHECKED FOR ANY OPEN RECALLS/CAMPAIGNS/UPGRADES: @12/20-ZJD109N

CLSD P5215 MURANO ALTERNATOR

CLSD R0511 MURANO SB PROTECT

CLSD R0516 MURANO

CRR-JD ADVISED C OF RECALLS/CAMPAIGNS/UPGRADES INFORMATION.

PREVIOUS NISSAN VEHICLES: 04 MUR.

CRR-JD RECEIVED CALL FROM: C'S HUSBAND [REDACTED] @12/20-ZJD109N

C STATED THAT C'S SEATS BROKE, C STATED THAT C'S VEH HAS A MANUFACTURERS  
DEFECT BASED ON THE TECHNICAL BULLETIN FROM GREER NISSAN, LLC WHERE C GOT  
THE INFORMATION AS C STATED. @12/20-ZJD109N

C STATED THAT DLR DON'T WANT TO COVER REPAIR. @12/20-ZJD109N

CRR-JD THAT YES, PART WILL NOT BE COVERED SINCE, SEATS ARE NOT ON C'S  
RECALL OR CAMPAIGN.

CRR-JD STATED THAT C DEMAND NNA TO FIX SINCE C STATED THAT IT IS A SAFETY  
ISSUE. @12/20-ZJD109N

CRR-JD ADVISED THA C WILL BE CONNECTED TO THE NEXT LEVEL AGENT. C UNDERSTOOD.  
OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JD GAVE FILE NUMBER, FULL NAME AND EXTENSION NUMBER. @12/20-ZJD109N

CRR-JD TRANSFERRING C TO C GROUP. @12/20-ZJD109N

\*\*\*\*\*

CRR-EM RECEIVED TRANSFER CALL FROM AB: @12/20-ZEM495N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 02/20/06 1980

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 11/17/06 1980

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 11/16/06 1980

C STATES THAT C GOT A SERVICE BULLETIN FROM NNA DLR ABOUT THE DRIVER'S SEAT  
C STATES THAT THE FRAME IS BROKEN.C STATES THAT NNA DLR WILL NOT FIX THE SEAT  
FOR C BECAUSE IT IS OUT OF WARRANTY. @12/20-ZEM495N

C STATES THAT IF IT WILL BE FIXED IT WILL COST ABOUT \$850.00 @12/20-ZEM495N

C STATES THAT C IS JUST ABOUT 7000 MILES OUT OF WARRANTY

C STATES THAT C WOULD LIKE NNA TO FIX THE FRAME BECAUSE IT IS A FAILURE ISSUE  
AND SAFETY ISSUE. C STATES THAT C IS ASKING FOR ASSISTANCE IN THE REPAIRS

C STATES THAT IT IS A STRUCTURAL DEFECT. @12/20-ZEM495N

C THANKED CRR-EM FOR ASSISTANCE, C SATISFIED

CRR-EM GAVE C NAME, EXTENSION,AND FILE NUMBER.

AWAITING ACTION FROM RCAS @12/20-ZEM495N

@12/20-ZEM495N

\*\*\*\*

@12/21-ZNH850N

RCAS-NH MADE A CALL TO C ON DAY NUMBER AT 4:55 PM EST TIME ON 12/21/07.

RCAS-NH ADVISED C RCAS IS CALLING ON BEHALF OF ANOTHER REGIONAL SPECIALIST AND  
THAT REGIONAL SPECIALIST WILL BE BACK MONDAY AND WILL BE IN CONTACT WITH C

C UNDERSTOOD @12/21-ZNH850N

@12/21-ZNH850N

ON MONDAY @12/21-ZNH850N

C UNDERSTOOD @12/21-ZNH850N

RCAS-WL LEFT VMX FOR SM-MATT WILLIAMS ON 12/26/07 AT 10:35AM EST.

@12/26-ZWL007N

RCAS-WL LEFT VMX FOR C ON 12/26/07 AT 3:52PM EST @12/26-ZWL007N

RCAS-WL CONTACTED SA-RAY CAMPBELL ON 1/4/08 AT 11:15AM EST @01/04-ZWL007N

SA-RC STATED WOULD CALLBACK ABOUT C FILE AND REQUESTED RCAS-WL

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DATE: 1/26/2009  
TIME: 12:48:43 PM

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CONTACT NUMBER @01/04-ZWL007N  
RCAS-WL PROVIDED SA-RC CONTACT PHONE AND EXTENSION @01/04-ZWL007N  
CALL ENDED @01/04-ZWL007N  
RCAS-CONTACTED SA-RAY CAMPBELL ON 1/4/08 AT 2:07PM EST @01/04-ZWL007N  
SA-RC STATED C REQUESTED TO HAVE SEAT FRAME REPAIRED UNDER WARRANTY  
SO SA-RC CONTACTED WARRANTY CLAIMS DEPT AND WAS TOLD C WAS DECLINED.  
RCAS-WL ADVISED SA-RC TO REQUEST SM-MATT WILLIAMS TO RUN THE GRT SO NNA  
CAN REVIEW C FILE UNDER GOODWILL @01/04-ZWL007N  
SA-RC UNDERSTOOD @01/04-ZWL007N  
CALL ENDED @01/04-ZWL007N  
RCAS-WL LEFT VMX FOR C ON 1/4/08 AT 4:07PM EST AT C PREFERRED NUMBER  
[REDACTED] @01/04-ZWL007N  
@01/04-ZWL007N  
RCAS-WL CONTACTED SM-MATT WILLIAMS ON 1/7/08 AT 11:46AM EST @01/07-ZWL007N  
RCAS-WL ADVISED SM-MW C IS REQUESTING FOR DRIVER SEAT FRAME TO BE REPAIRED  
AND FOR NNA TO GOODWILL THE REPAIRS. @01/07-ZWL007N  
RCAS-WL REQUESTED FOR SM-MW TO RUN THE GRT FOR C. @01/07-ZWL007N  
SM-MW STATED WOULD RUN THE GRT BEFORE THE END OF THE BUSINESS DAY 1/7/08.  
RCAS-WL THANKED SM-MW @01/07-ZWL007N  
CALL ENDED @01/07-ZWL007N  
\*\*\*\*\* @01/07-ZWL007N  
RCAS-WL CONTACTED C ON 1/7/08 AT 6:32PM EST. @01/07-ZWL007N  
RCAS-WL APOLOGIZED TO C FOR NOT FOLLOWING UP WITH C EARLIER AFTER RECEIVING  
C VMX BUT RCAS-WL BEEN WAITING FOR INFORMATION FROM DLR ON C FILE.  
RCAS-WL OFFERED TO FOLLOWUP WITH C BEFORE THE END OF THE BUSINESS 1/8/08  
WITH AN UPDATE ON C FILE. @01/07-ZWL007N  
C SATISFIED @01/07-ZWL007N  
CALL ENDED @01/07-ZWL007N  
RCAS-WL REVIEW FILE WITH DPSM-PS ON 1/9/08 FOR GOODWILL BUT C CONCERN WAS  
DECLINED BY WARRANTY CLAIMS, THERE WAS NO SERVICE CAMPAIGN ON THE SEAT  
ISSUE AND C WAS OOW FOR REPAIRS TO BE COVERED. @01/09-ZWL007N  
RCAS-WL CHECK CPIA IF DLR RAN THE GRT ON 1/9/08 BUT IT WAS NOT DONE.  
@01/09-ZWL007N @01/09-ZWL007N  
RCAS-WL CONTACTED C ON 1/16/08 AT 12:39PM EST @01/16-ZWL007N  
RCAS-WL ADVISED C FILE BEEN REVIEWED FOR SPECIAL FINANCIAL ASSISTANCE  
WITH THE DLR AND NNA BUT NNA IS NOT IN A POSITION TO ASSIST C BECAUSE C VEH  
IS OOW AND WARRANTY HAS DECLINE TO COVER FOR C REPAIRS. RCAS-WL ADVISED  
C DLR HAS REVIEWED C VEH SAFETY CONCERN UNDER ANY TSB BUT FOUND NONE FOR C  
SPECIFIC VEH. @01/16-ZWL007N  
C STATED NOT SATISFIED WITH NNA DECISION BECAUSE C HAS PURCHASED 2 BRAND NEW  
MURANO AND C EXPECTED THE SEAT TO LAST A VERY LONG TIME AND C CHOSE THIS VEH  
BECAUSE C WAS CONFIDENT THAT THIS VEH WOULD BE THE RIGHT CHOICE BECAUSE C  
WIFE HAS BACK PROBLEMS BUT NOW THE DRIVER SEAT IS NOT SAFE TO DRIVE IN BECAUSE  
THE SEAT IS BROKEN. @01/16-ZWL007N  
RCAS-WL ADVISED C WOULD DOCUMENT C CONCERNS ON THE MATTER TO FORWARD TO NNA.  
C STATED THIS SHOULD BE AN RECALL ON THIS ISSUE BECAUSE IT IS AN SAFETY ISSUE.  
C STATED C HAD AN TSB THAT STATED CERTAIN PARTS NEEDED TO BE REPAIRED.  
RCAS-WL INQUIRE OF C DID THE TSB STATE C VEH VIN WAS SHOWN ON THE TSB  
THAT WAS AFFECTED BY THE TSB. @01/16-ZWL007N  
C STATED NO. @01/16-ZWL007N  
RCAS-WL INQUIRED DID C ADVISE GREER NISSAN ABOUT THE TSB C HAD @01/16-ZWL007N  
C STATED THE DLR STATED C VEH WAS NOT INVOLVED WITH THE TSB BUT C STATED  
DLR TOLD C THE SEAT WAS AN SAFETY ISSUE. @01/16-ZWL007N  
RCAS-WL ADVISED C RCAS-WL DOES AGREE IF C CONCERN IS AN SAFETY ISSUE AND  
RECOMMENDED C HAVE GREER NISSAN REPAIR C VEH HOWEVER NNA IS NOT IN A  
POSITION TO FINANCIALLY ASSIST C WITH REPAIRS. @01/16-ZWL007N



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C STATED WOULD REPORT THE CONCERNS WITH C SEAT SO THAT AN RECALL IS DONE.  
RCAS-WL ADVISED C NNA WILL REVIEW C CONCERNS AND THE ENGINEERS CAN DETERMINE  
IF C CONCERN CAN BE AN RECALL/CAMPAIGN/UPGRADE AT AN FUTURE DATE BUT AT THIS  
TIME THERE IS NO CAMPAIGN IN PLACE.

RCAS-WL ADVISED C NNA NOT IN AN POSITION TO FINANCIALLY ASSIST C UNLESS C CAN  
PROVIDE NEW INFORMATION SO THAT C FIEL CAN BE REVIEWED. @01/16-ZWL007N  
C STATED WILL WAIT 48 HOURS FOR NNA TO REVIEW C FILE THEN FORWARD AN COMPLAIN  
TO HAVE THE SAFETY ISSUE WITH SEAT BECOME AN RECALL BY NNA. @01/16-ZWL007N  
RCAS-WL ADVISED C WOULD DOCUMENT C CONCERNS AND FORWARD IT TO NNA.

C UNDERSTOOD @01/16-ZWL007N

CALL ENDED @01/16-ZWL007N

RCAS-WL CLOSE FILE BECAUSE NNA DECISION WAS GIVEN @01/16-ZWL007N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW FILE

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 5124         | EFFECTIVE: 12 / 20 / 07   | 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: ZJD109N        |                     |
| HISTORY:               | UPDATE BY: ZWL007N        |                     |
| SVC CALL#:             | UPDATE DATE: 01 / 16 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 01 / 16 / 08  | MICROFILM: N        |
| RESP CAA: LEE, WILFRED | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041485      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:43 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 6/25/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 172       | RCNC02309730 | 3850 MD             | 6/25/2004         | 6/25/2009      | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                       |                |              |        |
|---------------------------------------|----------------|--------------|--------|
| -----+-----                           |                |              |        |
| CONTRACT: RCNC02309730                |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                |                | OWNER NAME:  |        |
| PLAN TYPE: C                          |                | PLAN TYPE:   |        |
| PLAN TERM: C                          |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                        |                | DEDUCTABLE:  |        |
| EFFECTIVE: 06/25/04                   |                | EFFECTIVE:   |        |
| EXPIRES: 06/25/09                     | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                               | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                             |                | TRANSFER:    |        |
| TRANSACTION: 6/26/2004                |                | TRANSACTION: |        |
| PRINTED: 06/26/04                     |                | PRINTED:     |        |
| DEALER NO: 3850                       | STATE: MD      | DEALER NO:   | STATE: |
| DEALER NAME: SHEEHY NISSAN OF WALDORF |                | DEALER NAME: |        |
| -----+-----                           |                |              |        |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: SANTA ANA  
ST/ZIP: CA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 714 669 8282

VIN: JN8AZ08T23W [REDACTED] Y  
YR/MDL: 2003.0 MUR MILEAGE: 40000  
IN SVC DATE: 05 / 23 / 03  
VCAN: Y  
PAID: 14  
SUSP: 0  
DENY: 0  
RTL DLR: 110B TUSTIN NISSAN  
SVC DLR: 110B TUSTIN NISSAN  
RESP DLR: 110B TUSTIN NISSAN  
REGION: 44 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 30000 # NISSAN/INFINITI VEHICLES: 3  
VEHICLE MAINTAINED BY: 110B TUSTIN NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 26 / 07 XFER/RSPNSBLTY: 44 02 S  
CONTACT (S): FOLLOWUP DATE: 12 / 27 / 07 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 01 / 11 / 08 DATANET (Y/N): 01 / 14 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZSM584N 12/26/2007

PREVIOUS FILES FOUND: NONE.

CRR-SM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DLR.

CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/26-ZSM584N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 08/31/05 2778

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 05/01/06 2778

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 05/01/06 2778

CRR-SM ADVISED C THERE ARE NONE.

PREVIOUS NISSAN VEH:

CRR-SM RECEIVED INBOUND CALL FROM C.

C STATES THE DRIVER'S SEAT OF THE C'S VEH. @12/26-ZSM584N

C STATES THE FRAME IS BAD. @12/26-ZSM584N

C STATES WHEN SITTING IN THE DRIVER'S SEAT THE SEAT SHIFTS TO THE LEFT.

C STATES THE SEAT COLLAPSES. @12/26-ZSM584N

C STATES IT IS A REAL SAFETY ISSUE. @12/26-ZSM584N

CRR-SM INQUIRED IF THE THE C HAD VISITED AN AUTHORIZED NISSAN DLRSHIP.

C STATES NO. @12/26-ZSM584N

CRR-SM ADVISED THE C THAT THE NEXT STEP WOULD BE TO HAVE A DIAGNOSAL DONE AT  
AN AUTHORIZED NISSAN DLRSHIP AND FOLLOWING THAT IF THE C IS STILL UNSATISFIED,  
THEN THE C CAN CALL BACK AND REFERENCE THE C'S FILE. @12/26-ZSM584N

C INQUIRED WHY THE C SHOULD DO THAT AND HAVE TO PAY FOR SOMETHING THAT SHOULD  
BE COVERED UNDER WARRANTY. @12/26-ZSM584N

CRR-SM ADVISED THE C THAT UNFORTUNATELY FOR AN INVESTIGATION TO BE DONE, THE C  
MUST FIRST HAVE A DIAGNOSAL DONE AT AN AUTHORIZED NISSAN DLRSHIP.

CRR-SM ADVISED THE C THAT ALL NISSAN'S DLRSHIPS ARE INDEPENDANTLY OWNED AND  
OPERATED AND THE C MAY OR MAY NOT BE CHARGED FOR A DIAGNOSAL DEPENDING ON THE  
DLRSHIP THE C VISITS. @12/26-ZSM584N

CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-SM GAVE, NAME, EXTENSION, AND FILE NUMBER @12/26-ZSM584N

CRR-SM ADVISED C TO VISIT [WWW.NISSANUSA.COM](http://WWW.NISSANUSA.COM)

CRR-SM TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @12/26-ZSM584N

\*\*\*\*\*

RCAS-NS CONTACTED C ON DAY NUMBER AT 12:40PM EST AND SPOKE WITH C'S DAD. C'S  
DAD STATED THAT C TOOK THE VEH TO TUSTIN NISSAN ON 12/26/07 AND HAD THE VEH  
LOOKED AT. DLR INFORMED C'S DAUGHTER THAT THE SEAT DOES ROCK BACK AND FORTH.  
RCAS-NS INQUIRED IF THE VEH WAS EVER AT SUPERIOR NISSAN OF MISSION HILLS? C'S  
FATHER STATED NO. RCAS-NS INFORMED C THAT RCAS WILL TRANSFER FILE INTO  
CORRECT RESPOSIBLE AGENT AND RCAS WILL CONTACT C BACK BY END OF BUSINESS DAY O  
ON 12/28/07. RCAS INQUIRED IF C HAD A CELL NUMBER AND C'S FATHER PROVIDED RCAS  
WITH 714.585.1016. C'S FATHER STATED THAT C'S FATHER INFORMED C TO TAKE HOME  
THE VEH BECAUSE IT IS UNSAFE TO DRIVE. C'S FATHER ASKED WHAT NNA CAN DO. RCAS  
ADVISED C'S FATHER THAT RCAS NEEDS TO SEE IF THE SEAT WOULD BE COVERED UNDER  
WARRANTY AND IF C DOES NOT FIND ASSISTANCE AT DLRSHIP LEVEL THAT RCAS STEPS IN  
ASSIST'S C. C'S FATHER UNDERSTOOD. @12/27-ZNS924N

\*\*\*\*\*

@12/27-ZNS924N

RCAS-ML CALLED DLRSHIP AT 12:57PM EST. ON 1/11/08 AND SPOKE TO SA MANNY.L221N  
RCAS-ML INQUIRED ABOUT C'S CASE AND WAS INFORMED THAT C HAD AN SEAT ISSUE THAT  
NISSAN IS NOW ASSISTING CUSTOMER IF CUSTOMERS ARE COMING IN WITH THIS ISSUE.  
DLRSHIP DID GO TO DPSM AND THE REPAIRS IS COVERED DUE TO BEING A COMMON ISSUE.  
A COMMON ISSUE WITH THE MURANO SEAT. TECHNICIAN FOUND THE WELDING INSIDE IS  
BROKEN CAUSING THE SEAT TO SEAT FRAME AND SEAT TRACK TO MOVE. DLRSHIP ARE ASSIS  
TING C WITH THIS VEHICLE CONCERN. @01/11-ZML221N

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\*\*\*\*\*

@01/11-ZML221N

RCAS-ML CALLED C'S DAY/EVE NUMBER AT 1:45PM EST. 1/11/08 AND COULD NOT GET THROUGH.

@01/11-ZML221N

RCAS-ML CALLED C'S PREFERRED NUMBER AT 1:47PM EST. 1/11/08 AND LEFT DETAIL MESSAGE STATING THAT DLRSHIP ARE ASSISTING C WITH REPAIRS IF C WANTS ANY OTHER ASSISTANCE THAT NOT RELATING TO FILE TO CALLBACK TO RCAS-ML CONTACT INFO.

RCAS-ML CLOSING FILE PENDING C CALLBACK.

@01/11-ZML221N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT1B

ROOT CAUSE: SNFA

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: 110B

EFFECTIVE: 12 / 26 / 07

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: ZSM584N

HISTORY:

UPDATE BY: ZML221N

SVC CALL#:

UPDATE DATE: 01 / 11 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 01 / 11 / 08

MICROFILM: N

RESP CAA: LORN. MENG

OLM: SMIT AGNES

DOM: GARN. JIM

PHONE: 0000041437

OWNER FIRST:

LANGUAGE: E ENGLISH

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:43 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 5/23/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 173       | RBDI01468337 | 110B CA             | 5/23/2003         | 5/23/2008      | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                            |               |              |        |
|----------------------------|---------------|--------------|--------|
| -----+-----                |               |              |        |
| CONTRACT: RBDI01468337     |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]     |               | OWNER NAME:  |        |
| PLAN TYPE: B               |               | PLAN TYPE:   |        |
| PLAN TERM: I               |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50          |               | DEDUCTABLE:  |        |
| EFFECTIVE: 05/23/03        |               | EFFECTIVE:   |        |
| EXPIRES: 05/23/08          | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                    | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                  |               | TRANSFER:    |        |
| TRANSACTION: 5/30/2003     |               | TRANSACTION: |        |
| PRINTED: 05/30/03          |               | PRINTED:     |        |
| DEALER NO: 110B            | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: TUSTIN NISSAN |               | DEALER NAME: |        |
| -----+-----                |               |              |        |



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**SC: ONE CONTRACT**

|         |              |              |              |            |                                |
|---------|--------------|--------------|--------------|------------|--------------------------------|
| NAME:   | [REDACTED]   | VIN:         | JN8AZ08W95W  | [REDACTED] | Y                              |
| STREET: | [REDACTED]   | YR/MDL:      | 2005.0       | MUR        | MILEAGE: 82000                 |
| CITY:   | CALEDONIA    | IN SVC DATE: | 11 / 19 / 05 |            |                                |
| ST/ZIP: | MI 49316     | VCAN:        | Y            | RTL DLR:   | 3004 TOM WOOD NISSAN, INC.     |
| DAY PH: | [REDACTED]   | PAID:        |              | SVC DLR:   | 3889 FOX NISSAN / GRAND RAPIDS |
| EVE PH: | [REDACTED]   | SUSP:        |              | RESP DLR:  | 3889 FOX NISSAN / GRAND RAPIDS |
| DLR PH: | 616 942 8040 | DENY:        |              | REGION:    | 24 DIST: SL/SV/PT: 09 09 39    |

|                                 |                |           |              |                             |              |
|---------------------------------|----------------|-----------|--------------|-----------------------------|--------------|
| 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 PREOWNEI | MILES     |              | # NISSAN/INFINITI VEHICLES: | 3            |
| VEHICLE MAINTAINED BY:          | 3889           |           |              |                             |              |
| OUTSIDE WARRANTY BY (B) MONTHS: |                | MILES:    | 46000        | (PT) MONTHS:                |              |
|                                 |                |           |              | MILES:                      | 22000        |

|              |       |                |              |                 |              |
|--------------|-------|----------------|--------------|-----------------|--------------|
| ORIG CODE:   | CT 11 | OPEN DATE:     | 12 / 26 / 07 | XFER/RSPNSBLTY: | 24 09 S      |
| CONTACT (S): |       | FOLLOWUP DATE: | 12 / 27 / 07 | DATANET (Y/N):  | 1            |
| SEVERITY:    | 9     | CLOSE DATE:    | 01 / 04 / 08 | DATANET (Y/N):  | 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YO     | PART MISSING/LOOSE/FELL OFF     |

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C. A. R. COMMENTS

FILE OPENED-ZLB080N 12/26/2007

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE. @12/26-ZLB080N

PREVIOUS NISSAN VEH:ALT, INFINITI QX4.

CRR-LB VERIFIED C'S NAME, ADDRESS, DAY & EVENING PHONE, MILEAGE, RESPONSIBLE  
DLR, AND VIN. @12/26-ZLB080N

CRR-LB RECEIVED CALL FROM: C.

CRR-LB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FILES FOUND: @12/26-ZLB080N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 04/27/06 3889

CRR-LB ADVISED C THAT THERE ARE CURRENTLY NO RECALLS/CAMPAIGNS ON THE VEH.

C STATED THIS IS THE 4TH NISSAN C HAS HAD AND IS HAVING PROBLEMS  
WITH THE VEH.

C STATED C HAS AN 05 MURANO.

C STATED C USES THE VEH FOR BUSINESS PURPOSES AND HAS ABOUT 82000 MILES  
ON THE VEH.

C STATED THAT THE DRIVER'S SIDE SEAT BROKE. @12/26-ZLB080N

C STATED C HAS NEVER EXPERIENCED THIS PROBLEM BEFORE.

C STATED THAT C TOOK THE VEH TO DLR 2 WEEKS AGO.

C STATED THAT DLR TOLD C TODAY THAT C NEEDS TO PURCHASE A NEW SEAT.

C STATED THAT THE PRICE OF THE SEAT ALONE IS GOING TO BE \$800.

C STATED THAT C REALIZES THAT THERE IS A LOT OF MILEAGE ON THE VEH

BUT THE VEH IS NOT VERY OLD AND C FEELS THAT MFR DEFECT.

C STATED C IS VERY LOYAL WITH MAINTAINING THE VEH.

C STATED THAT C IS JUST OOW ON C'S VSC BY 7000 MILES.

C STATED THAT THE VEH IS CURRENTLY AT THE DLR.

C STATED THAT C IS ASKING NNA TO COVER THE COST OF REPAIR. @12/26-ZLB080N

CRR-LB EXPLAINED TO C THAT CRR WILL TRANSFER THE FILE TO A REGIONAL SPECIALIST  
WHO WILL REVIEW C'S FILE AND WILL CONTACT C BY THE END OF THE NEXT BUSINESS  
DAY. @12/26-ZLB080N

C STATED THAT C DEALT WITH SOMEONE AT THE RESPONSIBLE DLR NAMED ROXANNE.

CRR-LB OFFERED ADDITIONAL ASSISTANCE, C DECLINED. @12/26-ZLB080N

CRR-LB PROVIDED NAME, EXTENSION, FILE NUMBER.

CRR-LB TRANSFERRING FILE TO RCAS. @12/26-ZLB080N

CRR-LB EXITING FILE. @12/26-ZLB080N

\*\*\*\*\* @12/27-ZEC235N

RCAS-EC CONTACTED C ON DAY NUMBER, 12/27/07 AT 5:25PM EST AND C STATES THERE  
IS A BROKEN WELD IN THE DRIVERS SEAT. C STATES THE SEAT ROCKS TO THE SIDE. C  
STATES THE DLR QUOTED C \$850.00 FOR REPAIR. RCAS-EC ADVISED C THAT RCAS-EC  
WILL CALL DLR AND INQUIRE ABOUT FINANCIAL ASSISTANCE. RCAS-EC & C SET CALL  
BACK FOR 01/04/08 WITH AN UPDATE ON THE FILE. @12/27-ZEC235N

\*\*\*\*\* @01/04-ZEC235N

RCAS-EC CONTACTED SM-CRAIG ZENNER AT DLR 3889 ON 1/4/08 AT 1:13PM EST AND SM  
STATES THAT VEH IS OUT OF WARRANTY BY 40,000 MILES AND C IS NOT A REGULAR  
SERVICING C. THEREFORE NO ASSISTANCE WILL BE GIVEN. @01/04-ZEC235N

\*\*\*\*\* @01/04-ZEC235N

RCAS-EC CONTACTED C ON DAY NUMBER, 1/4/08 AT 5:58PM EST AND LEFT VMX WITH  
CONTACT INFORMATION REQUESTING A CALL BACK. @01/04-ZEC235N

RCAS-EC CONTACTED C ON EVE NUMBER, 1/4/08 AT 6:00PM EST AND ADVISED C THAT NO  
ASSISTANCE WILL BE PROVIDED TO C AS C IS OUTSIDE OF WARRANTY. C UNDERSTANDS.

RCAS-EC ADVISED C TO CALL RCAS-EC IF FURTHER ASSISTANCE IS NEEDED.

RCAS-EC CLOSING FILE AS NO FURTHER ASSISTANCE NEEDED. @01/04-ZEC235N

SPECIAL REMARKS:

# CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:43 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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CA5982974N

## DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

## DEALER ACTION:

### CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SCSD    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3889            | EFFECTIVE: 12 / 26 / 07   | 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: ZLB080N        |                     |
| HISTORY:                  | UPDATE BY: ZEC235N        |                     |
| SVC CALL#:                | UPDATE DATE: 01 / 04 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 01 / 04 / 08  | MICROFILM: N        |
| RESP CAA: COOK, ELIZABETH | OLM: SMIT AGNES           | DOM: ERWIN MARK     |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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DATE: 1/26/2009  
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----- CONSUMER AFFAIRS -----

CA5982974

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:43 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 11/19/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 174       | MRNJ00672702 | 3004 IN             | 11/19/2005        | 11/19/2010     | 75.000            |                |                  |

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DATE: 1/26/2009  
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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                    |               |              |        |
|------------------------------------|---------------|--------------|--------|
| -----+-----                        |               |              |        |
| CONTRACT: MRNJ00672702             |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]             |               | OWNER NAME:  |        |
| PLAN TYPE: R                       |               | PLAN TYPE:   |        |
| PLAN TERM: J                       |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                     |               | DEDUCTABLE:  |        |
| EFFECTIVE: 11/19/05                |               | EFFECTIVE:   |        |
| EXPIRES: 11/19/10                  | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                            | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                          |               | TRANSFER:    |        |
| TRANSACTION: 11/22/2005            |               | TRANSACTION: |        |
| PRINTED: 11/26/05                  |               | PRINTED:     |        |
| DEALER NO: 3004                    | STATE: IN     | DEALER NO:   | STATE: |
| DEALER NAME: TOM WOOD NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                        |               |              |        |

**CONFIDENTIAL**

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|                       |          |                                   |                          |
|-----------------------|----------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |          | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |          | VIN: JN8AZ08WX5W [REDACTED] Y     |                          |
| CITY: FISHERS         |          | YR/MDL: 2005.0 MUR MILEAGE: 55000 |                          |
| ST/ZIP: IN [REDACTED] |          | IN SVC DATE: 01 / 15 / 05         |                          |
| DAY PH: [REDACTED]    | VCAN: Y  | RTL DLR: 3004                     | TOM WOOD NISSAN. INC.    |
| EVE PH: [REDACTED]    | PAID: 10 | SVC DLR: 3004                     | TOM WOOD NISSAN. INC.    |
| DLR PH: 317 848 8888  | SUSP: 1  | RESP DLR: 3004                    | TOM WOOD NISSAN, INC.    |
|                       | DENY: 1  | REGION: 24                        | DIST: SL/SV/PT: 08 08 38 |

|                                        |                    |                               |
|----------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI      | MILES              | # NISSAN/INFINITI VEHICLES: 0 |
| VEHICLE MAINTAINED BY: TOM WOOD NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:        | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 12 / 27 / 07     | XFER/RSPNSBLTY: 24 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 28 / 07 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 03 / 08    | DATANET (Y/N): 12 / 31 / 07 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                    |
|----|--------------------------|--------|--------------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO             |
| AZ | NISSAN PRODUCT INQUIRIES | ZQ     | GENERAL COMPLIMENT |

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C. A. R. COMMENTS

FILE OPENED-ZPA624N 12/27/2007

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

CRR-PA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE NUMBERS,  
AND RESPONSIBLE DLR.

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES

CRR-PA ADVISED C THAT THERE IS ONE OPEN RECALL ON VEH

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 06/30/06 3004

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 06/30/06 3004

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 00/00/00

PREVIOUS NISSAN VEH: NUMEROUS

CRR-PA RECEIVED AN INBOUND CALL FROM C

CRR-PA HAD DIFFICULTY HEARING C AND THE C WAS VERY UPSET WITH THE DEALERSHIP  
@12/27-ZPA624N

C CALLED BECAUSE THE C WAS HAVING PROBLEMS WITH THE RECALL

THAT WAS COMPLETED ON THE C VEH @12/27-ZPA624N

C ADVISED THIS WAS A PIECE OF PLASTIC AND IT BROKE AND THE C WAS ADVISED  
BY THE DEALERSHIP THAT TO REPLACE THIS AGAIN  
THAT IT WILL COST BETWEEN \$75 - \$100 TO REPLACE

C ADVISED C HAS A 2005 MURANO. THAT HAS 55000 MILES AND THE C  
BOUGHT GOLD EXTENDED WARRENTY ON

C ADVISES THAT THE VEH IS IN THE DEALERSHIP

AND ADVISED THAT THE DRIVERS SEAT BRACKETS HAVE BROKEN UNDERNEATH

C ADVISED THAT THE C DID NOT BREAK THE SEAT

C ADISES THAT THE WELD BROKE OFF AND THIS IS A MANUFACTURER  
DEFECT

C ADVISED NOW THE VEH CANNOT BE DRIVEN AND THE VEH IS UNSAFE

C ADVISED THAT THE SERVICE PEOPLE TOLD C IT WAS GOING TO COST  
895.00 TO FIX THIS

C ADVISED THE NAME OF THE DEALER IS TOM WOOD NISSAN, CARMEL INDIANA,  
GENERAL MANAGER IS DICK WHO IS VERY UNHAPPY WITH THE C AT THE MOMENT  
@12/27-ZPA624N

C ADVISED THE DEALERSHIP STILL OWES 125.00 WORTH OF CDS BECAUSE THEY  
SENT IN C STERO TO FIX AND C HAS NOT RECEIVED THEM BACK AND

C WANTS THE MONEY FOR THEM

C WOULD LIKE A CAR THAT WORKS RIGHT

C ADVISED THAT THE C DID NOT BREAK THE SEAT

C ADISES THAT THE WELD BROKE OFF AND THIS IS A MANUFACTURER

C THINKS THIS SHOULD BE A RECALLS

C ADVISED THAT THE C SHOULD NOT TO HAVE TO PAY ALL OF THIS MONEY  
OUT FOR THIS VEH @12/27-ZPA624N

CRR-PA WAS WAITING ON THE LINE WHILE THE C GOT A PEN TO WRITE THE FILE  
NUMBER AND THE LINE GOT DISCONNECTED

CRR-PA COULD NOT GIVE THE C THE FILE. NUMBER. MY NAME OR EXTENSION

CRR-PA TRANS FILE TO RCAS AGENT @12/27-ZPA624N

\*\*\*

@12/28-ZDU143N

\*\*\*

CRR-DU VERIFIED VIN, NAME, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER.

CRR-DU CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1.

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 00/00/00.

CRR-DU ADVISED C THAT THERE IS AN OPEN RECALL.

CRR-DU RECEIVED CALL FROM: C.

C STATED: C WOULD LIKE TO VERIFY IF DEFLECTOR AND SEAT BRACKET ARE COVERED BY  
VSC.

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CRR-DU ADVISED C THAT DEFLECTOR AND SEAT BRACKET ARE NOT LISTED UNDER THE COMPONENT COVERAGE.

C STATED: C HAS A SAFETY ISSUE AND C THINKS THAT ISSUE SHOULD BE PART OF A RECALL.

CRR-DU ADVISED C THAT THE ONLY RECALL OPEN ON THE VEH IS REGARDING THE STEERING LOCK.

C STATED: KEEP ON READING THE SCRIPT. C HUNG UP. @12/28-ZDU143N

CRR-DU LEAVING FILE OPEN.

\*\*\*

@12/28-ZDU143N

RCAS-AM RECEIVED. REVIEWED AND DATANETTED FILE TO DLR. @12/28-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 2:57PM EST ON 12/28/07 AND LEFT VMX WITH RCAS-AM CONTACT INFO. @12/28-ZAM269N

RCAS-AM LEAVING FILE OPEN PENDING CALLBACK FROM C. @12/28-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 4:54PM EST ON 01/02/08 AND LEFT VMX WITH CONTACT INFO FOR RCAS-AM. @01/02-ZAM269N

RCAS-AM LEAVING FILE OPEN PENDING CALL BACK FROM C. @01/02-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 12:53PM EST ON 01/03/08 TO INFORM C OF OPEN RECALL AND ADDITIONAL INFORMATION. @01/03-ZAM269N

RCAS-AM CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/03-ZAM269N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 06/30/06 3004

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 06/30/06 3004

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 00/00/00

\*\*RCAS-AM NOTED THAT THERE IS NO RECALL ON VEH IN RELATION TO C'S CONCERN WITH VEH AND NNA WOULD NOT BE IN A POSITION TO ASSIST WITH C'S CONCERN FINANCIALLY, OR CREATE A RECALL ON THE COMPONENT AS C HAD SUGGESTED\*\*\*\* @01/03-ZAM269N

RCAS-AM LEFT THIRD VMX WITH CONTACT INFO FOR RCAS-AM IF C WISHED TO CALL BACK.

RCAS-AM CLOSING FILE AS UNABLE TO CONTACT CUSTOMER AND NO RESPONSE FROM C, ON THIRD TRY TO GET THROUGH. @01/03-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PLEASE CONTACT THE CUSTOMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

DEALER ACTION:



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CONTACT(S):

|                          |                           |                     |      |
|--------------------------|---------------------------|---------------------|------|
| SATISFIED: Y             | ACTION CODE: NT4B         | ROOT CAUSE: SCNR    | SNFA |
| 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: 3004           | EFFECTIVE: 12 / 27 / 07   | 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: ZPA624N        |                     |      |
| HISTORY:                 | UPDATE BY: ZAM269N        |                     |      |
| SVC CALL#:               | UPDATE DATE: 01 / 03 / 08 |                     |      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 01 / 03 / 08  | MICROFILM: N        |      |
| RESP CAA: MURRAY, AMANDA | OLM: SMIT AGNES           | DOM: ROCHE PATRICK  |      |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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

CA5984301

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:43 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/15/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 175       | RCNC01870153 | 3004 IN             | 1/15/2005         | 1/15/2010      | 100.000           |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                    |                |              |        |
|------------------------------------|----------------|--------------|--------|
| -----+-----                        |                |              |        |
| CONTRACT: RCNC01870153             |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]             |                | OWNER NAME:  |        |
| PLAN TYPE: C                       |                | PLAN TYPE:   |        |
| PLAN TERM: C                       |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                     |                | DEDUCTABLE:  |        |
| EFFECTIVE: 01/15/05                |                | EFFECTIVE:   |        |
| EXPIRES: 01/15/10                  | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                            | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                          |                | TRANSFER:    |        |
| TRANSACTION: 1/19/2005             |                | TRANSACTION: |        |
| PRINTED: 01/21/05                  |                | PRINTED:     |        |
| DEALER NO: 3004                    | STATE: IN      | DEALER NO:   | STATE: |
| DEALER NAME: TOM WOOD NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                        |                |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W45W [REDACTED] Y  
CITY: FREDERICK YR/MDL: 2005.0 MUR MILEAGE: 40146  
ST/ZIP: MD [REDACTED] IN SVC DATE: 06 / 29 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3906 FREDERICK NISSAN  
EVE PH: [REDACTED] PAID: SVC DLR: 3906 FREDERICK NISSAN  
DLR PH: 301 662 0111 SUSP: RESP DLR: 3906 FREDERICK NISSAN  
DENY: 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3906 FREDERICK NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4146 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 12 / 28 / 07 XFER/RSPNSBLTY: 36 04 S  
CONTACT (S): FOLLOWUP DATE: 02 / 01 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 02 / 11 / 08 DATANET (Y/N): 12 / 31 / 07

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZIR568N 12/28/2007

PREVIOUS RELATED AND UNRELATED FILES FOUND: NONE.

CRR-IC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE,  
AND THE RESPONSIBLE DLR.

PREVIOUS NISSAN VEHICLES: NONE.

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE, INFORMED C.  
CRR-IC RECEIVED A CALL FROM C REQUESTING GOOD WILL ASSISTANCE. @12/28-ZIR568N  
C STATED THE DRIVERS SEAT IS BROKEN AND WAS DIRECTED BY DLR TO CALL NNA FOR  
GOOD WILL ASSISTANCE. @12/28-ZIR568N

C STATED IT WILL COST BETWEEN \$700-800 DOLLARS FOR REPAIR. @12/28-ZIR568N  
C STATED C ALWAYS NOTICE THE PROBLEM BUT DID NOT THINK ANY THING OF IT & JUST  
ASK THE DLR TO LOOK AT IT AND THAT IS WHEN C FOUND OUT IT WAS BROKEN.

CRR-IC FORWARDING TO RCAS FOR REVIEW. @12/28-ZIR568N

CRR-IC OFFERED FURTHER ASSISTANCE, C SATISFIED.

CRR-IC PROVIDED NAME, EXTENSION AND FILE NUMBER. @12/28-ZIR568N

@12/28-ZIR568N

\*\*\*\*\*

@12/31-ZLM634N

RCAS-LM RECEIVED FILE ON 12/31/07. RCAS-LM REVIEWED FILE AND DATANET TO DLR.

\*\*\*\*\*

@12/31-ZLM634N

RCAS-LM LEFT VMX FOR C ON 12/31/07 AT 11:06AM. RCAS-LM REQUESTED A CALL BACK  
AND LEFT NAME NUMBER EXTENSION AND FILE NUMBER.

\*\*\*\*\*

@12/31-ZLM634N

RCAS-LM RECEIVED INBOUND CALL FROM C ON 01/07/08. RCAS-LM INQUIRED WHAT C IS  
REQUESTING FROM NISSAN. C STATED THAT C IS HAVING PROBLEMS WITH C'S SEAT. C  
STATES THAT THE BOX FRAME UNDER THE SEAT, ONE OF THE WELDS HAS COME APART. C  
IS UNSURE OF HOW A BREAK WOULD HAVE HAPPENED. C STATES THAT THERE IS NO  
PRESSURE APPLIED TO THE SEAT THAT WOULD CAUSE SUCH A BREAK. C STATED THAT C  
HAD TAKE VEH INTO DLR AND THAT SM-GARRY HAD ATTEMPTED GOOD WILL AND THAT IT  
HAD BEEN DENIED. C STATES THAT OTHER THAN THE SEAT THE VEH WORKS FINE. RCAS-LM  
INFORMED C WILL BE IN CONTACT WITH SM-GARY AND WILL CONTACT C ON 01/14/08  
C STATED UNDERSTOOD. CALL ENDED. @01/07-ZLM634N

\*\*\*\*\*

@01/15-ZLM634N

RCAS-LM RECEIVED MESSAGE VIA INTERNAL SYSTEM FROM SM-GARRY ON 01/15/08 AT  
11:27 AM. SM GARY STATED:

CUSTOMER CAME IN FOR SERVICE AND SEAT WAS MAKING NOISE I TRIED TO RUN A GOODWI  
LL FOR CUSTOMER AND IT DENIED. NOW IT IS UP TO NISSAN IF CUSTOMER SHOULD GET C  
OVERAGE. CUSTOMER IS NOT A GOOD SERVICE CUSTOMER AT THIS DEALERSHIP MAYBE ELSE  
WERE 15K NOR 30K HAS BEEN DONE HERE NOTE @01/12-3906

RCAS-LM MARKING NOTES ON FILE. @01/15-ZLM634N

\*\*\*\*\*

@01/17-ZLM634N

RCAS-LM LEFT VX FOR C ON 01/17/08 AT 01:46PM. RCAS-LM REQUESTED A CALL BACK  
AND LEFT NAME, NUMBER, EXTENSION AND FILE NUMBER.

\*\*\*\*\*

@01/17-ZLM634N

RCAS-LM LEFT VMX FOR C ON 01/18/08 AT 05:19PM. RCAS-LM REQUESTED A CALL BACK  
AND LEFT NAME, NUMBER, EXTENSION AND FILE NUMBER. RCAS-LM CLOSING FILE PENDING  
FURTHER CONTACT FROM C.

\*\*\*\*\*

@01/18-ZLM634N

RCAS-LM RECEIVED INBOUND CALL FROM C C REQUESTING FOR UPDATE ON FILE.

@01/31-ZLM634N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:43 PM

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

CAR ID:  
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FOLLOW-UP IS DUE ON OR BEFORE

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

LISA MARQUARDT PHONE: 866-799-1690 X 1634 OR  
EMAIL: [LISA.MARQUARDT@NISSAN-USA.COM](mailto:LISA.MARQUARDT@NISSAN-USA.COM)

DEALER ACTION:

CUSTOMER CAME IN FOR SERVICE AND SEAT WAS MAKING NOISE I TRIED TO RUN A GOODWILL FOR CUSTOMER AND IT DENIED. NOW IT IS UP TO NISSAN IF CUSTOMER SHOULD GET COVERAGE. CUSTOMER IS NOT A GOOD SERVICE CUSTOMER AT THIS DEALERSHIP MAYBE ELSEWERE 15K NOR 30K HAS BEEN DONE HERE NOTE @01/12-3906

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: N              | ACTION CODE: NT3A         | ROOT CAUSE: SCAA    |
| 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: 01 / 31 / 08        | USERID: ZLM634N     |
| COMMENTS ONLY: #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 3906            | EFFECTIVE: 12 / 28 / 07   | 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: ZIR568N        |                     |
| HISTORY:                  | UPDATE BY: ZLM634N        |                     |
| SVC CALL#:                | UPDATE DATE: 02 / 11 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 02 / 11 / 08  | MICROFILM: N        |
| RESP CAA: MARQUARDT, LISA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:44 PM

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REQUESTED BY: lattad

CAR ID: CA5989206N  
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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: MCKINNEY  
ST/ZIP: TX [REDACTED]  
DAY [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 909 390 9977

VCAN: Y  
PAID:  
SUSP:  
DENY:

VIN: JN8AZ08T94W [REDACTED] Y  
YR/MDL: 2004.0 MUR MILEAGE: 100533  
IN SVC DATE: 02 / 16 / 04  
RTL DLR: 102C EMPIRE NISSAN, INC.  
SVC DLR: 102C EMPIRE NISSAN, INC.  
RESP DLR: 102C EMPIRE NISSAN, INC.  
REGION: 44 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 102C EMPIRE NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: 645334 (PT) MONTHS: MILES: 40533

ORIG CODE: CT 11 OPEN DATE: 01 / 02 / 08 XFER/RSPNSBLTY: 44 05 S  
CONTACT (S): FOLLOWUP DATE: 01 / 03 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 01 / 03 / 08 DATANET (Y/N): 01 / 04 / 08

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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DATE: 1/26/2009  
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C. A. R. COMMENTS

FILE OPENED-ZDB999N 01/02/2008

PREVIOUS RELATED FILES FOUND:NONE

VERIFIED C'S NAME,ADDRESS,VIN,MILEAGE,DAY & EVENING PHONE,AND RESP DLR.

CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @01/02-ZDB999N

C CALLED TO ADVISED THAT DRIVER'S SIDE SEAT TRACK BROKE AND WAS REPLACED AND  
COST C \$730.73. @01/02-ZDB999N

CRR-JK ASKED WHAT C WANTS FROM NISSAN. @01/02-ZDB999N

C WANTS TO BE REIMBURSED FOR REPAIR OF BROKEN DRIVER'S SEAT TRACK.

CRR-JK ADVISED C THAT FILE TO BE SENT TO RCAS AND WILL RECEIVE CALL BY NEXT  
BUSINESS DAY. @01/02-ZDB999N

C UNDERSTOOD. @01/02-ZDB999N

CRR-JK ASKED IF C HAD ANY OTHER QUESTIONS.

C DID NOT.THANKED CRR-JK FOR HELP.

CRR-JK GAVE CRR-JK'S NAME,EXT,AND FILE NUMBER.

CRR-JK THANKED C FOR CALL. @01/02-ZDB999N

C ENDED CALL. @01/02-ZDB999N

CRR-JK SENT FILE TO RCAS. @01/02-ZDB999N

\*\*\* @01/03-ZMH068N

RCAS-MH CALLED C ON 972 529 3567 AT 7:30 PM EST ON 01/03/08. @01/03-ZMH068N

RCAS-MH ADVISED C THAT SINCE C IS OUTSIDE OF WARRANTY

C HAD TO PAY FOR THE REPAIRS. NNA IS NOT IS A POSITION TO REIMBURSE C  
SINCE C HAS OVER 100000 MILES ON VEH.

C STATED VEH IS THREE YEARS OLD AND C HAS NEVER HEARD OF THE SEAT BREAKING.

C STATED THE SEAT BREAKING IS UNRELATED TO THE MILEAGE OF VEH. NNA USED CHEAP  
MATERIAL FOR THE SEAT.

RCAS-MH ADVISED C THAT NNA HAS REVIEWED C'S REQUEST AND THE DECISION IS FINAL.

RCAS-MH OFFERED FURTHER ASSISTANCE, C DECLINED.

RCAS-MH CLOSING FILE. @01/03-ZMH068N @01/03-ZMH068N

@01/03-ZMH068N @01/03-ZMH068N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:



# CONFIDENTIAL

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## CONTACT(S):

|                           |                           |                      |
|---------------------------|---------------------------|----------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| 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: 102C            | EFFECTIVE: 01 / 02 / 08   | 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: ZDB999N        |                      |
| HISTORY:                  | UPDATE BY: ZMH068N        |                      |
| SVC CALL#:                | UPDATE DATE: 01 / 03 / 08 |                      |
| CLOSE: Y (Y/N)            | CLOSE DATE: 01 / 03 / 08  | MICROFILM: N         |
| RESP CAA: HURRY, MICHELLE | OLM: SMIT AGNES           | DOM: TURKELL, HELENA |
| PHONE: 0000041492         | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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DATE: 1/26/2009  
TIME: 12:48:44 PM

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

CA5989206

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:44 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 2/16/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 177       | RCDF02000956 | 102C CA             | 2/16/2004         | 2/16/2011      | 100.000           |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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DATE: 1/26/2009  
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                  |                |              |        |
|----------------------------------|----------------|--------------|--------|
| -----+-----                      |                |              |        |
| CONTRACT: RCDF02000956           |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]           |                | OWNER NAME:  |        |
| PLAN TYPE: C                     |                | PLAN TYPE:   |        |
| PLAN TERM: F                     |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                |                | DEDUCTABLE:  |        |
| EFFECTIVE: 02/16/04              |                | EFFECTIVE:   |        |
| EXPIRES: 02/16/11                | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                          | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                        |                | TRANSFER:    |        |
| TRANSACTION: 2/23/2004           |                | TRANSACTION: |        |
| PRINTED: 02/28/04                |                | PRINTED:     |        |
| DEALER NO: 102C                  | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: EMPIRE NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                      |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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|                      |            |                                             |
|----------------------|------------|---------------------------------------------|
| NAME:                | [REDACTED] | SC: NONE                                    |
| STREET:              | [REDACTED] | VIN: JN8AZ08WX5W [REDACTED] Y               |
| CITY:                | [REDACTED] | YR/MDL: 2005.0 MUR MILEAGE: 57470           |
| ST/ZIP: NY           | [REDACTED] | IN SVC DATE: 07 / 30 / 05                   |
| DAY PH:              | [REDACTED] | VCAN: N RTL DLR: 2169 STAMFORD MOTORS INC   |
| EVE PH:              | [REDACTED] | PAID: 4 SVC DLR: 3278 NEWBURGH NISSAN. INC. |
| DLR PH: 845 562 1000 | SUSP: 1    | RESP DLR: 3278 NEWBURGH NISSAN, INC.        |
|                      | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 09 09 39         |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 5  
 VEHICLE MAINTAINED BY: 2169 \*STAMFORD MOTORS  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 21470 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 01 / 07 / 08     | XFER/RSPNSBLTY: 26 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 02 / 01 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 02 / 01 / 08    | DATANET (Y/N): 01 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                         |
|----|-------------------------|--------|-----------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)            |
| AU | INTERIOR (NON-ELECTRIC) | ZO     | FINANCIAL ASSISTANCE REQUEST (CAMPAIGN, |

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DATE: 1/26/2009  
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C. A. R. COMMENTS

FILE OPENED-ZJP114N 01/07/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

CRR-JP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVENING

PHONE NUMBER AND RESPONSIBLE DLR. CRR-JP UPDATED OWNER INFO.

CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0614 MURANO STR LOCK NTB06-091

CRR-JP ADVISED C THAT THERE IS NO OPEN RECALL/CAMPAIGN ON VEH.

PREVIOUS NISSAN VEH: SEN, 2 ALT, ANOTHER MUR, C DID NOT MENTION MODEL YEARS.

CRR-JP RECEIVED CALL FROM C'S WIFE, MISSY.

C STATED THAT C TOOK VEH TO 2 DLRS. FIRST, TO WHITE PLAINS NISSAN AND SECOND

TO NEWBURGH NISSAN. NEWBURGH DLR SAID VEH HAS A BULLETIN OUT FOR THE SEAT

TRACK BRAKING. THE DRIVER'S SIDE SEAT TRACK IS BROKEN IN C'S VEH. DLRS SAID

THE PART COSTS \$565 PLUS LABOR. C SAID C ALREADY PAID \$100 FOR DIAGNOSIS,

SEEKS FINANCIAL ASSISTANCE. CRR-JP ADVISED C THAT A NEXT LEVEL AGENT WILL

ASSIST C FURTHER. C UNDERSTOOD. CRR-JP WILL TRANSFER ACCORDING TO SOP 6.1 B.

FOR GOODWILL REQUEST. CRR-JP GAVE C NAME, EXTENSION AND FILE NUMBER PRIOR TO

TRANSFER. CRR-JP TRANSFERRED CALL.

@01/07-ZJP114N

\*\*\*\*\*

CRR-JH RECEIVED A TRANSFERRED CALL

@01/07-ZJH493N

C STATES THAT BASED ON THE YOUNG AGE OF MURANO AND THAT THE C IS PLANNING ON

PURCHASING MORE NISSAN PRODUCTS, THE C IS DESERVING FINANCIAL ASSISTANCE

CRR-JH ADVISED C THAT CRR-JH WILL TRANSFER FILE TO RCAS

CRR-JH ADVISED THAT RCAS WILL CALL BY END OF NEXT BUSINESS DAY

CRR-JH ASKED WHAT TIME IS BEST TO CALL

C STATES ANYTIME

CRR-JH ASKED WHAT NUMBER IS BEST TO CALL

C STATES [REDACTED] @01/07-ZJH493N

C IS SATISFIED @01/07-ZJH493N

CRR-JH OFFERED FURTHER ASSISTANCE, C DECLINED

C THANKED CRR-JH

CRR-JH GAVE NAME, EXTENSION, AND FILE NUMBER

CRR-JH TRANSFERRING FILE

@01/07-ZJH493N

\*\*\*\*\*

@01/14-ZMT152N

CRR-MT RECEIVED CALL FROM C.

C STATES THAT C HAS BEEN WAITING FOR A CALL FROM RCAS AND EVEN A SUPERVISOR

SINCE C ALREADY REQUESTED AND HAS CALLED MANY TIMES BEFORE.

C STATES THAT C CALLED ON 1/09/08 AND REQUESTED FOR A SUPERVISOR BUT C DID NOT

RECEIVED ANY CALLS.

CRR-MT INFORMED C THAT SUPERVISOR WILL CALL C BACK WITHIN 4-8 BUSINESS HOURS.

\*\*\*\*\*

@01/14-ZMT152N

CRR-JI RECEIVED A CALL FROM C.

C STATES C WAS ASSURED THAT C WOULD RECEIVE A CALL BY RCAS LAST WEEK.

C STATES C NEVER HEARD FROM RCAS.

@01/14-ZJI411N

CRR-JI INFORMED C THAT THE FILE HAS BEEN ESCALATED TO A SUPERVISOR AND

INFORMED C THAT A SUPERVISOR WILL CALL C BACK.

C STATES IS THERE NO SUPERVISOR THAT CAN SPEAK WITH C NOW.

CRR-JI ADVISED C THAT A SUPERVISOR WILL CALL C BACK WITHIN FOUR TO EIGHT  
BUSINESS HOURS.

C UNDERSTOOD.

CRR-JI GAVE C NAME, AND EXTENSION.

@01/14-ZJI411N

\*\*\*RCAS-SH CALLED C ON DAY NUMBER 01/15/08 8:23 AM EST. RCAS-SH INFORMED

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DATE: 1/26/2009  
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CUSTOMER THAT RCAS-SH IS REVIEWING FILE AND WILL SPEAK TO DLR REGARDING VEHICLE AND TSB THAT CUSTOMER IS CLAIMING EXISTS FOR COMPLAINT WITH THE SEAT BRACKET. C STATED C HAS ONLY BEEN TO DLR ONCE, AS CUSTOMER HAS JUST MOVED FROM CONNECTICUT. RCAS-SH INFORMED CUSTOMER THAT CUSTOMER IS OUTSIDE OF BASIC WARRANTY BY 21470 MILES. RCAS-SH INFORMED C THAT RCAS-SH WILL CALL DLR AND CALL CUSTOMER BACK REGARDING ISSUE. C WAS SATISFIED. RCAS-SH HAS FOLLOW UP WITH C 01/15/08. C THANKED RCAS-SH AND ENDED CALL. @01/15-ZSH999N

\*\*\*\*\*RCAS-SH CALLED DLR AND SPOKE TO SA-CHRIS. CHRIS STATED THAT CUSTOMER IS ACTUALLY [REDACTED] CUSTOMER AND THAT [REDACTED] WAS NOT AVAILABLE AT TIME OF CALL. CHRIS INQUIRED AS TO WHETHER OR NOT RCAS-SH COULD CALL NEXT BUSINESS DAY. RCAS-SH WILL DO SO. @01/15-ZSH999N

\*\*\*\*\*RCAS-SH CALLED DLR 01/16/08 3:43 PM EST. RCAS-SH SPOKE TO SM-JESSICA. JESSICA STATED THAT CUSTOMER HAS NOT BEEN TO DLR LATELY AND WOULD NEED TO BRING VEHICLE TO DLR FOR DIAGNOSTIC. RCAS-SH STATED THAT CUSTOMER APPARENTLY IS UNDER IMPRESSION THAT THERE IS A TSB FOR THE SEAT BRACKET. [REDACTED]

STATED THAT [REDACTED] IS UNAWARE OF TSB AT POINT OF CALL. BUT STATES THAT CUSTOMER IS OOW AND TSB'S ARE NOT SAME AS RECALLS AND CUSTOMER WOULD HAVE TO PAY. RCAS-SH THANKED [REDACTED] FOR ASSISTANCE AND ENDED CALL. @01/16-ZSH999N

RCAS-SH CALLED C ON DAY NUMBER 01/16/08 3:45 PM EST. RCAS-SH LEFT VMX WITH NAME, EXT, NUMBER FOR CALLBACK. @01/16-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 01/17/08 10:30 AM EST. RCAS-SH INFORMED CUSTOMER THAT RCAS-SH HAS SPOKEN TO DLR AND THAT CUSTOMER @01/17-ZSH999N

HAD NOT BEEN TO DLR IN SOMETIME TO HAVE DIAGNOSTIC. C STATED C HAD DIAGNOSTIC AT ANOTHER DLR AND BROUGHT DIAGNOSTIC TO NEWBURGH NISSAN AND SHOWED DLR PREVIOUS DIAGNOSTIC. RCAS-SH INFORMED CUSTOMER THAT RCAS-SH HAS INQUIRED ABOUT TSB THAT CUSTOMER IS INQUIRING ABOUT AND CANNOT LOCATE INFORMATION. RCAS-SH INFORMED C THAT TSB IS NOT SAME AS RECALL ON VEHICLE AND THAT IF TSB DOES EXIST, C WOULD STILL BE REQUIRED TO PAY AS CUSTOMER IS OOW BY 21000 MILES ON BASIC WARRANTY PERIMETERS. CUSTOMER NEEDS SEAT BRACKET WHICH ACCORDING TO THE DLR WOULD HAVE BEEN COVERED UNDER BASIC WARRANTY. C INQUIRED AS TO WHAT PROCEDURES SHOULD C FOLLOW SHOULD THIS BECOME A RECALL. AS CUSTOMER STATED THAT MANY MURANO CUSTOMER'S ARE HAVING THIS SEAT TRACK ISSUE. RCAS-SH INFORMED C THAT IF CUSTOMER HAS REPAIR DONE AND HAS PAID OUT OF POCKET THAT SHOULD THIS ISSUE BECOME A RECALL, CUSTOMER WOULD POSSIBLY BE ELIGIBLE FOR REIMBURSEMENT AND CUSTOMER SHOULD KEEP ALL RECEIPTS AS THESE WOULD BE REQUIRED FOR REIMBURSEMENT PROCESS. C THEN ASKED WHO @01/17-ZSH999N

C CAN SPEAK TO BESIDES RCAS-SH AGENT? RCAS-SH INFORMED C THAT RCAS-SH IS EMPOWERED BY NISSAN TO DELIVER ALL INFORMATION BASED ON FILE AND THAT THIS FILE HAS BEEN REVIEWED BY ALL PROPER PARTIES. C INSISTED ON SPEAKING TO SUPERVISOR. RCAS-SH INFORMED C THAT RCAS-SH WILL SUBMIT REQUEST FOR SUPERVISOR CALLBACK AND THAT SUPERVISOR WOULD BE IN CONTACT WITHIN ONE BUSINESS DAY. C UNDERSTOOD. C THANKED RCAS-SH AND ENDED CALL. @01/17-ZSH999N

\*\*\*RCAS-SH IS SENDING FILE TO SR-AM FOR ESCALATION.\*\*\*\*\* @01/17-ZSH999N

RS FILE REVIEW... RS-AM PLACED CALL TO C AT 2:19PM EST ON 01/22/08. C STATED C HAD VEH DIAGNOSED AT WHITEPLAINS NSN ON 01/03/08 FOR BROKEN SEAT TRACK, BUT C DECLINED REPAIR. C STATED THAT C KNOWS A FEW PEOPLE WHO ALSO HAVE A MURANO WHO ARE EXPERIENCING SAME CONCERN AND C FEELS THERE IS A PROBLEM WITH THE SEAT TRACK THAT NSN SHOULD REVIEW. RS ASKED C TO FAX IN R/O FROM WHITEPLAINS NSN TO RCAS-SH FOR REVIEW. RS APOLOGIZED TO C FOR LACK OF FOLLOW UP IN THE FILE AND ASSURED C THAT FILE WOULD BE REVIEWED ONE STEP FURTHER. C THANKED RS, CALL ENDED. RS DISCUSSING FILE WITH RCAS-SH; ADVISED RCAS THAT C WILL BE SENDING IN R/O FROM WHITEPLAINS NSN AS WELL AS RECEIPT FOR DIAGNOSTIC FEE. RCAS TO REVIEW FOR POSSIBLE GW ASSISTANCE WITH DPSM. @01/22-ZAM086N

\*\*\*\*\*RCAS-SH RECEIVED DOC'S FROM CUSTOMER 01/22/08 AND SUBMITTED DOC'S

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:44 PM

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

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TO ORM/DPSM FOR ASSISTANCE.

@01/22-ZSH999N

...ORM FILE REVIEW. NO ESC, DIAG FEE CUSTOMARY AND NO GDWIL REIMBS UNDER CON-  
SIDERATION. ORM SEEKS COST OF REPAIR (WTY RATES) FOR ADDITIONAL CONSIDERATION  
@01/25-ZRC310R

\*\*\*\*RCAS-SH CALLED DLR 10:50 AM EST 01/28/08. RCAS-SH SPOKE TO SA-JESSICA.  
RCAS-SH REQUESTED THAT DLR PROVIDE REPAIR COST ESTIMATE FOR POSSIBLE  
CONSIDERATION FROM NISSAN. JESSICA STATED JESSICA WOULD LEAVE A NOTE ON  
SM-JIM DESK AS JIM IS NOT AVAILABLE AT TIME OF CALL. RCAS-SH WILL CALL  
BACK TO RECEIVE INFORMATION. RCAS-SH THANKED JESSICA AND ENDED CALL.

@01/28-ZSH999N

...ORM FILE REVIEW. NNA OFFERS ONE TIME ONLY GDWIL ASSISTANCE W/REPAIR. RCAS &  
DPSM NOTIFIED

@01/30-ZRC310R

RCAS-SH RECEIVED AN EMAIL FROM ORM-RC 01/30/08. RC STATED THAT CUSTOMER  
HAS BEEN APPROVED FOR ONE TIME GOODWILL ON REPAIR. RCAS-SH IS CALLING  
CUSTOMER TO NOTIFY. RCAS-SH WILL ALSO CALL DLR TO INFORM OF DECISION.

@01/30-ZSH999N

\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 01/30/08 1:23 PM EST. RCAS-SH LEFT VMX  
WITH NAME, EXT, NUMBER AND FILE NUMBER FOR CALLBACK. @01/30-ZSH999N

\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 01/31/08 11:20 AM EST. RCAS-SH INQUIRED  
AS TO WHICH DLR CUSTOMER IS HAVING REPAIRS DONE AT. C CLAIMS CUSTOMER  
JUST MOVED FROM CONNECTICUT AND PURCHASED THE VEHICLE FROM NEWBURG NISSAN.  
C WANTS TO HAVE ALL REPAIRS DONE AT THIS DLR. C HAD TO DISCONNECT CALL  
AS CUSTOMER WAS BUSY AT DR'S OFFICE. RCAS-SH INFORMED C THAT RCAS-SHQ  
WILL CALL C BACK TO UPDATE ON STATUS OF FILE. @01/31-ZSH999N

\*\*\*RCAS-SH CALLED C ON DAY NUMBER 02/01/08 10:59 AM EST. RCAS-SH  
INFORMED C THAT NNA IS WILLING TO ASSIST WITH REPAIRS. C WAS VERY

@02/01-ZSH999N

SATISFIED. C THANKED RCAS-SH FOR ASSISTANCE. RCAS-SH INFORMED C TO CALL  
DLR AND SET UP AN APPT FOR REPAIRS. C THANKED RCAS-SH AND INQUIRED ABOUT  
ADDRESS TO SEND A THANK YOU LETTER. RCAS-SH PROVIDED FRANKLIN, TN ADDRESS  
RCAS-SH THANKED CUSTOMER FOR ALLOWING ASSISTANCE. C ENDED CALL. @02/01-ZSH999N  
RCAS-SH IS CLOSING FILE PENDING CALLBACK. @02/01-ZSH999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

WILL CALL DLR TO CONFIRM IF TSB EXISTS FOR COMPLAINT AND CALL CUSTOMER  
ACCORDINGLY. THANKS

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3278            | EFFECTIVE: 01 / 07 / 08   | 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: ZJP114N        |                     |
| HISTORY:                  | UPDATE BY: ZSH999N        |                     |
| SVC CALL#:                | UPDATE DATE: 02 / 01 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 02 / 01 / 08  | MICROFILM: N        |
| RESP CAA: HAMPEL, SUZANNE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041589         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



## CONFIDENTIAL

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## SC: ONE CONTRACT

NAME: [REDACTED] VIN: JN8AZ08T95W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2005.0 MUR MILEAGE: 58552  
CITY: KENNER IN SVC DATE: 10 / 27 / 05  
ST/ZIP: LA [REDACTED] VCAN: Y RTL DLR: 3175 TOM PEACOCK NISSAN  
DAY PH: [REDACTED] PAID: 2 SVC DLR: 3888 PREMIER NISSAN/METAIRIE  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3888 PREMIER NISSAN/METAIRIE  
DLR PH: 504 455 5800 DENY: 0 REGION: 32 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 21000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 01 / 08 / 08 XFER/RSPNSBLTY: 32 03 S  
CONTACT (S): FOLLOWUP DATE: 01 / 23 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 02 / 14 / 08 DATANET (Y/N): 01 / 31 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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**C. A. R. COMMENTS**

FILE OPENED-ZSJ745N 01/08/2008

NO PREVIOUS FILES FOUND

CRR-SJ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE# AND DLR

CRR-SJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: FOUND:3 . C INFORMED.

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 00/00/00

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 00/00/00

CRR-SJ RECEIVED INBOUND CALL FROM C

C STATES C WOULD LIKE TO KNOW THE WARRANTY COVERAGE UNDER THE VSC

C STATES THE VEH DRIVERS SEAT HAS BROKEN WHEN THE VEH WAS IN OPERATION

CRR-SJ ADVISED C THAT THE ITEM IS NOT LISTED IN THE COMPONENT COVERAGE GUIDE

C STATES C WOULD LIKE TO KNOW IF C WILL HAVE TO PAY FOR A DIAGNOSTIC FEE

CRR-SJ ADVISED C THAT NNA DOES NOT PAY FOR DIAGNOSTIC FEE @01/08-ZSJ745N

C STATES C WOULD LIKE TO RECIEVE A REPRINT OF THE VSC AND ROADSIDE CARD

CRR-SJ UPDATED OWNERS INFORMATION IN ZCA1 AND VES1 @01/08-ZSJ745N

+++++ @01/16-ZRD154N

CRR-RD RECEIVED CALL FROM: C.

C STATED THAT CHAS AN ISSUE WITH THE DRIVER SEAT FRAME FOR THE PART IS BROKEN.

C STATED THAT C WAS TOLD THAT THIS ISSUE IS A MANUFACTURER'S ISSUE AND THAT

C RECEIVED A CALL AND WAS ADVISED THAT THE PART WILL NOT BE COVERED BY VSC

C WAS VERY UPSET AND JUST WANTED TO HAVE C'S ISSUE BE COVERED BY C'S WARRANTY.

C STATED THAT C IS PREGNANT AND C GAINED WEIGHT BUT THEN THE PART SHOULD NOT

BE BROKEN.

CRR-RD APOLOGIZED FOR THE INCONVENIENCE THIS HAS CAUSED C.

CRR-RD ADVISED C THAT CRR-RD WILL CONNECT C TO THE NEXT LEVEL AGENT WHO WILL ASSIST C ON C'S ISSUE.

C THANKED CRR-RD FOR ASSISTANCE, C SATISFIED.

4N

CRR-RD OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RD GAVE C NAME, EXTENSION, & FILE NUMBER.

@01/16-ZRD15

CRR-RD TRANSFERRING FILE TO C-GROUP.

@01/16-ZRD154N

CRR-SM RECIEVED A TRANSFERRED CALL FROM AB GROUP

C STATES THAT THE SEAT FRAME IN C'S VEH IS CRACKED AND THE SEAT WILL LEAN TO ONE SIDE @01/16-ZSM191N

C STATES THAT C WAS QUOTED AT A REPAIR PRICE OF \$886

CRR-SM ASKED C WHAT CAN NNA DO TO ASSIST

C STATES WOULD LIKE TO HAVE THE REPAIR MADE AND C DOES NOT WANT TO PAY OUT OF POCKET

C STATES WOULD ALSO LIKE TO BE REIMBURSED FOR THE DIAGNOSISES FEE OF \$95

CRR-SM ADVISED C THAT FILE WILL BE FORWARDED ON TO A REGIONAL SPECIALIST FOR FURTHER REVIEW AND C WILL BE CONTACTED BY END OF THE NEXT BUSINESS DAY

C THANKED CRR-SM

CRR-SM GAVE NAME EXTENSION AND FILE NUMBER

@01/16-ZSM191N

CRR-SM FORWARDING FILE TO RCAS FOR FURTHER REVIEW

@01/16-ZSM191N

C STATED C WANTED TO KNOW WHY RCAS AGENT HAS RETURNED PHONE CALL

CRR-SM ADVISED C THAT FILE IS BEING REVIEWED AND THAT AN INTERNAL MESSAGE WILL BE SENT TO RESPONSIBLE AGENT

C UNDERSTOOD

@01/22-ZSM440N

CRR-LA RECEIVED A CALL FROM : C.

C STATED THAT C IS WAITING FOR RCAS' CALLBACK BUT HASN'T HEARD ANYTHING.

CRR-LA REVIEWED THE FILE.

C DISCONNECTED WHILE CRR-LA WAS REVIEWING THE FILE.

CRR-LA UNABLE TO PROVIDE NAME, EXT AND FILE NUMBER.

CRR-LA EXITING FILE.

@01/23-ZLA160N

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CRR-LA REVIEWED THE FILE.  
C DISCONNECTED WHILE CRR-LA WAS REVIEWING THE FILE.  
CRR-LA UNABLE TO PROVIDE NAME, EXT AND FILE NUMBER.  
CRR-ID RECEIVED CALL FROM: C @01/23-ZID108N  
C IS WAITING FOR A CALL BACK HOWEVER UNTIL NOW C HAVE NOT RECEIVED ANY CALL BACK.  
CRR-ID TRIED TO TRANSFER C TO RCAS-TP HOWEVER CRR-ID RECEIVED VMX.  
CRR-ID LEFT MESSAGE TO VMX.  
CRR-ID VIREIFIED C'S PHONE AND TOLD C THAT CRR-ID WILL SEND EMAIL TO RCAS-TP.  
CRR-ID EMAILING RCAS-TP. @01/23-ZID108N  
\*\* RS-KC SENDING FEEDBACK TO RCAS. @01/25-ZKC249N  
@01/25-ZKC249N @01/25-ZKC249N  
\*\*\*\*\*

CRR-CC RECEIVED CALL BACK FROM C.  
C IS STILL WAITING FOR A CALL BACK FROM A RCAS. @01/29-ZCC141N  
CRR-CC INFORMED C THAT CRR-CC WILL INFORM RCAS-TP THAT C WOULD LIKE TO BE CALLED BACK.  
C GAVE PHONE NUMBER:917 340 5562.  
CRR-CC SENT INTERNAL MESSAGE TO RCAS-TP.  
CRR-CC LEAVING FILE OPEN. @01/29-ZCC141N  
\*\*\*\*\* @01/30-ZTP481N  
RCAS-TP CONTACTED SERVICE MANAGER PAT ANTOINE AT 2:15 PM EST ON 01/30/08 AND @01/30-ZTP481N  
WAS INFORMED THAT THE SEAT IS NOT COVERED UNDER THE VSC AND WARRANTY IS 3/36 FOR THAT PART. RCAS-TP THANKED SM-PA AND ENDED CALL. @01/30-ZTP481N  
\*\*\*\*\* @01/30-ZTP481N  
RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 3:42 PM EST ON 01/30/08 REQUESTING CALL BACK. @01/30-ZTP481N  
\*\*\*\*\* @01/30-ZTP481N  
RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 5:14 PM EST ON 01/30/08 AND INFORMED C THAT NNA WILL NOT BE ABLE TO ASSIST WITH. C STATED THAT C'S WAYS 150.00 POUNDS AND C WAS DRIVING DOWN THE FREEWAY AND THE SEAT JUST CRACKED. C IS PREGNANT AND C HAD TO PULL OVER BECAUSE THE NOICE WAS SO LOUD IT SCARED THE C. C THEN TOOK VEH TO DLR 3888 WHERE C PAID 108.00 FOR A DIAGNOSTIC WHEN C NEW IT WAS A SCREW THAT CRACKED IN HALF. C STATED DLR STATED IT WOULD BE ALMOST 700.00 FOR THE PART AND 200.00 FOR LABOR. C STATED THAT C IS NOT THAT BIG TO CRACK A SEAT AND THAT SOMETHING VERY BAD COULD OF @01/30-ZTP481N  
HAPPENED. @01/30-ZTP481N  
RCAS-TP STATED RCAS-TP WILL CONTACT REGIONAL STAFF AND CONTACT C BACK BY 01/31/08. C AGREED AND ENDED CALL. @01/30-ZTP481N  
\*\* @01/30-ZTP481N  
RCAS-TP CONTACTING DPSM FOR GOOD WILL APPROVAL. @01/30-ZTP481N  
\*\* @01/30-ZTP481N  
RCAS-TP CONTACTED DPSM AND DPSM DECLINED GOOD WILL APPROVAL FOR REPAIR. @02/05-ZTP481N  
\*\* @02/05-ZTP481N  
RCAS-TP LEFT A VMX FOR C ON DAY AND EVE NUMBER AT 2:57 PM EST ON 02/05/08 REQUESTING CALL BACK. @02/05-ZTP481N  
\*\* @02/05-ZTP481N  
RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 11:32 AM EST ON 02/06/08 AND INFORMED C THAT RCAS-TP DID ATTEMPT TO GET APPROVAL FOR C THROUGH @02/06-ZTP481N  
REGIONAL STAFF AND THE GOOD WILL REQUEST WAS DENIED. C STATED DID NOT AGREE AND WANTED TO SPEAK TO A MANAGER. @02/06-ZTP481N  
RCAS-TP STATED THAT RCAS-TP WILL SEND REQUEST TO SUPERVISOR FOR A CALL BACK.

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C AGREED AND ENDED CALL.

@02/06-ZTP481N

\*\*\*

@02/06-ZTP481N

RS-TS CALLED C AT DAY AND EVENING PHONE AND LEFT VMX. 5:42 PM EST.14-ZTS999N  
@02/14-ZTS999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW.

DEALER ACTION:

CONTACT(S):

|                               |                           |                     |      |
|-------------------------------|---------------------------|---------------------|------|
| SATISFIED: Y                  | ACTION CODE: NT3B         | ROOT CAUSE: SCCP    | UDOI |
| CALLBACK: (Y/N) #:            | 1 DATE: 01 / 23 / 08      | USERID: ZLA160N     |      |
| REOPEN: CALLBACK #:           | 1 DATE: 00 / 00 / 00      | USERID: ZLA160N     |      |
| NEW INFO #:                   | 1 DATE: 01 / 16 / 08      | USERID: ZRD154N     |      |
| OTHER #:                      | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| COMMENTS ONLY: #:             | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| RESP DLR: 3888                | EFFECTIVE: 01 / 08 / 08   | 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: ZSJ745N        |                     |      |
| HISTORY:                      | UPDATE BY: ZTP481N        |                     |      |
| SVC CALL#:                    | UPDATE DATE: 02 / 14 / 08 |                     |      |
| CLOSE: Y (Y/N)                | CLOSE DATE: 02 / 14 / 08  | MICROFILM: N        |      |
| RESP CAA: PIETRANTUANO, TANYA | OLM: SMIT AGNES           | DOM:                |      |
| PHONE: 0000041672             | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

**CONFIDENTIAL**

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

CA5996909

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:44 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 10/27/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 179       | RCDC02697340 | 3175 TX             | 10/27/2005        | 10/27/2010     | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                 |  |              |        |
|---------------------------------|--|--------------|--------|
| CONTRACT: RCDC02697340          |  | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |  | OWNER NAME:  |        |
| PLAN TYPE: C                    |  | PLAN TYPE:   |        |
| PLAN TERM: C                    |  | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50               |  | DEDUCTABLE:  |        |
| EFFECTIVE: 10/27/05             |  | EFFECTIVE:   |        |
| EXPIRES: 10/27/10               |  | EXPIRES:     | MILES: |
| MILES: 100,000                  |  |              |        |
| CANCEL:                         |  | CANCEL:      | MILES: |
| MILES:                          |  |              |        |
| TRANSFER:                       |  | TRANSFER:    |        |
| TRANSACTION: 10/27/2005         |  | TRANSACTION: |        |
| PRINTED: 02/02/08               |  | PRINTED:     |        |
| DEALER NO: 3175                 |  | DEALER NO:   | STATE: |
| STATE: TX                       |  |              |        |
| DEALER NAME: TOM PEACOCK NISSAN |  | DEALER NAME: |        |

## CONFIDENTIAL

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SC: MULTI CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: SAN JOSE  
ST/ZIP: CA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 408 978 1234

VIN: JN8AZ08W25W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 0  
IN SVC DATE: 07 / 16 / 05  
RTL DLR: 063B SANTA CRUZ NISSAN  
SVC DLR: 3474 CAPITOL NISSAN  
RESP DLR: 3474 CAPITOL NISSAN  
REGION: 48 DIST: SL/SV/PT: 05 05 35

VCAN: Y  
PAID: 2  
SUSP: 0  
DENY: 0

LETTER RECEIVED 01 / 09 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: WL 11 OPEN DATE: 01 / 08 / 08 XFER/RSPNSBLTY: 48 05 S  
CONTACT (S): FOLLOWUP DATE: 01 / 09 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 01 / 16 / 08 DATANET (Y/N): 01 / 09 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                          |        |                            |
|----|--------------------------|--------|----------------------------|
| OC | NISSAN DEALER ISSUES     | 222500 | SERVICE PERSONNEL (NISSAN) |
| BF | NSN DEALER SERVICE DEPT. | ZH     | CRITICISM                  |

**CONFIDENTIAL**

DATE: 1/26/2009  
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**C. A. R. COMMENTS**

OWN. THE DRIVER'S SEAT SUPPORT FRAME BROKE - NOBODY HAS EXPLAINED WHY. I THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY C.A.R. CA5964797 WAS CLOSED WHEN THIS C.A.R. WAS CREATED THE SERVICE CONSULTANT PERFORMED HIS FUNCTION AS EXPECTED. WHEN I CAME TO PICK UP MY CAR I WAS TOLD IT WAS OUT BACK - (AFTER I ASKED) I HAD TO LOCATE MY CAR MYSELF AND THERE WAS STILL PROTECTIVE MATERIALS INSIDE - PAPER ETC. THAT I HAD TO DISPOSE OF MYSELF. BASICALLY ONCE I WAS DONE WITH THE CASHIER I WAS ON MY NEVER WAS SHOWN THE BROKEN PART. NISSAN CORP HAS TAKEN NO INTEREST IN EXPLAINING A SAFETY FAILURE. THE DEALER TOLD ME I WOULD HAVE TO WAIT 4 DAYS FOR A PART TO BE SHIPPED. I HAD TO BASICALLY SCREEN ON THE PHONE TO GET IT SHIPPED OVERNIGHT. THERE IS NO INTEREST IN REPAIRING IT QUICKLY - I UNDERSTAND I HAD A LOANER, BUT IT WAS VERY DIRTY - SMELLED - HAD A CRACKED WINDSHIELD ETC. THEN I WAS TOLD I NEEDED 30K SERVICE WHICH I HAD DONE AT ANOTHER DEALER - SANTA CRUZ NISSAN - A MONTH OR SO PRIOR. Q4A NO DELIVERY NO

\*\*\*\*\*

@01/16-ZCR000N

RCAS-CR CALLED C ON DAY NUMBER AT 5:07 PM EST ON 01/16/08. @01/16-ZCR000N  
RCAS-CR RECEIVED C'S VMX. RCAS-CR LEFT MESSAGE WITH NUMBER AND EXTENSION.  
RCAS-CR CALLED C ON EVE NUMBER AT 5:08 PM EST ON 01/16/08. @01/16-ZCR000N  
RCAS-CR RECEIVED C'S VMX. RCAS-CR LEFT MESSAGE WITH NUMBER AND EXTENSION.  
RCAS-CR CLOSING FILE PENDING C CALLBACK. @01/16-ZCR000N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

FOLLOW-UP IS DUE ON OR BEFORE 01/09/08

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:**

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NL4C         | ROOT CAUSE: SCDS    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3474         | EFFECTIVE: 01 / 08 / 08   | 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: ZCR000N        |                     |
| SVC CALL#:             | UPDATE DATE: 01 / 16 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 01 / 16 / 08  |                     |
| RESP CAA: DAVIS. BOBBY | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 6157257808      | OWNER FIRST:              | DOM: HUDSON. ROD    |
|                        |                           | LANGUAGE: E ENGLISH |



CONFIDENTIAL

DATE: 1/26/2009  
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REQUESTED BY: lattad

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                  |                |              |        |
|----------------------------------|----------------|--------------|--------|
| -----+-----                      |                |              |        |
| CONTRACT: MTNJ00534888           |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]           |                | OWNER NAME:  |        |
| PLAN TYPE: T                     |                | PLAN TYPE:   |        |
| PLAN TERM: J                     |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                   |                | DEDUCTABLE:  |        |
| EFFECTIVE: 11/23/08              |                | EFFECTIVE:   |        |
| EXPIRES: 11/23/13                | MILES: 123,378 | EXPIRES:     | MILES: |
| CANCEL:                          | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                        |                | TRANSFER:    |        |
| TRANSACTION: 11/26/2008          |                | TRANSACTION: |        |
| PRINTED: 11/29/08                |                | PRINTED:     |        |
| DEALER NO: 2648                  | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: FUTURE NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                      |                |              |        |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:44 PM

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

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CA5997236N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04365649                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 11/23/08                    | EFFECTIVE:                           |
| EXPIRES: 07/16/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 11/26/2008                | TRANSACTION:                         |
| PRINTED: 11/29/08                      | PRINTED:                             |
| DEALER NO: 2648        STATE:    CA    | DEALER NO:                    STATE: |
| DEALER NAME: FUTURE NISSAN, INC.       | DEALER NAME:                         |
| -----+-----                            |                                      |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:44 PM

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

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CA5997236N

**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                  |                |              |        |
|----------------------------------|----------------|--------------|--------|
| -----+-----                      |                |              |        |
| CONTRACT: RMNZ08224716           |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]           |                | OWNER NAME:  |        |
| PLAN TYPE: M                     |                | PLAN TYPE:   |        |
| PLAN TERM: Z                     |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                   |                | DEDUCTABLE:  |        |
| EFFECTIVE: 11/23/08              |                | EFFECTIVE:   |        |
| EXPIRES: 07/16/12                | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                          | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                        |                | TRANSFER:    |        |
| TRANSACTION: 11/26/2008          |                | TRANSACTION: |        |
| PRINTED: 11/29/08                |                | PRINTED:     |        |
| DEALER NO: 2648                  | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: FUTURE NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                      |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W44W [REDACTED] Y       |
| CITY: EAGLEVILLE      | YR/MDL: 2004.0 MUR MILEAGE: 60000   |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 02 / 20 / 04           |
| DAY PH: [REDACTED]    | RTL DLR: 3870 ALL STAR NISSAN       |
| EVE PH: [REDACTED]    | SVC DLR: 3870 ALL STAR NISSAN       |
| DLR PH: 610 695 2900  | RESP DLR: 3870 ALL STAR NISSAN      |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 06 06 36 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: ALL STAR NISSAN 3870  
OUTSIDE WARRANTY BY (B) MONTHS: 11 MILES: 24000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 01 / 09 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 01 / 10 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 11 / 08    | DATANET (Y/N): 01 / 11 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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C. A. R. COMMENTS

FILE OPENED-ZSM191N 01/09/2008  
PREVIOUS FILES FOUND NONE @01/09-ZSM191N  
CRR-SM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING  
PHONE AND RESPONSIBLE DLR.  
CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @01/09-ZSM191N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 09/15/05 3870  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 06/27/06 3870  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 06/27/06 3870  
CRR-SM ADVISED C THERE: NO OPEN RECALLS  
PREVIOUS NISSAN VEH: NONE  
CRR-SM RECEIVED INBOUND CALL FROM C.  
C STATES THE FRONT DRIVERS SEAT BASE SNAPPED AND C THREW THE VEH INTO THE  
LEFT LANE IN ONCOMING TRAFFIC  
C STATES BROUGHT VEH INTO THE ALL STAR NISSAN FOR REPAIR AND WAS TOLD THAT  
THE SEAT BASE IS NOT COVERED UNDER WARRANTY AND C WAS QUOTED AT \$945 FOR THE  
REPAIR OF THE SEAT BASE  
C STATES DOES NOT FEEL THAT THIS IS A SAFETY CONCERN AND DOES NOT WANT TO  
PAY FOR IT @01/09-ZSM191N  
CRR-SM ADVISED C THAT FILE WILL BE FORWARDED ON TO A REGIONAL SPECIALIST FOR  
FURTHER REVIEW AND C WILL BE CONTACTED BY END OF NEXT BUSINESS DAY  
C THANKED CRR-SM  
CRR-SM OFFERED FURTHER ASSISTANCE  
C DECLINED  
CRR-SM GAVE NAME, EXTENSION, AND FILE NUMBER  
CRR-SM FORWARDING FILE TO RCAS FOR FURTHER REVIEW @01/09-ZSM191N  
RCAS-KM SPOKE WITH SM-RYAN AND WAS INFORMED C IS A LARGE PERSON AND HAS PUSHED  
THE SEAT BACK TOO MUCH AND DAMAGED THE BACK OF SEAT BRACKET. SM-RYAN INFORMED  
VEHICLE NEEDS NEW SEAT BRACKET. SM-RYAN RAN GRT - DENIED. @01/10-ZKM698N  
SM-RYAN STATED NOT A REGULAR CUSTOMER AT DLR AND WOULD NOT RECOMMEND NNA  
ASSISTANCE. @01/10-ZKM698N  
RCAS-KM CONTACTED C ON DAY PHONE. RCAS-KM INFORMED C SEAT BRACKET WOULD  
BE COVERED UNDER BASIC WARRANTY OF 36 MONTHS OR 36000 MILES WHICHEVER COMES  
FIRST. C STATED DOES NOT CARE ABOUT WARRANTY, C'S LIFE WAS IN DANGER AND  
ONLY A SPLIT SECOND THAT C SWERVED OUT OF ONCOMING TRAFFIC SAVED C'S LIFE.  
RCAS-KM INFORMED C THAT THE STRESS ON THE BACK OF SEAT DAMAGED SEAT BRACKET  
AND WOULD NOT BE COVERED UNDER WARRANTY. RCAS-KM INFORMED C THAT C DID  
NOT PURCHASE EXTENDED WARRANTY AND NNA IS NOT IN A POSITION OF ASSIST WITH  
OOW GOODWILL. C REQUESTED TO SPEAK WITH SUPERVISOR. RCAS-KM INFORMED C  
A SUPERVISOR WOULD NOT BE ABLE TO ASSIST ANY FURTHER, RCAS-KM IS EMPOWERED  
BY NNA TO RELY NNA DECISION. @01/10-ZKM698N  
C INSISTED ON SPEAKING WITH SUPERVISOR AS C FEELS THIS VEHICLE ENDANGERED  
C'S LIFE AND NNA NEEDS TO PAY FOR REPAIRS.  
RCAS-KM INFORMED C A SUPERVISOR WOULD CONTACT C BY THE END OF THE NEXT  
BUSINESS DAY. @01/10-ZKM698N  
RCAS-KM ESCALATING FILE. @01/10-ZKM698N  
RS FILE REVIEW... RS-AM PLACED CALL TO C AT 5:03PM EST ON 01/11/08, AND  
REITERATED DECISION ON FILE. C STATED NNA SHOULD BE RESPONSIBLE AS THE PART  
CAUSED C TO BE IN AN UNSAFE SITUATION. RS EXPLAINED TO C THAT C IS OOW BY  
BOTH TIME AND MILEAGE, AND THE PART WAS NOT FOUND TO BE DEFECTIVE. RS  
APOLOGIZED TO C FOR NOT HAVING MORE FAVORABLE NEWS. C HUNG UP. RS CLOSING FILE  
AS NO FURTHER ACTION IS REQUIRED. \*\*\*\*\*  
@01/11-ZAM086N

SPECIAL REMARKS:

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:45 PM

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

CAR ID:  
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CA5998297N

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: N           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA      |
| 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: 3870         | EFFECTIVE: 01 / 09 / 08   | 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: ZSM191N        |                       |
| HISTORY:               | UPDATE BY: ZAM086N        |                       |
| SVC CALL#:             | UPDATE DATE: 01 / 11 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 01 / 11 / 08  | MICROFILM: N          |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:45 PM

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

CAR ID: CA6003321N  
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SC: ONE CONTRACT

|                         |                                                 |
|-------------------------|-------------------------------------------------|
| NAME: [REDACTED]        | VIN: JN8AZ08T26W [REDACTED] Y                   |
| STREET: [REDACTED]      | YR/MDL: 2006.0 MUR MILEAGE: 43000               |
| CITY: PONTE VEDRA BEACH | IN SVC DATE: 12 / 29 / 05                       |
| ST/ZIP: FL [REDACTED]   | VCAN: Y RTL DLR: 3515 COGGIN NISSAN AT THE AVE  |
| DAY PH: [REDACTED]      | PAID: 9 SVC DLR: 3515 COGGIN NISSAN AT THE AVE  |
| EVE PH: [REDACTED]      | SUSP: 0 RESP DLR: 3515 COGGIN NISSAN AT THE AVE |
| DLR PH: 904 880 3000    | DENY: 0 REGION: 34 DIST: SL/SV/PT: 05 05 35     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 5  
 VEHICLE MAINTAINED BY: 3515 COGGIN NISSAN AT THI  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 01 / 14 / 08     | XFER/RSPNSBLTY: 34 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 01 / 15 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 02 / 27 / 08    | DATANET (Y/N): 01 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID:  
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C. A. R. COMMENTS

FILE OPENED-ZMH815N 01/14/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING  
PHONE. AND RESPONSIBLE DLR.

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-MH INFORMED C OF NO OPEN RECALLS.

PREVIOUS NISSAN VEHICLES: MURANO, MAXIMA, 2 ALTIMAS. @01/14-ZMH815N

CRR-MH RECEIVED CALL FROM C WHO STATED C TOOK C'S VEH INTO DLRSHIP TODAY FOR  
AND OIL CHANGE AND NEW TIRE AND C INFORMED DLR THAT C WAS HAVING A PROBLEM  
DRIVER'S SEAT AND DRIVER'S SEAT IS WELDED AND ONE OF THE WELD BEADS BROKE  
WHICH DLR STATES IS A SAFETY ISSUE FOR C AND BECAUSE C IS OUT OF BASIC

WARRANTY THIS REPAIR WOULD NOT BE COVERED AND C IS ASKING FOR GOODWILL  
OOV ASSISTANCE IN THE REPAIR . C NOTICED THIS PROBLEM A LONG TIME BEFORE  
THE 36,000 MILES WAS UP AND C IS ALSO A VERY LOYAL NISSAN AS C'S FAMILY HAS  
OWNED OVER 5 NISSANS OVER THE YEARS. BILL MOONEY IS SA FOR C. @01/14-ZMH815N

CRR-MH INFORMED C THAT AN RCAS AGENT WOULD BE GETTING IN TOUCH WITH THE DLR  
AND GET BACK TO THE C BY THE END OF THE NEXT BUSINESS DAY. @01/14-ZMH815N

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-MH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @01/14-ZMH815N

\*\*\*\*\*  
@01/14-ZMH815N

RCAS-MF ASSISTING RCAS-MC 01/15. @01/15-ZMF628N

RCAS-MF CONTACTED C ON 01/15 AT 928AM EST. LEFT VMX. @01/15-ZMF628N

\*\*\*\*\*  
@01/15-ZMF628N

RCAS-MC SPOKE TO SM-GREG BROWN AT 3:24PM EST. @01/15-ZMC854N

SM STATED THAT THE GRT ALREADY CAME BACK DECLINED. @01/15-ZMC854N

SM STATED THAT THE GRT WOULD APPROVE OF NOTHING. @01/15-ZMC854N

SM STATED THAT C HAS HAD 3 VEHs AND C'S TWO SONS HAVE VEH'S AS WELL.

SM STATED THAT SM WILL TAKE THE ISSUE TO DPSM-AM. @01/15-ZMC854N

\*\*RCAS-MC SPOKE TO DPSM-AM IN REGARDS TO C AT 1:00PM EST. @01/22-ZMC854N

DPSM-AM ASKED FOR A PARTS BREAKDOWN FOR C'S REPAIR AND THEN DPSM-AM WILL  
CONSIDER ASSISTING C. @01/22-ZMC854N

RCAS-MC THANKED DPSM AND ENDED CALL. @01/22-ZMC854N

RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 11:25 AM ON 02/27/08.

RCAS-JV INFORMED C THAT THE FILE IS BEING WORKED ON. @02/27-ZJV999N

C STATES THAT C WAS CONTACTED BY THE DLR ALREADY. @02/27-ZJV999N

C STATES C GOT A VMX STATING THAT THE REPAIRS WARE GOING TO BE DONE WITH

NO CHARGE TO C. C STATES TO BE SATISFIED WITH THE DESICION.

RCAS-JV PROVIDED RCAS-MC AND RCAS-JV INFORMATION IN CASE MORE FOLLOW UP IS  
REQUIRED. @02/27-ZJV999N

RCAS-JV MADE OUTBOUND CALL TO DLR AT 11:29 PM ON 02/27/08. @02/27-ZJV999N

RCAS-JV SPOKE WITH SM-GREG BROWN. @02/27-ZJV999N

SM STATES THAT THE REPAIR WAS APPROVED BY DPSM-AM. @02/27-ZJV999N

RCAS-JV THANKED DLR FOR THE ASSISTANCE AND ENDED CALL. @02/27-ZJV999N

RCAS-JV CLOSING FILE SINCE NO MORE FOLLOW UP REQUIRED. @02/27-ZJV999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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CA6003321N

CUSTOMER.

DEALER ACTION:

REVIEWING WITH DPSM

@01/30-3515

CONTACT(S):

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT1B         | ROOT CAUSE: SCSD    |
| CALLBACK: (Y/N) #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                 | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                    | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:           | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3515              | EFFECTIVE: 01 / 14 / 08   | 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: ZMH815N        |                     |
| HISTORY:                    | UPDATE BY: ZJV999N        |                     |
| SVC CALL#:                  | UPDATE DATE: 02 / 27 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 02 / 27 / 08  | MICROFILM: N        |
| RESP CAA: CARBERRY, MICAINE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041434           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:45 PM

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

CAR ID: CA6003321N  
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----- CONSUMER AFFAIRS -----

CA6003321

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:45 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 12/29/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 184       | MTNI00430122 | 3515 FL             | 12/29/2005        | 12/29/2009     | 60.006            |                |                  |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:45 PM

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

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                       |               |              |        |
|---------------------------------------|---------------|--------------|--------|
| -----+-----                           |               |              |        |
| CONTRACT: MTNI00430122                |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                |               | OWNER NAME:  |        |
| PLAN TYPE: T                          |               | PLAN TYPE:   |        |
| PLAN TERM: I                          |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                        |               | DEDUCTABLE:  |        |
| EFFECTIVE: 12/29/05                   |               | EFFECTIVE:   |        |
| EXPIRES: 12/29/09                     | MILES: 60,006 | EXPIRES:     | MILES: |
| CANCEL:                               | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                             |               | TRANSFER:    |        |
| TRANSACTION: 12/31/2005               |               | TRANSACTION: |        |
| PRINTED: 01/06/06                     |               | PRINTED:     |        |
| DEALER NO: 3515                       | STATE: FL     | DEALER NO:   | STATE: |
| DEALER NAME: COGGIN NISSAN AT THE AVE |               | DEALER NAME: |        |
| -----+-----                           |               |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:45 PM

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

CAR ID: CA6005906N  
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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08WX5W [REDACTED] Y           |
| CITY: TRUBULL         | YR/MDL: 2005.0 MUR MILEAGE: 65000       |
| ST/ZIP: CT [REDACTED] | IN SVC DATE: 02 / 23 / 05               |
| DAY PH: [REDACTED]    | RTL DLR: 2169 STAMFORD MOTORS INC       |
| EVE PH: [REDACTED]    | SVC DLR: 3722 NISSAN CITY/PORT CHESTER  |
| DLR PH: 914 937 1777  | RESP DLR: 3722 NISSAN CITY/PORT CHESTER |
|                       | REGION: 26 DIST: SL/SV/PT: 01 01 31     |
| VCAN: N               |                                         |
| PAID:                 |                                         |
| SUSP:                 |                                         |
| DENY:                 |                                         |

|                                             |                             |                               |
|---------------------------------------------|-----------------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00                | EXEC: 00 / 00 / 00          | EMAIL: 00 / 00 / 00           |
| FIRE: N (Y/N)                               | ROLLOVER: N (Y/N)           | ACCIDENT: N (Y/N)             |
| PROPERTY DAMAGE: N (Y/N)                    | INJURY: N (Y/N)             | SENT TO LEGAL: N (Y/N)        |
| PREVIOUSLY REPAIRED: 00 / 00 / 00           | WHERE:                      |                               |
| VEHICLE PURCHASED: NEW X PREOWNEI           | MILES                       | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: INDEPENDANT FACILITY |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES:                      | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                            | OPEN DATE: 01 / 15 / 08     | XFER/RSPNSBLTY: 26 01 S       |
| CONTACT (S):                                | FOLLOWUP DATE: 01 / 16 / 08 | DATANET (Y/N): 0              |
| SEVERITY: 9                                 | CLOSE DATE: 01 / 15 / 08    | DATANET (Y/N): 00 / 00 / 00   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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CA6005906N

C. A. R. COMMENTS

FILE OPENED-ZAB420N 01/15/2008

PREVIOUS FILES FOUND:

CRR-AB VERIFIED C'S NAME ADDRESS, VIN, MILEAGE DAY AND  
EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-AB CHECKED FOR OPEN

RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-AB ADVISED C THERE ARE @01/15-ZAB420N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 06/06/07 3722

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 06/06/07 3722

PREVIOUS NISSAN VEH: 2

CRR-AB RECIEVED INBOUND CALL FROM C

C STATES C DRIVERS SEAT IS BROKEN THE FRAME @01/15-ZAB420N

C STATES C WENT TO THE DLR A MONTH AGO @01/15-ZAB420N

C STATES DLR ASKED C THE MILEAGE ON THE VEH @01/15-ZAB420N

C STATES THE DLR DID NOT DIAGNOSE THE VEH @01/15-ZAB420N

@01/15-ZAB420N

C STATES THE DLR STATES C WOULD C HAVE TO PAY FOR REPAIRS @01/15-ZAB420N

CRR-AB ADVISED C TO CONTACT ANOTHER DLR AND STATES THAT ALL DLRS ARE

INDEPENDANTLY OWNED AND OPERATED @01/15-ZAB420N

CRR-AB ADVISED C THAT C WOULD NEED TO HAVE THE VEH DIAGNOSED BY A NISSAN DLR  
WITHIN THE LAST 30 DAYS @01/15-ZAB420N

CRR-AB INQUIRED WHAT CAN NISSAN DO TO SATISFY C

CRR-AB OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-AB GAVE C NAME, EXTENSION, C DECLINED

CRR-AB GAVE,NAME, EXTENSION AND FILE NUMBER

CRR-AB ADVISED C TO VISIT

[WWW.NISSAN.USA](http://WWW.NISSAN.USA) WEBSITE @01/15-ZAB420N

CRR-AB CLOSING FILE @01/15-ZAB420N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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## CONTACT(S):

|                          |                           |                     |      |
|--------------------------|---------------------------|---------------------|------|
| SATISFIED: Y             | ACTION CODE: NT8F         | ROOT CAUSE: SCPP    | UDOI |
| 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: 3722           | EFFECTIVE: 01 / 15 / 08   | 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: ZAB420N        |                     |      |
| HISTORY:                 | UPDATE BY: ZAB420N        |                     |      |
| SVC CALL#:               | UPDATE DATE: 01 / 15 / 08 |                     |      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 01 / 15 / 08  | MICROFILM: N        |      |
| RESP CAA: BLAZEK, AMANDA | OLM: ROYSTER KAREN        | DOM: YAKIM DAVID N  |      |
| PHONE: 0000041430        | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |



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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08T55W [REDACTED] Y       |
| CITY: MONROE          | YR/MDL: 2005.0 MUR MILEAGE: 70000   |
| ST/ZIP: LA [REDACTED] | IN SVC DATE: 12 / 13 / 04           |
| DAY PH: [REDACTED]    | RTL DLR: 3690 WALSER NISSAN         |
| EVE PH: [REDACTED]    | SVC DLR: 3858 SPARKS NISSAN         |
| DLR PH: 318 322 1800  | RESP DLR: 3858 SPARKS NISSAN        |
| VCAN: N               | REGION: 32 DIST: SL/SV/PT: 07 07 37 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 13726 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3858 SPARKS NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 34000 (PT) MONTHS: MILES: 10000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 01 / 24 / 08     | XFER/RSPNSBLTY: 32 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 01 / 25 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 31 / 08    | DATANET (Y/N): 01 / 28 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                                   |
|----|--------------------------|--------|-----------------------------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO                            |
| AZ | NISSAN PRODUCT INQUIRIES | VJ     | GENERAL WARRANTY COVERAGE INQUIRY |

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C. A. R. COMMENTS

FILE OPENED-ZRE206N 01/24/2008

PREVIOUS/RELATED FILE(S) FOUND: 5847962 / 5171338 @01/24-ZRE206N  
CRR-RE VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE #  
AND RESPONSIBLE DLR.

CRR-RE CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

LSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 10/04/06 3858

LSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 10/04/06 3858

CRR-RE ADVISED C THAT THERE WERE RECALLS/NO RECALLS.

PREVIOUS NISSAN VEHICLES: 1

CRR-RE RECEIVED CALL FROM: C

C IS CALLING BECAUSE C IS COMPLAINING FOR THE DRIVER SEAT BRACKET IS ALREADY  
BROKEN IN AS FAST AS 2 YEARS. C IS STATING THAT C HAS VSC ON THE VEH AND C'S  
DLR SOLD IT TO C FOR \$1700.

CRR-RE PROVIDED THE INFORMATION ABOUT THE C'S VSC THAT IT WAS NOT ADDER OR  
THERE ARE NO VSC ON THE VEH. @01/24-ZRE206N

C IS COMPLAINING ABOUT THE DLR THAT SELLING A VEH THAT IS EASILY BROKEN AND  
CONSIDERING A DRIVER SEAT A NORMAL WEAR AND TEAR.

C IS FILING A CASE TO C'S LAWYER FOR THE C'S DLR.

CRR-RE PROVIDE INFORMATION THAT THE ISSUE WILL BE ESCALATED TO NEXT LEVEL  
AGENT.

CRR-RE OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RE GAVE C NAME, EXTENSION AND FILE NUMBER.

C THANKED CRR-RE FOR ASSISTANCE, C UNDERSTANDS.

CRR-RE AWAITING CUSTOMER ACTION @01/24-ZRE206N

\*\*\*\*\* @01/24-ZSM584N

CRR-SM RECIEVED TRANSFER FROM A-B GROUP. @01/24-ZSM584N

C STATES C PURCHASED THE VSC IN AUGUST 2005. @01/24-ZSM584N

C STATES THE DLRSHIP NEVER ADDED THE VSC. @01/24-ZSM584N

C STATES THE C HAD AN ISSUE WITH THE C'S SEAT AND THE C BELIEVED THERE WAS AN  
VSC. @01/24-ZSM584N

C STATES THE DLRSHIP TOLD THE C THAT BECAUSE THE C REQUIRED MORE MONEY DOWN  
SO THE DLRSHIP DID NOT ADD THE VSC. @01/24-ZSM584N

C STATES THE C PUT \$1500.00 TOWARDS THE VSC. @01/24-ZSM584N

C STATES THE SERVICE ADVISOR IS NAMED JEFF. @01/24-ZSM584N

C STATES THE JEFF TOLD THE C THAT PROBABLY WHAT HAPPEND WAS THERE WAS NOT  
ENOUGH TO HAVE THE VSC. @01/24-ZSM584N

C STATES NO ONE CONTACTED THE C. @01/24-ZSM584N

C STATES IT WAS 3858 SPARKS NISSAN THAT THE C ORIGINALLY PURCHASED THE VSC  
WITH. @01/24-ZSM584N

C STATES ON THE PAPERS THE C SIGNED IT STATES THE C PURCHASED THE VSC.

C STATES THE REPAIR TO THE SEAT WAS GOING TO COST \$949.06. @01/24-ZSM584N

CRR-SM INQUIRED WHAT NNA COULD DO TO SATISFY THE C. @01/24-ZSM584N

C STATES THE SEAT FIXED. @01/24-ZSM584N

CRR-SM ADVISED THE C THAT CRR-SM WOULD FORWARD C'S FILE TO A REGIONAL  
SPECIALIST AND THE C WOULD BE CONTACTED AT THE LATEST BY THE END OF THE NEXT  
BUSINESS DAY. @01/24-ZSM584N

C STATES C WOULD LIKE TO KNOW WHERE TO FILE A FORMAL COMPLAINT ON THE DLRSHIP.

CRR-SM ADVISED THE C THE REGIONAL SPECIALIST WOULD ASSIST THE C FURTHER.

C STATES IF SOMETHING ISN'T DONE THE C IS GOING TO RETAIN AN ATTORNEY.

CRR-SM ADVISED THE C THAT THE REGIONAL SPECAILIST WOULD REVIEW THE C'S  
CONCERNS. @01/24-ZSM584N

CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-SM GAVE, NAME, EXTENSION, AND FILE NUMBER

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CRR-SM TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @01/24-ZSM584N

\*\*\*\*\*

RCAS-AH SPOKE WITH C AT 2:40 PM EST ON 01/25/08 AND ASKED C WHAT DLR SOLD VSC. C STATES SPARKS NISSAN, AND THAT C DOES HAVE PAPER WORK SHOWING IT WAS REQUESTED BUT WAS THEN TOLD BY THE DLR THAT THEY PUT THE MONEY TOWARDS THE DOWN PAYMENT.

C WENT ON TO STATES C WAS TOLD THAT THIS REPAIR IS NOT COVERED UNDER THE VSC

@01/25-ZAH287N

ANYWAYS,

C STATES WAS TOLD C WAS GETTING A BUMPER TO BUMPER WARRANTY.

RCAS-AH ADVISED C THAT THERE ARE NO NISSAN BUMPER TO BUMPER WARRANTY.

RCAS-AH ADVISED WILL LOOK INTO THIS FURTHER AND WILL FOLLOW UP BY MONDAY.

@01/25-ZAH287N

\*\*\*\*\*

RCAS-AH SPOKE WITH SM-JEFF STEGALL AT 5:46 PM EST ON 01/28/08 AND ASKED SM ABOUT C'S REPAIRS.

SM STATES THAT C DOES HAVE A COPY OF AN AGREEMENT THAT DOES SHOW THAT C GOT A VSC, HOWEVER THAT WAS THE FIRST DEAL.

SM STATES THAT THEY SIGNED THE ORIGINAL PAPERS BUT THEN THE BANK WOULD NOT FINANCE C. SO THEY HAD TO RENEGOTIATE THE DEAL. SM STATES THIS IS COMMON.

SM STATES THEY WENT THRU 3 AGREEMENTS BEFORE THE BANK WOULD AGREE TO FINANCE.

SM STATES THAT LAST TIME SM SPOKE TO C ABOUT THIS. C CLAIMED TO HAVE ONLY

@01/28-ZAH287N

SIGNED ONE PAPER.

SM STATES THAT SM WENT AND GOT THE OTHER COPY TO SHOW C HER SIGNATURE THAT C SIGNED AND IT DOES NOT SHOW THAT C WAS APPROVED FOR VSC ON THE OFFICIAL COPY.

SM THEN STATES THAT EVEN IF C DID HAVE THE VSC THIS COMPONENT IS NOT EVEN COVERED AND THAT THEY TOLD C THIS AS WELL. SM ALSO STATES IF IT WAS A COVERED COMPONENT IT WOULD STILL NOT BE COVERED BECAUSE THERE WAS NO DEFECT FOUND. SM STATES THE BRACKETS WERE BROKEN.

SM STATES THAT C CALLED NNA AND OPENED A FILE AND WAS DECLINED THEN.

RCAS-AH LEFT VMX FOR C TO CALL RCAS AT 5:59 PM EST ON 01/28/08. @01/28-ZAH287N

RCAS-AH LEFT VMX FOR C TO CALL RCAS AT 3:37 PM EST ON 01/29/09. @01/29-ZAH287N

RCAS-AH SPOKE WITH C AT 11:13 AM EST ON 01/30/08 AND ADVISED C THAT THE FINAL AGREEMENT DOES NOT SHOW THAT C HAS A VSC AND THAT REGARDLESS IT IS NOT SOMETHING THAT IS COVERED.

C STATES WILL SEEK AN ATTORNEY AND THAT THIS SHOULD BE A RECALL @01/30-ZAH287N

C STATES A SEAT BRACKET SHOULD NOT BREAK LIKE THAT.

C IS REQUESTING FOR A DENIAL LETTER.

RCAS-AH ADVISED WILL HAVE MAILED TO C SHORTLY.

@01/30-ZAH287N

\*\*\*\*\*

MT LT MAILED LETTER TO CUSTOMER

MT LT CLOSING FILE

@01/31-ZLT233N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT8E         | 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: 3858         | EFFECTIVE: 01 / 24 / 08   | 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: ZRE206N        |                     |
| HISTORY:               | UPDATE BY: ZLT233N        |                     |
| SVC CALL#:             | UPDATE DATE: 01 / 31 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 01 / 31 / 08  | MICROFILM: N        |
| RESP CAA: HANN, ASHLEY | OLM: SMIT AGNES           | DOM: COIRO PHILLIP  |
| PHONE: 0000041460      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                         |
|-----------------------|------------|-----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                |
| STREET:               | [REDACTED] | VIN: JN8AZ08T05W [REDACTED] Y           |
| CITY: PLANO           |            | YR/MDL: 2005.0 MUR MILEAGE: 50000       |
| ST/ZIP: TX [REDACTED] |            | IN SVC DATE: 03 / 21 / 05               |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3437 BANKSTON NISSAN LEWISVILL |
| EVE PH: [REDACTED]    | PAID: 1    | SVC DLR: 2190 COURTESY NISSAN           |
| DLR PH: 972 231 2600  | SUSP: 0    | RESP DLR: 2190 COURTESY NISSAN          |
|                       | DENY: 0    | REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 01 / 08     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 02 / 04 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 02 / 05 / 08    | DATANET (Y/N): 02 / 05 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZFC600N 02/01/2008

PREVIOUS FILES FOUND:

CRR-FC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND REPOSIBLEC DLR

CRR-FC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/01-ZFC600N

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 00/00/00

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 02/26/07 00/00/00

CRR-FC ADVISED C OF RECALL @02/01-ZFC600N

CRR-FC ADVISED C

PREVIOUS NISSAN VEH: NONE

CRR-FC RECEIVED INBOUND CALL FROM C @02/01-ZFC600N

C STATES C'S VEH DRIVER SEAT IS BROKEN @02/01-ZFC600N

CRR-FC ASKED WHAT PERT OF SEAT @02/01-ZFC600N

C STATES THE FRAME OF THE SEAT @02/01-ZFC600N

C STATES C TOOK VEH TO DLR AND WAS TOLD IT WOULD COST \$1070 PLUS TAXES

CRR-FC ASKED C WHAT C WOULD LIKE NISSAN TO DO @02/01-ZFC600N

C STATES C WOULD LIKE NISSAN TO PAY FOR ALL OR SOME OF THE REPAIR COST OF  
VEH SEAT @02/01-ZFC600N

C STATES C'S VEH IS NOT DRIVEABLE BECAUSE SEAT IS UNSAFE @02/01-ZFC600N

CRR-FC ADVISED C, CRR-FC WILL TRANSFER FILE TO A RCAS AND SHOULD RECIEVE A  
CALL BACK BY THE END OF NEXT BUSINESS DAY. @02/01-ZFC600N

CRR-FC OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-FC GAVE NAME, EXTENTION AND FILE NUMBER @02/01-ZFC600N

\*\*\*\*\* @02/04-ZKN032N

RCAS-KN CONTACTED C AT 214 354 3261 AND LEFT VMX AT 5:26PM EST ON 02/04/08.

RCAS-KN CONTACTED C AT 972 985 8540 AND LEFT MESSAGE, AT 5:27PM EST ON

02/04/08. @02/04-ZKN032N

\*\*\*\*\* @02/04-ZKN032N

RCAS-KN CONTACTED SM-CLINT GIVENS AT DLR 2190 AT 12:15PM EST ON 02/05/08. SM

STATES THAT THE SEAT FRAME WAS BROKEN AND IS NOW REPAIRED. SM STATES THAT C IS  
OOW AND IS NOT A SERVICING C. @02/05-ZKN032N

\*\*\*\*\* @02/05-ZKN032N

RCAS-KN CONTACTED C AT 214 354 3261 AT 1:36PM EST ON 02/05/08. RCAS-KN ADVISED

C THAT NISSAN IS NOT IN A POSITION TO ASSIST C AS C IS OOW. C STATES C

UNDERSTANDS. RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED. RCAS-KN CLOSING  
FILE, NO FURTHER ASSISTANCE REQUIRED. @02/05-ZKN032N

\*\*\*\*\* @02/05-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 2190            | EFFECTIVE: 02 / 01 / 08   | 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: ZFC600N        |                     |
| HISTORY:                  | UPDATE BY: ZKN032N        |                     |
| SVC CALL#:                | UPDATE DATE: 02 / 05 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 02 / 05 / 08  | MICROFILM: N        |
| RESP CAA: NOVACOVSCI, KIM | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: PORTAGE  
ST/ZIP: IN [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 219 947 1600

VIN: JN8AZ08W45W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 57000  
IN SVC DATE: 01 / 19 / 06  
RTL DLR: 32037 SOUTHLAKE NISSAN INC  
SVC DLR: 32037 SOUTHLAKE NISSAN INC  
RESP DLR: 32037 SOUTHLAKE NISSAN INC  
REGION: 24 DIST: SL/SV/PT: 02 02 32

VCAN: Y  
PAID: 3  
SUSP: 1  
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) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 21000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 04 / 08 XFER/RSPNSBLTY: 24 02 S  
CONTACT (S): FOLLOWUP DATE: 02 / 05 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 02 / 12 / 08 DATANET (Y/N): 02 / 06 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) VF NON-WARRANTY ITEM GOODWILL ASSISTANCE



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C. A. R. COMMENTS

FILE OPENED-ZCM614N 02/04/2008

PREVIOUS FILES FOUND: NONE

@02/04-ZCM614N

CRR-CM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

@02/04-ZCM614N

CRR-CM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/04-ZCM614N

PNC RECALL CONTROL TABLE NOT AVAILABLE - PLEASE TRY AGAIN LATER

CRR-CM ADVISED C THAT THE SYSTEM IS BEING UPDATED AND RECALLS CAN NOT BE FOUND

CRR-CM RECEIVED INBOUND CALL FROM C

@02/04-ZCM614N

C STATES THAT THE VEH'S DRIVER SEAT'S FRAME IS BROKEN TO THE POINT WHERE C IS  
LEANING UP AGAINST THE DOOR WHILE DRIVING.

@02/04-ZCM614N

C STATES THE SEAT MOVES WHEN C IS DRIVING.

@02/04-ZCM614N

C STATES THE SEAT IS MOVING RIGHT TO LEFT.

@02/04-ZCM614N

CRR-CM ASKED C IF C HAS BEEN TO SEE AN AUTHORIZED NISSAN DLR. @02/04-ZCM614N

C STATES YES, SOUTH LAKE NISSAN.

@02/04-ZCM614N

C STATES THE SERVICE MANAGER STATED THERE IS NO GOODWILL SERVICE TO REPAIR THE  
VEH'S DRIVER'S SEAT.

@02/04-ZCM614N

CRR-CM ASKED C WHAT THE DIAGNOSIS WAS

@02/04-ZCM614N

C STATES THE LEFT FRONT SEAT FRAME ASSEMBLY WAS BROKEN @02/04-ZCM614N

CRR-CM ASKED C WHAT C WOULD LIKE NISSAN TO DO REGARDING THE ISSUE

C STATES C WOULD LIKE NISSAN TO EITHER REPAIR OR REPLACE THE ASSEMBLY SO THE  
VEH IS SAFE TO DRIVE.

@02/04-ZCM614N

CRR-CM ADVISED C THAT FILE WILL BE SENT TO A REGIONAL SPECIALIST FOR REVIEW

CRR-CM ADVISED C THAT C WILL RECEIVE A CALL BACK FROM RCAS REGARDING THE ISSUE

CRR-CM OFFERED C FURTHER ASSISTANCE. C DECLINED.

@02/04-ZCM614N

CRR-CM GAVE NAME, EXTENSION AND FILE NUMBER.

@02/04-ZCM614N

CRR-CM SENDING FILE TO RCAS FOR REVIEW

@02/04-ZCM614N

RCAS-RH DATANET FILE TO DLR(SERVICE) ABOUT GWA ISSUE.

RCAS-RH SPOKE TO SM-BJ ABOUT THE ISSUE WITH C REPAIR AND GWA.

SM-BJ STATED IT WAS DENIED AND THAT C IS NOT A REGULAR C AT THE DLR.

RCAS-RH THANKED SM-BJ FOR THE INFORMATION, RUN IT BY THE DISTRICT STAFF AND

@02/05-ZRH999N

GIVE C A CALLBACK ABOUT DECISION.

@02/05-ZRH999N

RCAS-RH LEFT VMX ON C DAY PHONE AT 137PM EST ON 02/05/08 TO LET C KNOW THAT

NNA CA WILL BE LOOKING INTO OOW GWA FOR C AND GET BACK TO C BY END OF WEEK

WITH DECISION FROM DISTRICT STAFF.

@02/05-ZRH999N

\*\*\*\*\*

CRR-NJ RECEIVED INBOUND CALL FROM C.

@02/06-ZNJ116N

C STATES C IS WOUNDERING WHAT IS GOING ON WITH C'S FILE.

@02/06-ZNJ116N

CRR-NJ ADVISED C THAT A RCAS AGENT WILL CONTACT C ON 02/08/08. @02/06-ZNJ116N

C STATES BEST NUMBER TO CONTACT C IS 219 718 4300 CELL PHONE. @02/06-ZNJ116N

C STATES C UNDERSTANDS AND IS SATISFIED.

@02/06-ZNJ116N

CRR-NJ LEAVING FILE OPEN PENDING RCAS AGENTS CALL TO C ON 02/08/08.

@02/06-ZNJ116N

RCAS-RH SPOKE TO SM-BJ ABOUT THIS FILE AND C HAS BEEN TAKED CARE OF AT THE DLR

RCAS-RH CLOSING FILE.

@02/12-ZRH999N

\*\*\*\*\*

CRR-GK RECEIVED CALL FROM C.

@02/12-ZGK999N-COMMENT

C STATES THAT C WOULD LIKE TO BE TRANSFERRED TO RCAS-RH.02/12-ZGK999N-COMMENT

CRR-GK TRANSFERRED C TO RCAS-RH.

@02/12-ZGK999N-COMMENT

\*\*\*\*

@02/12-ZGK999N-COMMENT

RCAS-RH CONTACTED C ON DAY PHONE AS PER VOICE MSG FROM C.

C STATED WOULD LIKE THE NNA DECISION.

RCAS-RH STATED THAT ACCORDING TO THE INFORMATION PROVIDED BY THE DLR AND WITH

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SPEAKING WITH DISTRICT STAFF. THIS IS NOT A MANUFACTURERS DEFECT AND NNA CA  
IN NOT A POSITION TO HELP THE C AT THIS TIME. C HAS OPTION TO TAKE THIS TO  
THE STATE BBB OR SPEAK TO ANOTHER NNA DLR TO GET A SECOND OPTION.  
@02/13-ZRH999N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
JUST SPOKE TO YOU, GOOD LUCK IN THE NEW JOB. THANKS FOR THE INFORMATION AND  
HELP, YOU WILL BE MISSED. BOB

DEALER ACTION:

RAN GRT AND NOT RECCOMENDED///CUSTOMER TOOK VEHICLE WITHOUT [REPAIR@02/11-32037](#)

|                |               |                   |              |                  |                  |
|----------------|---------------|-------------------|--------------|------------------|------------------|
| SATISFIED: N   |               | ACTION CODE: DP3A |              | CONTACT(S):      | ROOT CAUSE: SDPP |
| CALLBACK:      | (Y/N) #: 0    | DATE:             | 00 / 00 / 00 | USERID:          |                  |
| REOPEN:        | CALLBACK #: 0 | DATE:             | 00 / 00 / 00 | USERID:          |                  |
|                | NEW INFO #: 0 | DATE:             | 00 / 00 / 00 | USERID:          |                  |
|                | OTHER #: 0    | DATE:             | 00 / 00 / 00 | USERID:          |                  |
| COMMENTS ONLY: | #: 2          | DATE:             | 02 / 13 / 08 | USERID:          | ZRH999N          |
| RESP DLR:      | 32037         | EFFECTIVE:        | 02 / 04 / 08 | 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:        | ZCM614N      |                  |                  |
| HISTORY:       |               | UPDATE BY:        | ZRH999N      |                  |                  |
| SVC CALL#:     |               | UPDATE DATE:      | 02 / 13 / 08 |                  |                  |
| CLOSE: Y (Y/N) |               | CLOSE DATE:       | 02 / 12 / 08 |                  |                  |
| RESP CAA:      | HILL, ROBERT  | OLM:              | SMIT AGNES   | MICROFILM:       | N                |
| PHONE:         | 0000041619    | OWNER FIRST:      |              | DOM:             | FENTON JOE       |
|                |               |                   |              | LANGUAGE:        | E ENGLISH        |

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

CA6030332

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:45 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/19/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 188       | RCDP02840338 | 32037 IN            | 1/19/2006         | 7/19/2009      | 42.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCDP02840338                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: P                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 01/19/06                   | EFFECTIVE:                           |
| EXPIRES: 07/19/09    MILES:    42,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 1/26/2006                | TRANSACTION:                         |
| PRINTED: 01/28/06                     | PRINTED:                             |
| DEALER NO: 32037    STATE:    IN      | DEALER NO:                    STATE: |
| DEALER NAME: SOUTHLAKE NISSAN INC     | DEALER NAME:                         |
| -----+-----                           |                                      |

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|                       |                                        |
|-----------------------|----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                               |
| STREET: [REDACTED]    | VIN: JN8AZ08W26W [REDACTED] Y          |
| CITY: HOPEWELL        | YR/MDL: 2006.0 MUR MILEAGE: 33000      |
| ST/ZIP: NJ [REDACTED] | IN SVC DATE: 02 / 17 / 06              |
| DAY PH: [REDACTED]    | RTL DLR: 5003 NORTH PLAINFIELD NISSAN  |
| EVE PH: [REDACTED]    | SVC DLR: 5003 NORTH PLAINFIELD NISSAN  |
| DLR PH: 908 755 6400  | RESP DLR: 5003 NORTH PLAINFIELD NISSAN |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 04 04 34    |
| PAID: 5               |                                        |
| SUSP: 1               |                                        |
| DENY: 0               |                                        |

LETTER RECEIVED 02 / 01 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: AL 11 | OPEN DATE: 02 / 05 / 08     | XFER/RSPNSBLTY: 26 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 05 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 3      | CLOSE DATE: 03 / 17 / 08    | DATANET (Y/N): 00 / 00 / 00 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: AMBLER PA [REDACTED]  
VIN: JN8AZ08W26W [REDACTED] MODEL LINE/YEAR: MUR 2006.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 062480000111131  
G/L DESCRIPTION: NORTHEAST GOODWILL  
CHECK AMOUNT: \$ 3000

|                            |                        |         |
|----------------------------|------------------------|---------|
| CHK REQUEST DATE: 02/27/08 | REQUESTED BY: SUENA    | ZAS440N |
| CHECK APPROVED: 02/27/08   | APPROVED BY: GLENN ROB | KRG056R |
| CHECK ISSUE DATE: 02/28/08 | CHECK NUMBER: 077204   |         |

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

| CONCERN AND CATEGORY    | SUBCATEGORY AND SYMPTOM      |
|-------------------------|------------------------------|
| OF NNA., INC. ISSUES    | 260500 CA PERSONNEL (NISSAN) |
| BT DEPARTMENT PERSONNEL | VP THIRD-PARTY ESCALATION    |

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FILE OPENED-ZLC999N 02/05/2008

REC'D ATTY LTR ADDRESSED TO NNA

PREVIOUS FILES: 5815132, 6011368

OPEN RECALLS: NO

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 01/20/06 2420

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 02/09/07 1880

--

DRTS-LC: REC'D LETTER FROM THE LAW OFFICES OF KIMMELL & SILVERMAN  
ON 02/01/08, DATED 01/21/08. LETTER STATES THAT THEIR OFFICE IS REPRESENTING  
THIS C PURSUANT TO THE NJ LEMON LAW, UNIFORM COMMERCIAL CODE, UNFAIR  
TRADE PRACTICES ACT AND THE MAGNUSON-MOSS WARRANTY ACT. ATTORNEY AT  
LAW AMY L. BENNECOFF STATES TO DIRECT ALL CORRESPONDENCE TO ATTY'S OFFICE.

\*\*\*\*DUE TO ATTORNEY REPRESENTATION. DO NOT CALL THIS C. IF C SHOULD CALL,  
PLEASE REFER C TO THEIR ATTORNEY.\*\*\*\*\* DOCS TO ARBS-AS

--- @02/05-ZLC999N

\*\*\* DRTS-LC: REC'D ROS FROM 5003 AND 1880. DOCS TO ARBS-AS

--- @02/08-ZLC999N

\*\*\* DRTS-LC:FAXED SALES DOCS REQUEST TO FIN MGR JAYNE BEECH

-- @02/14-ZLC999N

DRTS-LC: REC'D CALL FROM FM-JAYNE BEECH STATING DLR 5003 NOT TRL DLR. NO DEAL  
ON FILE.

-- @02/21-ZLC999N

DRTS-KW: PREPARED REPAIR SUMMARY AND FORWARDED TO DRTS-LC @02/22-ZKW999N  
ARBS NOTES THE FOLLOWING REPAIR HISTORY:

1) DISTRIBUTION AUTO - NJ RO: R051601 01/20/06 MILES: 1

PNC CODE DESC: R0516 INST Z50 FUEL TANK PROT KIT

2) FLEMINGTON NISSAN RO: \*51531 07/03/06 MILES: 6237

\*C/S WHEN TRYING TO FILL CAR WITH GAS. THE FUEL NOZZLE ALWAYS SHUTS OFF AFTER  
ONLY PUTTING A DOLLAR OR SO WORTH. PARTS ORDERED - VALVE INSIDE TANK FAULTY,  
CAUSING PROBLEM TO FILL. REPLACED FUEL TANK ASSEMBLY. RAN FUEL PUMP ON FULL  
SPEED FOR ABOUT 11 GALLONS. WAS OK NOW - PNC CODE DESC: 17201 EC-FUEL TANK

3) FLEMINGTON NISSAN RO: \*86211 02/03/07 MILES: 16399

\*C/S THE SUNROOF WIND DEFLECTOR GASKET IS DEFORMED AND KEEPS FALLING OFF,  
REPLACED VISOR DUE TO RUBBER MISSING - HD PRTCTR/WND DF

\*STEERING LOCK MAX - NTB06-091, OP CODES PB0260, PB0261-R0614 Z50 STEERING  
LOCK I KEY

\*PNC CODE DESC: 87654 LIFT ASS'Y

4) FLEMINGTON NISSAN RO: 601170 2/12/07 MILES: 16729

\*C/S PERFORM STEERING LOCK, OP CODES RO6140, R06141, INSPECTED STEERING LOCK,  
ALL OK , NO FURTHER ACTION.

5) NORTH PLAINFIELD NISSAN RO: 58456 5/18/07 MILES: 21702

\*C/S WEATHER STRIP ON SUNROOF IS FALLING OFF, RE-SECURED WEATHER STRIP AS  
NEEDED.

6) NORTH PLAINFIELD NISSAN RO: 62286 8/1/07 MILES: 25236

\*C/S DRIVER'S SEAT OF TRACK/CROOKED, PARTS HAVE BEEN SPECIAL ORDERED

7) NORTH PLAINFIELD NISSAN RO: 62611 8/9/07 MILES: 25390

\*C/S DRIVER'S SEAT TRACK IS CROOKED. WELD BROKEN - INSTALLED ORDERED PARTS

\*C/S BRAKES ARE MAKING NOISE, DID NOT DUPLICATE SQUEAKING NOISE FROM BRAKES

8) NORTH PLAINFIELD NISSAN RO: \*98334 01/04/08 MILES: 31802

\*C/S REMOTE IS INOP, REPLACED I-KEY; REMOTE KYLS ENTRY SWTCH ASSY

9) FLEMINGTON NISSAN RO: \*62391 01/22/08 MILES: 31842

\*C/S BACK SEAT CENTER ARMREST CUP HOLDER, PLASTIC PIECE BROKE OFF

\*C/S WHEN REFUELING, NOZZLE KEEPS KICKING OFF, VERY HARD TO FILL TANK -

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REPLACED FUEL TANK PNC CODE DESC: 17201 EC-FUEL TANK  
\*C/S REAR WIPER IS COMING OFF OF THE CAR - ADJUSTED REAR WIPER BLADE ASSEMBLY.  
\*C/S CUP HOLDER IN CENTER ARMREST IS BROKEN - REPAIRED -REAR SEAT ARMREST  
\*C/S POWER PLUG UNDER GLOVE BOX CLIP IS BROKEN, SOCKET PULL OUT WHEN USING  
CELL PHONE CHARGER, REFORMED TABS FOR POWER OUTLET AN REINSTALLED.  
\*C/S GASKET ON WIND DEFLECTOR KEEPS COMING OFF, VERIFIED MOLDING COMING LOOSE  
ON AIR DEFLECTOR, REPLACED SUNROOF DEFLECTOR -HD PRTCTR/WND DF F06288000  
ARBS NOTES 3 REPORTS FOR DEFORMED WIND DEFLECTOR - NOT SUBSTANTIAL IMPAIRMENT,  
2 FOR FUEL TANK NOT TAKING IN FUEL, OTHERS ARE FIT AND FINISH ISSUES OR ARE  
RECALLS. ARBS OFFERING \$3K INCLUSIVE TO SETTLE. @02/25-ZAS440N  
ATTORNEY WANTS \$3500 PLUS \$1750 FOR ATTORNEY FEES. ARBS ADVISED \$3K INCLUSIVE  
FILE OPEN PENDING ATTORNEY RESPONSE. @02/25-ZAS440N  
ACCEPTED. ARBS SENDING RELEASE AND REQUESTING CHECK THIS DAY. @02/27-ZAS440N  
RELEASE RECEIVED. CHECK MAILED. FILE CLOSED. @03/17-ZAS440N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

## CONTACT(S):

|                         |                           |                      |
|-------------------------|---------------------------|----------------------|
| SATISFIED: N            | ACTION CODE: RP9D         | ROOT CAUSE: SDMV     |
| CALLBACK: (Y/N) #:      | 0 DATE: 00 / 00 / 00      | USERID:              |
| REOPEN: CALLBACK #:     | 0 DATE: 00 / 00 / 00      | USERID:              |
| NEW INFO #:             | DATE: 00 / 00 / 00        | USERID:              |
| OTHER #:                | DATE: 00 / 00 / 00        | USERID:              |
| COMMENTS ONLY: #:       | 0 DATE: 00 / 00 / 00      | USERID:              |
| RESP DLR: 5003          | EFFECTIVE: 02 / 05 / 08   | CHANGED BY:          |
| IIR-DATE: 00 / 00 / 00  | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES |
| 3RD PRY: AT             | PART#:                    | CHECK ISSUED: YES    |
| BYBACK ST:              | OPENED BY: ZLC999N        |                      |
| HISTORY:                | UPDATE BY: ZAS440N        |                      |
| SVC CALL#:              | UPDATE DATE: 03 / 17 / 08 |                      |
| CLOSE: Y (Y/N)          | CLOSE DATE: 03 / 17 / 08  | MICROFILM: N         |
| RESP CAA: SUENAGA AYUMI | OLM: ROYSTER KAREN        | DOM:                 |
| PHONE: 3107713201       | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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REQUESTED BY: lattad

CAR ID: CA6044508N  
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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08W45W [REDACTED] Y               |
| CITY: JAMESVILLE      | YR/MDL: 2005.0 MUR MILEAGE: 57000           |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 05 / 24 / 05                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3558 BURDICK NISSAN        |
| EVE PH: [REDACTED]    | PAID: 6 SVC DLR: 3558 BURDICK NISSAN        |
| DLR PH: 315 458 8915  | SUSP: 1 RESP DLR: 3558 BURDICK NISSAN       |
|                       | DENY: 0 REGION: 26 DIST: SL/SV/PT: 07 07 37 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: 3558 BURDICK NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 21000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 14 / 08     | XFER/RSPNSBLTY: 26 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 02 / 19 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 02 / 21 / 08    | DATANET (Y/N): 02 / 18 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |



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C. A. R. COMMENTS

FILE OPENED-ZHS475N 02/14/2008

PREVIOUS FILES FOUND: NONE

CRR-HS VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY & EVENING

PHONE NUMBER AND RESPONSIBLE DLR

CRR-HS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/14-ZHS475N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/31/06 3558

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/31/06 3558

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 00/00/00

PREVIOUS NISSAN VEH: 2003 NISSAN QUEST

CRR-HS RECEIVED CALL FROM C

C STATES THAT C IS HAVING ISSUE WITH DRIVER SIDE SEAT ON C'S VEH. C STATES THE DRIVER SIDE SEAT TENDS TO LEAN TOWARDS ONE SIDE. C STATES THAT C HAD BROUGH VEH TO DLRSHIP AND DLRSHIP INFORMED C THAT C'S TRACKING SYSTEM ON THE DRIVER SEAT IS BROKEN. @02/14-ZHS475N

CRR-HS APOLOGIZED FOR INCONVENIENCE. @02/14-ZHS475N

CRR-HS ASKED C WHAT NNA CAN DO?

C STATES THAT C WOULD LIKE NNA TO COVER REPAIR ON SEAT. AS IT IS UNUSUAL FOR VEH TO HAVE THAT PROBLEM WITH SEAT AS VEH IS FAIRLY NEW; C STATES C HAS HAD VEH FOR BARELY 3 YRS. @02/14-ZHS475N

C STATES C HAS BEEN LOYAL NISSAN CUSTOMER AND HAS WELL MAINTAINED C'S VEH OVER THE PAST COUPLE OF YEARS. @02/14-ZHS475N

C STATES THE VEH IS AT THE DLRSHIP CURRENTLY FOR REPAIR.

CRR-HS GAVE NAME, EXTENSION, AND FILE NUMBER

C THANKED CRR-HS FOR ASSISTANCE, C UNDERSTANDS

CRR-HS TRANSFERRING FILE TO RCAS FOR OOW GOODWILL ASSISTANCE.

\*\*\*\*\* @02/14-ZHS475N

RCAS-CB MADE OUTBOUND TO C ON DAYTIME NUMBER 02/15/08 8:44AM

RCSA-CB ADVISED C RCAS-CB WILL BE LOOKING INTO THIS FURTHER FOR C AND FOLLOW UP NO LATER THAN 02/19/08

C UNDERSTOOD @02/15-ZCB442N

RCAS-CB MADE OUTBOUND CALL TO SM-BOBBY 02/18/08 1:00PM

SM-BOBBY STATED \$1189 TO REPAIR. RAN GRT APPROVED 600. SM-BOBBY STATED C IS A VERY GOOD C TO DLR FOR MAINTANENCE AND REPAIR AT DLR. @02/18-ZCB442N

RCAS-CB ADVISED WOULD SEND EMAIL TO DPSM

\*\*\*\*\* @02/18-ZCB442N

RCAS-CB SENT EMAIL TO DPSM WAITING ON REPLY @02/18-ZCB442N

\*\* @02/18-ZCB442N

CRR-NM RECEIVED CALL FROM C. @02/20-ZNM859N

C STATES THAT C HAS NOT HEARD BACK FROM RCAS. @02/20-ZNM859N

CRR-NM ADVISED C THAT CRR-NM WILL SEND MSG TO RCAS. @02/20-ZNM859N

CRR-NM VERIFIED BEST TIME TO CONTACT C IS ANYTIME ON DAYTIME NUMBER.

CRR-NM OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANKED CRR-NM FOR ASSISTANCE.

CRR-NM GAVE NAME, EXTENSION AND FILE NUMBER. @02/20-ZNM859N

CRR-NM SENDING MSG TO RCAS-CB. @02/20-ZNM859N

\*\*\*\*\* @02/21-ZCB442N

RCAS-CB MADE OUTBOUND CALL TO C ON DAYTIME NUMBER 02/21/08 3:12PM

RCSA-CB ADVISED C THAT NNA HAS ACEPPTED TO ASSIST WITH FINANCIAL ASSISTANCE

RCAS-CB ADVISED C TO GO TO DLR WHO WILL ASSIST WITH REPAIR FURTHER

C THANKED RCAS-CB FOR CALLBACK

RCAS-CB CLOSING FILE AS NO FURTHER CONTACT NEEDED @02/21-ZCB442N

@02/21-ZCB442N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1A         | ROOT CAUSE: SNFA    |
| 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: 3558            | EFFECTIVE: 02 / 14 / 08   | 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: ZHS475N        |                     |
| HISTORY:                  | UPDATE BY: ZCB442N        |                     |
| SVC CALL#:                | UPDATE DATE: 02 / 21 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 02 / 21 / 08  | MICROFILM: N        |
| RESP CAA: BLOM. CATHERINE | OLM: ROYSTER KAREN        | DOM: GROOMS BOB     |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

DATE: 1/26/2009  
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REQUESTED BY: lattad

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: MC MURRAY  
ST/ZIP: PA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 724 223 8600

VIN: JN8AZ08W43W [REDACTED] Y  
YR/MDL: 2003.0 MUR MILEAGE: 66762  
IN SVC DATE: 11 / 29 / 03  
RTL DLR: 09087 JOHN SISSON MOTORS, INC.  
SVC DLR: 09087 JOHN SISSON MOTORS, INC.  
RESP DLR: 09087 JOHN SISSON MOTORS, INC.  
REGION: 36 DIST: SL/SV/PT: 02 02 32

VCAN: Y  
PAID: 5  
SUSP: 1  
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) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 09087 JOHN SISSON MOTOR  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 14 / 08 XFER/RSPNSBLTY: 36 02 S  
CONTACT (S): FOLLOWUP DATE: 02 / 15 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 02 / 25 / 08 DATANET (Y/N): 02 / 21 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZDR128N 02/14/2008  
PREVIOUS RELATED FILES  
CRR-RD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING  
PHONE. AND RESPONSIBLE DEALER  
CRR-RD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/14-ZDR128N  
CLSD P5215 MURANO ALTERNATOR NTB05-059  
CLSD R0511 MURANO SB PROTECT NTB06-024  
CLSD R0516 MURANO TANK PROTECT NTB06023  
CRR-RD INFORMED C OF NO OPEN RECALLS. @02/14-ZDR128N  
PREVIOUS NISSAN VEHICLES:  
CRR-RD RECEIVED CALL FROM C.  
C STATED THE UNDERCARRIAGE OF THE DRIVER'S SEAT NEEDS TO BE REPLACED.  
@02/14-ZDR128N  
C STATED THE PART NUMBER IS 87450CA08B. @02/14-ZDR128N  
C STATED DLR STATED THAT THE PART IS NOT COVERED BY VSC. @02/14-ZDR128N  
C STATED THE PART ALONE COSTS OVER \$700.00. @02/14-ZDR128N  
C STATED THIS DOES NOT INCLUDE LABOR. @02/14-ZDR128N  
@02/14-ZDR128N  
C STATED THIS IS A SAFETY ISSUE THE SEAT WOBBLES SIDE AND SIDE.  
@02/14-ZDR128N  
C STATED THE VEHICLE IS RELATIVELY NEW THIS SHOULD NOT HAVE HAPPENED SO SOON.  
@02/14-ZDR128N  
C STATED THAT THERE IS UNDUE STRESS PLACED ON THE SEAT. @02/14-ZDR128N  
C STATED C WOULD LIKE NISSAN TO COVER THE COST OF REPLACING THE SEAT.  
@02/14-ZDR128N  
C STATED WOULD CONSIDER THIS TO BE A SAFETY ISSUE. @02/14-ZDR128N  
C STATED THIS IS ALSO A COMFORT AND CONSTERNATION FACTOR. @02/14-ZDR128N  
C THANKED CRR-RD FOR ASSISTANCE. C UNDERSTANDS.  
CRR-RD GAVE C NAME, EXTENSION, AND FILE NUMBER.  
CRR-RD TRANSFERRING FILE. @02/14-ZDR128N  
>>>RCAS-JB CONTACTED C ON DAY PHONE AT 3:22PM EST ON 02/15/08. @02/15-ZJB111N  
RCAS-JB INFORMED C THAT RCAS-JB WILL CONTACT THE DLRSHIP TO SEE IF NISSAN CAN  
PROVIDE FINANCIAL ASSISTANCE. RCAS-JB INFORMED C THAT RCAS-JB WILL CONTACT C  
ON 02/20/08. C STATED THAT C IS GOING ON VACATION ON 02/17/08 AND WILL NOT  
BE RETURNING UNTIL 03/02/08. RCAS-JB INFORMED C THAT RCAS-JB WILL CONTACT C  
ON 03/03/08.  
C STATED THAT C DOES NOT KNOW WHY IT IS NOT COVERED UNDER WARRANTY AND THAT IT  
IS A SAFETY CONCERN. C ASKED IF RCAS-JB WILL BE LOOKING INTO C'S FILE WHILE C  
IS AWAY. RCAS-JB STATED YES. RCAS-JB PROVIDED C WITH FILE NUMBER AND PHONE  
NUMBER. C THANKED RCAS-JB FOR ASSISTANCE. @02/15-ZJB111N  
>>RCAS-JB CONTACTED SM-TOM MCFURY AT 11:32AM EST ON 02/20/08. @02/20-ZJB111N  
SM-TOM STATED ALL THE SERVICE WAS DONE BUT C DID NOT COMPLAIN ABOUT A SEAT.  
SM-TOM STATED THERE IS AN OPEN R/O. @02/20-ZJB111N  
SM-TOM STATED THAT C MAINTAINS IT WELL AND SERVICES IT WELL. @02/20-ZJB111N  
RCAS-JB ASKED IF A GRT WAS RAN. SM-TOM STATED IT WAS DECLINED. @02/20-ZJB111N  
RCAS-JB ASKED IF NISSAN SHOULD ASSIST C. SM-TOM STATED YES AND THAT C  
MAINTAINS IT WELL. @02/20-ZJB111N  
RCAS-JB ASKED IF IT WAS THE FIRST REPAIR, SM-TOM STATED YES AND IT PROBABLY  
JUST BROKE. @02/20-ZJB111N  
RCAS-JB INFORMED SM-TOM THAT RCAS-JB WILL CONTACT DPSM-AR. @02/20-ZJB111N  
RCAS-JB THANKED SM-TOM FOR ASSISTANCE. @02/20-ZJB111N  
>>RCAS-JB EMAILED DPSM-AR ON 02/20/08. @02/20-ZJB111N  
RCAS-JB RECEIVED EMAIL FROM DPSM-AR ON 02/20/08: @02/21-ZJB111N

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LET'S GO AHEAD AND TAKE CARE OF THE CUSTOMER PER THE DIRECTION FROM THE DEALERSHIP'S SERVICE MANAGER. @02/21-ZJB111N  
>>>RCAS-JB CONTACTED SM-TOM MCFURY AT 9:53AM EST ON 02/21/08. @02/21-ZJB111N  
RCAS-JB INFORMED SM-TOM THAT DPSM-AR HAS APPROVED C'S REPAIR. SM-TOM STATED THAT SM-TOM WILL ORDER THE SEAT. RCAS-JB THANKED SM-TOM FOR ASSISTANCE.  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 9:56AM EST ON 02/21/08. @02/21-ZJB111N  
RCAS-JB LEFT VMX. @02/21-ZJB111N  
RCAS-JB CONTACTED C ON DAY PHONE AT 11:20AM EST ON 02/22/08. @02/22-ZJB111N  
RCAS-JB LEFT VMX. @02/22-ZJB111N  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 1:46PM EST ON 02/25/08. @02/25-ZJB111N  
RCAS-JB LEFT VMX. @02/25-ZJB111N  
RCAS-JB CONTACTED SM-TOM AT 1:48PM EST ON 02/25/08. @02/25-ZJB111N  
RCAS-JB ASKED IF C HAS BEEN INFORMED OF THE REPAIR. RCAS-JB INFORMED SM-TOM THAT RCAS-JB COULD NOT GET A HOLD OF C. SM-TOM STATED NO SINCE RCAS-JB WAS GOING TO CALL C. SM-TOM STATED THAT SM-TOM INFORMED ADVISOR TO ORDER THE SEAT. SM-TOM STATED SM-TOM WILL INFORM THE ADVISOR TO CONTACT C. @02/25-ZJB111N  
RCAS-JB THANKED SM-TOM FOR ASSISTANCE. @02/25-ZJB111N  
RCAS-JB CLOSING FILE PENDING C CALLBACK. @02/25-ZJB111N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

## CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT4C         | ROOT CAUSE: SNFA    |
| 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: 09087          | EFFECTIVE: 02 / 14 / 08   | 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: ZDR128N        |                     |
| HISTORY:                 | UPDATE BY: ZJB111N        |                     |
| SVC CALL#:               | UPDATE DATE: 02 / 25 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 02 / 25 / 08  | MICROFILM: N        |
| RESP CAA: BELLO, JAMILLA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000040000        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6044629

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:46 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 11/29/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 191       | RCDO01952904 | 09087 PA            | 11/29/2003        | 11/29/2010     | 70.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCDO01952904                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: O                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 11/29/03                   | EFFECTIVE:                           |
| EXPIRES: 11/29/10    MILES:    70,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 12/9/2003                | TRANSACTION:                         |
| PRINTED: 12/12/03                     | PRINTED:                             |
| DEALER NO: 09087        STATE:    PA  | DEALER NO:                    STATE: |
| DEALER NAME: JOHN SISSON MOTORS, INC. | DEALER NAME:                         |
| -----+-----                           |                                      |

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REQUESTED BY: lattad

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|                             |                                       |
|-----------------------------|---------------------------------------|
| NAME: [REDACTED]            | SC: NONE                              |
| STREET: [REDACTED]          | VIN: JN8AZ08T95W [REDACTED] Y         |
| CITY: HOUSTON               | YR/MDL: 2005.0 MUR MILEAGE: 43000     |
| ST/ZIP: TX 77271 [REDACTED] | IN SVC DATE: 08 / 30 / 05             |
| DAY PH: [REDACTED]          | RTL DLR: 3442 BAKER-JACKSON NISSAN SO |
| EVE PH: [REDACTED]          | SVC DLR: 3837 STERLING MCCALL NISSAN  |
| DLR PH: 281 243 8600        | RESP DLR: 3837 STERLING MCCALL NISSAN |
| VCAN: N                     | REGION: 32 DIST: SL/SV/PT: 02 02 32   |
| PAID:                       |                                       |
| SUSP:                       |                                       |
| DENY:                       |                                       |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3442  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 14 / 08     | XFER/RSPNSBLTY: 32 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 02 / 19 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 02 / 18 / 08    | DATANET (Y/N): 02 / 18 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |



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C. A. R. COMMENTS

FILE OPENED-ZKF621N 02/14/2008

PREVIOUS UNRELATED FILES FOUND:NONE.

CCC-KF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-KF CHECKED FOR ANY OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-KF ADVISED C THERE ARE NO OPEN RECALLS.

CRR-KF RECEIVED INBOUND CALL FROM C

C STATES THAT THE SEAT ADJUSTOR IN C'S VEH IS UN-WELDED.

C STATES THAT THE ISSUE IS WITH THE DRIVERS SEAT.

C STATES THAT C TOOK THE VEH TO THE DLRSHIP AND C WAS TOLD THAT THE SEAT  
ADJUSTOR HAD COME UN-WELDED AND THAT THE ISSUE WAS A MANUFATURERS ISSUE.

C STATES THAT C HAS TAKEN THE VEH TO 3 DIFFERENT INDEPENDENT DLRS FOR A  
DIAGNOSIS AND C WAS TOLD THAT THE ISSUE IS A MANUFACTURERS ISSUE.

CRR-KF ASKED C WHAT C WOULD LIKE NNA TO DO FOR C. @02/14-ZKF621N

C STATES THAT C WOULD LIKE THE ISSUE REPAIRED AS C BELIEVES THAT C SHOULD  
NOT HAVE TO PAY FOR A MANUFATURERS ISSUE. @02/14-ZKF621N

CRR-KF OFFERED FURTHER ASSISTANCE.

C DECLINED. @02/14-ZKF621N

CRR-KF GAVE FILE NUMBER. @02/14-ZKF621N

CRR-KF TRANSFERRING FILE TO RCAS. @02/14-ZKF621N

\*\*\*\*\*

RCAS-JK DATANETTED FILE TO DLR. @02/15-ZJK000N

RCAS-JK SPOKE TO C ON DAY NUMBER AT 11:51AM EST. 02/15/08. C STATES THAT THE  
SEAT IS UNWELDED. C STATES THAT THIS IS A SAFETY CONCERN. C STATES THAT NOT  
ONLY THE DLR BUT 3 INDEPENDENT SHOPS ALSO STATED TO C THAT THIS IS A  
MANUFACTURERS DEFECT. C STATES THAT C UNDERSTANDS THAT C IS OOW HOWEVER IF  
THIS IS A DEFECT WHY SHOULD C BE RESPONSIBLE. C STATES THAT C DOES HAVE AN  
VSC HOWEVER IT IS NOT THROUGH NISSAN. C STATES THAT IT DOES NOT COVER SEATS. C  
STATES THAT C EXPECTS NISSAN TO ASSIST WITH THIS REPAIR. RCAS ADVISED C THAT  
RCAS WILL LOOK INTO THIS FOR C AND WILL CONTACT C BACK NO LATER THAN 02/19/08  
WITH A STATUS OF FILE. C STATES THAT C WOULD APPRECIATE AN ANSWER SOONER IF  
POSSIBLE. RCAS ASSURED C THAT RCAS WILL CONTACT C PRIOR TO WEDNESDAY IF THERE  
IS AN ANSWER PRIOR. C STATES THAT C APPRECIATES THAT. RCAS PROVIDED C WITH  
RCAS NAME.NUMBER AND EXTENTION AND ASSURED C THAT RCAS WOULD CONTACT C BACK BY  
02/19/08 WITH STATUS. @02/15-ZJK000N

RCAS-JK RECIEVED NOTES FROM SM-BRUCE WATKINS STATING: @02/15-ZJK000N  
VEHICLE HAS NOT BEEN TO STERLING MCCALL NISSAN SINCE NOVEMBER 2006. AM UNABLE  
TO RESPOND TO ISSUE. WE ARE WILLING TO REPAIR VEHICLE AS CP.. @02/15-3837  
@02/15-ZJK000N

RCAS-TM ASSISTING WITH FILE.

RCAS-TM CALLED C ON DAY/EVENING NUMBER 02/18/08 4:53 EST AND SPOKE WITH C.  
RCAS-TM ADVISED C THAT RCAS-TM WAS ASSISTING RCAS-JK AND THAT C'S CASE HAD  
BEEN LOOKED INTO AND THAT IN C'S CASE NNA IS NOT IN THE POSTITION TO ASSIST IN  
THE REPAIR.

RCAS-TM OFFERED ADDITIONAL ASSISTANCE C DECLINED AND HUNG UP. @02/18-ZTM853N

RCAS-TM CLOSING FILE DECISION HAS BEEN GIVEN TO C. @02/18-ZTM853N

CRR-JG RECIEVED INBOUND CALL FROM C @02/18-ZJG904N-COMMENT

C STATES C JUST SPOKE WITH A REGIONAL SPECIALIST AND WAS DENIED ASSISTANCE

C WOULD LIKE TO KNOW WHY C WAS DENIED ASSISTANCE @02/18-ZJG904N-COMMENT

CRR-JG ADVISES C THAT THE RCAS AGENT WOULD KNOW WHY @02/18-ZJG904N-COMMENT

CRR-JG TRIED TO GET A HOLD OF RCAS-TM BUT WAS UNAVAILABLE

CRR-JG ADVISED C THAT CRR-JG WILL SEND A MESSAGE TO RCAS -TM TO HAVE RCAS-TM

GIVE C A CALLBACK AS TO WHY THAT DECISION WAS GIVEN. @02/18-ZJG904N-COMMENT

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C UNDERSTOOD  
C EXITING FILE , SENDING MESSAGE

@02/18-ZJG904N-COMMENT  
@02/18-ZJG904N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

C STATES DLR INFORMED C THAT THIS WAS MANUFACTURERS DEFECT..IS THIS HOW DLR FEELS? IF SO, CAN DPSM BE CONTACTED FOR ASSISTANCE?

DEALER ACTION:

VEHICLE HAS NOT BEEN TO STERLING MCCALL NISSAN SINCE NOVEMBER 2006. AM UNABLE TO RESPOND TO ISSUE. WE ARE WILLING TO REPAIR VEHICLE AS CP.. @02/15-3837

CONTACT(S):

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: N                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #:                 | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                    | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 1         | DATE: 02 / 18 / 08        | USERID: ZJG904N     |
| RESP DLR: 3837              | EFFECTIVE: 02 / 14 / 08   | 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: ZKF621N        |                     |
| HISTORY:                    | UPDATE BY: ZTM853N        |                     |
| SVC CALL#:                  | UPDATE DATE: 02 / 18 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 02 / 18 / 08  | MICROFILM: N        |
| RESP CAA: KRISTOFF, JOCELYN | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041594           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:46 PM

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

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**SC: ONE CONTRACT**

|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W65W [REDACTED] Y             |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 0             |
| CITY: INDIANAPOLIS    | IN SVC DATE: 05 / 21 / 05                 |
| ST/ZIP: IN [REDACTED] | RTL DLR: 3031 SHEEHY NISSAN OF MANASSAS   |
| DAY PH: [REDACTED]    | PAID: SVC DLR: 1869 TOM WOOD NISSAN,INC   |
| EVE PH: [REDACTED]    | SUSP: RESP DLR: 1869 TOM WOOD NISSAN,INC  |
| DLR PH: 317 545 2338  | DENY: REGION: 24 DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 02 / 12 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
 VEHICLE MAINTAINED BY:  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 02 / 14 / 08     | XFER/RSPNSBLTY: 36 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 02 / 27 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 02 / 26 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                 |
|----|--------------------------|--------|-----------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO          |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY |

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C. A. R. COMMENTS

FILE OPENED-ZTL158N 02/14/2008

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

C LETTER WAS RECEIVED ON 02/12/08

DATED 02/00/08 LETTER WAS REC'D VIA REGULAR MAIL

MT TL IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW  
AND ASSISTANCE @02/14-ZTL158N

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

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

DATE RECEIVED:02/12/08 DATE CREATED:02/00/08:

CRR-LA VERIFIED C'S NAME, ADDRESS RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-LA CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 03/30/06 3031 N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 03/30/06 3031

@02/22-ZLA158N

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 04/07/06 3031

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 03/31/07 3031

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 03/31/07 3031

C LETTER READS:

C STATES THAT C HAS NOT RECIEVED THE SECURITY PLUS CONTRACTS FROM THE DLRSH. P.  
FOR THE VEH'S C HAS PURCHASED. @02/22-ZLA158N

C STATES THAT C ALSO HAD A REPAIR DONE, AND FEELS THAT IT SHOULD BEEN COVERED  
UNDER C'S GOLD PREFERRED WARRANTY.

C STATES THAT THIS WAS REFUSED BY THE DEALER.

C STATES THAT C HAD A WELD FALL ON THE DRIVER'S SEAT FRAME.

C STATES THAT THIS WAS REPAIRED AT TOM WOOD NISSAN.

C STATES THAT C SPECIFICALLY PURCHASED THE ESC'S. BECAUSE EVEVERYTHING WAS  
COVERED EXCEPT SOME TRIM ITEMS ARE COVERED FOR BODY AND INTERIOR.

C STATES THE DEALER VERIFIED THIS, AND SO DID NISSAN BROCHURES. @02/22-ZLA158N

C STATES THE REPAIR WAS FOR \$811.90, AND WANTS TO BE REIMBURSED UNDER THEIR  
WARRANTY.

CRR-LA FORWARDING TO RCAS.

@02/22-ZLA158N

\*\*\*\*\*8

RCAS-MF CONTACTED C ON DAYTIME NUMBER ON 02/25 AT 1030AM EST. LINE WAS BUSY.

RCAS-MF TRIED 3X.

RCAS-MF CONTCATED C ON EVENING NUMBER ON 02/25 AT 1035AM EST. NUMBER IS NOT  
IN SERVICE.

RCAS-MF ADVISING RCAS-AM OF TRANSFERED FILE RESPONSABLITY AS REPAIRS WERE  
COMPLETED AT TOM WOOD NISSAN. RCAS-MF SENT C VSC REGISTRATION AND CARD IN VES1

\*\*\*\*\*

@02/25-ZMF628N

RCAS-AM CALLED C AT DAY NUMBER AT 1:43PM EST ON 02/26/08 AND FOUND THAT LINE  
STILL HAS FAST BUSY SIGNAL LIKE PHONE IS OFF OF THE HOOK. @02/26-ZAM269N

RCAS-AM CALLED C AT EVE NUMBER AT 1:44PM EST ON 02/26/08 AND FOUND ALSO, THAT  
LINE HAD BEEN DISCONNECTED. @02/26-ZAM269N

RCAS-AM LOOKED UNDER VSC COMPONENT COVERAGE GUIDE FOR GOLD PREFERRED PLUS PLAN  
AND NOTED THAT THE SEAT FELL PIECE IS NOT LISTED AS A COVERED COMPONENT AND  
DLT WOULD BE BEST RESOURCE FOR C TO DETERMINE WHICH PARTS ARE COVERED AND  
WHICH ARE NOT. @02/26-ZAM269N

RCAS-AM SENDING POSTCARD REQUEST AS BOTH NUMBERS SEEM TO BE INVALID AT THIS  
TIME. @02/26-ZAM269N

\*\*RCAS-AM NOTED THAT IF C SHOULD CALL BACK PLEASE CONFIRM BEST DAY & EVE  
NUMBER TO REACH C.\*\*\* @02/26-ZAM269N

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RCAS-AM CLOSING FILE AS POSTCARD REQUEST HAD BEEN SENT TO [RS-TS.@02/26-ZAM269N](#)  
@02/26-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |      |
|--------------------------|---------------------------|---------------------|------|
| SATISFIED: Y             | ACTION CODE: NT4B         | ROOT CAUSE: SCNR    | SCLT |
| CALLBACK: (Y/N) #:       | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| REOPEN: CALLBACK #:      | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| NEW INFO #:              | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| OTHER #:                 | 1 DATE: 02 / 26 / 08      | USERID: ZAM269N     |      |
| COMMENTS ONLY: #:        | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| RESP DLR: 1869           | EFFECTIVE: 02 / 14 / 08   | 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: ZTL158N        |                     |      |
| HISTORY:                 | UPDATE BY: ZAM269N        |                     |      |
| SVC CALL#:               | UPDATE DATE: 02 / 26 / 08 |                     |      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 02 / 26 / 08  | MICROFILM: N        |      |
| RESP CAA: MURRAY, AMANDA | OLM: SMIT AGNES           | DOM: ROCHE PATRICK  |      |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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

CA6045368

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:46 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 5/21/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 193       | RCDE02763604 | 3031 VA             | 5/21/2005         | 5/21/2011      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: RCDE02763604                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: C                           | PLAN TYPE:                           |
| PLAN TERM: E                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 05/21/05                    | EFFECTIVE:                           |
| EXPIRES: 05/21/11    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 5/27/2005                 | TRANSACTION:                         |
| PRINTED: 04/05/08                      | PRINTED:                             |
| DEALER NO: 3031        STATE:    VA    | DEALER NO:                    STATE: |
| DEALER NAME: SHEEHY NISSAN OF MANASSAS | DEALER NAME:                         |
| -----+-----                            |                                      |

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08W25W [REDACTED] Y               |
| CITY: LINCOLN UNIV    | YR/MDL: 2005.0 MUR MILEAGE: 51300           |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 07 / 22 / 05                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3681 PORTER NISSAN         |
| EVE PH: [REDACTED]    | PAID: 3 SVC DLR: 3681 PORTER NISSAN         |
| DLR PH: 302 368 6300  | SUSP: 0 RESP DLR: 3681 PORTER NISSAN        |
|                       | DENY: 0 REGION: 26 DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 15300 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 19 / 08     | XFER/RSPNSBLTY: 26 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 17 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 03 / 14 / 08    | DATANET (Y/N): 02 / 29 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |



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C. A. R. COMMENTS

FILE OPENED-ZNM859N 02/19/2008  
PREVIOUS FILES FOUND:5295191.  
CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DLR.  
CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 04/24/06 3681  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 04/24/06 3681  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 04/25/07 3681  
CRR-NM ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH. @02/19-ZNM859N  
PREVIOUS NISSAN VEHICLES:NONE.  
CRR-NM RECEIVED CALL FROM C.  
C STATES THAT THE STEEL BROKE IN TWO PLACES ON THE DRIVERS SEAT.  
C STATES THAT THE BACK OUTSIDE CORNER OF THE SEAT IS NOT ATTACHED ANYMORE.  
C STATES THAT C WOULD LIKE TO KNOW IF THE SEAT IS COVERED UNDER WARRANTY.  
CRR-NM ADVISED C THAT C IS OUT OF THE BASIC WARRANTY, SEATS ARE NOT COVERED.  
CRR-NM INQUIRED IF C TOOK THE VEH TO THE DLR AS OF YET.  
C STATES THAT C HAS NOT TAKEN THE VEH TO THE DLR.  
C STATES THAT C HAS ONLY CALLED THE DLR. @02/19-ZNM859N  
CRR-NM ADVISED C THAT C NEEDS TO TAKE THE VEH TO THE DLR AND HAVE THE VEH  
LOOKED AT BY THE DLR.  
CRR-NM ADVISED C THAT THE DLR IS IN THE BEST POSITION TO ADVISED C IF THE  
SEAT IS COVERED UNDER ANY WARRANTY. @02/19-ZNM859N  
C UNDERSTANDS. @02/19-ZNM859N  
CRR-NM OFFERED FURTHER ASSISTANCE, C DECLINED. @02/19-ZNM859N  
C THANKED CRR-NM FOR ASSISTANCE.  
CRR-NM GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-NM CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @02/19-ZNM859N  
CRR-GK REOPENED FILE. @02/22-ZGK999N  
CRR-G CHECKED FOR RECALLS AND COMPAIGNS AND FOUND: @02/22-ZGK999N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 04/24/06 3681  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 04/24/06 3681  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 04/25/07 3681  
C BROUGHT VEH FOR INSPECTION TO 3681\_ PORTER NISSAN 02/21/08 AND SA STATED  
THE REPLACEMENT OF THE SEAT WOULD COST \$1500.00 OR TO HAVE THE SEAT WELDED  
WOULD BE A THIRD OF THE PRICE. SA RAN GOOD WILL AND C WAS DENIED.  
C IS REQUESTING FROM NISSAN TO PAY FOR REPAIR OF THE DRIVERS SEAT AS ADVISED  
BY SA. @02/22-ZGK999N  
CRR-GK ADVISED C THAT CRR-GK WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL  
RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY.  
C THANKED CCR-GK FOR ASSISTANCE, C SATISFIED.  
CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.  
CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED.  
CRR-GK FORWARD FILE TO RCAS FOR REVIEW. @02/22-ZGK999N  
CRR-RD RECEIVED INBOUND CALL FROM C. @02/26-ZDR128N  
C STATED C HAS READ THAT THIS IS A COMMON PROBLEM. @02/26-ZDR128N  
C STATED C WOULD LIKE NISSAN TO ASSIST WITH THE REPAIR. @02/26-ZDR128N  
C STATED THIS IS A SAFETY HAZARD. AND SOMETHING THAT SHOULD NOT HAVE HAPPENED.  
@02/26-ZDR128N  
C STATED THAT THE SEAT DESIGN IS POOR. AND NISSAN SHOULD BE ASSISTING WITH  
THE REPAIR OR REPLACEMENT AS THE BREAKAGE WAS NOT C'S FAULT. @02/26-ZDR128N  
C STATED THE SEAT IS GETTING WORSE. @02/26-ZDR128N  
CRR-RD TRANSFERRED FILE AND APOLOGIZED TO C FOR THIS NOT BEING DONE SOONER.  
@02/26-ZDR128N

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CRR-RD PROMISED C THAT CRR-RD WOULD SEND THE RESPONSIBLE AGENT AN EMAIL TO LET THE AGENT KNOW THAT C HAS ALREADY WAITED THE PRESCRIBED TIME. @02/26-ZDR128N  
C THANKED CRR-RD. @02/26-ZDR128N

CRR-RD VERIFIED C'S PHONE NUMBERS. @02/26-ZDR128N

CRR-RD EXITING FILE. @02/26-ZDR128N

\*\*\*\*\*

@02/28-ZDB338N

CRR-DB RECEIVED CALL FROM C DISAPPOINTED BECAUSE NO ONE HAS CALLED BACK C REGARDING ISSUES THAT C HAS @02/28-ZDB338N

C STATES C WANTS FILE ESCALATED A C WAS PROMISED A CALL BACK BY THE END OF NEXT BUSINESS DAY WHICH WOULD BE FEB 20/08 @02/28-ZDB338N

CRR-DB IS SENDING AN INTERNAL MESSAGE TO RCAS AGENT TO ADDRESS AND CALL BACK C AS SOON AS POSSIBLE. @02/28-ZDB338N

CRR-DB GAVE NAME AND EXTENSION NUMBER OF RCAS AGENT HANDLING FILE.

C STATES C IS UNHAPPY WITH NISSAN @02/28-ZDB338N

C ASKS FOR NISSAN'S ADDRESS @02/28-ZDB338N

CRR-DB GIVES NISSAN'S ADDRESS TO C: @02/28-ZDB338N

CONSUMER AFFAIRS, P.O. BOX 685003 FRANKLIN, TN 37068-5003 @02/28-ZDB338N

CRR-DB TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @02/28-ZDB338N

RCAS-OW REVIEWED FILE 02/28/08 AT 11:35AM EST. @02/28-ZOW482N

RCAS-OW PLACED CALL TO SM-JIM MURPHY. @02/28-ZOW482N

SM-JM STATED THAT GRT WAS RUN SEVERAL DIFFERENT WAYS AND ALL DENIED. SM STATED THAT C A GOOD CUSTOMER AND DOES ALL SERVICING THERE. SM STATED THAT THIS IS @02/28-ZOW482N

BECOMING A COMMON PROBLEM WITH THIS YR AND MODEL VEHICLE. SM EXPLAINED THAT SOMETHING SHOULD BE DONE FOR C. @02/28-ZOW482N

RCAS EXPLAINED THAT RCAS WILL CONTACT DPSM-MB IN REGARDS TO FILE.

@02/28-ZOW482N

RCAS-OW PLACED CALL TO DPSM-MB ON 02/28/08 AND EXPLAINED FILE MATTER.

@02/28-ZOW482N

DPSM-MB REQUESTED FOR C'S VIN# AND WILL CONTACT SM-JM TO DISCUSS FILE.

@02/28-ZOW482N

RCAS-OW AGREED AND CURRENTLY AWAITING RESPONSE FROM DPSM. @02/28-ZOW482N

RCAS-OW THEN CONTACTED C ON 02/28/08 AT 11:50AM EST. AND LEFT VMX FOR C TO RETURN CALL. @02/28-ZOW482N

RCAS-OW RECEIVED INBOUND VMX FROM C REQUESTING FOR CALL BACK. @02/28-ZOW482N

RCAS-OW CONTACTED C AND EXPLAIN ON VMX THAT RCAS IS CURRENTLY WORKING THE FILE AND AWAITING DECISION BY THE DPSM-MB IN REGARDS TO FILE MATTER.

@02/28-ZOW482N

RCAS-OW WILL FOLLOW UP WITH C BY 02/29/08. @02/28-ZOW482N

RCAS-OW CONTACTED SM-JIM MURPHY IN REGARDS TO FILE MATTER. @02/29-ZOW482N  
SM-JM WAS IN A MEETING. @02/29-ZOW482N

RCAS-OW THEN PLACED CALL TO DPSM-MB IN REGARDS TO GDWILL FOR C. @02/29-ZOW482N

DPSM-MB WILL CONTACT SM THEN CONTACT RCAS-OW WITH DECISION. @02/29-ZOW482N

RCAS-OW AGREED. @02/29-ZOW482N

RCAS-OW THEN CONTACTED C. @02/29-ZOW482N

RCAS-OW LEFT VMX WITH C TO RETURN CALL. @02/29-ZOW482N

RCAS-OW WILL FOLLOW UP ON 03/03/28. @02/29-ZOW482N

RCAS-OW LEFT VMX FOR DPSM-MB TO CONTACT RCAS-OW WITH DECISION. @03/03-ZOW482N

RCAS-OW THEN CONTACTED C TO GIVE UPDATE ON FILE. @03/03-ZOW482N

RCAS-OW WILL FOLLOW UP WITH C BY 03/04/08 TO GIVE NNA FINAL DECISION.

@03/03-ZOW482N

RCAS-OW HAS RECEIVED INBOUND VMX FROM DPSM-MB. DPSM EXPLAINED THAT THE SEAT

@03/04-ZOW482N

WILL BE WELDED TOGETHER AT NO COST TO C. @03/04-ZOW482N

RCAS-OW THEN CONTACTED C AND EXPLAINED THAT C NEEDS TO SET UP AN APPOINTMENT AT THE PORTER NISSAN AND SPEAK WITH SM-JIM MURPHY. C AND RCAS AGREED THAT

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C WOULD CONTACT RCAS WITH THE DATE OF REPAIR. THEN RCAS WILL SET UP A FOLLOW UP DATE FOR CALL BACK TO SEE IF C IS SATISFIED WITH THE END RESULT OF THE REPAIR.

@03/04-ZOW482N

RCAS-OW WILL FOLLOW UP ON 03/07/08.

@03/04-ZOW482N

RCAS-OW CONTACTED C ON 03/07/08 AT 10:35AM EST AND LEFT VMX FOR RETURN CALL.

RCAS WILL FOLLOW UP WITH C ON 03/11/08.

@03/07-ZOW482N

RCAS-OW PLACED CALL TO C ON 03/11/08 AT 9:30AM EST.

@03/11-ZOW482N

RCAS-OW LEFT 2ND VMX FOR C TO RETURN CALL.

RCAS WILL FOLLOW UP ON 03/13/08.

@03/11-ZOW482N

RCAS PLACED CALL TO C ON 03/13/08 AT 8:50AM EST.

RCAS LEFT VMX FOR C TO RETURN CALL. RCAS WILL SET FOLLOW UP FOR 03/17/08.

@03/13-ZOW482N

RCAS-OW CONTACTED C ON 03/14/08 AT 8:55AM EST. C STATED THAT VEHICLE HAS BEEN REPAIRED AND VERY SATISFIED WITH THE OUTCOME OF THE FILE. RCAS STATED THAT WAS GOOD TO HEAR. C THANKED RCAS FOR ASSISTANCE.

\*\*\*RCAS CLOSING FILE AS NO FURTHER ACTION IS REQUIRED.

@03/14-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

SATISFIED: Y

ACTION CODE: NT8E

ROOT CAUSE: DR800

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: 02 / 22 / 08

USERID: ZGK999N

COMMENTS ONLY: #: 0

DATE: 00 / 00 / 00

USERID:

RESP DLR: 3681

EFFECTIVE: 02 / 19 / 08

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: ZNM859N

HISTORY:

UPDATE BY: ZOW482N

SVC CALL#:

UPDATE DATE: 03 / 14 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 03 / 14 / 08

MICROFILM: N

RESP CAA: WELCH, OWEN

OLM: ROYSTER KAREN

DOM: MEEKS FRED L

PHONE: 0000041591

OWNER FIRST:

LANGUAGE: E ENGLISH

**CONFIDENTIAL**

DATE: 1/26/2009  
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**SC: ONE CONTRACT**

|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W66W [REDACTED] Y             |
| STREET: [REDACTED]    | YR/MDL: 2006.0 MUR MILEAGE: 40000         |
| CITY: MANCHESTER      | IN SVC DATE: 02 / 11 / 06                 |
| ST/ZIP: CT [REDACTED] | RTL DLR: 06037 DECORMIER MOTOR SALES INC  |
| DAY PH: [REDACTED]    | SVC DLR: 06037 DECORMIER MOTOR SALES INC  |
| EVE PH: [REDACTED]    | RESP DLR: 06037 DECORMIER MOTOR SALES INC |
| DLR PH: 860 643 4165  | REGION: 26 DIST: SL/SV/PT: 13 13 43       |
| VCAN: Y               |                                           |
| PAID:                 |                                           |
| SUSP:                 |                                           |
| DENY:                 |                                           |

|                                                |                    |                               |
|------------------------------------------------|--------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00                   | EXEC: 00 / 00 / 00 | EMAIL: 00 / 00 / 00           |
| FIRE: N (Y/N)                                  | ROLLOVER: N (Y/N)  | ACCIDENT: N (Y/N)             |
| PROPERTY DAMAGE: N (Y/N)                       | INJURY: N (Y/N)    | SENT TO LEGAL: N (Y/N)        |
| PREVIOUSLY REPAIRED: 00 / 00 / 00              | WHERE:             |                               |
| VEHICLE PURCHASED: NEW X PREOWNEI              | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 06037 DECORMIER MOTOR S |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                | MILES: 4000        | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 20 / 08     | XFER/RSPNSBLTY: 26 13 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 20 / 08 | DATANET (Y/N): 2            |
| SEVERITY: 9      | CLOSE DATE: 03 / 20 / 08    | DATANET (Y/N): 03 / 14 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |

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C. A. R. COMMENTS

FILE OPENED-ZRF155N 02/20/2008

PREVIOUS RELATED/UNRELATED FILE(S) FOUND: NONE.

CRR-RF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE,  
AND RESPONSIBLE DLR. CRR-RF UPDATED C'S PHONE NUMBER.

CRR-RF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-RF INFORMED C THAT THERE WERE NO RECALLS ON C'S VEH.

PREVIOUS NISSAN VEH: NONE.

CRR-RF RECEIVED CALL FROM: C'S WIFE.

C STATED C'S DRIVER SEAT CAME LOOSE SO C TOOK VEH TO DLR BUT WAS ADVISED THAT  
C'S MANUFACTURE WARRANTY HAS JUST EXPIRED AND THAT PART IS NOT COVERED UNDER  
C'S VSC. @02/20-ZRF155N

CRR-RF CHECKED C'S VSC UNDER COMPONENT COVERAGE GUIDE AND ADVISED C THAT THERE  
ARE A LOT OF PARTS OF A SEAT THAT ARE COVERED UNDER THE PLAN BUT PLAN DOES NOT  
SHOW THAT THE WHOLE DRIVER'S SEAT ITSELF IS COVERED. CRR-RF ADVISED C TO GO  
BACK TO DLR AND HAVE DLR DIAGNOSE THE EXACT PART THAT IS BROKEN THE REASON  
WHY SEAT CAME LOOSE AND OBTAIN THE PART NUMBER SO C COULD ALSO BE GUIDED IF  
PART WOULD BE COVERED OR NOT.

C UNDERSTOOD AND STATED WILL CONTACT DLR AGAIN.

CRR-RF OFFERED C FURTHER ASSISTANCE C DECLINED.

C THANKED CRR-RF FOR ASSISTANCE, C IS SATISFIED.

CRR-RF GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-RF CLOSING FILE. @02/20-ZRF155N

\*\*\*\*\* @02/20-ZDD908N

CRR-DD STATED THAT THE WELD ON THE SEAT FRAMES HAD BROKE ON C'S VEH. C  
STATED THAT THIS IS A SAFETY ISSUE. C STATED C BROUGHT VEH TO DLR ON  
2/20/08 FOR INSPECTION. C STATED WAS INFORMED BY THE SA THAT THE COST OF THE  
REPAIRS ARE \$1000 TO REPLACE THE LOWER FRAME OF THE SEAT. C STATED C WAS  
INFORMED BY SA THAT THE REPAIR WOULD HAVE BEEN COVERED UNDER BASIC WARRANTY  
HOWEVER IT IS NOT WARRANTABLE PART FOR C'S VSC. C STATED C IS REQUESTIN NNA  
TO COVER THE LOWER SEAT FRAME UNDER WARRANTY. @02/20-ZDD908N

C STATED THIS IS A MANUFACTURING DEFECT. C STATED THE DLR IS MAKING AN OVER  
NIGHT DELIVERY FOR THE REPAIR. C STATED IF THE SPECIALIST DOES CALL BACK  
WHILE THE VEH IS BEING REPAIRED THE C IS REQUESTING REIMBURSEMENT THAN FOR  
THE REPAIRS. @02/20-ZDD908N

CRR-DD INFORMED C THAT THE FILE WOULD BE TRANSFERRED TO A REGIONAL SPECIALIST  
FOR FURTHER REVIEW.

CRR-DD INFORMED C THAT A REGIONAL SPECIALIST WOULD CONTACT C BY THE END OF  
THE NEXT BUSINESS DAY. C UNDERSTOOD. @02/20-ZDD908N

C STATED C CAN BE REACHED AT DAY NUMBER.

CRR-DD OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DD GAVE C NAME, EXTENSION AND FILE NUMBER. @02/20-ZDD908N

CRR-DD TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @02/20-ZDD908N  
@02/20-ZDD908N

RCAS-JM CALLED SM-BILL ON 02/21/08 WHO ADVISED RCAS-JM THAT C PART IS NOT  
COVERED UNDER C VSC. @02/21-ZJM522N

RCAS-JM CALLED C ON 02/21/08 AND ADVISED C THAT C PART IS NOT COVERED UNDER  
C VSC. C STATED C WANTS NISSAN TO PAY TO HAVE VEH FIXED @02/21-ZJM522N

RCAS-JM CALLED SM BILL AND LEFT MESSAGE FOR SM TO CALL BACK. @02/21-ZJM522N

RCAS-JM RECEIVED CALL FROM SM-BILL WHO STATED THAT C IS OOW. NO SERVICE.

SM STATED THAT THIS IS A C PAY ISSUE. @02/21-ZJM522N

RCAS-KM LEFT VMX FOR C ON DAY PHONE 11:45 AM EST 2/22/08. @02/22-ZKM698N

RCAS-KM CONTACTED C'S DAUGHTER ON EVE PHONE AND INFORMED TO CONTACT C ON  
CELL (WHICH IS DAY PHONE - RCAS-KM LEFT VMX) 11:48 AM EST 2/22/08.

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@02/22-ZKM698N

\*\*\*\*\*

CRR-RT RECEIVED CALL FROM C.  
CRR-T VERIFIED C'S NAME. ADDRESS AND DAYTIME PHONE NUMBERS.  
C STATED THAT C WANTED TO TALK TO RCAS-JM.  
CRR-RT INFORMED C THAT CRR-RT WILL SEND AN INTERNAL MESSAGE TO RCAS-JM THAT C  
NEEDS A CALLBACK. C'S BEST PHONE NUMBER IS 860 966 1313. @02/26-ZRT116N  
C THANKED CRR-RT FOR ASSISTANCE. @02/26-ZRT116N  
CRR-RT ASKED C FOR FURTHER ASSISTANCE, C DECLINED.  
CRR-RT GAVE NAME, EXTENSION, AND FILE NUMBER.  
CRR-RT EXITING FILE. @02/26-ZRT116N

-----  
@02/28-ZMG445N

CRR-MG RECEIVED CALL FROM C.  
C STATED THAT C WOULD LIKE TO RCAS-JM TO CONTACT C BACK IN REGARDS TO VEH  
CONCERNS.G445N  
CRR-MG PROVIDED C WITH EXTENSION NUMBER TO CONTACT RCAS-JM.  
C THANKED CRR-MG FOR INFO. @02/28-ZMG445N  
C STATED THAT C WANTED TO SPEAK TO RCAS-JM SUPERVISOR FOR LACK OF CALL BACK.  
CRR-MG ASSURED C THAT CRR-MG WILL SUBMIT THIS REQUEST.  
C REQUESTED TO LEAVE ANOTHER VMX FOR RCAS-JM AND CRR-MG TRANSFERRED C TO  
RCAS-JM VMX.  
C THANKED CRR-MG FOR ASSISTANCE. @02/28-ZMG445N  
CRR-MG EXITING FILE. @02/28-ZMG445N  
RCAS-KM SPOKE WITH SA-YOLANDA AND INFORMED VEHICLE IS REPAIRED AND CUSTOMER  
HAS PAID FOR REPAIR. SA-YOLANDA INFORMED C IS NOT A REGULAR CUSTOMER AND  
PAST WARRANTY FOR REPAIRS. @02/28-ZKM698N

@02/28-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE AND INFORMED NNA UNABLE TO ASSIST WITH  
@02/28-ZKM698N  
REIMBURSEMENT FOR REPAIRS TO SEAT BRACKET. @02/28-ZKM698N  
C STATED UNHAPPY AND C PURCHASED VSC THAT C FEELS SHOULD COVER THE REPAIR.  
C REQUESTED TO SPEAK WITH SUPERVISOR. RCAS-KM INFORMED SUPERVISOR TO CONTACT  
C BY END OF NEXT BUSINESS DAY. @02/28-ZKM698N  
RCAS-KM ESCALATING FILE TO SUPERVISOR. @02/28-ZKM698N

\*\*\*

RS FILE REVIEW.. RS-AM NOTES THAT COMPONENT IS NOT COVERED UNDER VSC, AS  
PREVIOUSLY STATED BY RCAS-JM. RS PLACED CALL TO C AT 4:22PM EST ON 02/29/08  
AND LEFT VMX WITH NAME, CONTACT NUMBER AND FILE NUMBER; RS ADVISED THAT IF C  
WISHES TO HAVE FURTHER EXPLANATION REGARDING DECISION RENDERED ON FILE THAT C  
IS WELCOME TO CONTACT RS-AM BACK DIRECTLY. RS CLOSING FILE PENDING FURTHER  
CONTACT FROM C, HOWEVER, NO FURTHER ACTION IS REQUIRED AS THIS MATTER HAS BEEN  
RESOLVED AND A FINAL DECISION RENDERED.

\*\*\*\*\*

@02/29-ZAM086N

RS-AM RECEIVED VMX FROM C ON 03/04/08 REQUESTING A CALLBACK.  
@03/04-ZAM086N-COMMENT

\*\*\*\*

RS-AM PLACED CALL TO C ON 03/03/08 AT 8:50AM EST. C STATED VERY UNHAPPY WITH  
DECISION THAT WAS MADE BY DECORMIER NSN. C STATED THAT SEAT BRACKET SHOULD  
NOT HAVE GONE ON A VEH THAT WAS ONLY 2 YEARS OLD. C FEELS THAT DLRSHPO OR NSN  
CORPORATE SHOULD HAVE ASSISTED, AS C WAS ONLY OOW BY LESS THAN 5,000 MILES AND  
C ALSO HAS A VSC. C STATED THAT C WAS UNDER THE IMPRESSION THAT VSC WOULD HAVE  
COVERED THIS COMPONENT. C STATED VERY UPSET THAT NSN DID NOT MEET C AT LEAST  
HALF WAY TO ASSIST. C STATED THAT ONE TIME C BROUGHT VEH TO DECORMIER NSN  
FOR OIL CHANGE/SERVICING, AND WHEN C RETURNED TO PICK VEH UP IT WAS VERY DIRTY  
AND C ASKED DLRSHPO TO CLEAN UP VEH. C STATE THAT DLRSHPO AGREED TO DO SO, AND  
WHEN VEH WAS CLEANED DAMAGE WAS FOUND ON C'S BUMPER. C STATED THAT WHEN VEH

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WAS DROPPED OFF THERE WAS ABSOLUTELY NO DAMAGE. C STATED THAT DLRSHF ARGUED WITH C AND SAID THERE WAS DAMAGE WHEN C DROPPED OFF VEH. C REITERATED THAT THERE WAS NO DAMAGE. C STATED THAT DLRSHF PERSONNEL ARGUED THAT THERE WAS A VIDEO THAT WOULD PROVE DAMAGE DID NOT OCCUR AT DLRSHF, AND ASKED C IF C WANTED TO VIEW THE VIDEO. C AGREED TO VIEW VIDEO. C STATED THAT WHEN C CALL DLRSHF BACK TO MAKE ARRANGEMENTS TO VIEW VIDEO, THAT DLRSHF PERSONNEL APOLOGIZED TO C AND OFFERED TO FIX C'S VEH. C STATED VEH WAS REPAIRED AT NO CHARGE. C STATED THIS PROVES THAT DECORMIER NSN OPERATES IN A SHADY MANNER. RS APOLOGIZED TO C FOR THE POOR EXPERIENCES AND IDENTIFIED TO C THAT RS WAS UNAWARE OF THAT SITUATION. AS IT HAD NOT BEEN PREVIOUSLY DOCUMENTED. C STATED HAS TRADED IN C'S VEH FOR A 2008 BUICK THIS PAST SATURDAY, 03/01/08. C STATED DID NOT WANT THE NSN VEH SITTING IN C'S DRIVEWAY ANY LONGER. RS AGAIN APOLOGIZED TO C FOR THE POOR EXPERIENCE AND EXPLAINED THAT IT WAS UNFORTUNATE THAT C HAD TRADED IN C'S VEH FOR A DIFFERENT MAKE: RS EXPLAINED THAT HAD RS BEEN AWARE OF THE FULL SITUATION, IT WOULD HAVE ASSISTED IN EXPLORING OTHER AVENUES FOR ASSISTANCE ON C'S BEHALF. HOWEVER. AT THIS TIME RS WILL ENSURE THAT ALL INFO IS DOCUMENTED CLEARLY IN THE FILE AND WILL PASS THE NECESSARY INFO TO THE APPROPRIATE PERSONNEL FOR REVIEW REGARDING DECORMIER NSN. C STATED THAT NSN CORPORATE HAS BEEN NICE EACH TIME C HAS CALLED, AND THANKED RS FOR RETURNING C'S CALL. C STATED THAT RS WAS HELPFUL, HOWEVER, IT WAS UNFORTUNATE THAT IT WAS TOO LATE AND THAT C NO LONGER OWNS VEH. C ALSO STATE THAT C WAS GOING TO FILE A COMPLAINT WITH THE DMV REGARDING DECORMIER NSN. C THANKED RS FOR MAKING THE EFFORT, CALL ENDED.

@03/04-ZAM086N-COMMENT

RS SENDING EMAIL TO ORM-RC ON 03/04/08 FOR FILE REVIEW AND COMPLAINT AGAINST DECORMIER NSN. RS IS CLOSING FILE. AS NO FURTHER ACTION IS REQUIRED.

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@03/04-ZAM086N-COMMENT

\*\*\*\*\*

CRR-GC RECIEVED A CALL FROM C.

C WANTS TO BE REIMBURSED FOR THE CAR RENTAL WHEN C HAD C'S VEH FIXED. CRR-GC ADVISED C THAT THIS IS BEING HANDLED BY A REGIONAL SPECIALIST AND CRR-GC WILL BE SENDING AN INTERNAL MESSAGE TO RCAS-JM.

C THANKED CRR-GC

@03/12-ZGC503N-COMMENT

\*\*\*

@03/12-ZAM086N-COMMENT

RS RECEIVED EMAIL FROM CRR-GC ON 03/12/08. RS NOTES THAT RCAS-JM WAS ALSO COPIED ON THIS EMAIL.

@03/12-ZAM086N-COMMENT

CRR STATED IN EMAIL THAT C WANTS TO TALK TO RCAS REGARDING RENTAL REIMBURSEMENT.

@03/12-ZAM086N-COMMENT

RS NOTING THAT C NO LONGER OWN NISSAN VEH, AS PREVIOUSLY STATED IN FILE. RS NOTING THAT THIS MATTER HAS BEEN RESOLVED AND C WAS ADVISED THAT NO FURTHER ACTION WOULD BE TAKEN ON THIS END TO PURSUE GOODWILL ASSISTANCE. RS SENDING INTERNAL MESSAGE TO RCAS-JM TO REVIEW FILE NOTES, AND FOLLOW UP WITH C BEFORE CLOSE OF BUSINESS ON 03/13/08. RS NOT RECOMMENDING ASSISTANCE FOR RENTAL VEH.

@03/12-ZAM086N-COMMENT

\*\*\*

@03/12-ZAM086N-COMMENT

RCAS-JM REVIEWED RS-AM NOTES AND CALLED C ON 03/13/08 AND LEFT VMX FOR C TO CALL BACK.

@03/13-ZJM522N

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@03/20-ZAM086N

RS-AM NOTING THAT C HAS NOT CALLED RS BACK AS OF 03/20. RS SENDING EMAIL TO RCAM-JL ON 03/20/08 AT 8:47PM EST TO DISCUSS.

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@03/20-ZAM086N

RS-AM RECEIVED EMAIL RESPONSE FROM RCAM-JL ON 03/20, ADVISING THAT FILE CAN BE CLOSED.

RS CLOSING FILE PENDING ANY FURTHER CONTACT FROM CUSTOMER. @03/20-ZAM086N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                        |
|---------------------------|---------------------------|------------------------|
| SATISFIED: N              | ACTION CODE: NT3A         | ROOT CAUSE: SNFA       |
| CALLBACK: (Y/N) #: 1      | DATE: 02 / 28 / 08        | USERID: ZMG445N        |
| REOPEN: CALLBACK #: 1     | DATE: 00 / 00 / 00        | USERID: ZMG445N        |
| NEW INFO #: 0             | DATE: 00 / 00 / 00        | USERID:                |
| OTHER #: 2                | DATE: 03 / 12 / 08        | USERID: ZAM086N        |
| COMMENTS ONLY: #: 3       | DATE: 03 / 12 / 08        | USERID: ZAM086N        |
| RESP DLR: 06037           | EFFECTIVE: 02 / 20 / 08   | 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: ZRF155N        |                        |
| HISTORY:                  | UPDATE BY: ZAM086N        |                        |
| SVC CALL#:                | UPDATE DATE: 03 / 20 / 08 |                        |
| CLOSE: Y (Y/N)            | CLOSE DATE: 03 / 20 / 08  | MICROFILM: N           |
| RESP CAA: MARIK, JENNIFER | OLM: ROYSTER KAREN        | DOM: CARMICHEL BUTCH X |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH    |



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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
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MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 2/11/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 195       | RCDO02875427 | 06037 CT            | 2/11/2006         | 2/11/2013      | 70.000            | 3/14/2008      |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |               |              |        |
|----------------------------------------|---------------|--------------|--------|
| -----+-----                            |               |              |        |
| CONTRACT: RCDO02875427                 |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |               | OWNER NAME:  |        |
| PLAN TYPE: C                           |               | PLAN TYPE:   |        |
| PLAN TERM: O                           |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                      |               | DEDUCTABLE:  |        |
| EFFECTIVE: 02/11/06                    |               | EFFECTIVE:   |        |
| EXPIRES: 02/11/13                      | MILES: 70,000 | EXPIRES:     | MILES: |
| CANCEL: 03/14/08                       | MILES: 40,085 | CANCEL:      | MILES: |
| TRANSFER:                              |               | TRANSFER:    |        |
| TRANSACTION: 3/24/2008                 |               | TRANSACTION: |        |
| PRINTED: 02/17/06                      |               | PRINTED:     |        |
| DEALER NO: 06037                       | STATE: CT     | DEALER NO:   | STATE: |
| DEALER NAME: DECORMIER MOTOR SALES INC |               | DEALER NAME: |        |
| -----+-----                            |               |              |        |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W66W [REDACTED] Y  
CITY: GREAT NECK YR/MDL: 2006.0 MUR MILEAGE: 50000  
ST/ZIP: NY [REDACTED] IN SVC DATE: 06 / 26 / 06  
DAY PH: [REDACTED] VCAN: N RTL DLR: 07132 POUGHKEEPSIE NISSAN INC  
EVE PH: [REDACTED] PAID: SVC DLR: 07132 POUGHKEEPSIE NISSAN INC  
DLR PH: 845 297 4314 SUSP: RESP DLR: 07132 POUGHKEEPSIE NISSAN INC  
DENY: REGION: 26 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 7132 POUGHKEEPSIE NISSA  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 21 / 08 XFER/RSPNSBLTY: 26 01 S  
CONTACT (S): FOLLOWUP DATE: 02 / 26 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 02 / 25 / 08 DATANET (Y/N): 02 / 25 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZFC600N 02/21/2008  
PREVIOUS FILES FOUND: NONE  
CRR-FC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND REPOINSIBLEC DLR  
CRR-FC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/21-ZFC600N  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 04/02/07 07132  
CRR-FC ADVISED C THERE ARE NO RECALLS  
PREVIOUS NISSAN VEH: NONE  
CRR-FC RECEIVED INBOUND CALL FROM C  
C STATES C WAS DRIVING A COUPLE OF WEEKS AGO AND MADE A LEFT TURN AND THE  
DRIVERSIDE SEAT FRAME BROKE. @02/21-ZFC600N  
C STATES C WENT TO DLR AND WAS ADVISED HAVE TO PAY FOR THE REPAIR BUT ADVISED  
C TO CONTACT C. @02/21-ZFC600N  
CRR-FC ASKED C, IS THE VEH DRIVEABLE @02/21-ZFC600N  
C STATES NO, BECAUSE IT IS UNSAFE @02/21-ZFC600N  
CRR-FC ASKED C WHERE IS THE VEH @02/21-ZFC600N  
C STATES AT THE DLR @02/21-ZFC600N  
CRR-FC ASKED C, WHAT CAN NNA DO TO HELP C. @02/21-ZFC600N  
C STATES C WOULD LIKE NNA TO PAY FOR THE REPAIR OF THE SEAT. @02/21-ZFC600N  
CRR-FC ADVISED C, CRR-FC WILL TRANSFER FILE TO RCAS AND SHOULD RECIEVE CALL  
BACK BY THE END OF NEXT BUSINESS DAY  
CRR-FC OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-FC GAVE NAME, EXTENTION AND FILE NUMBER @02/21-ZFC600N  
@02/21-ZFC600N  
RCAS-OW REVIEWED FILE 02/22/08 AT 8:15AM EST. @02/22-ZOW482N  
RCAS-OW NOTES THAT C IS OUTSIDE OF BASIC WARRANTY BY MILEAGE. @02/22-ZOW482N  
RCAS-OW NOTES THAT THIS IS NOT A MANUFACTURERS DEFECT. @02/22-ZOW482N  
RCAS-OW NOTES THAT THERE IS NO INDICATION OF ANY WARRANTY CLAIMS ON THE  
CHAIR, THEREFORE HAS NOT BEEN AN ONGOING ISSUE WHILE C WAS INSIDE OF  
WARRANTY. RCAS WILL BE CONTACTING C TO EXPLAIN WHY NNA IS NOT IN A POSITION  
@02/22-ZOW482N  
TO ASSIST. @02/22-ZOW482N  
RCAS-OW CONTACTED C AND LEFT VMX FOR C TO RETURN CALL. @02/22-ZOW482N  
\*\*\*\*\* @02/22-ZKF621N  
CRR-KF RECEIVED INBOUND CALL FROM C.  
C STATES THAT C WOULD LIKE TO SPEAK WITH RESPONSIBLE AGENT.  
CRR-KF TRANSFERRED CALL AND SENDING INTERNAL MSG. @02/22-ZKF621N  
\*\*\*\*\* @02/22-ZKF621N  
C STATED THAT DRIVERS SIDE SEAT FRAME BROKE FOR NO REASON. C STATED THAT THIS  
IS A MANUFACTURERS DEFECT AND SAFETY ISSUE AND FEELS THAT NNA SHOULD COVER  
THE COST OF THE REPAIR. GRT HAS BEEN DECLINED ACCORDING TO C. RCAS-OW STATED  
THAT THE DPSM-JM WOULD BE CONTACTED TO INVESTIGATE THE FILE AND RELAY TO  
RCAS THE FINAL DECISION. C AGREED. @02/22-ZOW482N  
RCAS-OW THEN CONTACTED DPSM-JM ON THE ISSUE AND LEFT VMX REQUESTING FOR  
CALL BACK. @02/22-ZOW482N  
RCAS-OW WILL FOLLOW UP WITH C BY THE END OF THE BUSINESS DAY. @02/22-ZOW482N  
RCAS-OW RECEIVED INBOUND VMX FROM DPSM-JM. DPSM-JM EXPLAINED THAT DUE TO  
SNOWFALL ALOT OF THE DLRSHPS ARE CLOSED TODAY. DPSM HAS ASSURED RCAS THAT  
DPSM WILL STAY ON TOP OF THE FILE AND INVESTIGATE THE MATTER FOR 02/25/08.  
@02/22-ZOW482N  
RCAS-OW CONTACTED C AND LEFT A VMX THAT MATTER WILL BE DEALT WITH BY  
02/25/08. @02/22-ZOW482N  
RCAS-OW RECEIVED INBOUND CALL FROM C REQUESTING FOR CALL BACK. @02/25-ZOW482N

**CONFIDENTIAL**

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RCAS-OW CONTACTED DPSM-JM TO INQUIRE ON DECISION MADE ON FILE. @02/25-ZOW482N  
RCAS-OW LEFT VMX FOR DPSM TO RETURN CALL. @02/25-ZOW482N  
RCAS-OW THEN CONTACTED C. @02/25-ZOW482N  
RCAS-OW EXPLAINED THAT DPSM WILL BE MAKING THE FINAL DECISION ON FILE. RCAS  
ADVISED THAT AS SOON AS DPSM RETURNS RCAS CALL WITH DECISION, RCAS WILL BE  
SURE TO CONTACT C AND EXPLAIN. C UNDERSTANDS AND THANKED RCAS FOR ASSISTANCE.  
@02/25-ZOW482N  
RCAS-OW RECEIVED RESPONSE BY DPSM-JM. DPSM STATED THAT NNA WOULD NOT BE  
IN A POSITION TO ASSIST C. DRIVERS SIDE FRAME BREAKING IS NOT A MANUFACTURERS  
DEFECT AND C IS OUTSIDE OF BASIC WARRANTY AND NOT COVERED UNDER VSC.  
@02/25-ZOW482N  
RCAS-OW UNDERSTANDS AND THANKED DPSM-JM FOR ASSISTANCE. @02/25-ZOW482N  
RCAS-OW THEN CONTACTED C TO EXPLAIN. @02/25-ZOW482N  
C WAS NOT SATISFIED WITH THE DECISION MADE AND ASKED IF THERE WAS ANYONE ELSE  
TO HANDLE FILE. RCAS-OW EXPLAINED THAT THE DPSM MAKES ALL FINAL DECISIONS  
AND CANNOT BE OVERTURNED. @02/25-ZOW482N  
RCAS-OW EXPLAINED THAT IF C IS NOT SATISFIED WITH REPAIR THAT C COULD WRITE  
A LETTER OR VIA EMAIL TO STATE CONCERN. C AGREED AND TOOK DOWN THE EMAIL  
ADDRESS FOR CONSUMER AFFAIRS AND THANKED RCAS-OW FOR ASSISTANCE. @02/25-ZOW482N  
RCAS-OW CLOSING FILE AS C'S CONCERNS HAVE BEEN ADDRESSED. @02/25-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: N           | ACTION CODE: NT3A         | ROOT CAUSE: SNFA    |
| 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: 07132        | EFFECTIVE: 02 / 21 / 08   | 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: ZFC600N        |                     |
| HISTORY:               | UPDATE BY: ZOW482N        |                     |
| SVC CALL#:             | UPDATE DATE: 02 / 25 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 02 / 25 / 08  |                     |
| RESP CAA: WELCH. OWEN  | OLM: ROYSTER KAREN        | MICROFILM: N        |
| PHONE: 0000041591      | OWNER FIRST:              | DOM: YAKIM DAVID N  |
|                        |                           | LANGUAGE: E ENGLISH |

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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: MULTI CONTRACT                    |
| STREET:               | [REDACTED] | VIN: JN8AZ08T06W [REDACTED] Y         |
| CITY: GREAT FALLS     |            | YR/MDL: 2006.0 MUR MILEAGE: 47000     |
| ST/ZIP: SC [REDACTED] |            | IN SVC DATE: 01 / 20 / 06             |
| DAY PH: [REDACTED]    | VCAN: Y    | RTL DLR: 3616 HARRELSON NISSAN, INC.  |
| EVE PH: [REDACTED]    | PAID: 15   | SVC DLR: 3616 HARRELSON NISSAN, INC.  |
| DLR PH: 803 366 8171  | SUSP: 0    | RESP DLR: 3616 HARRELSON NISSAN, INC. |
|                       | DENY: 0    | REGION: 36 DIST: SL/SV/PT: 12 12 42   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 3616 HARRELSON NISSAN, I  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 11000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 22 / 08     | XFER/RSPNSBLTY: 36 12 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 26 / 08 | DATANET (Y/N): 2            |
| SEVERITY: 9      | CLOSE DATE: 03 / 26 / 08    | DATANET (Y/N): 03 / 17 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZJI411N 02/22/2008  
PREVIOUS UNRELATED FILES: NONE  
PREVIOUS RELATED FILES: NONE  
CRR-JI VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR  
CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: ONE CLOSED  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 01/09/06  
PREVIOUS NISSAN/INFINITI VEH'S: 2003 ALTIMA, STANZA  
CRR-JI RECEIVED A CALL FROM C.  
C STATES THE FRAME IN THE DRIVER SEAT IS BROKEN.  
C STATES C BROUGHT C'S VEH TO A NISSAN DLR.  
C STATES THE DLR INFORMED C THAT THE REPAIR IS NOT COVERED UNDER WARRANTY.  
C STATES FRAME IS BROKEN IN THE WELL AND IS A MANUFACTURER DEFECT.  
C STATES THE DLR INFORMED C THAT THE REPAIR WILL COST APPROXIMATELY \$500.00.  
C STATES C WOULD LIKE FINANCIAL ASSISTANCE FROM NISSAN. @02/22-ZJI411N  
C STATES THE RESPONSIBLE DLR IS 3616 HARRELSON NISSAN, INC.  
CRR-JI INFORMED C THAT CRR-JI IS GOING TO TRANSFER THE FILE TO RCAS AND RCAS  
WILL BE IN CONTACT WITH C BY THE END OF BUSINESS DAY MONDAY. C UNDERSTOOD.  
CRR-JI INQUIRED THE BEST TIME FOR RCAS TO CONTACT C.  
C STATES ANYTIME.  
CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.  
CRR-JI GAVE C NAME, FILE NUMBER AND EXTENSION.  
CRR-JI TRANSFERRING FILE TO RCAS. @02/22-ZJI411N  
@02/22-ZJI411N  
\*\*\*\*\* @02/25-ZJH820N  
RCAS-JH CHECKED OWNEER DATABASE AND THIS IS THE ONLY NISSAN THAT IS CURRENTLY  
REGISTERED TO C GOING BACK TO THE 1993 MODELS. @02/25-ZJH820N  
RCAS-JH CALLED C ON DAY PHONE AND LEFT VMX AT 3:27 2/25 FOR CALL BACK.  
\*\*\*\*\* @02/25-ZJH820N  
CRR-NC RECEIVED CALL FROM C. C REQUESTING TO SPEAK TO CRR-JI. C PROVIDED  
EXTENSION NUMBER 41622. CRR-NC TRANSFERRED C TO CRR-JI. @02/26-ZNC132N  
\*\*\*\*\*  
CRR-EC RECEIVED A CALL FROM C.  
CRR-EC VERIFIED C'S NAME AND ADDRESS.  
C STATED THAT C WANTED TO BE TRANSFERRED TO CRR-JI. @02/27-ZEC115N  
CRR-EC OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-EC GAVE NAME AND EXTENSION NUMBER.  
CRR-EC TRANSFERRING CALL. @02/27-ZEC115N  
\*\*\*\*\*  
RCAS-JH IN RECEIPT OF C'S FAX 2/28.  
C CAN VERIFY OWNING FROM NEW 3 NISSANS ONCLUDING THIS ONE. THE OTHERS ARE:  
1987 STANZA VIN: JN1HT2113HT037103  
2003 ALTIMA VIN: 1N4AL11D53C136698  
\*\*\* @02/28-ZJH820N  
RCAS-JH CALLED C ON DAY PHONE AT 2:03 EST 2/28 AND LEFT VMX THAT C'S FAX HAS  
BEEN RECEIVED.  
RCAS-JH SENT EMAIL TO DPSM-BH ASKING FOR GW ON BEHALF OF C AT 2:20 EST 2/28.  
\*\*\*\*\* @02/28-ZJH820N  
RCAS-JH RE-SENT EMAIL TO DPSM-BH ABOUT GW. @03/01-ZJH820N  
RCAS-JH CALLED C ON 3/1/08 AT 3:06 EST AND TOLD C THAT C HADN'T BEEN FORGOTTEN  
BUT IT WOULD TAKE UNTIL 03/05/08 TO GET ANSWER.  
C SATISFIED.  
\*\*\*\*\* @03/01-ZJH820N

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RCAS-JH RE-SENT EMAIL TO DPSM-BH FOR THIRD TIME ASKING FOR GW FOR C AT 4:22EST 3/5.

@03/05-ZJH820N

\*\*\*\*\*

@03/05-ZJH820N

RCAS-JH CALLED C ON DAY PHONE AND LEFT VMX AT 9 EST 3/10 THAT RCAS-JH DOESN'T HAVE AN ANSWER YET BUT WILL KEEP TRYING.

\*\*\*\*\*

@03/10-ZJH820N

RCAS-JH SENT EMAIL TO ORM-BC ABOUT GW. RCAS-JH CALLED C ON DAY PHONE AT 2:02 3/14 AND LEFT VMX FOR CALL BACK.

\*\*\*\*\*

@03/14-ZJH820N

RCAS-JH RECEIVED EMAIL FROM DPSM-BH STATING GW IS APPROVED FOR THE SEAT REPAIR RCAS-JH CALLED C AND GAVE C THE NEWS AND THAT DLR WOULD BE INSTRUCTED TO ORDER THE NECESSARY PARTS AND WOULD CALL C WHEN IN FOR C TO DROP VEH OFF.

\*\*\*\*\*

@03/14-ZJH820N

RCAS-JH CALLED C ON DAY PHONE BUT THE OFFICE WAS CLOSED FOR EASTER MONDAY. RCAS-JH CALLED C ON EVE PHONE AND SPOKE TO C AT 10.45 EST 3/24.

C STATES THE PARTS ARE IN AND C DROPPED THE VEH OFF THIS MORNING.

\*\*\*\*\*

@03/14-ZJH820N

RCAS-JH RECEIVED NOTICE FROM DLR SM-GEORGE VOORHIS THAT THE REPAIR IS COMPLETE AND C IS SATISFIED WITH THE WORK.

\*\*\*\*\*

\*\*\*\*\*

@03/25-ZJH820N

RCAS-JH CALLED C ON EVE PHONE AT 10.17 EST 3/26 AND C STATES C IS VERY PLEASED WITH THE NEW SEAT.

C ASKED IF THE DIAGNOSTIC CHARGE COULD BE WAIVED FOR C.

RCAS-JH TOLD C THAT THE SEAT WAS VERY EXPENSIVE AND THAT WOULD BE THE EXTENT OF THE GW AT THIS TIME.

C STATES THANK YOU FOR THE ASSISTANCE.

RCAS-JH CLOSING FILE

\*\*\*\*\*

@03/26-ZJH820N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

THIS WARRANTY CUSTOMER HAS BEEN AUTHORIZED GW FOR THE SEAT REPAIR DUE TO 3 NEW NISSANS. PLEASE ORDER PARTS AND ADVISE C WHEN IN FOR VEH DROP OFF.

DEALER ACTION:

ADVISED CUST. VEHICLE WARRANTY FOR THIS CONCERN HAS EXPIRED, CUST. DECLINED REPAIR, CUST. HISTORY IS OF OIL CHANGES AND ROTATIONS ALL UNDER SECURITY PLUS MAINTENANCE CUST HAS NEVER UPGRADED TO ANY OTHER SERVICES STRICTLY A WARRANTY CUSTOMER ON OUR END. NO GOOD WILL OFFERED TO CUSTOMER BY US. @02/27-3616

RAN GOODWILL AND IT WAS DECLINED BY NISSAN. @03/07-3616

WE REPLACED SEAT SLIDS AND A CONNECTION PER NISSAN. REPAIR IS COMPLETE. DECLINED REFUND FOR DIAGNOIS. @03/25-3616



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CONTACT(S):

|                        |                           |                     |      |
|------------------------|---------------------------|---------------------|------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SDMV    | SNFA |
| 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: 3616         | EFFECTIVE: 02 / 22 / 08   | 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: ZJI411N        |                     |      |
| HISTORY:               | UPDATE BY: ZJH820N        |                     |      |
| SVC CALL#:             | UPDATE DATE: 03 / 26 / 08 |                     |      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 03 / 26 / 08  | MICROFILM: N        |      |
| RESP CAA: HAZELL, JOHN | OLM: ROYSTER KAREN        | DOM:                |      |
| PHONE: 0000040000      | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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

CA6054368

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:47 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/20/2006

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

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

CA6054368

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:47 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: HOLMES, TERRY

VIN:  
IN SCV DATE: 1/20/2006

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

|     |              |         |           |           |        |  |  |
|-----|--------------|---------|-----------|-----------|--------|--|--|
| 197 | MRNJ00636284 | 3616 SC | 1/20/2006 | 1/20/2011 | 75.000 |  |  |
| 198 | RCDG02892257 | 3616 SC | 1/20/2006 | 1/20/2009 | 45.000 |  |  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                     |               |              |        |
|-------------------------------------|---------------|--------------|--------|
| -----+-----                         |               |              |        |
| CONTRACT: MRNJ00636284              |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]              |               | OWNER NAME:  |        |
| PLAN TYPE: R                        |               | PLAN TYPE:   |        |
| PLAN TERM: J                        |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                      |               | DEDUCTABLE:  |        |
| EFFECTIVE: 01/20/06                 |               | EFFECTIVE:   |        |
| EXPIRES: 01/20/11                   | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                             | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                           |               | TRANSFER:    |        |
| TRANSACTION: 2/28/2006              |               | TRANSACTION: |        |
| PRINTED: 03/03/06                   |               | PRINTED:     |        |
| DEALER NO: 3616                     | STATE: SC     | DEALER NO:   | STATE: |
| DEALER NAME: HARRELSON NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                         |               |              |        |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                     |               |              |        |
|-------------------------------------|---------------|--------------|--------|
| -----+-----                         |               |              |        |
| CONTRACT: RCDG02892257              |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]              |               | OWNER NAME:  |        |
| PLAN TYPE: C                        |               | PLAN TYPE:   |        |
| PLAN TERM: G                        |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                   |               | DEDUCTABLE:  |        |
| EFFECTIVE: 01/20/06                 |               | EFFECTIVE:   |        |
| EXPIRES: 01/20/09                   | MILES: 45,000 | EXPIRES:     | MILES: |
| CANCEL:                             | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                           |               | TRANSFER:    |        |
| TRANSACTION: 2/28/2006              |               | TRANSACTION: |        |
| PRINTED: 03/03/06                   |               | PRINTED:     |        |
| DEALER NO: 3616                     | STATE: SC     | DEALER NO:   | STATE: |
| DEALER NAME: HARRELSON NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                         |               |              |        |

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**SC: ONE CONTRACT**

|                       |                                        |
|-----------------------|----------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W55W [REDACTED] Y          |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 59617      |
| CITY: SEWICKLEY       | IN SVC DATE: 12 / 10 / 05              |
| ST/ZIP: PA [REDACTED] | RTL DLR: 09095 WRIGHT AUTOMOTIVE GROUP |
| DAY PH: [REDACTED]    | SVC DLR: 1910 WEST HILLS NISSAN        |
| EVE PH: [REDACTED]    | RESP DLR: 1910 WEST HILLS NISSAN       |
| DLR PH: 412 262 9020  | REGION: 36 DIST: SL/SV/PT: 02 02 32    |
| VCAN: Y               |                                        |
| PAID: 5               |                                        |
| 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) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY:  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 23617 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 22 / 08     | XFER/RSPNSBLTY: 36 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 31 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 04 / 02 / 08    | DATANET (Y/N): 02 / 26 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZKF621N 02/22/2008

PREVIOUS UNRELATED FILES FOUND:NONE.

CCC-KF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-KF CHECKED FOR ANY OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @02/22-ZKF621N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/29/06 09095

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/29/06 09095

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 01/30/07 09095

CRR-KF ADVISED C THERE ARE NO OPEN RECALLS.

PREVIOUS NISSAN VEH:\_1998 ALTIMA.

CRR-KF RECEIVED INBOUND CALL FROM C.

C STATES THAT C WENT TO THE DLRSHIP ON 02/19/08 DLRSHIP 1910. @02/22-ZKF621N

C STATES THAT C HAS BEEN TO THE DLR TWICE ALREADY FOR THE SAME ISSUE.

C STATES THAT THE FRONT DRIVERS SEAT HAS A SQUEAK AND A CREAK IN THE SEAT.

C STATES THAT THE DLR WAS NOT ABLE TO REPAIR THE SEAT. @02/22-ZKF621N

C STATES THAT THE DLR TOLD C THAT THE DLR WOULD HAVE TO REPLACE THE WHOLE  
SEAT.

C STATES THAT THE ISSUE STARTED TO OCCUR DECEMBER OF 2007. @02/22-ZKF621N

C STATES THAT C IS AWARE THAT C IS OUT OF WARRANTY AND IS ASKING FOR GOODWILL  
ASSISTANCE.

C STATES THAT C WOULD LIKE ASSISTANCE IN REPAIRING THE ISSUE.

C STATES THAT C WOULD NOT LIKE THE SQUEAKING AND CREAKING TO STOP.

C STATES THAT C HEARD A SPRING BREAK IN DECEMBER 2007.

C STATES THAT THE DLR REFUSES TO TAKE THE SEAT APART TO ATLEAST TRY TO

DETERMINE THE ISSUE WITH THE VEH. @02/22-ZKF621N

>>RCAS-JB CONTACTED C ON DAY PHONE AT 4:26PM EST ON 02/25/08. @02/25-ZJB111N

RCA-JB LEFT VMX. @02/26-ZJB111N

>>>RCAS-JB CONTACTED SA-KURT AT 11:12AM EST ON 02/26/08. @02/26-ZJB111N

SA-KURT STATED THAT C HAS AN EXPIRED VSC. SA-KURT STATED THAT C DOES NOT  
HAVE A TERRIBLE SERVICE HISTORY. SA-KURT C STATED THAT C WAS INFORMED THAT  
@02/26-ZJB111N

THE DLRSHIP WILL TRY TO HELP C OUT. SA-KURT STATED THE PART IS \$1300.

SA-KURT STATED IF THERE IS A BROKEN SEAT, THAT WOULD BE THE PROPER WAY TO  
DO THAT. @02/26-ZJB111N

RCAS-JB ASKED IF A GRT CAN BE RUN WHEN THE VEHICLE ARRIVES. @02/26-ZJB111N

SA-KURT STATED THAT SA-KURT WOULD LIKE TO KNOW WHAT IS WRONG FIRST.

RCAS-JB INFORMED SA-KURT THAT RCAS-JB WILL ADVISE C TO BRING VEH TO THE

DLRSHIP BEFORE ASSISTANCE CAN BE PROVIDED. @02/26-ZJB111N

RCAS-JB THANKED SA-KURT. @02/26-ZJB111N

>>>RCAS-JB CONTACTED C ON DAY PHONE AT 11:19AM EST ON 02/26/08. @02/26-ZJB111N

RCAS-JB LEFT VMX. @02/26-ZJB111N

>>RCAS-JB CONTACTED C ON DAY PHONE AT 9:57AM EST ON 02/27/08. @02/27-ZJB111N

RCAS-JB LEFT VMX. @02/27-ZJB111N

>>>RCAS-JB CONTACTED C ON DAY PHONE AT 11:06AM EST ON 02/29/08. @02/29-ZJB111N

RCAS-JB LEFT VMX. @02/29-ZJB111N

>>RCAS-JB CONTACTED C ON DAY PHONE AT 8:20AM EST ON 03/04/08. @03/04-ZJB111N

RCAS-JB LEFT VMX. @03/04-ZJB111N

RCAS-JB CLOSING FILE PENDING C CALLBACK. @03/04-ZJB111N

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@03/10-ZCB383N-COMMENT

CRR-CB REOPENING FILE AS C REQUESTED. C IS ONCE AGAIN ATTEMPTING TO CONTACT RC  
AS -JB WITH NO LUCK. LEFT NUMOURUS VOICE MAILS. WOULD LIKE RCAS-JM TO LEAVE A  
MESSAGE STATING WHAT OTHER INFORMATION IS NEEDED IF UNABLE TO TALK DIRECTLY TO  
C. C AGAIN LEAVING BEST CONTACT NUMBER AS 412-445-3168 (C CELL #)

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C IS EAGER TO FOLLOW UP BUT IS RUNNING OUT OF WAYS TO CONTACT.  
CRR-CB THANKED C FOR PATIENCE AND INFORMED C THAT CRR-CB WILL SEND AN INTERNAL MSG ON C BEHALF. @03/10-ZCB383N-COMMENT  
CRR-CB SENDING COURTESY EMAIL @03/10-ZCB383N-COMMENT  
CRR-CB EXITING FILE @03/10-ZCB383N-COMMENT  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 4:16PM EST ON 03/14/08. @03/14-ZJB111N  
RCAS-JB LEFT VMX. @03/14-ZJB111N  
RCAS-JB CONTACTED C ON DAY PHONE AT 9:29AM EST ON 03/17/08. @03/17-ZJB111N  
RCAS-JB SPOKE TO C'S WIFE. @03/17-ZJB111N  
C'S WIFE STATED THAT C BROUGHT VEH ONE TIME AND WAS INFORMED TO BRING IT BACK. @03/17-ZJB111N  
C'S WIFE STATED THAT C BROUGHT VEH TO THE DLRSHIP. @03/17-ZJB111N  
RCAS-JB ASKED C'S WIFE IT WAS AFTER 02/26/08. C'S WIFE STATED THAT C'S WIFE STATED YES BUT WAS UNSURE OF THE DATE. @03/17-ZJB111N  
RCAS-JB INFORMED C'S WIFE THAT RCAS-JB WILL CONTACT THE DLRSHIP AND WILL SEE IF NISSAN CAN PROVIDE ANY ASSISTANCE.  
RCAS-JB INFORMED C'S WIFE THAT RCAS-JB WILL CALL ON 03/19/08. @03/17-ZJB111N  
C'S WIFE THANKED RCAS-JB FOR ASSISTANCE. @03/17-ZJB111N  
>>RCAS-JB CONTACTED SM-RICK BAKEY AT 9:32AM EST ON 03/18/08. @03/18-ZJB111N  
SM-RICK STATED THAT C CAME IN 02/19/08. SM-RICK STATED THAT THE PROBLEM HAS NOT BEEN THOROUGHLY DIAGNOSED. SM-RICK STATED THAT SM-RICK DID NOT HEAR THE NOISE. SM-RICK STATED THERE WAS A PREVIOUS ONE WHERE THE CUSTOMER STATED @03/18-ZJB111N  
THERE WAS A LONG BANG AND NO PROBLEM WAS FOUND. SM-RICK STATED IT WAS DONE 01/28/08 AT 58.000 MILES. @03/18-ZJB111N  
SM-RICK STATED IT WOULD BE \$82 FOR THE DIAGNOSIS. SM-RICK STATED THAT SM-RICK WOULD BE WILLING TO WAIVE THE FEE. @03/18-ZJB111N  
SM-RICK STATED IF IT IS A SAFETY ISSUE, NNA SHOULD BE COVERED. @03/18-ZJB111N  
SM-RICK STATED C'S VSC HAS EXPIRED. @03/18-ZJB111N  
@03/18-ZJB111N  
SM-RICK STATED C'S FIRST VISIT WAS ON 02/07/06. @03/18-ZJB111N  
SM-RICK STATED C HAD 10 SERVICE VISITS AND SPENT \$553. SM-RICK STATED THAT C SHOULD COME IN AND WILL WAIVE THE DIAGNOSTIC FEE. SM-RICK STATED THAT SM-RICK WANTS TO MAKE SURE IT IS NOT A SAFETY ISSUE.  
SM-RICK STATED TO HAVE C CALL THE DLRSHIP TO MAKE AN APPOINTMENT AND THE DIAGNOSTIC FEE WILL BE WAIVED. @03/18-ZJB111N  
RCAS-JB THANKED SM-RICK FOR ASSISTANCE. @03/18-ZJB111N  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 9:58AM EST ON 03/19/08. @03/19-ZJB111N  
RCAS-JB SPOKE TO C'S WIFE [REDACTED] RCAS-JB INFORMED C THAT RCAS-JB SPOKE TO SM-RICK AND WAS ADVISED TO HAVE C BRING VEH TO THE DLRSHIP. RCAS-JB INFORMED C THAT THE DIAGNOSTIC FEE WILL BE WAIVED. @03/19-ZJB111N  
C STATED THAT C DID NOT FIND THE DATE THAT C'S HUSBAND WAS AT THE DLRSHIP. @03/19-ZJB111N  
RCAS-JB INFORMED C THAT SM-RICK STATED 02/19/08. C STATED THAT C BELIEVES HUSBAND WENT IN AFTER THAT IN MARCH. @03/19-ZJB111N  
C ASKED FOR RCAS-JB'S CONTACT. RCAS-JB PROVIDED IT. C STATED THAT C'S HUSBAND HAD A HARD TIME REACHING RCAS-JB. RCAS-JB APOLOGIZED AND ASKED WHAT WAS THE BEST TIME TO CALL HUSBAND. C STATED BEFORE 8:45AM EST. RCAS-JB STATED THAT TIME WILL BE TRIED. RCAS-JB ADVISED C TO CONTACT THE DLRSHIP AND WILL FOLLOW UP ON 03/21/08. C THANKED RCAS-JB FOR ASSISTANCE. @03/19-ZJB111N  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 1:16PM EST ON 03/21/08. @03/21-ZJB111N  
RCAS-JB LEFT VMX. @03/21-ZJB111N  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 8:13AM EST ON 03/25/08. @03/25-ZJB111N  
RCAS-JB LEFT VMX. @03/25-ZJB111N  
RCAS-JB RECEIVED VMX FROM C'S WIFE AT 1:10PM EST ON 03/25/08. @03/25-ZJB111N  
C STATED THAT THE VEH IS AT THE DLRSHIP AND WILL BE READY AT 2PM EST.

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>>RCAS-JB CONTACTED SM-RICK BAKEY AT 1:11PM EST ON 03/25/08. @03/25-ZJB111N  
SM-RICK STATED WHEN THE SEAT WAS PULLED APART, THE WELTS WERE BROKEN.  
SM-RICK STATED A GRT WAS RAN.  
SM-RICK STATED THE VEH WILL NOT BE READY TODAY. SM-RICK STATED THAT GRT DID  
NOT AUTHORIZE THE RENTAL. @03/25-ZJB111N  
SM-RICK STATED THAT SM-RICK PLACED A CALL TO DPSM-AR FOR THE RENTAL.  
SM-RICK STATED THE GRT APPROVED THE SEAT REPAIR AND THE LABOUR. @03/25-ZJB111N  
RCAS-JB ASKED IF C IS AWARE OF THIS. SM-RICK STATED THAT SM-RICK IS NOT  
SURE IF THE SA HAS ADVISED C. RCAS-JB ASKED IF SM-RICK WOULD LIKE RCAS-JB TO  
INFORM C OR SM-RICK. SM-RICK STATED THAT RCAS-JB CAN CALL C. RCAS-JB ASKED  
WHEN WILL THE VEH BE READY. SM-RICK STATED THE PART SHOULD COME ON 03/27/08.  
@03/25-ZJB111N  
SM-RICK STATED THAT SM-RICK DID NOT WANT C DRIVING THE VEH SINCE IT IS A  
SAFETY ISSUE. SM-RICK STATED THAT SM-RICK WOULD NOT LIKE C TO BE IN AN  
ACCIDENT. RCAS-JB THANKED SM-RICK FOR ASSISTANCE. @03/25-ZJB111N  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 1:16PM EST ON 03/25/08. @03/25-ZJB111N  
RCAS-JB INFORMED C THAT SM-RICK STATED THAT NNA WILL BE COVERING THE PART  
AND THE LABOUR FOR THE REPAIR. RCAS-JB INFORMED C THAT THE PART SHOULD BE  
ARRIVING ON 03/27/08. RCAS-JB INFORMED C THAT SM-RICK IS LOOKING INTO SEEING  
IF NNA CAN PROVIDE A RENTAL. RCAS-JB ASKED C FOR FURTHER ASSISTANCE. C STATED  
NO. RCAS-JB INFORMED C THAT RCAS-JB WILL CONTACT C ON 03/28/08.  
C THANKED RCAS-JB FOR ASSISTANCE. @03/25-ZJB111N  
>>RCAS-JB RECEIVED VMX FROM C'S WIFE ON 03/26/08.  
C'S WIFE STATED THAT THE SEAT IS BEING REPAIRED AND C WAS NOT PROVIDED WITH A  
RENTAL. @03/27-ZJB111N  
@03/28-ZJB111N@03/28-ZJB111N  
RCAS-JB CONTACTED C ON DAY PHONE AT 4:44PM EST ON 03/28/08. @03/28-ZJB111N  
RCAS-JB LEFT VMX. @03/28-ZJB111N  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 10:55AM EST ON 03/31/08/ @03/31-ZJB111N  
RCAS-JB LEFT VMX. @03/31-ZJB111N  
>>RCAS-JB CONTACTED C ON DAY PHONE AT 3:06PM EST ON 04/02/08. @04/02-ZJB111N  
RCAS-JB LEFT VMX. @04/02-ZJB111N  
RCAS-JB CLOSING FILE PENDING C CALLBACK. @04/02-ZJB111N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:



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## CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT4C         | ROOT CAUSE: SNFA    |
| 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: 03 / 10 / 08      | USERID: ZCB383N     |
| COMMENTS ONLY: #:        | 1 DATE: 03 / 10 / 08      | USERID: ZCB383N     |
| RESP DLR: 1910           | EFFECTIVE: 02 / 22 / 08   | 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: ZKF621N        |                     |
| HISTORY:                 | UPDATE BY: ZJB111N        |                     |
| SVC CALL#:               | UPDATE DATE: 04 / 02 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 04 / 02 / 08  | MICROFILM: N        |
| RESP CAA: BELLO, JAMILLA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000040000        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

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MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 12/10/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 199       | RCDJ02873652 | 09095 PA            | 12/10/2005        | 12/10/2007     | 40.000            |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |               |              |        |
|--------------------------------------|---------------|--------------|--------|
| -----+-----                          |               |              |        |
| CONTRACT: RCDJ02873652               |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |               | OWNER NAME:  |        |
| PLAN TYPE: C                         |               | PLAN TYPE:   |        |
| PLAN TERM: J                         |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                    |               | DEDUCTABLE:  |        |
| EFFECTIVE: 12/10/05                  |               | EFFECTIVE:   |        |
| EXPIRES: 12/10/07                    | MILES: 40,000 | EXPIRES:     | MILES: |
| CANCEL:                              | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                            |               | TRANSFER:    |        |
| TRANSACTION: 12/12/2005              |               | TRANSACTION: |        |
| PRINTED: 12/16/05                    |               | PRINTED:     |        |
| DEALER NO: 09095                     | STATE: PA     | DEALER NO:   | STATE: |
| DEALER NAME: WRIGHT AUTOMOTIVE GROUP |               | DEALER NAME: |        |
| -----+-----                          |               |              |        |

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: SPARTA  
ST/ZIP: NJ [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 973 347 2200

VIN: JN8AZ08W86W [REDACTED] Y  
YR/MDL: 2006.0 MUR MILEAGE: 46000  
IN SVC DATE: 01 / 21 / 06  
RTL DLR: 2215 LYNNES NISSAN WEST, INC.  
SVC DLR: 2215 LYNNES NISSAN WEST, INC.  
RESP DLR: 2215 LYNNES NISSAN WEST, INC.  
REGION: 26 DIST: SL/SV/PT: 04 04 34

VCAN: Y  
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) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 2215 LYNNES NISSAN WEST  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 10000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 25 / 08 XFER/RSPNSBLTY: 26 04 S  
CONTACT (S): FOLLOWUP DATE: 03 / 07 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 03 / 14 / 08 DATANET (Y/N): 02 / 27 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZGK999N 02/25/2008

PREVIOUS FILES FOUND:NONE

CRR-GK VERIFIED C'S NAME, ADDRESS, DAY & EVENING PHONE, VIN NUMBER, MILEAGE  
AND RESPONSIBLE DLR

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 12/19/07 2215

PREVIOUS NISSAN VEH:1, 1985 PICKUP.

CRR-GK RECEIVED AN INBOUND CALL FROM C.

C STATES TOOK VEH TO 2215 LYNNESS NISSAN WEST, INC. ON 02/16/08. C TOOK VEH TO  
DLRSHIP BECAUSE THE DRIVERS SEAT WAS BROKEN. C STATES THE SA ADVISED C THAT  
THE WELDS WERE BROKE. SA STATED THAT THIS REPAIR WILL COST \$1200.00. C STATES  
THE BROKEN SEAT IS NOT DUE TO WEAR AND TEAR AND THAT THE BROKEN WELD IS DUE TO  
MANUFACTURER DEFECT. C STATES A WELD IF 2 PIECES OF METAL SHOULD NOT BRAKE.  
C IS REQUESTING FOR NISSAN TO PAY FOR THE REPAIR OF THE SEAT. @02/25-ZGK999N  
CRR-GK ADVISED C THAT CRR-GK WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL  
RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY.

C THANKED CRR-GK FOR ASSISTANCE. C SATISFIED.

CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.

CRR-GK OFFERED C FURTHER ASSISTANCE. C DECLINED.

CRR-GK FORWARD FILE TO RCAS FOR REVIEW. @02/25-ZGK999N

RCAS-EL DATANETTED FILE TO DLR ON 02/26. @02/26-ZEL999N

RCAS-EL CALLED C ON DAYTIME NUMBER AT 2:30PM EST ON 02/26 AND LEFT VMX WITH  
NAME, EXT., AND PHONE NUMBER. RCAS-EL CALLED C ON EVE NUMBER AT 2:32PM EST ON  
02/26 AND LEFT VMX WITH NAME, EXT., AND PHONE NUMBER. @02/26-ZEL999N

RCAS-EL RECEIVED THREE VMX'S FROM C ON 02/26 AND C LEFT WORK NUMBER 800-526-  
2559 EXT. 1151. @02/27-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 02/27. @02/27-ZEL999N

RCAS-EL CALLED C ON WORK NUMBER AT 10:09AM EST ON 02/27 AND LEFT VMX WITH NAME  
EXT., AND PHONE NUMBER. RCAS-EL CALLED C ON DAYTIME NUMBER AT 10:10AM EST ON  
02/27 AND LEFT VMX WITH NAME, EXT. AND PHONE NUMBER. RCAS-EL CALLED C ON EVE  
@02/27-ZEL999N

NUMBER AT 10:12AM EST ON 02/27 AND LEFT VMX WITH NAME, EXT., AND PHONE NUMBER.  
@02/27-ZEL999N

\*\*\*\*\* @02/28-ZSD531N

C RECIEVED CALL FROM C @02/28-ZSD531N

C STATES THAT C IS FRUSTRATED BECAUSE C AND RCAS KEEP MISSING EACH OTHER.

CRR-SD ASSURED C THAT CRR-SD WILL BE SENDING AN INTERNAL MESSAGE TO C TO CALL  
C AS SOON AS POSSIBLE. @02/28-ZSD531N

CRR-SD ASKED C FOR BEST CONTACT NUMBER. @02/28-ZSD531N

C STATED 1-800-526-2559 EXT. 1151 OR 973-722-1467. @02/28-ZSD531N

CRR-SD LEAVING INTERNAL MESSAGE FOR RCAS. @02/28-ZSD531N

CRR-SD EXITING FILE. @02/28-ZSD531N

RCAS-EL RECEIVED TWO VMX'S FROM C ON 02/27 AND ONE VMX ON 02/28. @02/28-ZEL999N

RCAS-EL CHECKED CPIA ON 02/28 AND GOODWILL WAS NOT RECOMMENDED. @02/28-ZEL999N

RCAS-EL CALLED SA-RICK ON 02/28 AND INFORMED SA OF C'S COCNERNS. SA STATED THE  
@02/28-ZEL999N

WELDS BROKE AND THIS IS A COMMON ISSUE WITH THE SEATS IN THE MURANO. SA STATED  
THE LOWER SEAT FRAME NEEDS REPLACING AND THE PART IS APPROX \$750 PLUS THE  
LABOUR. RCAS-EL ASKED SA WHAT KIND OF C THE C IS. SA STATED THE C SERVICE VEH  
AT THE DLR AND IS A GOOD C. RCAS-EL ASKED SA-RICK IF SEAT WOULD BE COVERED  
UNDER C'S VSC. SA STATED NO AND CHECKED ALLREADY. RCAS-EL INFORMED SA THAT  
RCAS-EL WILL SPEAK TO DPSM-JL ABOUT FILE. SA AGREED. @02/28-ZEL999N

RCAS-EL CALLED C ON DAYTIME NUMBER AT 10:35AM EST ON 02/28 AND LEFT VMX WITH

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NAME, EXT., AND PHONE NUMBER. RCAS-EL CALLED ON DAY NUMBER AT 10:36AM EST ON 02/28 AND LEFT VMX WITH NAME, EXT., AND PHONE NUMBER. @02/28-ZEL999N

RCAS-EL CALLED DPSM-JL AT 11:05AM EST ON 02/28 AND LEFT VMX WITH NAME, EXT., AND PHONE NUMBER. @02/28-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 02/28 AND REQUESTED TO BE CALLED BETWEEN 11:30 AND 12:00PM EST ON 02/28. @02/28-ZEL999N

RCAS-EL CALLED C WORK NUMBER ON 02/28 AND INFORMED C THAT RCAS-EL IS @02/28-ZEL999N

RESEARCHING C'S CONCERNS. C STATED REALLY BELIEVES THAT ISSUE IS A MANUFACTURERS DEFECT AS THE WELDS ON SEAT BROKE. C STATED IT'S THE REAR LEFT WELDS THAT BROKE AND CURRENTLY HAS A PIECE OF WOOD SUPPORTING THE SEAT. C ASKED RCAS-EL WHAT IS CONSIDERED WHEN DECIDING ON GOODWILL ASSISTANCE. RCAS-EL INFORMED C THAT A FEW FACTORS ARE LOOKED AT WHEN CONSIDERING GOODWILL ASSISTANCE SUCH AS THE NATURE OF REPAIR, PREVIOUS NISSANS, IF THE C IS A GOOD SERVICING C AT THE DLR, YEAR AND MILEAGE OF THE VEH ETC. C UNDERSTANDS.

RCAS-EL INFORMED C THAT THE DECISION IS A JOINT DECISION BETWEEN THE DLR, REGION AND RCAS-EL. RCAS-EL INFORMED C THAT RCAS-EL WILL FOLLOW UP WITH C ON 03/03. C UNDERSTANDS. C THANKED RCAS-EL FOR ASSISTANCE. @02/29-ZEL999N  
RCAS-EL CALLED DPSM-JL ON 02/29 AND INFORMED DPSM OF C'S CONCERNS. DPSM STATED WILL SPEK TO SA-RICK AND CALL RCAS-EL BACK. @02/29-ZEL999N

RCAS-EL CALLED DPSM-JL AT 12:25 ON 03/03 AND LEFT VMX WITH NAME, EXT., AND PHONE NUMBER. @03/04-ZEL999N

RCAS-EL RECEIVED VMX FROM C ON 03/04. @03/04-ZEL999N

RCAS-EL RECEIVED VMX FROM DPSM-JL ON 03/04. @03/04-ZEL999N

RCAS-EL CALLED DPSM-JL ON 03/04 AND DPSM STATED THAT DPSM SPOKE TO SA-RICK AND SA CONFIRMED THAT C IS A GOOD SERVICING C AND NNA IS GOING TO PAY FOR REPAIR DUE TO C BEING A GOOD C, MAINTAINING VEH AND PURCHASING A VSC. @03/04-ZEL999N  
RCAS-EL CALLED C ON DAYTIME NUMBER ON 03/04 AND INFORMED C THAT NNA IS GOING TO PAY FOR THE REPAIR ON C'S VEH AND INFORMED C THAT NNA APPRECIATES THAT C IS A GOOD C AND MAINTAINS VEH. C THANKED RCAS-EL FOR ASSISTANCE. C STATED SA-RICK JUST CALLED C AND INFORMED C THAT C WONT HAVE TO PAY FOR REPAIRS AND IS ORDERING THE PART FOR C. RCAS-EL INFORMED C THAT RCAS-EL WILL FOLLOW UP WITH C LATER IN THE WEEK TO SEE IF VEH HAS BEEN REPAIRED. C THANKED RCAS-EL FOR ASSISTANCE. @03/04-ZEL999N

RCAS-EL CALLED C ON DAYTIME NUMBER ON 03/07 AND INQUIRED WITH C IF VEH HAS BEEN REPAIRED. C STATED NO, C HASN'T HEARD FROM THE DLR YET AND THE PART WAS BEING ORDERED BY DLR. RCAS-EL INFORMED C THAT RCAS-EL WILL FOLLOW UP WITH THE @03/07-ZEL999N

DLR AND CALL C BACK. C THANKED RCAS-EL FOR ASSISTANCE. @03/07-ZEL999N

RCAS-EL CALLED SA-RICK ON 03/07 AND INQUIRED IF SEAT HAS ARRIVED AT THE DLR YET. SA STATED NO, THE DLR IS STILL WAITING FOR PART TO ARRIVE. @03/07-ZEL999N

RCAS-EL CALLED C ON DAYTIME NUMBER ON 03/07 AND INFORMED C THAT DLR IS STILL WAITING ON PART, BUT ASSURED C THAT RCAS-EL WILL KEEP FOLLOWING UP WITH THE DLR AND C. C THANKED RCAS-EL FOR ASSISTANCE. @03/07-ZEL999N

RCAS-EL CALLED SA-RICK AT 10:42AM EST ON 03/11 AND LEFT VMX WITH NAME, EXT., AND PHONE NUMBER. @03/11-ZEL999N

RCAS-EL RECEIVED VMX FROM SA-RICK ON 03/11. @03/11-ZEL999N

RCAS-EL CALLED SA-RICK ON 03/11 AND INQUIRED IF C'S VEH HAS BEEN REPAIRED YET. SA STATED C HAS AN APPOINTMENT TO BRING IN VEH ON 03/14. @03/11-ZEL999N

RCAS-EL CALLED SA-RICK ON 03/14 AND INQUIRED IF C'S VEH HAS BEEN REPAIRED. SA STATED VEH WAS REPAIRED ON 03/14 AND READY TO BE PICKED UP.

RCAS-EL CALLED C ON DAYTIME NUMBER ON 03/14 AND INFORMED C THAT VEH HAS BEEN @03/14-ZEL999N

REPAIRED AND IS READY TO BE PICKED UP. C UNDERSTANDS. C THANKED RCAS-EL FOR ASSISTANCE. RCAS-EL UPDATED TREAD ACT CATEGORIZATION. RCAS-EL CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @03/14-ZEL999N

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CA6056453N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 2215            | EFFECTIVE: 02 / 25 / 08   | 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: ZGK999N        |                     |
| HISTORY:                  | UPDATE BY: ZEL999N        |                     |
| SVC CALL#:                | UPDATE DATE: 03 / 14 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 03 / 14 / 08  | MICROFILM: N        |
| RESP CAA: LANCASTER, EMMA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041407         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6056453

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:47 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/21/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 200       | RCDC02852957 | 2215 NJ             | 1/21/2006         | 1/21/2011      | 100.000           |                |                  |



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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                       |                |              |        |
|---------------------------------------|----------------|--------------|--------|
| -----+-----                           |                |              |        |
| CONTRACT: RCDC02852957                |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                |                | OWNER NAME:  |        |
| PLAN TYPE: C                          |                | PLAN TYPE:   |        |
| PLAN TERM: C                          |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                     |                | DEDUCTABLE:  |        |
| EFFECTIVE: 01/21/06                   |                | EFFECTIVE:   |        |
| EXPIRES: 01/21/11                     | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                               | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                             |                | TRANSFER:    |        |
| TRANSACTION: 1/27/2006                |                | TRANSACTION: |        |
| PRINTED: 01/28/06                     |                | PRINTED:     |        |
| DEALER NO: 2215                       | STATE: NJ      | DEALER NO:   | STATE: |
| DEALER NAME: LYNNES NISSAN WEST, INC. |                | DEALER NAME: |        |
| -----+-----                           |                |              |        |

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SC: NONE

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: ROSEVILLE  
ST/ZIP: MI [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 586 296 1300

VIN: JN8AZ08T05W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 39000  
IN SVC DATE: 05 / 27 / 05  
VCAN: N  
PAID: 4  
SUSP: 1  
DENY: 0

RTL DLR: 2316 JEFFREY BUICK-NISSAN INC  
SVC DLR: 2316 JEFFREY BUICK-NISSAN INC  
RESP DLR: 2316 JEFFREY BUICK-NISSAN INC  
REGION: 24 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 2316 JEFFREY BUICK-NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 3000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 02 / 26 / 08 XFER/RSPNSBLTY: 24 12 S  
CONTACT (S): FOLLOWUP DATE: 02 / 27 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 03 / 26 / 08 DATANET (Y/N): 02 / 28 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OF NNA., INC. ISSUES 206500 MURANO  
AZ NISSAN PRODUCT INQUIRIES VG PROVIDED RECALL INFORMATION

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C. A. R. COMMENTS

FILE OPENED-ZCS694N 02/26/2008  
PREVIOUS RELATED FILES: NONE @02/26-ZCS694N  
CRR-CS VERIFIED C'S NAME, ADDRESS, MILEAGE, VIN, DAY AND EVENING  
PHONE NUMBER AND RESPONSIBLE DLR  
CRR-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:0  
CLSD R0511 MURANO SB PROTECT NTB06-024  
CLSD R0516 MURANO TANK PROTECT NTB06023 @02/26-ZCS694N  
CRR-CS RECEIVED CALL FROM C STATING THAT C BROUGHT VEHICLE TO THE DLR  
BECAUSE C'S DRIVER SIDE SEAT COLLAPSED @02/26-ZCS694N  
C STATES THAT THERE WAS A BRACKET UNDER THE SEAT THAT BROKE @02/26-ZCS694N  
C STATE THAT C BELIEVES IT IS A DEFECTIVE PART AND NISSAN SHOULD COVER THE  
COST OF THE REPAIR @02/26-ZCS694N  
C STATES THAT DLR QUOTED C \$744.00 FOR THE REPLACEMENT OF THE SEAT  
C STATES THAT THIS IS NOT C'S FAULT AND ITS HAS TO BE A DEFECT FROM THE  
FACTORY @02/26-ZCS694N  
C STATES THAT IF C WANTS TO LEASE A NEW VEHICLE OR PURCHASE THE ONE THAT  
C ALREADY HAS THIS IS MAKING C SECOND GUESS NISSAN @02/26-ZCS694N  
C STATES THAT NISSAN SHOULD BE STANDING BY THE PRODUCT @02/26-ZCS694N  
C IS REQUESTING THAT NISSAN COVER THE COST OF THE REPAIR @02/26-ZCS694N  
CRR-CS ADVISED C THAT FILE WILL BE SENT TO RCAS FOR FURTHER ASSISTANCE  
CRR-CS ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE FOLLOWING  
BUSINESS DAY @02/26-ZCS694N  
C UNDERSTANDS @02/26-ZCS694N  
C THANKED CRR-CS FOR ASSISTANCE @02/26-ZCS694N  
CRR-CS GAVE C NAME, EXTENSION AND FILE NUMBER @02/26-ZCS694N  
CRR-CS SENDING FILE TO RCAS @02/26-ZCS694N  
RCAS-AM RECEIVED, REVIEWED AND DATANETTED FILE TO DLR ON 02/27/08.  
RCAS-AM CALLED C AT DAY NUMBER AT 3:32PM EST ON 02/27/08 AND INFORMED C THAT  
RCAS-AM WOULD BE CALLING DLR TO GET MORE INFO ON C'S VEH HISTORY AND ESTIMATE  
AND WOULD CONSULT WITH REGIONAL STAFF TO C IF FINANCIAL ASSISTANCE WOULD BE  
AVAILABLE FOR C.  
C UNDERSTOOD.  
RCAS-AM PROVIDED RCAS-AM CONTACT INFO FOR CALLBACK IF NEEDED.  
RCAS-AM EXPLAINED THAT RCAS-AM WOULD FOLLOW UP AS SOON AS AN UPDATE BECAME  
AVAILABLE. @02/27-ZAM269N  
RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DLR. @02/27-ZAM269N  
RCAS-AM CALLED DLR AT 2:20PM EST ON 02/29/08 AND SPOKE WITH SA-ELEANOR AND  
THEN WAS TRANSFERRED TO SA-JOHN.  
RCAS-AM INQUIRED ON C'S CONCERN WITH SEAT.  
DLR STATED THAT THE FRONT SEAT BOTTOM HAD COLLAPSED.  
RCAS-AM INQUIRED IF GRT HAD BEEN RUN AND IF THIS WAS AN ITEM OF NORMAL WEAR.  
SA-JOHN STATED THAT SA-JOHN WOULD HAVE TO PULL THE REPORT AND TOOK RCAS-AM  
CONTACT INFO TO CALL RCAS-AM BACK WITH INFORMATION.  
RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DLR. @02/29-ZAM269N  
RCAS-AM LOOKED IN CPIA TO SEE IF GRT HAD BEEN RUN FOR C'S CONCERN WITH SEAT  
AND FOUND THAT GRT HAD BEEN RUN AND CAME BACK NOT RECOMMENDED:  
DEALER NO.: 2316 VIN: JN8AZ08T05W 311641  
\_ ACT DEALER VIN-NUMBER WO-NUM WO-LINE GRT SUBMIT DT VCAN  
2316 JN8AZ08T05W 311641 [REDACTED] 1 N 2008-02-25 N  
RCAS-AM LEAVING FILE OPEN PENDING RESULT OF DIAGNOSIS FROM DLR. @02/29-ZAM269N  
RCAS-AM CALLED DLR AT 2:50PM EST ON 03/03/08 AND SPOKE WITH SERVICE ADVISOR-  
KEN JOHNSTON.  
SA-KJ STATED THAT GRT HAD BEEN RUN AND NOT RECOMMENDED.

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SA-KJ CONFIRMED THAT C MAINTAINS VEH AT DLR AND DLR WOULD LIKE TO SEE C ASSISTED FURTHER.

SA-KJ STATED THAT DLR RECOMMENDED C CALL NNA BUT DLR HAD NOT CONTACTED DPSM-MM ON C'S CONCERN.

SA-KJ STATED THAT THE SEAT FRAME HAD BROKEN AND THAT IT DID NOT APPEAR TO BE WEAR AND TEAR ON SEAT THAT CAUSED BREAKAGE.

RCAS-AM SENDING INTERNAL MESSAGE TO DPSM-MM ON 03/03/08. @03/03-ZAM269N

RCAS-AM CALLED C AT DAY NUMBER AT 2:53PM EST ON 03/03/08 TO INFORM C THAT

RCAS-AM WAS STILL REVIEWING C'S CONCERN.

C THANKED RCAS-AM FOR CALLING.

RCAS-AM EXPLAINED THAT RCAS-AM WILL BE BACK IN TOUCH WITH C BY 03/07/08.

RCAS-AM SUBMITTED FILE FOR REVIEW TO DPSM-MM ON 03/04/08. @03/04-ZAM269N

\*\*\*\*\* @03/07-ZJC818N

CRR-JC RECIVED INBOUND CALL FROM C @03/07-ZJC818N

C RECIEVED CALL FROM RCAS AND WANTED TO BE TRANSFERED @03/07-ZJC818N

CRR-JC TRANSFERING C @03/07-ZJC818N

\*\*\*\*\* @03/10-ZJC504N

CRR-JC RECIEVED CALL FROM C. @03/10-ZJC504N

C WANTS TO TALK TO RCAS-AM REGARDING THE PREVIOUS CONCERNS. @03/10-ZJC504N

@03/10-ZJC504N

CRR-JC ADVISED C THAT CRR-JC HAS NO DIRECT CONTACT WITH RCAS-AM. @03/10-ZJC504N

CRR-JC ADVISED C THAT CRR-JC WILL SEND AN INTERNAL MESSAGE TO RCAS-AM TO GIVE

C A CALL BACK. @03/10-ZJC504N

C SATISFIED AND THANKED CRR-JC. @03/10-ZJC504N

CRR-JC GAVE FILE NUMBER.NAME AND EXTENTION NUMBER. @03/10-ZJC504N

CRR-JC SENT MESSAGE TO RCAS-AM. @03/10-ZJC504N

CRR-MD RECEIVED CALL FROM C, VERIFIED ADDRESS. @03/11-ZMD281N

C STATES NO ONE HAS CALLED BACK, C STATES DRIVER SEAT IS BROKE AND ON ANGLE.

CRR-MD ADVISED C SHOULD RECEIVE CALL BY THE END OF TODAY. @03/11-ZMD281N

C IS UPSET REGARDING LACK OF FOLLOW UP, C STATES HAS BEEN WAITING SINCE

FEBUARY 25TH. @03/11-ZMD281N

CRR-MD GAVE C NAME AND EXTENSION FOR RCAS. @03/11-ZMD281N

CRR-MD GAVE C NAME AND EXTENSION. @03/11-ZMD281N

\*\*\*\*\*

CRR-IC RECEIVED CALL FROM C.

C ASKING THE STATUS OF THE FILE.

CRR-IC ADVISED C THAT THERE ARE NO UPDATES YET HOWEVER, CRR-IC WILLSEND AN INTERNAL MESSAGE TO RCAS-AM TO GIVE C A CALL BACK UNTIL THE END OF THE NEXT BUSINESS DAY WHICH WOULD BE ON MONDAY.

C ASKED FOR THE ADDRESS OF NNA HEADQUARTERS.

CRR-IC PROVIDED NISSAN NORTH AMERICA, INC.

CONSUMER AFFAIRS

PO BOX 685003

FRANKLIN TN 37068 ALSO PROVIDED EMAIL ADDRESS [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM).

CRR-IC LEAVING FILE. @03/14-ZIC502N

RCAS-AM CALLED DPSM-MM AND LEFT VMX AT 2:39PM EST ON 03/17/08 FOR UPDATE ON FILE. @03/17-ZAM269N

RCAS-AM CALLED C AT 2:41PM EST ON 03/17/08 AND LEFT VMX WITH RCAS-AM CONTACT INFO AS PER C'S REQUEST FOR CALLBACK. @03/17-ZAM269N

RCAS-AM CALLED DPSM-MM AND DISCUSSED REPAIR OF VEH.

RCAS-AM AND DPSM-MM CONFERENCED DLR AND SPOKE WITH SERVICE MANAGER ON C'S VEH REPAIR AND FOUND THAT REPAIR HAD TAKEN PLACE UNDER GOODWILL, ENTIRELY COVERED BY NNA, ON 03/19/08. @03/26-ZAM269N

DLR AND DPSM-MM DISCUSSED WITH RCAS-AM THAT VEH HAD BEEN RETURNED TO C AND C WAS SATISFIED WITH REPAIR. @03/26-ZAM269N

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RCAS-AM CALLED C AT DAY NUMBER AT 11:59AM EST ON 03/26/08 AND LEFT VMX WITH  
RCAS-AM CONTACT INFO FOR C TO FOLLOW UP ON C'S SATISFACTION WITH REPAIR.  
RCAS-AM CALLED C AT EVE NUMBER AT 12:00PM EST ON 03.26.08 AND LEFT VMX WITH  
RCAS-AM CONTACT INFO FOR C TO FOLLOW UP ON C'S SATISFACTION WITH REPAIR AND  
REQUEST TO CALLBACK TO RCAS-AM IF C REQUIRED ANY FURTHER ASSISTANCE AT ANY  
TIME.  
RCAS-AM CLOSING FILE AS NO FURTHER ACTION TO BE TAKEN; PENDING CALLBACK FROM C  
@03/26-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

## CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 2316           | EFFECTIVE: 02 / 26 / 08   | 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: ZCS694N        |                     |
| HISTORY:                 | UPDATE BY: ZAM269N        |                     |
| SVC CALL#:               | UPDATE DATE: 03 / 26 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 03 / 26 / 08  | MICROFILM: N        |
| RESP CAA: MURRAY, AMANDA | OLM: SMIT AGNES           | DOM: JENSEN STEPHEN |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SC: NONE

|                       |                                              |
|-----------------------|----------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T35W [REDACTED] Y                |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 60000            |
| CITY: TILLATOBA       | IN SVC DATE: 05 / 28 / 05                    |
| ST/ZIP: MS [REDACTED] | RTL DLR: 3011 CHANDLER NISSAN, INC.          |
| DAY PH: [REDACTED]    | PAID: 3 SVC DLR: 3011 CHANDLER NISSAN, INC.  |
| EVE PH: [REDACTED]    | SUSP: 1 RESP DLR: 3011 CHANDLER NISSAN, INC. |
| DLR PH: 662 236 3300  | DENY: 0 REGION: 32 DIST: SL/SV/PT: 06 06 36  |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 5  
 VEHICLE MAINTAINED BY: 3011 CHANDLER NISSAN, II  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 24000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 26 / 08     | XFER/RSPNSBLTY: 32 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 02 / 27 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 03 / 14 / 08    | DATANET (Y/N): 02 / 28 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZFC233N 02/26/2008

PREVIOUS UNRELATED FILES FOUND: @02/26-ZFC233N

CRR-FC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-FC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 08/04/06 3011

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/04/06 3011

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/04/06 3011

CRR-FC ADVISED C THERE IS NO OPEN RECALLS.

PREVIOUS NISSAN VEH: 87 PICKUP, 96 ALTIMA, 98 ALTIMA, 2000 FRONTIER

CRR-FC RECEIVED INBOUND CALL FROM C.

C STATES ON HIS FRONT DRIVING SEAT THE BAR ON THE LEFT GOT BROKEN YESTERDAY.

C STATES ISSUE IS DUE TO A POSSIBLE DEFECTIVE PART.

CRR-FC ASKED IF C HAS TAKEN VEH TO BE DIAGNOSED BY A NISSAN DLRSHIP.

@02/26-ZFC233N

C STATED NO.

CRR-FC ASKED C TO TAKE IT FOR DIAGNOSE AND CALL NNA BACK WITH RESULT OF  
DIAGNOSE.

CRR-FC OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-FC GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-FC CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE.

@02/26-ZFC233N

CRR-FC CLOSING FILE AS PENDING NISSAN DLRSHIP DIAGNOSIS.

@02/26-ZFC233N

\*\*\*

CRR-LB RE-OPENING FILE.

CRR-LB RECEIVED CALL FROM MR.BLAND.

@02/26-ZLB080N

CRR-LB CONFIRMED CONTACT INFORMATION WITH C.

@02/26-ZLB080N

C STATED THAT THE DLR WAS NOT ABLE TO DIAGNOSE THE VEH AS THE DLR WOULD HAVE  
TO COMPLETELY REMOVE THE SEAT.

C STATED THAT THE DLR DID NOT WANT TO DO THIS.

C STATED THAT THE DLR QUOTED C \$560 FOR THE PART PLUS \$200 FOR LABOUR.

C STATES THAT C IS REQUESTING COVERAGE AS C FEELS THIS IS A DEFECTIVE PART  
EVEN THOUGH THE DLR DID NOT SPECIFY.

@02/26-ZLB080N

CRR-LB EXPLAINED TO C THAT CRR WILL TRANSFER THE FILE TO A REGIONAL SPECIALIST  
WHO WILL REVIEW C'S FILE AND WILL CONTACT C BY THE END OF THE NEXT BUSINESS  
DAY.

@02/26-ZLB080N

C STATES C CAN BE CONTACTED AT THE DAY PHONE ANYTIME.

@02/26-ZLB080N

CRR-LB OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

CRR-LB PROVIDED NAME, EXTENSION, FILE NUMBER.

CRR-LB TRANSFERRING FILE TO RCAS.

CRR-LB EXITING FILE.

@02/26-ZLB080N

\*\*\*\*\*

RCAS-AB CALLED C ON DAY PHONE AT 10:37 AM EST ON 02/27/08 AND LEFT VMX FOR C  
TO RETURN CALL.

RCAS-AB CALLED C ON EVE PHONE AT 10:38 AM EST, AND LEFT VMX FOR C TO RETURN  
CALL.

@02/27-ZAB000N

\*\*\*\*\*

C CALLED RCAS-AB AT 1:43 PM EST. AND LEFT VMX FOR RCAS-AB TO RETURN CALL.

\*\*\*\*\*

RCAS-AB CALLED C ON DAY PHONE AT 2:44 PM EST ON 02/27/08 AND SPOKE TO C'S  
HUSBAND. C STATED THAT C WAS CALLING ABOUT VEH. C STATED THAT THE PART THAT  
BROKE IS UNDERNEATH THE SEAT. RCAS-AB INFORMED C THAT NNA WILL BE ABLE TO  
ASSIST C UNTIL A DIAGNOSIS IS PERFORMED. C STATED THAT THE PART ON THE BOTTOM  
IS BROKEN OR BENT, TYPE OF MATERIAL DEFECT, A TYPE OF DESIGN DEFECT. C STATED

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THAT THE BAR BROKE WHEN C'S WIFE WAS DRIVING, AND THE SEAT IS WOBBLING, AND SEAT WAS BROKEN ON 02/25/08. RCAS-AB INQUIRED OF C WHEN C HAS HAD DIAGNOSTIC IF C COULD CONTACT RCAS-AB AND LET RCAS-AB KNOW WHAT HAPPENED WITH DIAGNOSIS. C STATED THAT WOULD BE FINE AND THAT C WILL CONTACT RCAS-AB AFTER C HAS DIAGNOSIS DONE.  
@02/27-ZAB000N

\*\*\*\*\*

C CALLED RCAS-AB AT 9:56 AM EST ON 02/28/08 AND LEFT VMX FOR RCAS-AB TO RETURN CALL.

RCAS-AB CALLED C ON DAY PHONE AT 11:43 AM EST ON 02/28/08 AND LEFT VMX FOR C TO RETURN CALL.  
@02/28-ZAB000N

RCAS-AB CALLED C ON EVE PHONE AT 11:46 AM EST ON 02/28/08 AND LEFT VMX FOR C TO RETURN CALL.  
@02/28-ZAB000N

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C CALLED RCAS-AB AT 1:56 PM EST AND LEFT VMX FOR RCAS-AB TO RETURN CALL. RCAS-AB CALLED C ON DAY PHONE AT 4:28 PM EST ON 02/28/08 AND SPOKE TO C. C STATED THAT DLRSHIP HAD TOLD C THAT THE BAR IS BROKEN. C STATED THAT THE PART WOULD BE ABOUT \$560.00, AND WAS TOLD THAT DLRSHIP HAD NOT SEEN THIS TYPE OF ISSUE BEFORE, AND THAT IT WAS HIGHLY UNUSUAL. RCAS-AB INFORMED C THAT RCAS-AB WILL CONTACT C ON 03/03/08 AFTER RCAS-AB CONTACTS DLRSHIP. @02/28-ZAB000N

\*\*\*\*\*

RCAS-AB CALLED CHANDLER NISSAN AT 4:51 PM EST ON 03/03/08 AND SPOKE TO SM-JUDY SM-JUDY STATED THAT THE LISTER LINK IS BROKEN, CHANGES THE SEAT HEIGHT, AND ADVISED C THAT IT WAS OUT OF WARRANTY, IT WOULD BE A CUSTOMER PAY ISSUE. RCAS-AB INQUIRED OF SM-JUDY IF SM-JUDY WOULD RUN A GRT FOR THE C, AS THIS ISSUE WITH THE SEAT MAY BE A DEFECT IN MANUFACTURE. SM-JUDY STATED THAT THIS MAY BE A DEFECT AS SM-JUDY STATED THAT IT WOULD BE HARD TO BREAK THE SEAT BY C. SM-JUDY STATED THAT SM-JUDY WILL RUN A GRT AND IF RCAS-AB COULD CALL SM-JUDY BACK IN ONE HOUR. RCAS-AB INFORMED SM-JUDY THAT RCAS-AB WILL CALLBACK IN ONE HOUR. SM-JUDY STATED THAT SM-JUDY WILL BE AWAY FOR 2 DAYS.  
@03/03-ZAB000N

RCAS-AB CALLED CHANDLER NISSAN AT 5:55 PM EST AND SPOKE TO SM-JUDY TO SEE IF SM-JUDY HAD RUN THE GRT. SM-JUDY STATED THAT SM-JUDY IS UNABLE TO GET THE GRT TO RUN AS THE PART NUMBER IS NEEDED FOR THE SEAT, AND THE PARTS DEPARTMENT HAS GONE HOME. SM-JUDY STATED THAT SM-JUDY WILL RUN THE GRT IN THE MORNING AND WILL RCAS-AB TO LET RCAS-AB KNOW OF THE DECISION. SM-JUDY STATED THAT SM-JUDY WOULD LIKE TO ASSIST C.  
@03/03-ZAB000N

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@03/04-ZAB000N

C CALLED RCAS-AB AT 3:31 PM EST ON 03/04/08 AND LEFT VMX FOR RCAS-AB TO RETURN CALL.

RCAS-AB CALLED C ON DAY PHONE AT 3:49 PM EST AND LEFT VMX FOR C TO RETURN CALL RCAS-AB CALLED C ON EVE PHONE AT 3:50 PM EST AND LEFT VMX FOR C TO RETURN CALL

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@03/04-ZAB000N

SM-JUDY CALLED FROM CHANDLER NISSAN AT 4:20 PM EST AND LEFT VMX FOR RCAS-AB. SM-JUDY STATED THAT SM-JUDY HAD RAN THE GRT AND IT WAS APPROVED. SM-JUDY STATED THAT SM-JUDY WOULD APPRECIATE IT IF RCAS-AB COULD GIVE SM-JUDY A CALL BACK TO DISCUSS THE GRT. RCAS-AB CALLED CHANDLER NISSAN AT 4:38 PM EST AND LEFT VMX FOR SM-JUDY TO CALL BACK. RCAS-AB CALLED CHANDLER NISSAN AT 4:40 PM EST AND SPOKE TO SM-JUDY. SM-JUDY INFORMED RCAS-AB THAT SM-JUDY HAD RUN THE GRT THIS MORNING AND THAT THE GRT WAS APPROVED. RCAS-AB INQUIRED IF SM-JUDY HAD CONTACTED THE C. SM-JUDY STATED THAT SM-JUDY WAS GOING TO CALL C RIGHT AFTER RCAS-AB DISCONNECTED. RCAS-AB INFORMED SM-JUDY THAT RCAS-AB HAD A VMX FROM C. SM-JUDY INQUIRED IF THE R/O NUMBER NEEDED TO BE SUBMITTED TO NNA, RCAS-AB INFORMED SM-JUDY TO CONTACT DPSM-MK FOR THAT INFORMATION AS RCAS-AB DID NOT KNOW IF THE R/O NUMBER NEEDED TO BE ON THE PAPER SUBMITTED TO NISSAN. RCAS-AB THANKED SM-JUDY FOR ALL SM-JUDY'S HELP AND DISCONNECTED. @03/05-ZAB000N

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RCAS-AB CALLED C ON DAY PHONE AT 1:14 PM EST ON 03/07/08 AND SPOKE TO C'S HUSBAND. C STATED THAT SM-JUDY HAD INFORMED C OF THAT THE REPAIR WAS APPROVED AND THAT SM-JUDY HAD ORDERED THE PARTS, AND THE PARTS SHOULD BE AT DLRSHIP BY TODAY OR 03/10/08. RCAS-AB INFORMED C THAT RCAS-AB WILL CALL ON 03/11/08 TO FIND OUT IF C HAS PICKED UP VEH AND HOW VEH IS RUNNING. C THANKED RCAS-AB AND DISCONNECTED.  
@03/07-ZAB000N

\*\*\*\*\*

RCAS-AB CALLED C ON DAY PHONE AT 4:06 PM EST ON 03/11/08 AND SPOKE TO C'S HUSBAND. C STATED THAT VEH IS TO BE REPAIRED ON 03/12/08 AND THAT C WILL BE PICKING UP VEH ON THAT DAY. RCAS-AB INQUIRED OF C IF C COULD GIVE RCAS-AB A CALL BACK TO LET RCAS-AB KNOW HOW VEH IS PERFORMING. RCAS-AB THANKED C. C DISCONNECTED.  
@03/11-ZAB000N

\*\*\*\*\*

RCAS-AB CALLED CHANDLER NISSAN AT 3:50 PM EST ON 03/13/08 AND SPOKE TO SM-JUDY CARWILE. SM-JUDY STATED THAT C'S VEH IS ALMOST READY AND THAT C WILL BE PICKING UP VEH LATER THIS AFTERNOON. RCAS THANKED SM-JUDY AND DISCONNECTED.

\*\*\*\*\*

C CALLED RCAS-AB AT 10:10 AM EST ON 03/14/08 AND LEFT VMX FOR RCAS. C STATED THAT C DID PICK UP VEH ON 03/13/08 AND VERY HAPPY WITH THE PERFORMANCE OF VEH. C STATED THAT C HAS DRIVEN NISSANS FOR THE SINCE 1987, AND C CURRENTLY HAS 3 NISSANS. C STATED THAT C INTENDS TO DRIVE NISSAN FOR THE NEXT 20 YEARS. C THANKED RCAS FOR RCAS'S ASSISTANCE AND DISCONNECTED. RCAS-AB CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE.  
@03/14-ZAB000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | 1 DATE: 02 / 26 / 08      | USERID: ZLB080N     |
| OTHER #:               | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3011         | EFFECTIVE: 02 / 26 / 08   | 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: ZFC233N        |                     |
| HISTORY:               | UPDATE BY: ZAB000N        |                     |
| SVC CALL#:             | UPDATE DATE: 03 / 14 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 03 / 14 / 08  | MICROFILM: N        |
| RESP CAA: BAILEY, ALKA | OLM: SMIT AGNES           | DOM: KELLER DAVE P  |
| PHONE: 0000041598      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: MULTI CONTRACT                  |
| STREET:               | [REDACTED] | VIN: JN8AZ08WX5W [REDACTED] Y       |
| CITY: CAMBRIA HEIGHTS |            | YR/MDL: 2005.0 MUR MILEAGE: 49038   |
| ST/ZIP: NY [REDACTED] | VCAN: Y    | IN SVC DATE: 10 / 26 / 05           |
| DAY PH: [REDACTED]    | PAID: 10   | RTL DLR: 3556 FIVE TOWNS NISSAN     |
| EVE PH:               | SUSP: 0    | SVC DLR: 3556 FIVE TOWNS NISSAN     |
| DLR PH: 516 239 0100  | DENY: 0    | RESP DLR: 3556 FIVE TOWNS NISSAN    |
|                       |            | REGION: 26 DIST: SL/SV/PT: 02 02 32 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 43000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3556 FIVE TOWNS NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 13038 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 02 / 29 / 08     | XFER/RSPNSBLTY: 26 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 04 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 3      | CLOSE DATE: 03 / 03 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION            |

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C. A. R. COMMENTS

FILE OPENED-ZCS694N 02/29/2008  
PREVIOUS RELATED FILES: NONE @02/29-ZCS694N  
CRR-CS VERIFIED C'S NAME, ADDRESS, MILEAGE, VIN, DAY AND EVENING  
PHONE NUMBER AND RESPONSIBLE DLR  
CRR-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:0  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 05/25/06  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 05/29/07  
CRR-CS RECEIVED CALL FROM C STATING THAT C BROUGHT VEHICLE TO DLR YESTERDAY  
BECAUSE C'S DRIVER SIDE SEAT IS NOT OPERATING @02/29-ZCS694N  
C STATES THAT C WAS DRIVING AND WAS ADJUSTING THE SEAT @02/29-ZCS694N  
C STATES THAT C WAS TRYING TO GET THE SEAT ABIT HIGHER SO THAT C CAN SEE ABIT  
BETTER @02/29-ZCS694N  
C STATES THAT AT THAT POINT THE DRIVER SEAT TILTED AND NOW THE SEAT WILL NOT  
ADJUST @02/29-ZCS694N  
C STATES THAT C USUALLY DRIVES WITH C'S SEAT AS LOW AS POSSIBLE BUT THAT DAY  
C NEEDED THE SEAT TO BE RAISED A BIT HIGHER @02/29-ZCS694N  
C STATES THAT C HAS NEVER USED THE SEAT LIFTER BEFORE @02/29-ZCS694N  
C STATES THAT THE SEAT WAS DEFECTIVE @02/29-ZCS694N  
C STATES THAT THE SEAT IT TILTED AND C CAN NOT DRIVE THE VEHICLE @02/29-ZCS694N  
C STATES THAT DLR ADVISED C THAT THIS IS NOT COVERED UNDER WARRANTY AND C  
WOULD HAVE TO PAY 2000.00 FOR THE REPAIR @02/29-ZCS694N  
C EXPLAINED TO DLR THAT C COULD NOT AFFORD THIS AT THAT TIME @02/29-ZCS694N  
C STATES THAT DLR WORKED OUT A DEAL THAT THE REPAIR WOULD COST 1100.00 AND C  
WOULD HAVE TO PAY HALF @02/29-ZCS694N  
C STATES THAT C SHOULD NOT HAVE TO PAY ANYTHING BECAUSE IT WAS AT NO FAULT TO  
C @02/29-ZCS694N  
C STATES THAT C IS NOW PAYING FOR A VEHICLE THAT C CAN NOT DRIVE @02/29-ZCS694N  
C IS REQUESTING THAT NISSAN COVER THE COST OF C'S REPAIR OF THE SEAT  
CRR-CS ADVISED C THAT FILE WILL BE SENT TO RCAS FOR FURTHER ASSISTANCE  
CRR-CS ADVISED C THAT RCAS AGENT WILL CONTACT C BY THE END OF THE FOLLOWING  
BUSINESS DAY @02/29-ZCS694N  
C UNDERSTANDS @02/29-ZCS694N  
C THANKED CRR-CS FOR ASSISTANCE @02/29-ZCS694N  
CRR-CS GAVE C NAME, EXTENSION AND FILE NUMBER @02/29-ZCS694N  
C STATES THAT THE DLR WAS MEAN AND WAS NOT WILLING TO ASSIST C @02/29-ZCS694N  
CRR-CS DID APOLOGIZE TO C FOR THE INCONVENIENCE AND DID ASSURE C THAT THE  
RCAS AGENT WILL CONTACT C BY THE END OF THE FOLLOWING BUSINESS DAY  
C UNDERSTANDS @02/29-ZCS694N  
CRR-CS SENDING INTERNAL MESSAGE @02/29-ZCS694N  
\*\*\*\*\* @03/03-ZXN180N  
CRR-VN RECEIVED A CALL FROM C @03/03-ZXN180N  
C STATED C WAS SUPPOSED TO RECEIVE A CALL BACK TODAY @03/03-ZXN180N  
CRR-VN ADVISED C OF THE PROCESS OF THE END OF THE DAY TO RECEIVE A CALL BACK  
C STATED C UNDERSTANDS AND ENDED CALL @03/03-ZXN180N  
\*\*\*\*\* @03/03-ZTC759N  
RCAS-TC CALLED FIVE TOWNS NISSAN AT 516 239 0100 AT 9:53 AM TO SPEAK WITH  
SM-ALEX ROBERTI. RCAS-TC ADVISED ALEX THAT RCAS-TC IS THER NEW REGIONAL  
SPECIALIST FOR ALEX'S DLRSHIP. @03/03-ZTC759N  
RCAS-TC ADVISED ALEX THAT C IS LOOKING FOR GOODWILL ASSISTANCE FOR REPAIR C'S  
DRIVER'S SIDE SEAT AS IT'S TILTED AND WON'T RE ADJUST BACK TO A SUITABLE  
POSITION FOR C'S DRIVING NEEDS. @03/03-ZTC759N  
ALEX ADVISED RCAS-TC THAT THE PART IS UNWARRANTED AND THE ORIGINAL OFFER OF  
\$1,100.00 STILL STANDS FOR THE CUSTOMER. @03/03-ZTC759N

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RCAS-TC AGREED AND INFORMED ALEX THAT THE CUSTOMER WILL BE MADE AWARE OF THE DECISION. ALEX INFORMED CRR-TC THAT C DOES NOT VISIT THE DLRSHIP FOR MAINTENANCE OF THE VEH NOR HAS C VISITED THE DLR OFTEN ENOUGH FOR SERVICE. CRR-TC CALLED C AT 347 783 9010 AT 10:33 AM. RCAS-TC ADVISED C THAT NNA IS NOT ABLE TO ASSIST C WITH FULL GOODWILL COVERAGE AT THIS TIME. HOWEVER, RCAS-TC ADVISED C THAT THE DLR IS STILL WILLING FINANCE \$900.00 OF THE REPAIR. C STATES THAT THE DECISION IS UNFAIR BUT STILL UNDERSTANDS THE SITUATION. RCAS-TC OFFERED FURTHER ASSISTANCE. @03/03-ZTC759N  
C DECLINED @03/03-ZTC759N  
RCAS-TC CLOSING FILE. @03/03-ZTC759N  
\*\*\*\*\*

CRR-LA RECEIVED INBOUND CALL FROM : C.  
CRR-LA VERIFIED C'S ADDRESS.  
C STATED THAT C RECEIVED A CALLBACK FROM RCAS AND WANTS TO KNOW HOW TO CANCEL VSC BECAUSE C DIDN'T KNOW THAT C PAID FOR THIS AND NOBODY INFORMED C REGARDING THIS.  
C ADDED THAT THE SEAT IS BROKEN AND VSC DIDN'T COVER THAT.  
C STATED THAT C COULDN'T DRIVE THE VEH BECAUSE OF THE ISSUE.  
C STATED THAT WHEN C PURCHASED THE VEH EVERYBODY WAS SO NICE BUT NOW C IS STUCK WITH THE VEH AND C HAVE TO CHANGE ALMOST ALL THE PARTS.  
C ALSO INQUIRED FOR THE PURCHASE PRICE OF THE VSC. CRR-LA PROVIDED : \$2500.  
CRR-LA INFORMED C THAT C WILL COMPLETE A CANCELLATION REQUEST FORM FROM AN AUTHORIZED NISSAN DLR, THEN DLR WILL OBTAIN AN ODOMETER READING/BILL SALE/REPAIR ORDER WITH MILEAGE OF THE VEH AND IF C HAS A LIEN HOLDER AND ALREADY PAID IN FULL. INCLUDE A LIEN PAY OFF OR LIEN RELEASE BUT IF NOT YET, REFUND WILL GO TO LIEN HOLDER, JUST PROVIDE THE LIEN HOLDER INFO THEN DLR WILL BE ABLE TO ASSIST C ON CANCELLING THE VSC.  
CRR-LA INFORMED C THAT THERE'S ALSO A CANCELLATION FEE DEPENDING ON WHICH STATE THE VSC WAS PURCHASED.  
CRR-LA INFORMED C THAT REFUND WILL BE RECEIVED WITHIN 4-6 WEEKS AFTER VSC RECEIVED THE COMPLETE DOCS FOR CANCELLING VSC.  
C INQUIRED FOR THE REFUND.  
CRR-LA CHECKED VES1.  
CRR-LA INFORMED C THAT REFUND C WILL GET IF C WILL CANCEL VSC TODAY, 03/03/08 WITH 49038 MILES, IS \$2225.00 MINUS \$50.00 CANCELLATION FEE FOR NY .  
C ALSO INQUIRED IF THE REFUND WILL BE DEDUCTED FROM THE LOAN ON THE LIEN.  
CRR-LA REFERRED C TO THE LIEN HOLDER REGARDING THAT FOR C TO VERIFY INFO.  
C THANKED CRR-LA FOR ASSISTANCE, C SATISFIED.  
CRR-LA OFFERED FURTHER ASSISTANCE. C DECLINED.  
CRR-LA GAVE C NAME. EXTENSION AND FILE NUMBER.  
CRR-LA CLOSING FILE : NO FURTHER ASSISTANCE NEEDED AT THIS MOMENT.  
@03/03-ZLA160N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

|                                |                           |                        |
|--------------------------------|---------------------------|------------------------|
| SATISFIED: Y                   | ACTION CODE: NT8D         | ROOT CAUSE: SSCN       |
| 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: 3556                 | EFFECTIVE: 02 / 29 / 08   | 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: ZCS694N        |                        |
| HISTORY:                       | UPDATE BY: ZLA160N        |                        |
| SVC CALL#:                     | UPDATE DATE: 03 / 03 / 08 |                        |
| CLOSE: Y (Y/N)                 | CLOSE DATE: 03 / 03 / 08  | MICROFILM: N           |
| RESP CAA: BRATHWAITE, JOHATHAN | OLM: ROYSTER KAREN        | DOM: ZIMMERMAN LARRY E |
| PHONE: 0000047158              | OWNER FIRST:              | LANGUAGE: E ENGLISH    |

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|                              |              |                           |            |                    |         |  |        |                   |  |
|------------------------------|--------------|---------------------------|------------|--------------------|---------|--|--------|-------------------|--|
| ----- CONSUMER AFFAIRS ----- |              |                           |            |                    |         |  |        |                   |  |
| CA6063166                    |              | SERVICE CONTRACTS SUMMARY |            |                    |         |  |        | DATE: 1/26/2009   |  |
|                              |              |                           |            |                    |         |  |        | TIME: 12:48:48 PM |  |
| NAME [REDACTED]              |              | VIN:                      |            | MODEL YEAR: 2005.0 |         |  |        |                   |  |
|                              |              | IN SCV DATE: 9/30/2007    |            | MAKE:              |         |  |        |                   |  |
|                              |              |                           |            | MODEL LINE: MUR    |         |  |        |                   |  |
| SEQ                          |              | DEALER                    | EFFECTIVE  | EXPIRE             | EXPIRE  |  | CANCEL | TRANSFER          |  |
| NO                           | CONTRACT NO  | NUMBER ST                 | DATE       | DATE               | MILEAGE |  | DATE   | DATE              |  |
| 203                          | NBNE02509315 | 3556 NY                   | 10/26/2005 | 10/26/2011         | 100.000 |  |        |                   |  |
| 204                          | PEDQ08233104 | 3556 NY                   | 9/30/2007  | 10/26/2012         | 100.000 |  |        |                   |  |
| 205                          | RMNZ04215541 | 3556 NY                   | 9/30/2007  | 10/26/2012         | 100.000 |  |        |                   |  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: NBNE02509315         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: B                   |                | PLAN TYPE:   |        |
| PLAN TERM: E                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                 |                | DEDUCTABLE:  |        |
| EFFECTIVE: 10/26/05            |                | EFFECTIVE:   |        |
| EXPIRES: 10/26/11              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 11/2/2005         |                | TRANSACTION: |        |
| PRINTED: 11/04/05              |                | PRINTED:     |        |
| DEALER NO: 3556                | STATE: NY      | DEALER NO:   | STATE: |
| DEALER NAME: FIVE TOWNS NISSAN |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

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PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ08233104                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 09/30/07                    | EFFECTIVE:                           |
| EXPIRES: 10/26/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 10/9/2007                 | TRANSACTION:                         |
| PRINTED: 10/13/07                      | PRINTED:                             |
| DEALER NO: 3556        STATE:    NY    | DEALER NO:                    STATE: |
| DEALER NAME: FIVE TOWNS NISSAN         | DEALER NAME:                         |
| -----+-----                            |                                      |



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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: RMNZ04215541                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: M                            | PLAN TYPE:                           |
| PLAN TERM: Z                            | PLAN TERM:                           |
| DEDUCTABLE: \$                          | DEDUCTABLE:                          |
| EFFECTIVE: 09/30/07                     | EFFECTIVE:                           |
| EXPIRES: 10/26/12    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 10/9/2007                  | TRANSACTION:                         |
| PRINTED: 10/13/07                       | PRINTED:                             |
| DEALER NO: 3556            STATE:    NY | DEALER NO:                    STATE: |
| DEALER NAME: FIVE TOWNS NISSAN          | DEALER NAME:                         |
| -----+-----                             |                                      |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: NORFOLK  
ST/ZIP: VA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 757 631 7600

VCAN: Y  
PAID:  
SUSP:  
DENY:

VIN: JN8AZ08TX5W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 43000  
IN SVC DATE: 10 / 17 / 05  
RTL DLR: 3369 HALL NISSAN  
SVC DLR: 5044 HALL NISSAN VIRGINIA BCH  
RESP DLR: 5044 HALL NISSAN VIRGINIA BCH  
REGION: 36 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3369 \*HALL NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 03 / 08 XFER/RSPNSBLTY: 36 09 S  
CONTACT (S): FOLLOWUP DATE: 03 / 04 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 03 / 14 / 08 DATANET (Y/N): 00 / 00 / 00

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZRW917N 03/03/2008  
PREVIOUS UNRELATED FILES FOUND: NONE  
CRR-RW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR  
CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/03-ZRW917N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 07/13/06 5044  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 07/13/06 5044  
CRR-RW ADVISED C THERE ARE NO OPEN RECALLS  
PREVIOUS NISSAN VEH:NONE  
CRR-RW RECIEVED INBOUND CALL FROM C  
C STATES C IS HAVING AN ISSUE WITH THE DRIVERSIDE FRONT SEAT. C STATES THE  
SEAT IS WOBBLING. C STATES THE SEAT IS VERY LOOSE AND IS AT THE DLRSH  
NOW TO FIX THE ISSUE. C STATES THE DLR HAS REFUSED TO COVER THE REPAIR BECAUSE  
C IS 1000 MILES OUTSIDE THE VSC. @03/03-ZRW917N  
C STATES C IS CALLING IN TO FIND OUT IF NISSAN CAN ASSIST THE REPAIR COST.  
C STATES THIS VEH LEASE IS UP IN LESS THAN A YEAR AND DOES NOT WANT TO PAY THE  
AMOUNT THAT THE DLR STATES THE REPAIR WILL COST.  
C STATES THE DLR IS CHARGING \$1040 TO REPLACE THE ENTIRE SEAT RATHER THAN  
JUST TIGHTENING THE SEAT UP SO IT DOES NOT WOBBLE. @03/03-ZRW917N  
CRR-RW ASKED C WHEN C FIRST NOTICED THE ISSUE  
C STATES C NOTICED THE ISSUE ON SATURDAY MARCH 1, 2008. @03/03-ZRW917N  
CRR-RW ASKED C WHERE THE VEH IS NOW  
C STATES THE VEH IS AT THE DLRSH NOW AS IS C TO REPLACE THE SEAT.  
CRR-RW ASKED C WHAT NISSAN CAN DO TO SATISFY C. @03/03-ZRW917N  
C STATES C WANTS THE SEAT REPLACED UNDER WARRANTY OR FOR NISSAN TO ASSIST WITH  
THE REPAIR COSTS. @03/03-ZRW917N  
CRR-RW ADVISED C THAT CRR-RW WILL ESCALATE THE FILE TO THE REGIONAL SPECIALIST  
WHO WILL BE IN CONTACT WITH C BY THE END OF THE NEXT BUSINESS DAY.  
C UNDERSTOOD. @03/03-ZRW917N  
CRR-RW OFFERED FURTHER ASSISTANCE, C DECLINED. @03/03-ZRW917N  
CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER @03/03-ZRW917N  
CRR-RW TRANSFERRING FILE TO RCAS PENDING FUTHER REVIEW @03/03-ZRW917N  
CRR-RW EXITING FILE. @03/03-ZRW917N  
RCAS-RA PLACED OUTBOUND CALL TO C ON DAY/EVE PHONE AT 11:34AM EST ON 03/04/08.  
C STATED THAT THE VEH IS AT THE DLRSH AT THE MOMENT, C WILL BE PICKING  
IT UP THE SAME DAY. C STATED THAT C WOULD LIKE NNA TO COVER THE COST OF  
THE REPAIR HOWEVER. RCAS-RA ADVISED C THAT RCAS-RA CAN NOT GUARENTEE  
ASSISTANCE, RCAS-RA WILL CONTACT THE DLR FOR FURTHER INFORMATION AND  
CALL C BACK BEFORE THE EOB. @03/04-ZRA767N  
RCAS-RA LOOKED IN CPIA, FOUND THAT THE GRT WS RAN, AND DECLINED.  
RCAS-RA PLACED OUTBOUND CALL TO SM-JEFF EVANS OF DLR 5044 AT 11:38AM EST  
ON 03/04/08. @03/04-ZRA767N  
SM STATED THAT BEYOND THE GRT. SM WOULD NOT RECOMMEND THE C TO LOOK FURTHER  
INTO GOODWILL. SM STATED THAT THE C IS NOT A REGULAR CUSTOMER, HAS ONLY  
COME IN FOR WARRANTY OR DLR FREE OFFERS. @03/04-ZRA767N  
RCAS-RA LEFT VMX ON DAY/EVE PHONE AT 4:19PM EST ON 03/04/08.  
@03/04-ZRA767N @03/04-ZRA767N  
\*\*\*\*\*  
CRR-BB RECEIVED INBOUND CALL FROM C REGARDING SEAT BRACKET. @03/13-ZBB846N  
C STATES DLR WANT \$947 TO REPLACE SEAT & BRACKET. @03/13-ZBB846N  
C REQUESTING RCAS TO RETURN CALL. @03/13-ZBB846N  
CRR-BB SENDING COURTESY MESSAGE. @03/13-ZBB846N  
\*\*\*\*\*  
@03/13-ZBB846N

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RCAS-RA PLACED OUTBOUND CALL TO C ON DAY/EVE PHONE AT 6:17PM EST ON 03/14/08.  
RCAS-RA ADVISED C THAT UNFORTUNETLY NNA WOULD NOT BE IN A POSITION TO ASSIST,  
RCAS-RA ADVISED C THAT IT IS UNFORTUNETLY NOT A COVERED COMPONENT, RCAS-RA  
DID LOOK INTO OOW ASSISTANCE HOWEVER IT IS UNFORTUNETLY NOT SOMETHING  
NNA WOULD BE IN A POSITION TO PROVIDE. @03/14-ZRA767N

C STATED C UNDERSTANDS, BUT WOULD LIKE TO KNOW IF C CAN HAVE JUST THE  
BRACKET ORDERED RATHER THAN THE WHOLE SEAT. @03/14-ZRA767N

RCAS-RA ADVISED C TO DISCUSS THAT WITH C'S SA, SA MAY BE ABLE TO CHECK  
WITH THE PARTS DEPARTMENT, HOWEVER SOME PARTS DO NEED TO BE ORDERED AS  
A WHOLE ASSEMBLY SO C MAY NEED TO PURCHASE THE WHOLE SEAT.  
C STATED THAT C UNDERSTANDS AND WILL SEE WHAT CAN BE DONE.

RCAS-RA CLOSING FILE. @03/14-ZRA767N  
@03/14-ZRA767N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: N             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 5044           | EFFECTIVE: 03 / 03 / 08   | 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: ZRW917N        |                     |
| HISTORY:                 | UPDATE BY: ZRA767N        |                     |
| SVC CALL#:               | UPDATE DATE: 03 / 14 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 03 / 14 / 08  | MICROFILM: N        |
| RESP CAA: AUGUSTIN, RICH | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6066202

SERVICE CONTRACTS SUMMARY

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TIME: 12:48:48 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 10/17/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 206       | RCDP02693747 | 3369 VA             | 10/17/2005        | 4/17/2009      | 42.000            |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                          |               |              |        |
|--------------------------|---------------|--------------|--------|
| -----+-----              |               |              |        |
| CONTRACT: RCDP02693747   |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]   |               | OWNER NAME:  |        |
| PLAN TYPE: C             |               | PLAN TYPE:   |        |
| PLAN TERM: P             |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50        |               | DEDUCTABLE:  |        |
| EFFECTIVE: 10/17/05      |               | EFFECTIVE:   |        |
| EXPIRES: 04/17/09        | MILES: 42,000 | EXPIRES:     | MILES: |
| CANCEL:                  | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                |               | TRANSFER:    |        |
| TRANSACTION: 10/27/2005  |               | TRANSACTION: |        |
| PRINTED: 10/29/05        |               | PRINTED:     |        |
| DEALER NO: 3369          | STATE: VA     | DEALER NO:   | STATE: |
| DEALER NAME: HALL NISSAN |               | DEALER NAME: |        |
| -----+-----              |               |              |        |

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08W95W [REDACTED] Y               |
| CITY: CAMDEN          | YR/MDL: 2005.0 MUR MILEAGE: 65000           |
| ST/ZIP: NJ [REDACTED] | IN SVC DATE: 03 / 25 / 05                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 2790 TEAM NISSAN. INC.     |
| EVE PH: [REDACTED]    | PAID: 2 SVC DLR: 2790 TEAM NISSAN. INC.     |
| DLR PH: 856 696 2277  | SUSP: 0 RESP DLR: 2790 TEAM NISSAN, INC.    |
|                       | DENY: 0 REGION: 26 DIST: SL/SV/PT: 05 05 35 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 2790 TEAM NISSAN. INC.  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9000 (PT) MONTHS: MILES: 5000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 03 / 04 / 08     | XFER/RSPNSBLTY: 26 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 12 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 03 / 11 / 08    | DATANET (Y/N): 03 / 07 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZTM124N 03/04/2008

PREVIOUS UNRELATED FILES FOUND: 6072370 (RELATED)

CRR-TM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE AND RESPONSIBLE DLR.

CRR-TM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 04/27/06 2790

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 04/27/06 2790

CRR-TM INFORMED C OF RECALL INFO.

PREVIOUS VEH: 0

CRR-TM RECIEVED CALL FROM C.

C STATED C'S VEH RECENTLY THE FRONT CAR SEAT BROKE, THE DRIVERS SEAT.

C STATED IT IS IN THE PROCESS OF BEING REPAIRED.

C STATED C IS STILL WITHIN C'S 3 YEARS. ENDS AT THE END OF THIS MONTH BUT

C IS OUT OF THE 36000 MILES.

C STATED THE METAL FRAME ON THE SEAT BROKE FOR NO REASON. @03/04-ZTM124N

C STATED IT IS COSTING C \$750 TO REPAIR.

C STATED VEH IS SERVICED AT DLRSH, C IS LOYAL C. LOVES THE VEH.

C STATED C WOULD LIKE SOME HELP FROM NNA, C DOES NOT UNDERSTAND.

C STATED THE SEAT BROKE ON THURSDAY NIGHT.

C STATED VEH IS CURRENTLY AT THE DLRSH, DLRSH HAS BEEN WONDERFUL.

C STATED C DOES NOT UNDERSTAND HOW THE METAL FRAME BROKE.

C STATED C BROUGHT THE VEH TO THE DLRSH ON FRIDAY 2/29/08.

C STATED C HAS BEEN WORKING WITH RACHEL IN SERVICE.

CRR-TM ASSURED C THAT INFO HAS BEEN DOCUMENTED.

CRR-TM INFORMED C THAT FILE WILL BE SENT TO RCAS WHO WILL CONTACT C BY END OF NEXT BUSINESS DAY.

C UNDERSTOOD.

CRR-TM INQUIRED IF DLRSH MENTIONED WHY THE SEAT HAD BROKEN. @03/04-ZTM124N

C STATED THE DLRSH DID NOT KNOW WHY.

C STATED THE DLRSH SAID THAT THE METAL PIECE BROKE IN HALF. @03/04-ZTM124N

C STATED C ONLY HAS THE VEH WORKED ON AT THE DLRSH.

C STATED THE SERVICE IS WONDERFUL. ESPECIALLY RACHEL.

CRR-TM PROVIDED NAME, EXTENSION AND FILE NUMBER.

CRR-TM OFFERED FURTHER ASSISTANCE. C DECLINED.

C STATED C IS GOING TO PICK THE VEH UP TODAY, COULD THIS BE EXPEDITED.

CRR-TM INFORMED C THAT IT WILL BE BY END OF NEXT BUSINESS DAY AS RCAS NEEDS TIME TO RECEIVE THE FILE, REVIEW THE FILE, CONTACT THE DLRSH AND DO RESEARCH.

C UNDERSTOOD.

CRR-TM INFORMED C THAT A NOTE WILL BE MADE THAT C IS PICKING THE VEH UP TODAY.

C SATISFIED.

CRR-TM TRANSFERRING FILE.

@03/04-ZTM124N

\*\*\*\*\*

@03/05-ZJI411N

CRR-JI RECEIVED A CALL FROM C.

CRR-JI VERIFIED C'S NAME AND ADDRESS.

C STATES C IS SUPPOSE TO GET A CALL FROM RCAS. @03/05-ZJI411N

CRR-JI INFORMED C THAT RCAS HAS UNTIL 5:00 PM TO CALL C.

C STATES IF C DOES NOT HEAR FROM RCAS C WILL CALL BACK TOMORROW.

CRR-JI ASSURED C THAT RCAS WILL BE IN CONTACT WITH C.

CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.

CRR-JI GAVE C NAME AND EXTENSION. @03/05-ZJI411N

\*\*\*\*\*

CRR-RW RECIEVED INBOUND CALL FROM C

C STATES IT IS THE END OF THE NEXT BUSINESS DAY AND C HAS NOT HEARD FROM



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THE REGIONAL SPECIALIST.

CRR-RW APOLOGIZED AND ADVISED C THAT CRR-RW WILL SEND AN INTERNAL MESSAGE TO THE APPROPRIATE AGENT LETTING THEM KNOW THAT C HAS CALLED AND WOULD LIKE A CALL BACK.

C UNDERSTOOD AND AGREED.

@03/05-ZRW917N

CRR-RW OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER

@03/05-ZRW917N

CRR-RW SENDING INTERNAL MESSAGE TO RCAS-DW.

@03/05-ZRW917N

CRR-RW EXITING FILE.

@03/05-ZRW917N

\*\*

CRR-LC RECEIVED CALL FROM C.

C STATED C WANTS TO SPEAK TO SUPERVISOR BECAUSE C IS VERY UPSET.

C STATED C IS WAITING FOR CALL BACK BUT NO ONE CALL C BACK.

CRR-LC ADVISED C CRR-LC WILL ESCALATE THIS CONCERN TO SUPERVISOR AND WAIT FOR THE CALL BACK 4-8 BUSINESS HRS.

CRR-LC ADVISED C ONCE THE RCAS ALREADY REVIEW THIS CONCERN THAT IS THE TIME C WILL BE RECEIVING CALL BACK.

C DON'T WANT THAT TO HAPPEN.

@03/06-ZLC161N

SR-HF RECEIVED ESCALATION MARCH 6, 2008 AT 2:56 PM.

SR-HF REVIEWING FILE AND NOTES ESCALATION IS RCAS FOLLOWUP.

SR-HF UPDATED CALLBACK SCREEN AND REDIRECT ESCALATION TO RCAS FOR FOLLOWUP

CRR-RD RECEIVED INBOUND CALL FROM C.

@03/06-ZDR128N

C STATED THAT C HAS BEEN ADVISED THAT SOMEONE WILL CALL C. @03/06-ZDR128N

C STATED THAT IF C DOES NOT GET CALL FROM SOMEONE TOMORROW NNA WILL HEAR FROM C'S LAWYER.

@03/06-ZDR128N

C STATED C WILL NEVER BUY ANOTHER NISSAN AS LONG AS C LIVES BASED ON NNA CUSTOMER SERVICE.

@03/06-ZDR128N

CRR-RD ADVISED C THAT NNA REQUIRES TIME TO REVIEW C'S FILE AND MANY FACTORS ARE TO BE TAKEN INTO CONSIDERATION. CRR-RD INFORMED C THAT C'S REQUEST IS NOT BEING TAKEN LIGHTLY AND THEREFORE TIME IS NEEDED FOR FILE REVIEW. C STATED THAT C DOES NOT WISH TO BE PLACATED AND LIED TO BY CA C WOULD LIKE TO SPEAK TO SOMEONE HIGHER UP. CRR-RD ADVISED C THAT THE FILE HAD BEEN ESCALATED AND THAT C WOULD BE CONTACTED. C STATED IF C DOES NOT GET CALL C WILL CONTACT LAWYER.

@03/06-ZDR128N

CRR-RD EXITING FILE.

@03/06-ZDR128N

RCAS CALLED DLRSHF AT 3:32 PM CST. SM ROB STATED THAT THE C PAID FOR THE ON 3-4-08. SM STATED THAT C HAD A RENTAL THAT THE DLRSHF PROVIDED TO C ON 2/29 THRU 3-4-08. SM STATED THE VEH WAS REPAIRED ON 3-4. SM STATED C PAID FOR THE PARTS AT \$399.26 AND LABOR 360. SM STATED C VEH IS GONE. RCAS THANKED SM FOR THE UPDATE. RCAS INQUIRED WHY NOT GRT. SM STATED THAT THE DLRSHF PROVIDED THE RENTAL AND MAYBE COULD HAVE RAN FOR PARTIAL BUT THE C PAID THE SAME DAY C CALL. RCAS THANKED SM FOR THE UPDATE AND BID SM GOOD DAY. SM DOES THE SAME AND ENDED THE CALL.

@03/06-ZDW294N

RCAS CALLED C AT 3:39 PM CST C RETRIEVED CALL. RCAS INQUIRED ABOUT C ISSUE. C STATED THAT C WOULD LIKE TO BE REIMBURSED FOR THE REPAIRS THAT C HAS DONE TO C VEH. RCAS APOLOGIZED TO C FOR THE ISSUE AT HAND.

RCAS ADVISED C:

THAT C IS OOW PARAMETERS BY MILEAGE.

THE ISSUE WAS NOT A DEFECT IN MATERIAL OR WORKMANSHIP.

@03/06-ZDW294N

THEREFORE THIS WOULD HAVE BEEN A C PAY ISSUE. RCAS ADVISED C THAT RCAS SPOKE WITH THE SM AT THE DLRSHF THAT ADVISED RCAS THAT THE C WAS ALREADY ASSISTED WITH A RENTAL FROM 2-29-08 TO 3-4-08 WHEN THE VEH WAS REPAIRED. RCAS ADVISED C THE VEH WAS REPAIRED THE SAME DAY THE C CALLED INTO NISSAN FOR ASSISTANCE. RCAS APOLOGIZE TO C AND ADVISED WITH THE REASONS THAT RCAS HAS ADVISED C BEFORE NNA IS UNABLE TO ASSIST C WITH C REQUEST. C STATED C WAS LED TO BELIEVE BY CRR THAT C WOULD POSSIBLE BE REIMBURSED. RCAS APOLOGIZED TO C FOR THAT

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ISSUE AT HAND AND ADVISED C THAT WHEN C IS OOW PARAMETERS NNA HAS ASSISTED C WITH SPECIAL ASSISTANCE WHICH IS CASE BY CASE BASIS (WHICH THIS IS STATED IN C WARRANTY BOOKLET) AND IN THIS CASE NNA IS UNABLE TO ASSIST C WITH SPECIAL ASSISTANCE. C STATED C IS NOT HAPPY WITH THIS INFORMATION AND WOULD LIKE TO ESCALATE THIS ISSUE FURTHER. RCAS ADVISED C THAT C IS MORE THEN WELCOME TO WRITE IN OR CONSULT C WARRANTY BOOKLET. C STATED C DOES NOT HAVE THE WARRANTY BOOKLET SO WHERE COULD C RETRIEVE ONE. RCAS ADVISED C THAT C IS MORE THEN WELCOME TO GO ONLINE AND RETRIEVE A WARRANTY BOOKLET AT NISSANUSA.COM. C C UNDERSTOOD AND BID RCAS GOOD DAY. RCAS DOES THE SAME AND ENDED THE CALL. RCAS IS CLOSING THE FILE. @03/06-ZDW294N

CRR-DC RECEIVED CALL FROM: C

C ASKED IS IT NORMAL FOR SEAT TO BE BROKEN DUE TO NORMAL WEAR AND TEARM. CRR-DC STATED THAT UNLESS PERSON IS MORBIDLY OBESE THAT NORMALLY THE FRONT SEAT IS MANUFACTURED TO HOLD A CERTAIN BODY WEIGHT. @03/07-ZDC161N C STATED C BEGAN TO HAVE PROBLEMS WITH CAR SEAT ON 02/28/08 AND C TOOK THE VEH TO THE NISSAN DLR ON 02/29/08. THE VEH WAS INSPECTED AND THE DLR TOLD C THAT THE SEAT WAS BROKEN AND DLR DID NOT HAVE A CLUE AS TO HOW OR WHY THIS OCCURED. C WAS TOLD THAT SEAT BRACKET NEEDED TO BE REPLACED AND THAT PART WOULD HAVE TO BE ORDERED AND WONT BE AVAILABLE UNTIL 03/04/08. @03/07-ZDC161N

CRR-DC ASKED IF C RECEIVED CONTACT FROM THE DLR. @03/07-ZDC161N C STATED RECEIVED CONTACT FROM DLR UPON PART ARRIVAL AND WHEN C NEEDED TO PICK UP VEH FROM REPAIRS. @03/07-ZDC161N

C ASKED THE DLR WHAT SHOULD C DO SINCE C IS OUT OF WARRANTY. @03/07-ZDC161N C WAS THEN DIRECTED BY THE DLR TO CONTACT NNA ON 03/04/08. @03/07-ZDC161N C STATED THAT THE VEH WAS READY TO BE RECEIVED ON 03/05/08. @03/07-ZDC161N C HAD NOT HEARD BACK FROM NNA WITHIN THE NEXT BUSINESS DAY AS C WAS TOLD THEREFORE C PAID FOR THE REPAIRS. @03/07-ZDC161N

CRR-DC ASKED HOW MUCH C PAID. @03/07-ZDC161N C PAID \$833.41 FOR THE REPAIRS AND OIL CHANGE. @03/07-ZDC161N C STATED THAT C HAS ALWAYS HAD VEH SERVICED AT LOCAL NISSAN DLR AND C STATES THAT C HAS A GOOD RELATIONSHIP WITH RACHEL KIKAS WHO WORKS IN THE PARTS DEPARTMENT. @03/07-ZDC161N

C STATED THAT ON 02/29/08 C WAS PROVIDED WITH A LOANER VHE FROM THE NISSAN DLR WHILE VEH WAS BEING REPAIRED. @03/07-ZDC161N

C STATED THAT YESTERDAY C'S RCAS AGENT CALLED C THAT AFTER CAREFUL REVIEW OF SITUATION AND AFTER SPEAKING WITH THE DLR, THAT NNA COULD NOT ASSIST C WITH REIMBURSE C FOR REQUEST FOR FINANCIAL ASSISTANCE. @03/07-ZDC161N

C STATES THAT C IS UPSET ABOUT THIS BECAUSE C CAN NOT REASON WHY C'S FRONT SEAT BROKE WAS DUE TO WEAR AND TEAR. @03/07-ZDC161N

C IS REQUESTING THAT NNA APPEAL NNA'S DECISION. @03/07-ZDC161N C WAS INFORMED BY THE RCAS AGENT THAT SINCE VEH WAS ALREADY REPAIRED THAT NNA COULD NOT ASSIST ANY FURTHER BECAUSE IT CAN NOT BE FAULT. @03/07-ZDC161N

C IS ALSO REQUESTING SOME EXPLANATION AS TO HOW THERE COULD BE WEAR TEAR ON C'S FRONT SEAT IF C IS NOT MORBIDLY OBESE. @03/07-ZDC161N

C IS WONDERING WHY ONLY THE FRONT DRIVER'S SEAT BELT IS THE ONLY SEAT EFFECTED CRR-DC ASSURED C THAT AN INTERNAL MSG WILL BE SENT TO RCAS AGENT.

C THANKED CRR-DC FOR ASSISTANCE, C SATISFIED.

CRR-DC OFFERED ADDITIONAL ASSISTANCE, WHICH C DECLINED.

CRR-DC GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-DC WILL KEEP FILE OPEN PENDING FURTHER ACTION FROM RCAS AGENT.

@03/07-ZDC161N

RCAS HAS ALREADY ADVISED C THAT THIS WAS NOT A DEFECT IN MATERIAL OR WORKMANSHIP PER THE SM ROB AT THE DLRSHIP. RCAS ALREADY ADVISED C THAT C WAS OOW PARAMENTER THEREFORE THIS WOULD HAVE BEEN A C PAY ISSUE IN THE BEGINNING. RCAS ALREADY ADVISED C THAT NNA IS NOT ABLE TO ASSIST C. RCAS ALSO ALREADY ADVISED C THAT C IS MORE THEN WELCOME TO ADDRESS ISSUE FURTHER BY RETRIEVING THE WARRANTY

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BOOKLET AND REVIEWING WHAT NEXT TO DO. RCAS ALREADY ADVISED C THAT NNA IS UNABLE TO ASSIST C. RCAS ALREADY ADVISED C THAT SPECIAL ASSISTANCE IS CASE BY CASE BASIS THEREFORE EVEN IF SPECIAL ASSISTANCE WAS RUN BEFORE THE C PAID GRT MAY OR MAYNOT HAVE BEEN RECOMMENDED. RCAS ALSO ADVISED C THAT NNA IS UNABLE TO REIMBURSED FOR AN ISSUE THAT WAS NOT A WARRANTABLE ISSUE BECUASE IT WAS NOT A DEFECT IN MATERIAL OR WORKMANSHIP AND BECAUSE C WAS OOW PARAMETER FOR THE BASIC WARRANTY. RCAS ALSO ADVISED C THAT BY THE ISSUE BEING TAKEN CARE OF (REPAIRED) AND THE PART WAS ALREADY DISPOSED OF THERE IS NOT WAY TO HAVE A SECOND OPINION PERFORMED BY ANOTHER DLRSH. RCAS ALREADY APOLOGIZED TO C FOR THE ISSUE AT HAND AND THAT C DOES NOT AGREE WITH WHAT THE DLRSH HAS STATED BUT NNA BACKS IS PRODUCTS AND THE DEALERSHIP BECAUSE THE DLRSH ARE NNA EYES AND EARS TO THE C VEH AND THAT THE DLRSH TECH ARE CERTIFIED NNA TECH'S C STATED C UNDERSTOOD BUT WAS NOT HAPPY WITH NNA FINAL DECISION AND ENDED THE CALL THEREFORE CAUSING RCAS TO CLOSE THE FILE AND CAUSE FOR RCAS TO RECLOSE THE FILE AND SEND C A FINAL DENIAL LETTER. @03/11-ZDW294N

RCAS SENDING C DENIAL LETTER STATING:  
MARCH 11, 2008

@03/11-ZDW294N

[REDACTED]  
CAMDEN, NJ [REDACTED]  
CC:

[REDACTED]  
VINELAND, NJ 08360  
FILE #6066705/ 6072370  
VIN# JN8AZ08W95W [REDACTED]

DEAR [REDACTED]

THIS WILL ACKNOWLEDGE RECEIPT OF YOUR COMMUNICATION DATED 03/04/2008. WE HAVE REVIEWED IT ALONG WITH THE OTHER INFORMATION IN OUR FILE AND FIND THAT WE MUST REITERATE OUR PRIOR DECISION NOT TO PARTICIPATE IN REIMBURSEMENT FOR THE REPAIRS TO YOUR VEHICLE. OUR DECISION WAS MADE AFTER CAREFUL CONSIDERATION OF MANY FACTORS.

THANK YOU FOR WRITING AND GIVING US THE OPPORTUNITY TO EXPLAIN OUR POSITION TO YOU.

SINCERELY,

DB-W

REGIONAL CONSUMER AFFAIRS SPECIALIST

NORTH EAST REGION

RCAS IS CLOSING FILE.

@03/11-ZDW294N

@03/11-ZDW294N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

SERVICE MANAGER PLEASE REVIEW

DEALER ACTION:

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## CONTACT(S):

|                             |                           |                       |
|-----------------------------|---------------------------|-----------------------|
| SATISFIED: N                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA      |
| CALLBACK: (Y/N) #: 1        | DATE: 03 / 06 / 08        | USERID: ZHF999N       |
| REOPEN: CALLBACK #: 1       | DATE: 00 / 00 / 00        | USERID: ZHF999N       |
| NEW INFO #: 0               | DATE: 00 / 00 / 00        | USERID:               |
| OTHER #: 3                  | DATE: 03 / 11 / 08        | USERID: ZDW294N       |
| COMMENTS ONLY: #: 0         | DATE: 00 / 00 / 00        | USERID:               |
| RESP DLR: 2790              | EFFECTIVE: 03 / 04 / 08   | 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: ZTM124N        |                       |
| HISTORY:                    | UPDATE BY: ZDW294N        |                       |
| SVC CALL#:                  | UPDATE DATE: 03 / 11 / 08 |                       |
| CLOSE: Y (Y/N)              | CLOSE DATE: 03 / 11 / 08  | MICROFILM: N          |
| RESP CAA: WILLIAMS, DOROTHY | OLM: ROYSTER KAREN        | DOM: DEVEREAUX JOHN T |
| PHONE: 6157257910           | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08W85W [REDACTED] Y           |
| CITY: MORENO VALLEY   | YR/MDL: 2005.0 MUR MILEAGE: 67000       |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 05 / 18 / 05               |
| DAY PH: [REDACTED]    | RTL DLR: 3082 SANTA MONICA NISSAN, INC. |
| EVE PH: [REDACTED]    | SVC DLR: 5114 JOHN ELWAY'S M/V NISSAN   |
| DLR PH: 951 571 9300  | RESP DLR: 5114 JOHN ELWAY'S M/V NISSAN  |
|                       | REGION: 44 DIST: SL/SV/PT: 05 05 35     |
| VCAN: N               |                                         |
| PAID:                 |                                         |
| SUSP:                 |                                         |
| DENY:                 |                                         |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 31000 (PT) MONTHS: MILES: 7000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 03 / 04 / 08     | XFER/RSPNSBLTY: 44 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 17 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 03 / 17 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZNM859N 03/04/2008

PREVIOUS FILES FOUND:NONE.

CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DLR.

CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 06/23/06 3929

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 06/23/06 3929

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 06/23/06 3929

CRR-NM ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH.

PREVIOUS NISSAN VEHICLES:NONE.

CRR-NM RECEIVED CALL FROM C.

C STATES THAT C THAT C'S DRIVERS SIDE SEAT BROKE ON THE VEH.

C STATES THAT C HAS BEEN DOING RESEARCH ON LINE REGARDING THE ISSUE.

C STATES THAT THE SEVERAL PEOPLE HAVE FILE COMPLAINTS REGARDING THE SEAT  
FOR THE MURANO.

@03/04-ZNM859N

CRR-NM INQUIRED IF C HAS TAKEN THE VEH TO THE DLR.

@03/04-ZNM859N

C STATES THAT C HAS NOT TAKEN THE VEH TO THE DLR.

@03/04-ZNM859N

CRR-NM ADVISED C THAT C NEEDS TO TAKE THE VEH TO A NISSAN DLR AND HAVE THE  
VEH LOOKED AT.

@03/04-ZNM859N

C UNDERSTANDS.

@03/04-ZNM859N

CRR-NM ADVISED C THAT ONCE C HAS TAKEN THE VEH TO THE DLR AND STILL NEEDS  
FURTHER ASSISTANCE C CAN CONTACT NNA BACK.

C UNDERSTANDS.

@03/04-ZNM859N

CRR-NM OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANKED CRR-NM FOR ASSISTANCE.

CRR-NM GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-NM CLOSING FILE PENDING CONTACT FROM C.

@03/04-ZNM859N

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@03/04-ZTP481N

RCAS-TP RECEIVED CALL FROM SERAFIN JAMES AT DLR 5114 AT 7:06 PM EST ON  
03/04/08 WHO IS C'S SERVICE ADVISOR. SA-SJ STATED THAT THE C CAME TO THE DLR  
REGARDING C'S SEAT AND A GRT WAS RAN AND DENINED. SA-SJ WANTED TO KNOW IF  
RCAS-TP CAN APPROVE THE REPAIR. RCAS-TP STATED THAT RCAS-TP WILL TRANSFER  
FILE TO RESPONSIBLE RCAS AGENT FOR REVIEW AND THE DLR AND C CAN EXPECT  
A UPDATE BY 03/05/08 AT END OF BUSINESS. SA-SJ AGREED AND ENDED CALL.

RCAS-TP TRANSFERRING FILE TO RESPONSIBLE RCAS AGENT.

@03/04-ZTP481N

\*\*\*\*\*

CRR-PP RECEIVED CALL FROM C

@03/04-ZPP435N

C STATES THE SEAT FRAME HAS BROKEN AND THERE IS A TECH SERVICE BULLETIN  
REGARDING IT.

@03/04-ZPP435N

CRR-PP ADVISED C THAT A REGIONAL SPECIALIST HAS BEEN ASSIGNED TO C'S FILE AND  
SHOULD BE RECEIVING A CALL BACK BY END OF NEXT BUSINESS DAY.

C STATES C UNDERSTANDS

@03/04-ZPP435N

CRR-PP OFFERED FURTHER ASSISTANCE. C DECLINED.

@03/04-ZPP435N

CRR-PP GAVE NAME, EXTENSION AND FILE NUMBER.

@03/04-ZPP435N

CRR-PP LEAVING FILE.

@03/04-ZPP435N

\*\*\*\*\*

CRR-NM RECEIVED CALL FROM C'S HUSBAND.

C STATES THAT C HAS NOT HEARD BACK FROM RCAS.

CRR-NM ADVISED C THAT RCAS HAS UNTIL THE END OF THE BUSINESS DAY TO CONTACT  
C BACK.

@03/05-ZNM859N

CRR-NM VERIFIED BEST TIME TO CONTACT C IS ANYTIME ON EVENING NUMBER.

CRR-NM OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANKED CRR-NM FOR ASSISTANCE.

@03/05-ZNM859N

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CRR-NM GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-NM EXITING FILE. @03/05-ZNM859N

\*\*\*\*\*

@03/05-ZNM859N

CRR-PP RECEIVED CALL FROM C'S DLR SEREFIN FROM JOHN ELWAY'S M/V NISSAN PP435N

C STATES C IS WAITING ON A CALL BACK FROM RCAS-TP @03/05-ZPP435N

CRR-PP ADVISED C THAT CRR-PP WILL SEND RCAS-TP AN INTERNAL MESSAGE

C STATES C UNDERSTANDS. @03/05-ZPP435N

CRR-PP ASKED C WHAT C'S BEST CALL NUMBER AND TIME IS? @03/05-ZPP435N

C STATES 951-902-1349, AS SOON AS POSSIBLE @03/05-ZPP435N

CRR-PP ASKED C WHAT C WOULD LIKE FROM NNA? @03/05-ZPP435N

C STATES C WOULD LIKE REPAIRS COVERED BY NISSAN. @03/05-ZPP435N

CRR-PP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-PP GAVE NAME, EXTENSION AND FILE NUMBER. @03/05-ZPP435N

CRR-PP LEAVING FILE. @03/05-ZPP435N

\*\*\*\*\*

RCAS-NS CONTACTED C ON DAY NUMBER AT 7:43PM EST 03/05/08 AND SPOKE WITH C'S WIFE. C'S WIFE REQUESTED FOR RCAS-NS TO CONTACT C ON CELL [REDACTED]

OR HOME [REDACTED]. RCAS-NS AGREED.

RCAS-NS CONTACTED CELL NUMBER AT 7:45PM EST 03/05/08 AND LEFT VMX.

RCAS-NS CONTACTED HOME NUMBER AT 7:46PM EST 03/05/08 AND LEFT VMX.

\*\*\*\*\*

@03/05-ZNS924N

CRR-JI RECEIVED A CALL FROM C.

CRR-JI VERIFIED C'S NAME AND EXTENSION. @03/06-ZJI411N

C STATES C HAS TRIED CALLING RCAS AND LEFT VOICE MESSAGES.

CRR-JI INFORMED C THAT RCAS IS IN REVIEW OF THE FILE.

CRR-JI INFORMED C THAT CRR-JI IS GOING TO SEND AN INTERNAL MESSAGE TO RCAS

REQUESTING A CALL BACK AT [REDACTED] ANYTIME DURING THE DAY.

CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.

CRR-JI GAVE C NAME AND EXTENSION. @03/06-ZJI411N

\*\*\*\*\*

CRR-MR RECEIVED CALL FROM: C.

C STATED THAT C WOULD LIKE TO SPEAK WITH ASSOCIATE AT EXTENSION 47112.

C STATED THAT C IS VERY FRUSTRATED, HAS CALLED BACK ABOUT 10 TIMES ALREADY HOWEVER STILL HAS NOT BEEN ABLE TO SPEAK WITH THE RCAS.

C STATED THAT C WOULD LIKE TO SPEAK WITH A SUPERVISOR. @03/06-ZMR157N

CRR-MR ACKNOWLEDGED AND APOLOGIZED FOR THE INCONVENIENCE, ALSO ADVISED C THAT CRR-MR WOULD BE FORWARDING C'S FILE TO THE SUPERVISOR'S TEAM AND WOULD CALL BACK C IN 4-8 BUSINESS HOURS.

C STATED THAT WAITING FOR ANOTHER 4-8 BUSINESS HOURS IS UNACCEPTABLE.

C STATED THAT VEH IS AT A NISSAN DLR AND IS PAYING FOR RENTAL VEH. WAITING FOR ANOTHER MEANS ANOTHER DAY OF CAR RENTAL.

CRR-MR ACKNOWLEDGED AND ASKED PERMISSION TO PLACE C ON HOLD WHILE CRR-MR SEND INTERNAL MESSAGE TO PROPER GROUP. C AGREED.

CRR-MR SENT INTERNAL MESSAGE TO NOTIFYING RCAS-NS THAT C IS ON THE LINE. AWAITING REPLY, HOWEVER C ALREADY LEFT LINE.

\*\*\*\*\*

@03/06-ZMR157N

CRR-DC RECEIVED CALL FROM: C @03/06-ZDC161N

CRR-DC VERIFIED C'S CONTACT INFORMATION WHICH C DECLINED. @03/06-ZDC161N

C STATED THAT C WANTED FILE TO BE ESCALATED. @03/06-ZDC161N

C IS REQUESTING TO SPEAK TO SOMEONE IN CHARGE WHO CAN FURTHER ASSIST C.

C STATED HAS LEFT EIGHT VXM'S. @03/06-ZDC161N

C STATED THAT C CALLED TODAY AROUND 8AM THIS MORNING AND LEFT VXM.

CRR-DC AGAIN TRIED TO RELAY THE ABOVE NOTATION AND C THEN DISCONNECTED CALL.

CRR-DC SENT RCAS-NS AN INTERNAL MSG. @03/06-ZDC161N

CRR-DC WILL KEEP FILE OPEN PENDING FURTHER CONTACT FROM RCAS-NS. @03/06-ZDC161N

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RCAS-NS CONTACTED DLR AT 6:00PM EST 03/06/08 AND SPOKE WITH SM-ROB BURROW. SM-ROB STATED THAT THE SEAT BROKE AND THE WARRANTY ON THE SEAT IS 3 YEAR 36,000 MILES AND C IS OOW. SM-ROB STATED THAT GRT WAS RUN BUT WAS NOT RECOMMENDED. RCAS-NS NOTES THAT DPSM-KF WAS AT THE DLRSHIP AT TIME OF CALL\*\* DPSM-KF CHECKED TO SEE IF C WAS A GOOD SERVICING CUSTOMER AT DLR AND DPSM-KF STATED THAT C IS HAS ONLY BEEN TO THE DLR FOR WARRANTY WORK AND DPSM-KF WILL NOT OVERRIDE THE GRT. RCAS-NS THANKED SM-ROB BURROW AND DPSM-KF FOR THE ASSISTANCE.

\*\*\*\*\*

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 6:20PM EST 03/06/08 AND SPOKE WITH C. RCAS-NS ADVISED C THAT RCAS-NS HAS BEEN WORKING ON C'S CASE AND RCAS-NS HAS BEEN WORKING WITH THE DLR AND THE REGIONAL STAFF. RCAS-NS STATED THAT UPON REVIEW WITH DLR AND REGIONAL STAFF, NNA WILL NOT BE IN THE POSITION TO ASSIST C WITH THE COST OF THE REPAIRS FOR THE SEAT. RCAS-NS APOLOGIZED TO C BUT THAT IS NISSAN'S DECISION.

C STATED THAT THE ANSWER WAS UNACCEPTABLE AS C BELIEVES THAT THIS IS A SAFETY CONCERN. C ASKED WHAT THE REASON WAS BEHIND THE DECISION. RCAS-NS ADVISED C THAT C IS OOW AND RCAS-NS BROUGHT THIS CONCERN UP WITH THE REGIONAL STAFF AND IT WAS DECLINED.

C STATED THAT C IS NOT HAPPY AND WOULD LIKE TO SPEAK WITH A SUPERVISOR. RCAS-NS ADVISED THAT RCAS-NS WILL SEND A REQUEST TO THE SUPERVISOR AND A SUPERVISOR WILL CONTACT C BACK AT THE END OF THE BUSINESS DAY. C STATED THAT IT IS UNACCEPTABLE. RCAS-NS ADVISED C THAT IS THE PROCEDURE. C UNDERSTOOD.

\*\*\*\*\*

RCAS-NS SENDING SUPERVISOR REQUEST. @03/06-ZNS924N  
\*\*\*\*\* @03/06-ZNS924N

CRR-CC RECEIVED CALL FROM C.  
CRR-CC VERIFIED C'S NAME AND ADDRESS.  
C STATED THAT C IS STILL WAITING FOR A CALL FROM A SUPERVISOR.  
CRR-CC INFORMED C THAT THE FILE WAS ALREADY ESCALATED TO A SUPERVISOR.  
CRR-CC INFORMED C THAT THE THE SUPERVISOR WILL CALL BACK C BY THE END OF THE NEXT BUSINESS DAY.  
C UNDERSTOOD.

CRR-CC WAS FURTHER EXPLAINING TO C THAT THE FILE WAS ALREADY ESCALATED WHEN THE CALL GOT DISCONNECTED.  
CRR-CC LEAVING FILE OPEN.

\*\*\*\*\*

CRR-PP RECEIVED CALL FROM C @03/06-ZPP435N  
C STATES C HAS BEEN WAITING ON CALL FROM RCAS-NS @03/06-ZPP435N  
CRR-PP ADVISED C THAT CRR-PP WILL SEND AN INTERNAL MESSAGE TO RCAS-NS.  
C STATES UNDERSTANDS. @03/06-ZPP435N  
CRR-PP ASKED C WHAT C WOULD LIKE FROM NNA? @03/06-ZPP435N  
C STATES C WOULD LIKE TOHAVE REPAIRS COVERED UNDER WARRANTY. @03/06-ZPP435N  
CRR-PP ASKED C WHAT C'S BEST CALL NUMBER AND TIME IS? @03/06-ZPP435N  
C STATES 951-662-3088 @03/06-ZPP435N  
CRR-PP APOLOGIZED TO C FOR C'S INCONVENIENCE. @03/06-ZPP435N  
C THANKED CRR-PP FOR ASSISTANCE, C SATISFIED.  
CRR-PP OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-PP GAVE NAME, EXTENSION AND FILE NUMBER. @03/06-ZPP435N  
CRR-PP LEAVING FILE. @03/06-ZPP435N  
\*\*\*\*\* @03/07-ZMT152N

CRR-MT RECEIVED CALL FROM: C  
CRR-MT VERIFIED C'S NAME, ADDRESS, PHONE NUMBER.  
C STATES THAT C HAVENT RECEIVED A CALL FROM SUPERVISOR YET AND C WOULD LIKE TO SPEAK WITH CRR-PP OR A SUPERVISOR. @03/07-ZMT152N



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CRR-MT INFORMED C THAT CRR-MT WILL BE ESCALATING ISSUE AS PER NOTES ON THE FILE, C ALREADY REQUESTED SEVERAL TIMES FOR A SUPERVISOR BUT NO ONE CALLED C. C AGREED BUT STILL C WANTS TO BE TRANSFERRED TO CRR-PP'S EXT. CRR-MT TRANSFERRED CALL TO CRR-PP'S EXT AND SENDING EMAIL TO ESCALATION TL.

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@03/07-ZMT152N

RS-CH CALLED C ON DAY/EVENING NUMBER AT 7:13PM EST ON 03/07/08 AND LEFT VMX.  
@03/07-ZCH864N

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RS-AM RECEIVED INBOUND CALL FROM C ON 03/10/08 AT 2:35PM EST. @03/10-ZAM086N  
C STATED RECEIVED VMX FROM RS-CH ADVISING THAT HE WOULD BE OUT OF THE OFFICE AND TO CONTACT RS-TS. C STATED TRIED CALLING RS-TS AND LEFT VMX BUT HAS NOT HEARD BACK AS OF YET, BUT RECEIVED RS-AM'S CONTACT NUMBER FROM RS-TS' VMX. RS ADVISED C THAT RS-AM WOULD HAPPY TO ASSIST. @03/10-ZAM086N  
C STATED THAT BOTH LEFT SIDE BRACKETS ON SEAT FRAME (DRIVER'S SIDE) WERE BROKEN. C STATED THAT THIS IS A SAFETY ISSUE, BUT DLRSHIP IS STATING THAT C IS OOW AND REPAIR WILL NOT BE COVERED UNDER WTY. C STATED THERE HAVE BEEN NUMEROUS COMPLAINTS TO THE NATIONAL HIGHWAY/TRAFFIC SAFETY COMMISSION REGARDING THIS VERY SAME ISSUE. C STATED THAT DLRSHIP CLAIMS VEH IS NOT SAFE TO DRIVE. C WOULD LIKE FOR NNA TO ASSIST WITH COST OF REPAIR. C STATED HAD DLRSHIP ORDER PARTS FOR VEH AND THEY SHOULD BE IN BEFORE END OF THIS WEEK. C STATED HAS BEEN IN A RENTAL VEH (APPROX. \$20/DAY) SINCE 03/04/08. C STATED VERY UNHAPPY WITH THE POOR FOLLOW UP ON C'S CONCERN. C STATED THAT C WOULD LIKE TO SEE THIS RESOLVED AS SOON AS POSSIBLE. @03/10-ZAM086N  
RS APOLOGIZED TO C FOR POOR SERVICE EXPERIENCE, AND EXPLAINED TO C THAT RS WOULD INVESTIGATE FURTHER WITH THE REGION FOR POSSIBLE ASSISTANCE. RS ADVISED C THAT RS OR RCAS-NS WOULD CONTACT C BACK WITH AN UPDATE OR RESOLUTION TO C'S CONCERN BEFORE CLOSE OF BUSINESS ON 03/12/08. C STATED WOULD BE OUT OF TOWN ON 03/13 AND 03/14 AND HOPES TO HAVE THIS RESOLVED BEFORE THEN. RS ADVISED C RS WOULD MAKE EVERY EFFORT TO ASSIST C. C THANKED RS AND CALL ENDED. RS-AM SENDING INTERNAL MESSAGE TO RCAS-NS FOR FILE REVIEW. RCAS-NS TO FOLLOW UP IMMEDIATELY WITH DPSM. C ADVISED RS OF THE FOLLOWING ESTIMATE DETAILS FOR C'S VEH REPAIR:

@03/10-ZAM086N

PARTS: 542.90

@03/10-ZAM086N

LABOUR: 321.79

@03/10-ZAM086N

RCAS-NS TO INVESTIGATE POSSIBILITY OF REIMBURSING C FOR COST OF RENTAL VEH, AT \$20/DAY RETROACTIVE FROM 03/04 TO TIME VEH IS REPAIRED. RCAS TO ALSO FURTHER INVESTIGATE POSSIBILITY OF NNA ASSISTING WITH PARTS AND/OR LABOR ON C'S REPAIR - PARTIAL ASSISTANCE FOR THIS IS NOT RECOMMENDED. TSB NTB05043C IS WHAT C'S VEH REQUIRES TO ENSURE NORMAL OPERATION. C STATED THAT DLRSHIP ORDERED SEAT ASSY - AND WANTS CONFIRMATION ON WHETHER THIS WAS NECESSARY OR NOT. AS PREVIOUSLY NOTED, C STATED ONLY THE TWO LEFT BRACKETS ARE IN NEED OF REPAIR/REPLACEMENT.

@03/10-ZAM086N

RCAS IS TO FOLLOW UP WITH RS-AM BEFORE CLOSE OF BUSINESS 03/10/08 WITH AN UPDATE ON FILE.

\*\*\*

@03/10-ZAM086N

RS SENDING INTERNAL MESSAGE TO RCAS-NS FOR IMMEDIATELY FILE REVIEW AND HANDLING.

\*\*

@03/10-ZAM086N

RCAS-NS RECEIVED EMAIL FROM RS-AM REQUESTING TO LOOK INTO C'S SITUATION FURTHER.

RCAS-NS EMAILED ORM-JW FOR ASSISTANCE WITH C'S CONCERN ON 03/10/08 AT 4:15PM EST.

RCAS-NS IS WAITING FOR RESPONSE.

\*\*

@03/10-ZNS924N

RCAS-NS RECEIVED EMAIL FROM ORM-JW ON 03/10/08 STATING THAT DPSM-KF MADE A DECISION ON C'S CONCERN AND ORM CANNOT OVERRIDE THE DECISION. ORM-JW ALSO

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STATED THAT THE REPAIR WOULD HAVE BEEN COVERED IF C HAD A VSC.

\*\*

@03/11-ZNS924N

RS-AM RECEIVED EMAIL FROM RCAS-NS ON 03/12/08 AS NOTED ABOVE. @03/12-ZAM086N  
RS-AM PLACED CALL TO C ON 03/12/08 AT 3:47PM EST. @03/12-ZAM086N

RS INFORMED C THAT UNFORTUNATELY THE DECISION PREVIOUSLY PREVIOUSLY RENDERED  
HAS NOT BEEN OVERTURNED. RS EXPLAINED THAT RS AND RCAS FURTHER INVESTIGATED  
FILE WITH ORM, BUT UNFORTUNATELY NNA IS NOT IN A POSITION TO ASSIST C.

C STATED NOT HAPPY AND DOES NOT AGREE WITH DECISION AS IT IS A SAFETY ISSUE.

RS APOLOGIZED TO C FOR NOT HAVING MORE FAVORABLE NEWS. C ASKED RS WHAT C'S  
NEXT STEPS WOULD BE. RS EXPLAINED THAT THIS WAS NSN'S FINAL DECISION. HOWEVER  
IF C FELT C NEEDED TO TAKE FURTHER STEPS, RS RECOMMENDED WORKING WITH THE  
MANAGEMENT AT THE DLRSH. RS EXPLAINED THAT UNFORTUNATELY, C IS OOW AND DOES  
NOT HAVE A VSC. C ASKED FOR ADDRESS TO WRITE LETTER IN TO CEO. RS PROVIDED  
C WITH PO BOX 685003 FRANKLIN, TN 37064-5003. C THANKED RS FOR LOOKING FURTHER  
INTO C'S CONCERN. C STATED THAT C REALLY APPRECIATED RS' TIME. C STATED THAT  
C WOULD BE WRITING LETTER AND WOULD ALSO RE-ADDRESS CONCERN WITH THE NEW  
MANAGEMENT AT THE DLRSH. C REQUESTED THAT NNA PROVIDE A DENIAL LETTER  
BY MAIL. RS STATED WOULD LOOK INTO THIS FOR C AND HAVE RCAS-NS HANDLE.  
RS SENDING INTERNAL MESSAGE TO RCAS-NS TO DRAFT FINAL DENIAL LETTER FOR C.

@03/12-ZAM086N

\*\*\*\*\*

RCAS-NS RECEIVED EMAIL FROM RS-AM ON 03/12/08 REQUESTING TO SEND DENIAL LETTER  
TO RS-AM AS PER C'S REQUEST.

\*\*\*\*\*

@03/12-ZNS924N

RCAS-NS EMAILED RS-AM ON 03/12/08 SENDING DENIAL LETTER TO BE SENT OUT TO C.

\*\*\*\*\*

@03/12-ZNS924N

RS-AM RECEIVED WHITEMAIL REQUEST FROM RCAS-NS ON 03/12/08. RS SENDING  
WHITEMAIL REQUEST TO MT FOR PROCESSING. RS NOTES THAT NNA IS NOT IN A  
POSITION TO ASSIST. AND FILE CAN BE CLOSED ONCE LETTER HAS BEEN ISSUED.

\*\*\*

@03/12-ZAM086N

RCAS-NS AT EXT 1492 RECEIVED AN INBOUND CALL FROM C

C STATES C IS CURRENTLY AT DLR AND WANTS TO KNOW WHAT IS GOING ON WITH C'S  
ISSUE. C STATES C WANTS A RESOLUTION

RCAS-NS ADVISED C THAT RCAS-NS WILL SEND INTERNAL MESSAGE TO RESPONSIBLE AGENT  
AS RCAS-NS WAS NOT ASSIGNED TO C'S REGIONAL

C STATES C WAS GIVEN THIS EXTENSION

RCAS-NS APOLOGIZED ABOUT THE CONFUSION BUT ASSURED C THAT RCAS-NS WILL SEND  
INTERNAL MESSAGE TO RESPONSIBLE AGENT NOTING THAT C IS REQUESTING A CALL BACK

RCAS-NS SENDING INTERNAL MESSAGE TO RS @03/14-ZNS909N

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@03/14-ZAM086N

RS-AM RECEIVED EMAIL FROM RCAS-NS ON 03/14/08 ADVISING OF THE ABOVE.

RS-AM PLACED CALL TO C ON 03/14/08 AT 1:41PM EST. C STATED THAT C SPOKE WITH  
SM AND GENERAL MANAGER AT DLRSH, WHO IN TURN CONTACTED DPSM-KF. C STATED  
THAT APPARENTLY DPSM-KF ADVISED SM TO ADVISE C TO CALL CA BACK. @03/14-ZAM086N  
RS EXPLAINED TO C THAT RS WOULD MAKE CONTACT PERSONALLY WITH DPSM TO CONFIRM.

RS-AM PLACED CALL TO DPSM-KF ON 03/14/08 AT 1:48PM EST. @03/14-ZAM086N

RS-AM EXPLAINED TO DPSM THAT FILE IS PENDING CLOSURE, A DENIAL LETTER IS BEING  
SENT. DPSM STATED THAT DPSM CONCURRED WITH DECISION ON FILE, BUT WAS UNCERTAIN  
WHY FILE WAS RE-OPENED. RS EXPLAINED THAT FILE WAS ESCALATED TO SUPERVISOR.

RS EXPLAINED THAT AFTER RS-AM REVIEWED FILE, RS MADE DECISION TO HAVE RCAS  
MAKE ONE FINAL ATTEMPT AT RESOLVING C'S REQUEST. RS EXPLAINED THAT AT TIME,  
THIS IS NECESSARY TO PROVIDE THE BEST POSSIBLE CUSTOMER SERVICE TO C. DPSM  
UNDESTOOD, BUT REITERATED THAT DLRSH. HAD ALREDY MADE DECISION. RS EXPLAINED  
THAT RS AND RCAS UNDESTOOD THIS, HOWEVER, C ESCALATED THE FILE AND THE  
DECISION TO EXPLORE A FINAL ALTERNATE FOR C. WAS THE DECISION OF RS.

DPSM STATED THAT SM WOULD ADVISE C THAT DECISION HAS BEEN MADE AND THE FILE

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IS BEING CLOSED. RS AGREED WITH DPSM. AND CALL ENDED. @03/14-ZAM086N

\*\*\*

@03/14-ZAM086N

RS-AM PLACED CALL TO C ON 03/14/08 AT 2:04PM EST. @03/14-ZAM086N

RS ADVISED C THAT RS CONSULTED WITH DPSM-KF, AND DPSM CONCURS WITH DECISION  
ON FILE. RS EXPLAINED THAT DPSM IS TO SPEAK WITH SM, WHO IN TURN WILL  
RE-ADVISE C OF DECISION THAT HAS BEEN MADE. RS EXPLAINED TO C THAT RS WANTED  
TO CALL C BACK, TO AVOID FURTHER DELAY OR CONFUSION, AND TO ADVISE C THAT FILE  
HAS BEEN REVIEWED AND THE FINAL DECISION REMAINS THAT NNA WILL NOT BE  
ASSISTING C.6N @03/14-ZAM086N

RS NOTES THAT LETTER HAS NOT BEEN SENT TO C. @03/14-ZAM086N

RS-AM SENDING EMAIL TO TL-PD ON 03/14/08 REGARDING STATUS OF DENIAL LETTER.

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@03/14-ZAM086N

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MT LT MAILED LETTER TO CUSTOMER  
MT LT SENDING E-MAIL TO CLOSE FILE

@03/17-ZLT233N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NT3A         | ROOT CAUSE: SNFA     |
| 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: 03 / 04 / 08      | USERID: ZTP481N      |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:              |
| RESP DLR: 5114         | EFFECTIVE: 03 / 04 / 08   | 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: ZNM859N        |                      |
| HISTORY:               | UPDATE BY: ZLT233N        |                      |
| SVC CALL#:             | UPDATE DATE: 03 / 17 / 08 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 03 / 17 / 08  | MICROFILM: N         |
| RESP CAA: SYER. NADIA  | OLM: SMIT AGNES           | DOM: TURKELL. HELENA |
| PHONE: 0000041642      | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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|                       |                                          |
|-----------------------|------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                 |
| STREET: [REDACTED]    | VIN: JN8AZ08T75W [REDACTED] Y            |
| CITY: NEWNAN          | YR/MDL: 2005.0 MUR MILEAGE: 65000        |
| ST/ZIP: GA [REDACTED] | IN SVC DATE: 06 / 09 / 05                |
| DAY PH: [REDACTED]    | RTL DLR: 2460 MITCHELL NISSAN INC.       |
| EVE PH: [REDACTED]    | SVC DLR: 2181 TEAM NISSAN/LITHIA SPRING  |
| DLR PH: 770 739 2005  | RESP DLR: 2181 TEAM NISSAN/LITHIA SPRING |
| VCAN: N               | REGION: 34 DIST: SL/SV/PT: 01 01 31      |
| PAID: 3               |                                          |
| SUSP: 1               |                                          |
| DENY: 0               |                                          |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 03 / 04 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 03 / 05 / 08     | XFER/RSPNSBLTY: 34 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 28 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 03 / 27 / 08    | DATANET (Y/N): 03 / 07 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                                  |
|----|--------------------------|--------|----------------------------------|
| OC | NISSAN DEALER ISSUES     | 223500 | VEHICLE MAINTENANCE (NISSAN)     |
| BF | NSN DEALER SERVICE DEPT. | YV     | POOR EXPLANATION OF SERVICE DONE |
| OC | NISSAN DEALER ISSUES     | 223500 | VEHICLE MAINTENANCE (NISSAN)     |
| BF | NSN DEALER SERVICE DEPT. | YY     | POOR SERVICE EXPERIENCE          |
| OC | NISSAN DEALER ISSUES     | 223500 | VEHICLE MAINTENANCE (NISSAN)     |
| BF | NSN DEALER SERVICE DEPT. | ZD     | CHARGING/PRICING CRITICISM       |
| OF | NNA., INC. ISSUES        | 206500 | MURANO                           |
| AZ | NISSAN PRODUCT INQUIRIES | VG     | PROVIDED RECALL INFORMATION      |
| OF | NNA., INC. ISSUES        | 206500 | MURANO                           |
| AZ | NISSAN PRODUCT INQUIRIES | ZH     | CRITICISM                        |

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C. A. R. COMMENTS

FILE OPENED-ZAB396N 03/05/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.:964117

EMAIL ADDRESS:[UADDOUBLEE@YAHOO.COM](mailto:UADDOUBLEE@YAHOO.COM)

DATE RECEIVED:03-04-08 DATE CREATED:03-05-08

CRR-AB VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-AB CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 00/00/0

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 00/00/0

OPEN R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 00/00/0

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 00/00/0

C'S EMAIL READS:

C STATES "GOOD EVENING.

I AM A FIRST TIME NISSAN OWNER. IN JUNE 2005 I PURCHASED A NISSAN MURANO.

I HAD DRIVEN NISSAN VEHICLES BEFORE AND WAS IMPRESSED BY THEIR

OVERALL POWER & PERFORMANCE. UNTIL RECENTLY, MY MURANO HAS

PERFORMED EXCELLENT. HOWEVER, WHILE DRIVING MY MURANO I HIT A SMALL  
SPEED BUMP AT APPROXIMATELY 15-20MPH AND MY SEAT (FRONT DRIVER'S SIDE)

BROKE. I LOOKED UNDERNEATH TO FIND A METAL CROSSBAR HAD BROKEN

COMPLETELY ON THE LEFT SIDE. HOW DOES THIS HAPPEN ON A 2 YEAR OLD

VEHICLE? I HAVE DRIVEN OTHER VEHICLES THROUGH SIMILAR AND MORE

RUGGED SITUATIONS AND HAVE NOT EXPERIENCED ANYTHING LIKE THIS. I HAVE

LOOKED AT INFORMATION ONLINE AND FOUND OUT THAT I AM NOT THE FIRST

PERSON TO SUFFER THIS PROBLEM. ON A 2-3 YEAR OLD VEHICLE THIS TYPE OF

REACTION IS UNACCEPTABLE AND SHOULD NOT BE EXPECTED FROM A COMPANY

DRIVEN BY QUALITY. IN ADDITION TO THIS I NOW FINE THAT I COULD BE CHARGE

UP TO A \$1,000 TO CORRECT THIS. IS THIS THE TYPE OF SERVICE THAT I SHOULD

EXPECT FROM NISSAN? DOES NISSAN FAULT THE OWNER FOR THE BROKEN SEAT &

EXPECT THE OWNER TO BE SATIFIED WITH THE \$1,000 CHARGE? DOES NISSAN

KNOW THAT THIS IS A POTENTIAL SAFETY RISK THAT SHOULD BE LOOKED INTO?

THANKS,

BYRAN C. MCMEANS"

@03/05-ZAB396N

CRR-AB RESPONSE TO C:

@03/05-ZAB396N

DEAR BRYAN MCMEANS,

THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC. AND

ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE APOLOGIZE FOR THE

DELAY IN RESPONSE.FILE NO. 6068754 HAS BEEN CREATED TO DOCUMENT YOUR

CONCERN. THE FILE HAS BEEN SENT TO A SPECIALIST ASSIGNED TO YOUR REGION.

IN REVIEW OF YOUR VEHICLE IDENTIFICATION NUMBER. IT APPEARS THAT YOU

HAVE FOUR (4) OPEN RECALLS ON YOUR VEHICLE:

OPEN R0511 MURANO SB PROTECT NTB06-024

@03/05-ZAB396N

OPEN R0516 MURANO TANK PROTECT NTB06023

OPEN R0601 MURANO TANK R&R NTB06-025

OPEN R0614 MURANO STR LOCK NTB06-091

YOU CAN TAKE YOUR VEHICLE TO ANY AUTHORIZED NISSAN DEALERSHIP TO

HAVE THESE RECALLS FIXED AT NO CHARGE TO YOU.IF FOR ANY REASON YOU

HAVE NOT HEARD FROM YOUR SPECIALIST WITHIN 24 TO 48 BUSINESS HOURS,

PLEASE FEEL FREE TO CALL NISSAN CONSUMER AFFAIRS AT (800) 647-7261 AND

REFERENCE YOUR FILE NUMBER. THANK YOU FOR ALLOWING ME TO BE OF

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ASSISTANCE.

@03/05-ZAB396N

CRR-AB SENDING FILE TO RCAS

@03/05-ZAB396N

\*\*\*\*

@03/06-ZNH850N

RCAS-NH CONTACTED C ON DAY/EVENING NUMBER AT 11:00 AM EST TIME ON 3/6/08 AND LEFT VMX.

@03/06-ZNH850N

RCAS-NH CONTACTED C ON DAY/EVENING NUMBER AT 1:00 PM EST TIME ON 3/10/08 AND LEFT VMX.

@03/10-ZNH850N

RCAS-NH CONTACTED C ON DAY/EVENING NUMBER AT 4:30 PM EST TIME ON 3/11/08 AND LEFT VMX.

@03/11-ZNH850N

RCAS-NH CLOSING FILE NO RESPONSE FROM C.

@03/11-ZNH850N

\*\*\*\*\*

@03/14-ZNM859N

CRR-NM RECEIVED CALL FROM C.

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

C STATES THAT C IS RETURNING RCAS CALL.

@03/14-ZNM859N

C STATES THAT C WOULD LIKE TO BE CONTACTED BACK FROM RCAS.

@03/14-ZNM859N

CRR-NM ADVISED C THAT CR-NM WILL SEND MSG TO RCAS-MW.

@03/14-ZNM859N

CRR-NM VERIFIED BEST TIME TO CONTACT C IS ANYTIME ON DAYTIME NUMBER.

CRR-NM OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANKED CRR-NM FOR ASSISTANCE.

CRR-NM GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-NM SENDING MSG TO RCAS-MW.

@03/14-ZNM859N

@03/14-ZNM859N

RCAS-MW CONTACTED DAY NUMBER, 3:53PM EST, 03/14. RCAS-MW INQUIRED WHICH DLR C HAS TAKEN VEH TO. C STATED HAS NOT BEEN TO DLR AS OF YET. RCAS-MW ADVISED C FIRST STEP IS TO TAKE VEH FOR DIAGNOSTIC AT DLR. RCAS-MW INQUIRED WHICH DLR C WOULD BE GOING TO. C STATED TEAM NISSAN OF LITHIA SPRINGS. C STATED WILL CONTACT DLR.

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@03/14-ZMW999N

RCAS-MW CLOSING FILE PENDING CALLBACK FROM C. 03/14.

@03/14-ZMW999N

\*\*\*\*\*  
EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 985347

EMAIL ADDRESS: \*\*\*\* [UADDOUBLEE@YAHOO.COM](mailto:UADDOUBLEE@YAHOO.COM) \*\*\*\*

DATE RECEIVED: 03/19/08 DATE CREATED: 03/20/08

CRR-WL VERIFIED C'S NAME, ADDRESS RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE. CRR-WL CHECKED FOR OPEN FOR OPEN RECALLS,

CAMPAGNS, OR UPGRADES FOUND: 4

OPEN R0511 MURANO SB PROTECT NTB06-024

OPEN R0516 MURANO TANK PROTECT NTB06023

OPEN R0601 MURANO TANK R&R NTB06-025

OPEN R0614 MURANO STR LOCK NTB06-091

C'S EMAIL READS:

C STATES "DEAR CC-AB,

AFTER CONSULTING WITH A NISSAN REPRESENTATIVE OVER THE PHONE. I WAS

TOLD TO TAKE MY VEHICLE TO A NISSAN DEALERSHIP SO THAT THEY COULD

DIAGNOSE THE PROBLEM. THE DEALER (ANDREW NISSAN LITHIA SPRINGS, GA)

TOLD ME SAME THING ABOUT MY BROKEN DRIVER SEAT THAT IS LISTED IN MY

EMAIL BELOW. HE TOLD ME TO CONTACT NISSAN TO SEE IF THEY WOULD OFFER

ADDITIONAL ASSISTANCE OR INFORMATION REGARDING THE FRONT SEAT.

BASICALLY THE CHARGE FOR PARTS AND LABOR WOULD BE \$1K BUT [NISSAN@03/20-ZWL695N](mailto:NISSAN@03/20-ZWL695N)

WOULD OFFER A \$300 COURTESY SO MY CHARGE WOULD BE AROUND \$700. I

WOULD LIKE TO UNDERSTAND HOW THIS COURTESY AMOUNT IS DETERMINE. IF

THE COURTESY IS AN ADMITTANCE OF A DESIGN DEFECT THEN THEN WHY

SHOULDN'T NISSAN EAT THE ENTIRE COST OR AT LEAST THE PARTS COST. IF THE

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COURTESY IS NOT AN ADMITTANCE OF THIS THEN WHY SHOULD NISSAN PAY ANYTHING? IN ADDITION TO THIS I WOULD NEED TO PAY \$500 TO REPLACE THE FUEL DAMPER WHICH CREATES AN UNATTRACTIVE RACKET WHILE THE CAR IS RUNNING IDLE. BOTH OF THESE DEFECTS ARE LISTED AS PROBLEMS FROM OTHER NISSAN MURANO OWNERS AT DIFFERENT WEBSITES. I HAVE ATTACHED A COUPLE OF THESE FOR REFERENCE. I UNDERSTAND THE NEED FOR VEHICLE MAINTENANCE AND AM CURRENTLY GETTING A 60K MILE MAINTENANCE FOR MY 05 MURANO. I HAVE OWNED A CAR BEFORE AND EXPECT TO REPLACE ITEMS SUCH AS BRAKES, HOSES, BELTS, ALTERNATORS, ETC. HOWEVER, TO NEED (\$700+\$500+(\$600 MAINTENANCE)) FOR A VEHICLE WITH 67K MILES SEEMS A BIT EXCESSIVE. IT IS ALSO MY UNDERSTANDING THAT THE REPLACEMENT PARTS WILL BE THE SAME AS THE ORIGINAL ONES MEANING THAT THE DESIGN CONCERNS ARE STILL UNADDRESSED. I LIKE MY NISSAN MURANO, BUT NOW MUST WONDER ABOUT THE QUALITY OF THE VEHICLE I AM DRIVING. A CONCERNED MURANO OWNER.  
BYRAN MCMEANS

\*\*\*CRR-WL'S RESPONSE TO C:

DEAR BYRAN MCMEANS, THANK YOU FOR YOUR RECENT E-MAIL TO NISSAN NORTH AMERICA, INC. AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE APOLOGIZE FOR THE DELAY IN RESPONSE. FILE# 6068754 HAS BEEN CREATED TO DOCUMENT YOUR CONCERN. THE FILE HAS BEEN SENT TO A SPECIALIST ASSIGNED TO YOUR REGION. THE SPECIALIST WILL BE COORDINATING A RESOLUTION TO YOUR CONCERN THROUGH THE SALES MANAGER AT ANDREW NISSAN LITHIA SPRINGS. IF FOR ANY REASON YOU HAVE NOT HEARD FROM YOUR SALES MANAGER OR A SPECIALIST WITHIN 24 TO 48 BUSINESS HOURS, PLEASE FEEL FREE TO CALL NISSAN CONSUMER AFFAIRS AT (800) 647-7261 AND REFERENCE YOUR FILE NUMBER. THANK YOU FOR ALLOWING ME TO BE OF ASSISTANCE. CRR-WL RE-OPENING FILE FOR RCAS.  
@03/20-ZWL695N

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RCAS-MW SENT MESSAGE TO SM RICK MATHIS, 03/21, 9:05AM EST.

\*\*\*

@03/21-ZMW999N

RCAS-MW CONTACTED DAY NUMBER, 11:47AM EST, 03/21, LEFT VMX. @03/21-ZMW999N

RCAS-MW CONTACTED EVENING NUMBER, 11:49AM EST, 03/21, LEFT VMX.

\*\*\*

@03/21-ZMW999N

RCAS-MW SENT MESSAGE TO SM RICK MATHIS, 03/24, 8:19AM EST. @03/24-ZMW999N

\*\*\*

@03/24-ZMW999N

RCAS-MW RECEIVED MESSAGE FROM SM RICK MATHIS, 03/24, 11:35AM EST. SM ADVISED DOES NOT SEEM TO BE DEFECT WITH VEH. SM ADVISED NO FURTHER ASSISTANCE.

\*\*\*

@03/24-ZMW999N

RCAS-MW SENT MESSAGE TO DPSM-SR, 03/24, 12:22PM EST. @03/24-ZMW999N

RCAS-MW RECEIVED MESSAGE FROM DPSM-SR, 03/25, 1:00PM EST. DPSM-SR ADVISED DPSM-SR AGREES WITH SM. DPSM-SR ADVISED NO ASSISTANCE IN THIS CASE.

RCAS-MW LEFT VMX AT DAY NUMBER, 03/26, 12:41PM EST. @03/26-ZMW999N

RCAS-MW CONTACTED EVENING NUMBER, 03/26, 12:41PM EST, LEFT VMX.

\*\*\*

@03/26-ZMW999N

RCAS-MW RECEIVED VMX FROM C, 03/26, 3:00PM EST, C REQUESTED CALL BACK TO DAY NUMBER.  
@03/26-ZMW999N

\*\*\*

@03/26-ZMW999N

RCAS-MW LEFT VMX ON DAY NUMBER AS REQUESTED, 4:31PM EST, 03/26. @03/26-ZMW999N

\*\*\*

@03/26-ZMW999N

RCAS-MW RECEIVED VMX FROM C REQUESTING CALLBACK TO DAY NUMBER, 11:00AM EST, 03/27.  
@03/27-ZMW999N

\*\*\*

@03/27-ZMW999N

RCAS-MW CONTACTED DAY NUMBER, 12:07PM EST, 03/27. RCAS-MW ADVISED THAT RCAS HAD REVIEWED FILE WITH BOTH DLR AND REGIONAL PERSONEL. RCAS-MW ADVISED THAT ALL AGREE THAT ISSUE IS NOT RELATED TO DEFECT IN VEH. RCAS-MW ADVISED THAT NNA IS UNABLE TO ASSIST FINANCIALLY WITH COST OF REPAIR. C STATED UNDERSTOOD.

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RCAS-MW CLOSING FILE. 03/27.

@03/27-ZMW999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

REVIEW FILE

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | 1 DATE: 03 / 20 / 08      | USERID: ZWL695N     |
| OTHER #:                  | 1 DATE: 03 / 14 / 08      | USERID: ZNM859N     |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 2181            | EFFECTIVE: 03 / 05 / 08   | 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: ZAB396N        |                     |
| HISTORY:                  | UPDATE BY: ZMW999N        |                     |
| SVC CALL#:                | UPDATE DATE: 03 / 27 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 03 / 27 / 08  | MICROFILM: N        |
| RESP CAA: WATSON, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041478         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W63W [REDACTED] Y       |
| CITY: SCARBOROUGH     | YR/MDL: 2003.0 MUR MILEAGE: 102000  |
| ST/ZIP: ME [REDACTED] | IN SVC DATE: 10 / 11 / 03           |
| DAY PH: [REDACTED]    | RTL DLR: 3252 MARC MOTORS, INC.     |
| EVE PH: [REDACTED]    | SVC DLR: 01016 BERLIN CITY NISSAN   |
| DLR PH: 207 774 1429  | RESP DLR: 01016 BERLIN CITY NISSAN  |
|                       | REGION: 26 DIST: SL/SV/PT: 12 12 42 |

|                                         |                    |                               |
|-----------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI       | MILES              | # NISSAN/INFINITI VEHICLES: 4 |
| VEHICLE MAINTAINED BY: MAIN MALL MOTORS |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS: 16      | MILES: 66000       | (PT) MONTHS: MILES: 42000     |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 03 / 06 / 08     | XFER/RSPNSBLTY: 26 12 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 13 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 03 / 11 / 08    | DATANET (Y/N): 03 / 10 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

FILE OPENED-ZPP435N 03/06/2008  
PREVIOUS UNRELATED FILES FOUND: NONE  
CRR-PP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR  
CRR-PP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/06-ZPP435N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 07/29/05 01016  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 10/31/07 01016  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 10/31/07 01016  
CRR-PP ADVISED C THERE ARE NO OPEN RECALLS ON C'S VEH.  
PREVIOUS NISSAN VEH: 3 PATHFINDERS  
CRR-PP RECEIVED INBOUND CALL FROM C  
C STATES C HAS BEEN EXPERIENCING PROBLEMS WITH C'S DRIVER SEATPP435N  
C STATES THE DRIVER'S SEAT RAIL HAS SNAPPED @03/06-ZPP435N  
C STATES C HAD SOME SQUEAKING START AT 60,000 MILES ON THE VEH. @03/06-ZPP435N  
C STATES C BROUGHT IT TO A NISSAN DLR AND TEHY ADVISED C THAT THEY COULD NOT IDENTIFY ANY PROBLEMS. @03/06-ZPP435N  
C STATES AFTER GOIN GOING TO THE NISSAN DLR THE RAIL SNAPPED. @03/06-ZPP435N  
C STATES YESTERDAY WHILE DRIVING, THE RAIL SNAPPED AND C HIT C'S HEAD ON THE N WINDOW.PP435N @03/06-ZPP435N  
C STATES THAT THE SQUEAKING WAS COMING FROM STRESS ON THE RAIL, THEN IT FINALLY SNAPPED. @03/06-ZPP435N  
C STATES C CALLED MAINE MALL NISSAN AND THEY ADVISED C THAT THERE IS A POSSIBLITY TO FIX OR REPLACE THE RAIL. @03/06-ZPP435N  
CRR-PP ASKED C WHERE C'S VEH IS NOW? @03/06-ZPP435N  
C STATES IN C'S POSSESSION @03/06-ZPP435N  
CRR-PP ASKED C IF C'S VEH IS OPERABLE? @03/06-ZPP435N  
C STATES YES, BUT LEFT SIDE RAIL IS NOT ATTACHED TO THE VEH. @03/06-ZPP435N  
CRR-PP ASKED C WHAT C WOULD LIKE FROM NNA? @03/06-ZPP435N  
C STATES WOULD LIKE THE REPAIR TO BE COVERED UNDER WARRANTY, AND TO ACKNOWLEDGE THAT THERE IS TWO TECH SERVICE BULLETINS PERTAINING TO THIS ISSUE.6-ZPP435N  
CRR-PP ASKED C WHAT C'S BEST CALL NUMBER AND TIME IS? @03/06-ZPP435N  
C STATES [REDACTED] (WORK), AND [REDACTED] CELL). @03/06-ZPP435N  
CRR-PP APOLOGIZED TO C FOR C'S INCONVENIENCE. @03/06-ZPP435N  
C THANKED CRR-PP FOR ASSISTANCE. C SATISFIED. @03/06-ZPP435N  
CRR-PP OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-PP GAVE NAME, EXTENSION AND FILE NUMBER. @03/06-ZPP435N  
CRR-PP TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW @03/06-ZPP435N  
\*\*\*RCAS-OW CONTACTED SM-BRAD ON 03/07/08 TO DISCUSS FILE. @03/07-ZOW482N  
SM STATED THAT IF SEAT CAN BE RE-WELDED TOGETHER IT WOULD BE AT A MUCH CHEAPER COST TO THE CUSTOMER FOR ABOUT \$200.00. SM ALSO STATED THERE ARE OTHER OPTIONS AVAILABLE TO C. RCAS-OW THANKED SM FOR ASSISTANCE.@03/07-ZOW482N  
\*\*\*RCAS THEN PLACED CALL TO C ON 03/07/08 AT 3:40PM EST. AND LEFT VMX FOR C TO RETURN CALL. RCAS WILL FOLLOW UP BY 03/11/08. @03/07-ZOW482N  
RCAS-OW CONTACTED C TO EXPLAIN DENIAL ON 03/11/08 AT 1:35PM EST.RCAS LEFT VMX FOR C TO RETURN CALL AND RCAS WILL FOLLOW UP BY 03/13/08. @03/11-ZOW482N  
RCAS-OW PLACED RETURN CALL TO C. C STATED THAT THIS IS A MANUFACTURERS DEFECT AND NNA SHOULD COVER THE COST OF THE REPAIR. RCAS EXPLAINED THAT IF C WERE TO SPEND MONEY OUT OF POCKET ON THIS COMPONENT AND A RECALL WAS PUT OUT FOR THE SAME PROBLEM OF THIS MODEL AND YEAR THEN RCAS COULD PUT IN A REQUEST FOR REIMBURSEMENT HOWEVER, THERE ARE NO OPEN RECALLS AND IT IS NOT A KNOWN ISSUE WITH NNA. RCAS-OW EXPLAINED THAT C WILL HAVE TO PAY FOR THE REPAIRS AND NNA WOULD NOT BE IN A POSITION TO ASSIST. @03/11-ZOW482N  
C UNDERSTANDS AND THANKED RCAS FOR CALLING. @03/11-ZOW482N

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RCAS-OW CLOSING FILE AS C'S CONCERNS HAVE BEEN ADDRESSED. @03/11-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

|                        |                           |                     |    |
|------------------------|---------------------------|---------------------|----|
|                        |                           | CONTACT(S):         |    |
| SATISFIED: N           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |    |
| 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: 01016        | EFFECTIVE: 03 / 06 / 08   | 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: ZPP435N        |                     |    |
| HISTORY:               | UPDATE BY: ZOW482N        |                     |    |
| SVC CALL#:             | UPDATE DATE: 03 / 11 / 08 |                     |    |
| CLOSE: Y (Y/N)         | CLOSE DATE: 03 / 11 / 08  | MICROFILM: N        |    |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: BEVINGTON DON  |    |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |    |

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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                              |
| STREET:               | [REDACTED] | VIN: JN8AZ08W96W [REDACTED] Y         |
| CITY: STATEN ISLAND   |            | YR/MDL: 2006.0 MUR MILEAGE: 27000     |
| ST/ZIP: NY [REDACTED] | VCAN: N    | IN SVC DATE: 04 / 19 / 06             |
| DAY PH: [REDACTED]    | PAID: 2    | RTL DLR: 3403 BAY RIDGE NISSAN, INC.  |
| EVE PH: [REDACTED]    | SUSP: 0    | SVC DLR: 3403 BAY RIDGE NISSAN, INC.  |
| DLR PH: 718 238 8000  | DENY: 0    | RESP DLR: 3403 BAY RIDGE NISSAN, INC. |
|                       |            | REGION: 26 DIST: SL/SV/PT: 03 03 33   |

|                                             |                             |                               |
|---------------------------------------------|-----------------------------|-------------------------------|
| 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)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00           | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI           | MILES                       | # NISSAN/INFINITI VEHICLES: 3 |
| VEHICLE MAINTAINED BY: INDEPENDENT FACILITY |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES:                      | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                            | OPEN DATE: 03 / 07 / 08     | XFER/RSPNSBLTY: 26 03 S       |
| CONTACT (S):                                | FOLLOWUP DATE: 03 / 10 / 08 | DATANET (Y/N): 0              |
| SEVERITY: 9                                 | CLOSE DATE: 03 / 07 / 08    | DATANET (Y/N): 00 / 00 / 00   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                             |
|----|--------------------------|--------|-----------------------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO                      |
| AZ | NISSAN PRODUCT INQUIRIES | VG     | PROVIDED RECALL INFORMATION |
| OF | NNA., INC. ISSUES        | 206500 | MURANO                      |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY             |

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C. A. R. COMMENTS

FILE OPENED-ZCS694N 03/07/2008  
PREVIOUS RELATED FILES: NONE @03/07-ZCS694N  
CRR-CS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE AND  
RESPONSIBLE DLR  
CRR-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:0 @03/07-ZCS694N  
CRR-CS RECEIVED CALL FROM C STATING THAT C WOULD LIKE A COMPLAINT DOCUMENTED  
C STATES THAT C'S ACCOUNT WAS DELIQUENT @03/07-ZCS694N  
C STATES THAT AN AGENT WAS CALLING C'S HOME CONSTANTLY @03/07-ZCS694N  
C STATES THAT C SPOKE WITH THIS INDIVIDUAL WHO WAS AN INVESTIGATOR AND THIS  
INDIVIDUAL ADVISED C TO CONTACT NMAC TO WORK OUT A PAYMENT PLAN @03/07-ZCS694N  
C STATES THAT C CONTACTED NMAC AND WORKED SOMETHING OUT AND WAS TOLD THAT C  
CAN MAKE HALF THE PAYMENT AND THE REST ON THE PAYMENT DATE @03/07-ZCS694N  
C STATES THAT A FEW DAYS LATER VEHICLE WAS REPOSSESSED @03/07-ZCS694N  
C STATES THAT C MADE THE PAYMENT BUT VEHICLE WAS TAKEN ANYWAYS @03/07-ZCS694N  
C STATES THAT WHEN C FINALLY MADE A PAYMENT AND THE INFORMATION WAS RELEASED  
C WENT TO PICK UP VEHICLE @03/07-ZCS694N  
C STATES THAT WHEN C PICKED UP VEHICLE THERE WAS MONEY MISSING FROM C'S VEH  
C STATES THAT THERE WAS NO GAS IN THE VEHICLE @03/07-ZCS694N  
C STATES THAT THERE WAS PERSONAL MATERIAL IN THE VEHICLE WHICH WAS TAKEN  
C STATES THAT ON TOP OF EVERYTHING THE VEHICLE IS NOT RUNNING LIKE IT WAS  
BEFORE C'S VEHICLE WAS REPOSSESSED @03/07-ZCS694N  
C STATES THAT THE VEHICLE HESITATES AND VIBRATES @03/07-ZCS694N  
C STATES ON EVERY TURN THAT C MAKES THE VEHICLE MAKES A NOISE  
AND IT HESTIATES @03/07-ZCS694N  
C STATES THAT C'S DRIVER SEAT IS ALSO ROCKING BACK AND FORTH @03/07-ZCS694N  
C STATES THAT ALL OF C'S RADIO STATIONS HAVE BEEN CHANGED @03/07-ZCS694N  
CRR-CS ADVISED C THAT C CAN TAKE VEHICLE TO NEAREST NISSAN DLR FOR DLR  
TO TAKE A LOOK AT THE VEHICLE FOR C @03/07-ZCS694N  
C STATES THAT C IS UNSURE IF C IS UNDER WARRANTY @03/07-ZCS694N  
CRR-CS ADVISED C THAT C IS STILL WITHIN BASIC AND POWERTRAIN WARRANTY  
CRR-CS DID ADVISE C THAT THERE WILL BE A DIAGNOSTIC FEE AND DLR WILL BE ABLE  
TO ADVISE C WHETHER REPAIR IS COVERED UNDER WARRANTY @03/07-ZCS694N  
CRR-CS ADVISED C THAT AT THIS POINT IF C NEEDS ANY FURTHER ASSISTANCE C CAN  
CONTACT NNA BACK AND REFERENCE THE FILE NUMBER @03/07-ZCS694N  
C UNDERSTANDS @03/07-ZCS694N  
C STATES THAT C JUST WANTED COMPLAINT TO BE DOCUMENTED @03/07-ZCS694N  
CRR-CS GAVE C NAME, EXTENSION AND FILE NUMBER @03/07-ZCS694N  
C THANKED CRR-CS FOR ASSISTANCE @03/07-ZCS694N  
CRR-CS CLOSING FILE @03/07-ZCS694N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

|                                 |                           |                      |
|---------------------------------|---------------------------|----------------------|
| SATISFIED: Y                    | ACTION CODE: NT8G         | 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: 3403                  | EFFECTIVE: 03 / 07 / 08   | 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: ZCS694N        |                      |
| HISTORY:                        | UPDATE BY: ZCS694N        |                      |
| SVC CALL#:                      | UPDATE DATE: 03 / 07 / 08 |                      |
| CLOSE: Y (Y/N)                  | CLOSE DATE: 03 / 07 / 08  | MICROFILM: N         |
| RESP CAA: SANTANGELI, CHRISTINA | OLM: ROYSTER KAREN        | DOM: RHODES CURTIS R |
| PHONE: 0000000000               | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W95W [REDACTED] Y  
CITY: VINELAND YR/MDL: 2005.0 MUR MILEAGE: 68000  
ST/ZIP: NJ [REDACTED] 7074 IN SVC DATE: 03 / 25 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 2790 TEAM NISSAN, INC.  
EVE PH: [REDACTED] PAID: 2 SVC DLR: 2790 TEAM NISSAN, INC.  
DLR PH: 856 696 2277 SUSP: 0 RESP DLR: 2790 TEAM NISSAN, INC.  
DENY: 0 REGION: 26 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 2790 TEAM NISSAN, INC.  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 32000 (PT) MONTHS: MILES: 8000

ORIG CODE: CT 11 OPEN DATE: 03 / 07 / 08 XFER/RSPNSBLTY: 26 05 S  
CONTACT (S): FOLLOWUP DATE: 03 / 12 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 03 / 11 / 08 DATANET (Y/N): 03 / 11 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 03/07/2008

PREVIOUS UNRELATED/RELATED FILE(S) FOUND: 6066705 (RELATED)

CRR-DC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE, AND RESPONSIBLE DLR

CRR-DC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-DC ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.

PREVIOUS NISSAN VEHICLES: NONE

CRR-DC RECEIVED CALL FROM: C

C ASKED IS IT NORMAL FOR SEAT TO BE BROKEN DUE TO NORMAL WEAR AND TEAR .

CRR-DC STATED THAT UNLESS PERSON IS MORBIDLY OBESE THAT NORMALLY THE FRONT SEAT IS MANUFACTURED TO HOLD A CERTAIN BODY WEIGHT. @03/07-ZDC161N

C STATED C BEGAN TO HAVE PROBLEMS WITH CAR SEAT ON 02/28/08 AND C TOOK THE VEH TO THE NISSAN DLR ON 02/29/08. THE VEH WAS INSPECTED AND THE DLR TOLD C THAT THE SEAT WAS BROKEN AND DLR DID NOT HAVE A CLUE AS TO HOW OR WHY THIS OCCURED. C WAS TOLD THAT SEAT BRACKET NEEDED TO BE REPLACED AND THAT PART WOULD HAVE TO BE ORDERED AND WONT BE AVAILABLE UNTIL 03/04/08. @03/07-ZDC161N

CRR-DC ASKED IF C RECEIVED CONTACT FROM THE DLR. @03/07-ZDC161N

C STATED RECEIVED CONTACT FROM DLR UPON PART ARRIVAL AND WHEN C NEEDED TO PICK UP VEH FROM REPAIRS. @03/07-ZDC161N

C ASKED THE DLR WHAT SHOULD C DO SINCE C IS OUT OF WARRANTY. @03/07-ZDC161N

C WAS THEN DIRECTED BY THE DLR TO CONTACT NNA ON 03/04/08. @03/07-ZDC161N

C STATED THAT THE VEH WAS READY TO BE RECEIVED ON 03/05/08. @03/07-ZDC161N

C HAD NOT HEARD BACK FROM NNA WITHIN THE NEXT BUSINESS DAY AS C WAS TOLD THEREFORE C PAID FOR THE REPAIRS. @03/07-ZDC161N

CRR-DC ASKED HOW MUCH C PAID. @03/07-ZDC161N

C PAID \$833.41 FOR THE REPAIRS AND OIL CHANGE. @03/07-ZDC161N

C STATED THAT C HAS ALWAYS HAD VEH SERVICED AT LOCAL NISSAN DLR AND C STATES THAT C HAS A GOOD RELATIONSHIP WITH RACHEL KIKAS WHO WORKS IN THE PARTS DEPARTMENT. @03/07-ZDC161N

C STATED THAT ON 02/29/08 C WAS PROVIDED WITH A LOANER VHE FROM THE NISSAN DLR WHILE VEH WAS BEING REPAIRED. @03/07-ZDC161N

C STATED THAT YESTERDAY C'S RCAS AGENT CALLED C THAT AFTER CAREFUL REVIEW OF SITUATION AND AFTER SPEAKING WITH THE DLR, THAT NNA COULD NOT ASSIST C WITH REIMBURSE C FOR REQUEST FOR FINANCIAL ASSISTANCE. @03/07-ZDC161N

C STATES THAT C IS UPSET ABOUT THIS BECAUSE C CAN NOT REASON WHY C'S FRONT SEAT BROKE WAS DUE TO WEAR AND TEAR. @03/07-ZDC161N

C IS REQUESTING THAT NNA APPEAL NNA'S DECISION. @03/07-ZDC161N

C WAS INFORMED BY THE RCAS AGENT THAT SINCE VEH WAS ALREADY REPAIRED THAT NNA COULD NOT ASSIST ANY FURTHER BECAUSE IT CAN NOT BE FAULT. @03/07-ZDC161N

C IS ALSO REQUESTING SOME EXPLANATION AS TO HOW THERE COULD BE WEAR TEAR ON C'S FRONT SEAT IF C IS NOT MORBIDLY OBESE. @03/07-ZDC161N

C IS WONDERING WHY ONLY THE FRONT DRIVER'S SEAT BELT IS THE ONLY SEAT EFFECTED CRR-DC ASSURED C THAT AN INTERNAL MSG WILL BE SENT TO RCAS AGENT WHO WILL CONTACT C WITHIN THE NEXT BUSINESS DAY. @03/07-ZDC161N

C THANKED CRR-DC FOR ASSISTANCE, C SATISFIED. @03/07-ZDC161N

CRR-DC OFFERED ADDITIONAL ASSISTANCE, WHICH C DECLINED.

CRR-DC GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-DC WILL KEEP FILE OPEN. @03/07-ZDC161N

RCAS-EL DATANETTED FILE TO DLR ON 03/10. @03/10-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 4:30PM ON 03/10 AND PERSON THAT ANSWERED PHONE STATED C WASN'T HOME. RCAS-EL LEFT RCAS-DW'S NAME AND PHONE NUMBER AND EXPLAINED THAT RCAS-DW IS AWAY FROM OFFICE AND WILL FOLLOW UP WITH C ON 03/12.

C UNDERSTANDS. @03/10-ZEL999N



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CA6072370N

MARCH 11, 2008

CAMDEN, NJ

CC:

@03/11-ZDW294N

VINELAND, NJ

FILE #6066705/ 6072370

VIN# JN8AZ08W95W

DEAR

THIS WILL ACKNOWLEDGE RECEIPT OF YOUR COMMUNICATION DATED 03/04/2008. WE HAVE REVIEWED IT ALONG WITH THE OTHER INFORMATION IN OUR FILE AND FIND THAT WE MUST REITERATE OUR PRIOR DECISION NOT TO PARTICIPATE IN REIMBURSEMENT FOR THE REPAIRS TO YOUR VEHICLE. OUR DECISION WAS MADE AFTER CAREFUL CONSIDERATION OF MANY FACTORS.

THANK YOU FOR WRITING AND GIVING US THE OPPORTUNITY TO EXPLAIN OUR POSITION TO YOU.

SINCERELY,

DB-W

REGIONAL CONSUMER AFFAIRS SPECIALIST

NORTH EAST REGION

RCAS IS CLOSING FILE.

@03/11-ZDW294N

@03/11-ZDW294N

@03/11-ZDW294N

@03/11-ZDW294N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

CALLBACK: (Y/N) #:

REOPEN: CALLBACK #:

NEW INFO #:

OTHER #:

COMMENTS ONLY: #:

RESP DLR: 2790

IIR-DATE: 00 / 00 / 00

3RD PRY:

BYBACK ST:

HISTORY:

SVC CALL#:

CLOSE: Y (Y/N)

RESP CAA: WILLIAMS, DOROTHY

PHONE: 6157257910

ACTION CODE: NT3B

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 00 / 00 / 00

DATE: 03 / 11 / 08

DATE: 00 / 00 / 00

EFFECTIVE: 03 / 07 / 08

TRANS DATE: 00 / 00 / 00

PART#:

OPENED BY: ZDC161N

UPDATE BY: ZDW294N

UPDATE DATE: 03 / 11 / 08

CLOSE DATE: 03 / 11 / 08

OLM: ROYSTER KAREN

OWNER FIRST:

ROOT CAUSE: SNFA

USERID:

USERID:

USERID:

USERID: ZDW294N

USERID:

CHANGED BY:

CHECK REQUESTED: NO

CHECK ISSUED: NO

MICROFILM: N

DOM: DEVEREAUX JOHN T

LANGUAGE: E ENGLISH

**CONFIDENTIAL**

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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                              |
| STREET:               | [REDACTED] | VIN: JN8AZ08WX6W [REDACTED] Y         |
| CITY: ELKHART         |            | YR/MDL: 2006.0 MUR MILEAGE: 42900     |
| ST/ZIP: IN [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 29 / 06             |
| DAY PH: [REDACTED]    | PAID: 4    | RTL DLR: 2655 TOM NAQUIN CHEV-NISSAN  |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 2655 TOM NAQUIN CHEV-NISSAN  |
| DLR PH: 574 293 8621  | DENY: 0    | RESP DLR: 2655 TOM NAQUIN CHEV-NISSAN |
|                       |            | REGION: 24 DIST: SL/SV/PT: 09 09 39   |

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: 3/5/2008 WHERE: 2655 TOM NAQUIN CHEV-NISSAN  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT/2655 TOM N.  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6900 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 03 / 10 / 08     | XFER/RSPNSBLTY: 24 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 03 / 19 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 03 / 18 / 08    | DATANET (Y/N): 03 / 13 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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CA6073853N

C. A. R. COMMENTS

FILE OPENED-ZTP257N 03/10/2008

CRR-TP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING  
PHONE & RESPONSIBLE DEALER.

PREVIOUS RELATED/UNRELATED FILE(S) FOUND: NONE.

CRR-TP CHECKED FOR OPEN RECALLS/ CAMPAIGNS/ UPGRADES FOUND:NONE.@03/10-ZTP257N

CRR-TP DID TELL C OF NO OPEN RECALLS. @03/10-ZTP257N

PREVIOUS NISSAN VEHICLES:NONE.

CRR-TP RECEIVED CALL FROM:C.

C STATED:DRIVERS SIDE SEAT BRACKET BROKE ON VEHICLE AND VEHICLE IS OUT OF  
WARRANTY BY 7000 MILES AND RICK-SM AT DLR CONTACTED NNA AND NNA WOULD COVER  
HALF OF THE COST WHICH IS 800.00 @03/10-ZTP257N

C STATED WOULD LIKE NNA TO COVER THE WHOLE COST AS THIS IS A SAFETY ISSUE  
AND THE BRACKET SHOULD NOT HAVE BROKEN AND C FEELS IS MANUFACTURER DEFECT.  
C STATED CONTACTS FOR THIS ARE CINDY KOWLAKOWSKI AND CAN BE CONTACTED AT  
@03/10-ZTP257N

C THANKED CRR-TP FOR ASSISTANCE, C SATISFIED.

CRR-TP GAVE C NAME, FILE NUMBER AND EXTENSION.

CRR-TP OFFERED ADDITIONAL ASSISTANCE, C DECLINED. @03/10-ZTP257N

CRR-TP TRANSFERRING FILE TO RCAS FOR REVIEW. @03/10-ZTP257N

\*\*\*\*\* @03/12-ZEC235N

RCAS-EC CONTACTED SM-RICK RUDOSOLE AT DLR 2655 ON 3/12/08 AT 12:15PM EST AND  
SM STATED THAT C IS NOT A REGULAR SERVICING C, BUT DLR DID RUN GRT AND THE GRT  
APPROVED C FOR HALF OF THE REPAIR COST. SM STATED THAT C'S COST WOULD BE  
APPROX \$378.00 AND THE DLR WILL COVER THE REST. SM STATED THAT THIS IS NOT A  
WARRANTABLE FAILURE AND NISSAN IS NOT ABLE TO ASSIST C ANY FURTHER AS C IS  
WELL OUTSIDE OF BASIC WARRANTY. @03/12-ZEC235N

\*\*\*\*\* @03/12-ZEC235N

RCAS-EC CONTACTED C, CINDY, ON DAY NUMBER, 3/12/08 AT 12:24PM EST AND LEFT  
VMX WITH CONTACT INFORMATION REQUESTING A CALL BACK. @03/12-ZEC235N

\*\*\*\*\* @03/14-ZEC235N

RCAS-EC CONTACTED C, CINDY, ON DAY NUMBER, 3/14/08 AT 10:53AM EST AND LEFT  
VMX WITH CONTACT INFORMATION REQUESTING A CALL BACK. @03/14-ZEC235N

\*\*\*\*\* @03/17-ZEC235N

RCAS-EC CONTACTED C, CINDY, ON DAY NUMBER, 3/17/08 AT 5:08PM EST AND UNABLE TO  
LEAVE VMX. @03/17-ZEC235N

\*\*\*\*\* @03/17-ZEC235N

RCAS-EC CLOSING FILE AS DECISION HAS BEEN MADE, BUT NOT GIVEN TO C, AS  
MULTIPLE ATTEMPTS MADE TO CONTACT C AND NO RESPONSE, PENDING C CALL BACK FOR  
FURTHER ASSISTANCE. @03/17-ZEC235N

\*\*\*\*\* @03/18-ZEC235N

RCAS-EC CONTACTED C, CINDY, ON DAY NUMBER, 3/18/08 AT 12:27PM EST AND ADVISED  
C THAT REGIONAL STAFF HAVE REVIEWED THE FILE BUT NISSAN IS NOT ABLE TO  
REIMBURSE C FOR THE REPAIR COST. C UNDERSTANDS. RCAS-EC CONFIRMED THAT C DID  
ONLY PAY HALF AS THE DLR PAID THE OTHER HALF BUT THIS IS AS FAR AS NISSAN CAN  
GO AS C IS OUTSIDE OF WARRANTY. C UNDERSTANDS. RCAS-EC INQUIRED IF ANY FURTHER  
ASSISTANCE IS NEEDED, C DECLINED. @03/18-ZEC235N

RCAS-EC CLOSING FILE AS DECISION HAS BEEN GIVEN AND NO FURTHER ASSISTANCE IS  
NEEDED. @03/18-ZEC235N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | 1 DATE: 03 / 18 / 08      | USERID: ZEC235N     |
| OTHER #:                  | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 2655            | EFFECTIVE: 03 / 10 / 08   | 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: ZTP257N        |                     |
| HISTORY:                  | UPDATE BY: ZEC235N        |                     |
| SVC CALL#:                | UPDATE DATE: 03 / 18 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 03 / 18 / 08  |                     |
| RESP CAA: COOK. ELIZABETH | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000040000         | OWNER FIRST:              | DOM: ERWIN MARK     |
|                           |                           | LANGUAGE: E ENGLISH |

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: PORTAGE  
ST/ZIP: IN [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 219 947 1600

VIN: JN8AZ08W45W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 0  
IN SVC DATE: 01 / 19 / 06  
RTL DLR: 32037 SOUTH LAKE NISSAN INC  
SVC DLR: 32037 SOUTH LAKE NISSAN INC  
RESP DLR: 32037 SOUTH LAKE NISSAN INC  
REGION: 24 DIST: SL/SV/PT: 02 02 32

VCAN: Y  
PAID: 3  
SUSP: 1  
DENY: 0

LETTER RECEIVED 03 / 13 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNED MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: BT 11 OPEN DATE: 03 / 13 / 08 XFER/RSPNSBLTY: 24 02 S  
CONTACT (S): FOLLOWUP DATE: 03 / 14 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 03 / 13 / 08 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZSE486N 03/13/2008  
PREVIOUS FILES FOUND: 6030332.  
NO OPEN RECALLS FOUND.

>>>NIS0835709. DRTS-SE REC'D CCF FROM BBB ON 03/13/08 DATED THE SAME.  
C SEEKS REPLACE SEAT FRAME AT NO COST TO C.  
CCF STATES: FRONT DRIVER'S SIDE SEAT FRAME BROKEN & UNSECURE.  
DOCS SENT TO ARBS-BR. @03/13-ZSE486N  
ARBS CLOSING FILE AS VEHICLE IS OOJ. @03/13-ZJR436N

>>>NIS0835709 DRTS-SE REC'D NOTICE THAT CLAIM IS INELIGIBLE FOR  
ARBITRATION, BECAUSE VEH EXCEEDS THE MILEAGE REQUIREMENT.  
REC'D ON 04/11/08 DATED THE SAME. DOCS TO ARBS-BR.

@04/11-ZSE486N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: RL9I         | ROOT CAUSE: SCPP    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:      | 1 DATE: 04 / 11 / 08      | USERID: ZSE486N     |
| RESP DLR: 32037        | EFFECTIVE: 03 / 13 / 08   | CHANGED BY:         |
| IIR-DATE: 00 / 00 / 00 | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO |
| 3RD PRY: AL            | PART#:                    | CHECK ISSUED: NO    |
| BYBACK ST:             | OPENED BY: ZSE486N        |                     |
| HISTORY:               | UPDATE BY: ZJR436N        |                     |
| SVC CALL#:             | UPDATE DATE: 04 / 11 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 03 / 13 / 08  | MICROFILM: N        |
| RESP CAA: RENICK, BRAD | OLM: SMIT AGNES           | DOM: FENTON JOE     |
| PHONE: 6157257743      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6079152

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:49 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/19/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 214       | RCDP02840338 | 32037 IN            | 1/19/2006         | 7/19/2009      | 42.000            |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                   |               |              |        |
|-----------------------------------|---------------|--------------|--------|
| -----+-----                       |               |              |        |
| CONTRACT: RCDP02840338            |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |               | OWNER NAME:  |        |
| PLAN TYPE: C                      |               | PLAN TYPE:   |        |
| PLAN TERM: P                      |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |               | DEDUCTABLE:  |        |
| EFFECTIVE: 01/19/06               |               | EFFECTIVE:   |        |
| EXPIRES: 07/19/09                 | MILES: 42,000 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                         |               | TRANSFER:    |        |
| TRANSACTION: 1/26/2006            |               | TRANSACTION: |        |
| PRINTED: 01/28/06                 |               | PRINTED:     |        |
| DEALER NO: 32037                  | STATE: IN     | DEALER NO:   | STATE: |
| DEALER NAME: SOUTHLAKE NISSAN INC |               | DEALER NAME: |        |
| -----+-----                       |               |              |        |



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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T95W [REDACTED] Y  
CITY: LEXINGTON YR/MDL: 2005.0 MUR MILEAGE: 56370  
ST/ZIP: KY [REDACTED] IN SVC DATE: 04 / 30 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 22003 NISSAN/NORTH, INC  
EVE PH: [REDACTED] PAID: 4 SVC DLR: 2244 GLENN NISSAN LLC  
DLR PH: 859 263 5020 SUSP: 1 RESP DLR: 2244 GLENN NISSAN LLC  
DENY: 0 REGION: 36 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 36000 # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 20000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 18 / 08 XFER/RSPNSBLTY: 36 07 S  
CONTACT (S): FOLLOWUP DATE: 03 / 19 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 03 / 24 / 08 DATANET (Y/N): 03 / 20 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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CA6085511N

C. A. R. COMMENTS

FILE OPENED-ZCB383N 03/18/2008

CRR-CB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DEALER.

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-CB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 03/14/08 2244

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 12/21/06 22047

CRR-CB ADVISED C THAT THERE WERE NO OPEN RECALLS

PREVIOUS NISSAN VEH: PICK-UP

CRR-CB RECEIVED INBOUND CALL FROM C

C STATES: C BROUGHT VEH INTO DLR TO HAVE NEW WIRING HARNESS INSTALLED. WHEN VE VEH WAS RETURNED TO C, C HAD TO READJUST DRIVER SEAT AND IT WAS BROKEN, A BRAC KET LOCATED AT THE BACK LEFT SIDE IF SITTING IN SEAT. C WENT IN TO SPEAK WITH SM-DW IT IS UNCLER AT THIS POINT HOW IT BROKE AS TECH WAS APPROX 130LBS, DRIV IS APPROX 260LBS, TECH SAYS SEAT WAS NOT REMOVED. REPAIR QUOTED AT APPROX \$500 ALTHOUGHT IT IS UNCLER WHERE WHY OR WHEN IT BROKE. THE DLR DID INFORM C THAT THERE IS A TSB ON THAT PART SPECIFICALLY SO NNA MUST BE AWARE OF A PROBLEM. ALSO, IF C DID NOT HAVE TO READJUST SEAT IT WOULD NOT BE BROKEN., IF IN FACT THAT WAS WHAT OR WHEN IT BROKE.

@03/18-ZCB383N

C WOULD LIKE NNA TO COVER THE COST OF REPAIRING THE SEAT, AS IT IS OBVIOUSLY BY THE FACT THERE IS A TSB A PROBLEM NNA IS AWARE OF. OTHER THEN THAT THE C REALLY LOVES HIS MURANO, AND WAS SPECIC ABOUT ADDING THIS.

@03/18-ZCB383N

CRR-CB OFFERED FURTHER ASSISTANCE TO C

@03/18-ZCB383N

C DECLINED

CRR-CB GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-CB TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW

@03/18-ZCB383N

\*\*\*\*\*

@03/19-ZMF628N

RCAS-MF SPOKE WITH SERVICE MANAGER-DENNIS HODGES ON 03/19. SM STATES THAT C WAS IN AND HAD THE AIRBAG WIRING HARNESS GOOD-WILLED. SM STATES THAT REPAIR REQUIRED THE DASH BORAD TO BE REMOVED. SM STATES THAT C STATES AFTER REPAIR C'S SEAT WAS BROKEN. SM STATES THERE IS A TSB FOR THE ISSUE. SM STATES GRT WAS NOT RECOMMENDED.

\*\*\*\*\*

RCAS-MF REVIEWED AND CONFIMRED THAT GRT IS NOT RECOMMENDED.

\*\*\*\*\*

@03/19-ZMF628N

RCAS-MF CONTCATED C ON 03/19 AT 11AM EST. C STATES WHEN C PICKED UP THE VEH FROM THE DLR, THE DRIVER SEAT HAD BEEN MOVED. C SATETS C MOVED THE FORWARD, UP AND THE LEFT SIDE WAS LOWER THAN USUAL. C STATES C STARTED TO DRIVE OFF THE LOT AND THE SEAT WAS LOSE. C STATES C WENT BACK TO THE DLRSHIP. C STAETS THE C IS A LARGER MALE & DOES NOT THINK THAT THE TECH WAS SMALLER. C STAETS C IS NOT BLAMING THE DLRSHIP, HOWEVER THE VEH WAS OK WHEN C DROPPED OFF THE VEH. RCAS-MF ADVISED C THAT RCAS-MF WILL FOLLOW UP WITH C BY 3/24. C SATISFIED.

\*\*\*\*\*

@03/19-ZMF628N

RCAS-MF REVIEWED AND NOTES: GRT WAS NOT RECOMMENDED.

\*\*\*\*\*

@03/24-ZMF628N

RCAS-MF CONTACTED C ON 03/24 AT 1017AM EST. RCAS-MF ADVISED C THAT NNA IS NOT IN THE POSITION TO ASSIT C WITH THE REPAIR COSTS. C UNDERSTANDS. RCAS-MF ADVISED C TO CONTACT NNA IF ADDITIONAL ASSISTANCE IS EVER REQUIRED.

\*\*\*\*\*

@03/24-ZMF628N

RCAS-MF CLOISNG FILE.

@03/24-ZMF628N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 2244            | EFFECTIVE: 03 / 18 / 08   | 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: ZCB383N        |                     |
| HISTORY:                  | UPDATE BY: ZMF628N        |                     |
| SVC CALL#:                | UPDATE DATE: 03 / 24 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 03 / 24 / 08  | MICROFILM: N        |
| RESP CAA: FORGIE, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041657         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W95W [REDACTED] Y  
CITY: ARLINGTON YR/MDL: 2005.0 MUR MILEAGE: 44000  
ST/ZIP: TX [REDACTED] IN SVC DATE: 06 / 23 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3734 MIDWAY NISSAN  
EVE PH: [REDACTED] PAID: 6 SVC DLR: 3225 DON DAVIS NISSAN, INC.  
DLR PH: 817 467 7911 SUSP: 1 RESP DLR: 3225 DON DAVIS NISSAN, INC.  
DENY: 0 REGION: 32 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 PREOWNEI X MILES 12000 # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 3225 DON DAVIS NISSAN, II  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 8000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 03 / 19 / 08 XFER/RSPNSBLTY: 32 04 S  
CONTACT (S): FOLLOWUP DATE: 03 / 26 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 04 / 07 / 08 DATANET (Y/N): 03 / 21 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZIR568N 03/19/2008

PREVIOUS RELATED AND UNRELATED FILES FOUND: NONE.

CRR-IC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, ONE CONTACT PHONE NUMBER.

AND THE RESPONSIBLE DLR.

PREVIOUS NISSAN VEHICLES: NONE.

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/19-ZIR568N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 06/02/06 3225

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 06/02/06 3225

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 06/02/06 3225

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 06/02/06 3225

CRR-IC INFORMED C THERE ARE NO OPEN RECALLS ON THE VEH. @03/19-ZIR568N

CRR-IC C STATED C WAS AT THE DLR A WEEK AGO FOR A SEAT ISSUES THE SEAT IS THE DRIVERS SEAT AND C IS NOT UNDER WARRANTY AND C WANTS TO KNOW IF C CAN GET GOOD WILL ASSISTANCE. @03/19-ZIR568N

C STATED C HAS THE VEH AT THIS TIME AND CAN BE REACHED AT THE NUMBER PROVIDED ANYTIME. @03/19-ZIR568N

CRR-IC FORWARDING TO RCAS FOR REVIEW. @03/19-ZIR568N

CRR-IC OFFERED FURTHER ASSISTANCE, C SATISFIED.

CRR-IC PROVIDED NAME, EXTENSION AND FILE NUMBER. @03/19-ZIR568N

C STATED THE SEAT LIFTS UP OUT OF PLACE WHEN C LEANS IN ANY WAY. @03/19-ZIR568N

\*\*\*\*\* @03/20-ZKN032N

RCAS-KN CONTACTED C AT 817 561 0536 AT 5:44PM EST ON 03/20/08. C STATES C PURCHASED VEH 2 YEARS AGO. C STATES THAT WHEN C HITS A BUMP THEN C'S HEAD WILL HIT THE ROOF. C STATES THAT C'S SEAT LEANS TO THE RIGHT TO THE PASSENGER SEAT. C STATES THAT THE DLR TOLD C TO CONTACT NNA. C STATES THAT C HAS NOT HAD AN ACTUAL DIAGNOSIS DONE ON THE VEH BUT THE DLR HAS LOOKED AT IT. RCAS-KN ADVISED C THAT UNLESS A DIAGNOSIS IS COMPLETE ON THE VEH NISSAN IS NOT ABLE TO ASSIST C. C STATES C UNDERSTANDS AND THANK YOU. RCAS-KN CLOSING FILE. PENDING DIAGNOSIS OF VEH. @03/20-ZKN032N

\*\*\*\*\*CRR-WL RECEIVED PHONE CALL FROM C STATING C WENT TO DLR. DLR INFORMED C THAT SEAT IS A SAFETY CONCERN AND THAT C SHOULD CONTACT NNA FOR ASSISTANCE.

CRR-WL INFORMED C THAT CRR-WL WILL RE-OPEN FILE FOR RCAS-KN. @03/25-ZWL695N

\*C ASKED IF RCAS COULD CALL C BACK AT OR AFTER 6 BECAUSE C WORKS 9-5PM EVERYDAY. @03/25-ZWL695N

\*\*\*\*\* @03/28-ZVK000N

CRR-VK RECEIVED CALLED FROM C. @03/28-ZVK000N

C STATES C CALLED IN DUE TO A LACK OF FOLLOW UP. C STATES THAT C TOOK THE VEH TO THE DLRSHIP FOR DIAGNOSIS, AND WAS ADVISED TO CALL NNA. ALSO C WOULD LIKE TO FILE A COMPLAINT AGAINST A CUSTOMER SERVICE REP - ED AT THE DLRSHIP, WHO C STATES COMPLETELY REFUSED SERVICE TO C, AND TO C'S WIFE ON ANOTHER OCCASION. C STATES THAT THE LEFT RAIL ON THE VEH IS COMPLETELY BROKEN, THE DRIVER'S SEAT IS NO LONGER SECURED TO THE BODY. REPAIRS ARE ABSOLUTELY NECESSARY RIGHT AWAY AS THE SEAT HAS BECOME A SAFETY ISSUE. @03/28-ZVK000N

CRR-VK ADVISED C THAT AN INTERNAL MESSAGE WOULD BE SENT TO RCAS-KN.

C WOULD LIKE A CALL BACK ON MONDAY AT [REDACTED] @03/28-ZVK000N

CRR-VK LEAVING FILE. @03/28-ZVK000N

\*\*\*\*\* @03/28-ZVK000N

RCAS-KN CONTACTED SM-FRANK FLORES/MANUAL DELEON AT DLR 3225 AND LEFT VMX, AT 3:06PM EST ON 03/28/08. @03/28-ZKN032N

\*\*\*\*\* @03/28-ZKN032N

@03/28-ZKN032N

\*\*\*\*\*

CRR-EM RECEIVED CALL FROM C: CRR-EM CONFIRMED C'S ADDRESS, PHONE AND CORRECTED

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C'S FIRST NAME FROM JR TO JAMES D DUNHAM JR.C STATES THAT C DID NOT RECEIVE CALL FROM RCAS.CRR-EM INFORMED C THAT IN FILE STATES THAT C WAS CALLED BY RCAS ON 03/20/08 5:44 PM.C STATES THAT C WORK FOR UPS TUESDAY TO SATURDAY AND IS HOME AFTER 6:00 PM.C STATES THAT THE ONLY DAY RCAS CAN CALL IS MONDAY C IS OFF ON MONDAY.C STATES THAT 6 FEET 2 INCHES AND 305 POUNDS AND C HAS LONG LEGS AND C PUT THE SEAT DOWN AND STILL C'S HEAD STILL HITS THE ROOF OF THE VEH WHEN THE VEH HITS A BUMP. C STATES THAT THIS IS A SAFETY ISSUE AND WOULD LIKE A CALL AT DAY/EVE 817 561 0536 CST. @03/31-ZEM495N

CRR-EM PROVIDED C WITH CRR-EM NAME, EXT, AND FILE. @03/31-ZEM495N

\*\*\*\*\* N @03/31-ZKN032N

RCAS-KN CONTACTED SM-FRANK FLORES AT DLR 3225 AND LEFT VMX AT 3:45PM EST ON 03/31/08. @03/31-ZKN032N

\*\*\*\*\* @03/31-ZKN032N

RCAS-KN CONTACTED C AT 817 561 0536 AT 3:48PM EST ON 03/31/08. C STATES THAT C TOOK VEH BACK TO DLR FOR DIAGNOSIS AND WAS SUGGESTED TO CONTACT NNA. C STATES THAT C HAS TO PUT THE SEAT ALL THE WAY DOWN AND BACK AS C CAN ONLY DRIVE THIS WAY. C STATES THAT C PUT LEFT HAND ON THE LEFT HAND SIDE OF THE SEAT AND IT BROKE. C STATES C FEELS THIS IS A SAFETY ISSUE. RCAS-KN ADVISED C THAT FILE IS STILL BEING REVIEWED AND RCAS IS JUST WAITING TO HEAR FROM THE SM. RCAS-KN ADVISED C THAT C WILL RECEIVE A FOLLOW UP CALL ON 04/03/08. C STATES C UNDERSTANDS AND THANK YOU. @03/31-ZKN032N

\*\*\*\*\* @03/31-ZKN032N

RCAS-KN CONTACTED SM-FRANK FLORES AT DLR 3225 AND LEFT VMX, AT 9:57AM EST ON 04/02/08. @04/02-ZKN032

\*\*\*\*\* @04/02-ZKN032

RCAS-KN CONTACTED SM-FRANK FLORES AT DLR 3225 AT 2:37PM EST ON 04/02/08. SM STATES THAT C REQUIRES A SEAT TRACK. SM STATES THAT SEAT IS NOT REQUIRED JUST THE TRACK. SM STATES THAT GRT WAS AND DECLINED. SM STATES THAT C IS A SERVICING CUSTOMER. SM STATES THAT THE DLR DOES NOT FEEL THE DLR NEEDS TO ASSIST AS THIS IS A KNOWN ISSUE AND THE DLR DOES NOT FEEL RESPONSIBLE.

\*\*\*\*\* @04/02-ZKN032N

CRR-AS RECEIVED INBOUND CALL FROM C @04/07-ZAS349N

C STATES C WOULD LIKE C'S FILE NUMBER @04/07-ZAS349N

C STATES C WOULD LIKE A TO BE PHONE AFTER 5PM @04/07-ZAS349N

C STATES C IS AVAILABLE TODAY ALL DAY AT HOME @04/07-ZAS349N

\*\*\*\*\* @04/07-ZKN032N

RCAS-KN CONTACTED DPSM-RM ON 04/07/08. RCAS-KN ADVISED DPSM OF SITUATION WITH C'S VEH AND THAT C REQUIRES A NEW TRACK BUT NOT A NEW SEAT. RCAS-KN ADVISED DPSM THAT C IS A SERVICING C AND THAT GRT HAS BEEN RAN AND DECLINED. RCAS-KN ASKED DPSM IF THERE IS ANYTHING NISSAN IS ABLE TO DO TO ASSIST. DPSM STATES WILL LOOK INTO THIS AND WILL CONTACT RCAS-KN BACK. @04/07-ZKN032N

\*\*\*\*\* @04/07-ZKN032N

RCAS-KN RECEIVED INBOUND CALL FROM DPSM-RM AT 1:40PM EST ON 04/07/08. DPSM STATES THAT NISSAN WILL PAY FOR PARTS AND C WILL BE RESPONSIBLE FOR THE LABOR.

\*\*\*\*\* @04/07-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 1:45PM EST ON 04/07/08. RCAS-KN ADVISED C THAT NISSAN IS GOING TO PAY FOR THE PARTS AND C WILL BE RESPONSIBLE FOR THE LABOR. C STATES C WILL ACCEPT THE OFFER. RCAS-KN ADVISED C THAT DLR IS AWARE OF THE OFFER. C STATES C UNDERSTANDS AND THANK YOU. RCAS-KN OFFERED FURTHER ASSISTANCE: C DECLINED. RCAS-KN CLOSING FILE, NO FURTHER ASSISTANCE REQUIRED.

\*\*\*\*\* @04/07-ZKN032N

\*\*\*\*\* @04/07-ZKN032N

SPECIAL REMARKS:

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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1             | DATE: 03 / 25 / 08        | USERID: ZWL695N     |
| OTHER #: 0                | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 3225            | EFFECTIVE: 03 / 19 / 08   | 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: ZIR568N        |                     |
| HISTORY:                  | UPDATE BY: ZKN032N        |                     |
| SVC CALL#:                | UPDATE DATE: 04 / 07 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 04 / 07 / 08  | MICROFILM: N        |
| RESP CAA: NOVACOVSKI, KIM | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08WX5W [REDACTED] Y       |
| CITY: BOWIE           |            | YR/MDL: 2005.0 MUR MILEAGE: 47000   |
| ST/ZIP: MD [REDACTED] |            | IN SVC DATE: 07 / 09 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3685 TISCHER NISSAN        |
| EVE PH: [REDACTED]    | PAID: 5    | SVC DLR: 3685 TISCHER NISSAN        |
| DLR PH: 301 498 3322  | SUSP: 0    | RESP DLR: 3685 TISCHER NISSAN       |
|                       | 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3685 TISCHER NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 11000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 03 / 24 / 08     | XFER/RSPNSBLTY: 36 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 04 / 18 / 08    | DATANET (Y/N): 03 / 27 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |



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C. A. R. COMMENTS

FILE OPENED-ZDR128N 03/24/2008  
PREVIOUS RELATED FILES 5166068  
CRR-RD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING  
PHONE. AND RESPONSIBLE DEALER  
CRR-RD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0511 MURANO SB PROTECT NTB06-024  
CLSD R0516 MURANO TANK PROTECT NTB06023  
CLSD R0614 MURANO STR LOCK NTB06-091  
CRR-RD INFORMED C OF NO OPEN RECALLS.  
PREVIOUS NISSAN VEHICLES:\_0  
CRR-RD RECEIVED CALL FROM C. @03/24-ZDR128N  
C STATED THAT THE BRACKET ON THE DRIVER'S SEAT HAS SNAPPED IN TWO. C STATED  
THAT C WENT ON THE INTERNET AND FOUND THAT MANY OTHER PEOPLE HAVE HAD THIS  
PROBLEM. C STATED C BELIEVES THAT THIS PROBLEM SHOULD BE A RECALL.C STATED  
THAT C FOUND ON THE INTERNET THAT MANY PEOPLE HAVE HAD ALTERNATOR PROBLEMS  
WITH THE MURANO, C STATED C ALSO HAD ALTERNATOR PROBLEM THAT C WAS CHARGED  
OVER \$600. FOR. C STATED THAT THE DLR IS STATING THAT THIS REPAIR SHOULD BE  
PAID FOR BY NISSAN BECAUSE DLR DOES BELIEVE THIS TO BE A MANUFACTURE DEFECT.  
C STATED WOULD LIKE NISSAN TO PAY FOR THE REPAIRS TO THE SEAT. C STATED THAT  
THE VEHICLE IS VERY WELL MAINTAINED AT THE DLR. C STATED THAT C LOVES THE  
VEHICLE IN ALL OTHER RESPECTS. C STATED THAT C BELIEVES C SHOULD BE REFUNDED  
FOR THE ALTERNATOR AS WELL.C STATED VEH IS CURRENTLY AT THE DLR./24-ZDR128N  
C THANKED CRR-RD FOR ASSISTANCE, C UNDERSTANDS.  
CRR-RD GAVE C NAME, EXTENSION, AND FILE NUMBER.  
CRR-RD TRANSFERRING FILE TO RCAS. @03/24-ZDR128N  
\*\*\*\*\* @03/25-ZVS000N  
CRR-VS RECEIVED CALL FROM C @03/25-ZVS000N  
C STATES C HAS NOT HEARD BACK FROM RCAS @03/25-ZVS000N  
CRR-VS ADVISED C THAT RCAS HAS UNTIL THE END OF THE BUSINESS DAY @03/25-ZVS000N  
CRR-VS OFFERED FURTHER ASSISTANCE, C DECLINED. @03/25-ZVS000N  
CRR-GK RECEIVED CALL FROM C STATING C HAS NOT RECEIVED A CALL BACK FROM RCAS.  
CRR-GK VERIFIED NAME AND ADDRESS. AND PHONE NUMBER. @03/26-ZGK999N  
CRR-GK CHECKED FOR OPEN RECALLS AND CAMPAIGNS AND FOUND: @03/26-ZGK999N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 07/06/06 3685  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 07/06/06 3685  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 03/20/07 3685  
CRR-GK ASSURED C THAT AN INTERNAL MESSAGE WILL BE SENT OUT ASAP. @03/26-ZGK999N  
C THANKED CRR-GK FOR ASSISTANCE, C SATISFIED.  
CRR-GK PROVIDED C WITH NAME.  
CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED. @03/26-ZGK999N  
CRR-GK SENT INTERNAL MESSAGE TO RCAS-LM. @03/26-ZGK999N  
\*\*\*\*\* @03/26-ZLM634N  
RCAS-LM RECIEVED FILE ON 03/26/08. RCAS-LM NOTED THAT FILE WAS TRANSFERED LATE  
AND RCAS-LM WAS NOT AWARE UNTIL FILE SHOWED ON RCAS-LM FILE TRACKER. RCAS-LM  
REVIEWED FILE AND DATANET TO DLR. @03/26-ZLM634N  
RCAS-LM SPOKE WITH C ON 03/26/08 AT 08:31AM. RCAS-LM INQUIRED HOW NNA CAN BE  
OF ASSISTANCE. C STATED THAT C WOULD LIKE NISSAN TO ASSIST FINANCIALLY WITH  
EITHER A REIMBURSEMENT FOR C'S ALTERNATOR,GOODWILL FOR REPAIR TO SEAT OR BOTH.  
C STATED THAT C HAS BEEN ON THE NHTSA WEB SITE AND HAS LOCATED SEVERAL  
COMPLAINTS AOBUT THE SEAT FOR THE 05 MURANO. C STATED THAT THE VEH IS  
CURRENTLY AT THE DLR AND THAT C IS DRIVING A RENTAL VEH. C STATED THAT DLR  
TRIED TO GET C GOOD WILL FOR 100% AND WAS DENIED. RCAS-LM INQUIRED WHO C HAS  
BEEN SPEAKING WITH AT DLR. C STATED ASSISTANT SM-SOLANDO WILLIAMS AT 3685

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TISCHER NISSAN. RCAS-LM INFORMED C THAT RCAS WILL CONTACT DLR AND SPEAK WITH DLR TO FIND OUT WHAT NEEDS TO BE DONE AND THAT RCAS WILL ALSO SPEAK WITH NISSAN IN REGARDS TO C'S REQUEST. RCAS-LM INFORMED C WILL FOLLOW UP WITH C ON 03/28/08. C INQUIRED IF RCAS-LM WAS GOING TO CALL DLR TODAY AND HAVE DLR CALL C ABOUT RENTAL. RCAS-LM INFORMED C WILL SE WHAT CAN BE DONE. C STATED U UNDERSTOOD.

\*\*\*\*\*

@03/26-ZLM634N

RCAS-LM SENT EMAIL TO DPSM-DH ON 04/01/08 AT 05:33PM. RCAS-LM INFORMED DPSM OF SITUATON AND WHAT C IS REQUESTING. RCAS-LM CC'D ORM-BC ON FILE.

\*\*\*\*\*

RCAS-LM RECIEVED EMAIL FROM ORM-BC ON 04/02/08 AT 10:21AM. ORM STATED THATORM WOULD RECOMEND ASSISTANCE FOR C BUT THE FINAL ANSWER IS ULTIMATELY UP TO DPSM-DH.

\*\*\*\*\*

@04/04-ZLM634N

RCAS-LM SPOKE WITH DPSM-DH ON 04/04/08 AT 12:02PM. RCAS-LM INQUIRED IF DPSM REMEMBERED RCAS-LM SPEAKING WITH DPSM ABOUT FILE. DPSM STATED THAT YES DPSM DID REMEMBER FILE AND THAT DPSM COULD NOT REMEMBER IF DPSM HAD SPOKEN WITH SM-SAM CARLIN OR NOT. DPSM INFORMED RCAS-LM THAT DPSM WOULD SPEAK WITH SM AND THAT DPSM WOULD MOST LIKELY COVER FOR THE REPAIR BUT NEEDED TO GET SOME MORE INFORMATION. RCAS-LM THANKED SM FOR ASSISTANCE.

\*\*\*\*\*

@04/04-ZLM634N

RCAS-VS SPOKE TO SM-SAM ON 4/16 AT 3:10 PM EST. @04/16-ZVS000N  
SM STATES THAT VEH HAS BEEN REPAIRED AND THAT A GRT WAS ISSURED FOR 50% COVERAGE BY NNA. SM STATES C PAID \$324.55 AND NNA COVERED \$300 UNDER WARRANTY TO REPAIR THE SEAT. @04/16-ZVS000N

RCAS-VS CONTACTED C ON DAY/EVENING NUMBER ON 4/16 AT 3:48 PM EST AND LEFT VMX. RCAS-VS CONTACTED C ON DAY/EVENING NUMBER ON 4/18 AT 3:57 PM EST AND SPOKE TO C. C STATES THAT VEH IS REPAIRED AND EVERYTHING IS FINE. @04/18-ZVS000N  
RCAS-VS CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @04/18-ZVS000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

LISA MARQUARDT PHONE: 866-799-1690 X 1634 OR  
EMAIL: [LISA.MARQUARDT@NISSAN-USA.COM](mailto:LISA.MARQUARDT@NISSAN-USA.COM)

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:50 PM

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

CAR ID:  
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## CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 1         | DATE: 03 / 26 / 08        | USERID: ZGK999N     |
| REOPEN: CALLBACK #: 1        | DATE: 00 / 00 / 00        | USERID: ZGK999N     |
| NEW INFO #:                  | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                     | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0          | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 3685               | EFFECTIVE: 03 / 24 / 08   | 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: ZDR128N        |                     |
| HISTORY:                     | UPDATE BY: ZVS000N        |                     |
| SVC CALL#:                   | UPDATE DATE: 04 / 18 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 04 / 18 / 08  | MICROFILM: N        |
| RESP CAA: SAYTHAVY, VISALINH | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041634            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:50 PM

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

CAR ID: CA6092726N  
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SC: MULTI CONTRACT

|                       |                                                 |
|-----------------------|-------------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W65W [REDACTED] Y                   |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 50000               |
| CITY: BLUE JAY        | IN SVC DATE: 05 / 05 / 05                       |
| ST/ZIP: CA [REDACTED] | RTL DLR: 3082 SANTA MONICA NISSAN, INC.         |
| DAY PH: [REDACTED]    | PAID: 3 SVC DLR: 3472 NISSAN OF SAN BERNARDINO  |
| EVE PH: [REDACTED]    | SUSP: 0 RESP DLR: 3472 NISSAN OF SAN BERNARDINO |
| DLR PH: 909 885 3883  | DENY: 0 REGION: 44 DIST: SL/SV/PT: 05 05 35     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 20000 # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: 3472 NISSAN OF SAN BERN/  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 03 / 24 / 08     | XFER/RSPNSBLTY: 44 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 01 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 04 / 01 / 08    | DATANET (Y/N): 03 / 27 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 224500 | AUTOMATIC TRANSMISSION                |
| BG | POWERTRAIN              | WT     | UNABLE DIAGNOSE/DUPLICATE             |
| OA | VEHICLE CONCERNS        | 224500 | AUTOMATIC TRANSMISSION                |
| BG | POWERTRAIN              | YE     | MULTIPLE REPAIR ATTEMPTS              |

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZDR128N 03/24/2008

PREVIOUS RELATED FILES A5335992

A5359369

CRR-RD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING  
PHONE, AND RESPONSIBLE DEALER

CRR-RD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @03/24-ZDR128N

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB0602

CLSD R0601 MURANO TANK R&R NTB06-025

CRR-RD INFORMED C OF NO OPEN RECALLS.

PREVIOUS NISSAN VEHICLES:99 FRONTIER

CRR-RD RECEIVED CALL FROM C'S

C STATED AT 45000 MILES C BROUGHT VEHICLE TO DLR FOR BURNING SMELL. C STATED  
CABIN FILTER WAS CHANGED. C STATED IT WAS FOUND THAT THERE WAS A LEAK FROM  
CENTRAL SEAL OF TRANSMISSION CASE HOUSING. C STATED THE TRANSMISSION WAS

@03/24-ZDR128N

CHANGED. C STATED NOTICED A DECLINE IN PERFORMANCE AFTER THE TRANSMISSION WAS  
CHANGED. C STATED SHORTLY AFTER THE SMELL CONTINUED TO ENTER THE VEHICLE. C

STATED VEHICLE WAS BROUGHT BACK TO DLR. DLR STATED THERE WAS A PLASTIC BAG ON  
THE EXHAUST. C STATED AFTER 4000 MILES SMELL WAS STILL ENTERING THE VEHICLE.

C STATED WOULD LIKE NISSAN TO ASSIST WITH DIAGNOSIS OF THIS RECURRING PROBLEM  
AND HAVE THE ISSUE CORRECTED BEFORE WARRANTY EXPIRES. @03/24-ZDR128N

C STATED THAT C BELIEVES THAT THE TRANSMISSION HAS GONE OUT ON THE VEHICLE  
AGAIN. C STATED THAT THE DRIVER'S SEAT FRAME IS BROKEN, THE SEAT WOBBLES.

C STATED THIS IS A SAFETY CONCERN. C STATED THE DLR WANTED TO CHARGE C OVER  
\$900. FOR REPAIRS. C STATED C RESEARCHED ON THE INTERNET FOUND THIS TO BE A

COMMON PROBLEM IN THE MURANOS. C STATED WOULD LIKE NISSAN TO COVER THE COST OF  
REPAIRS AS THIS IS A KNOWN PROBLEM. C STATED THAT THE VEHICLE IS VERY WELL

MAINTAINED AND C IS A LOYAL NISSAN CUSTOMER. @03/24-ZDR128N

C THANKED CRR-RD FOR ASSISTANCE, C UNDERSTANDS. @03/24-ZDR128N

CRR-RD GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-RD TRANSFERRING FILE. @03/24-ZDR128N

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RCAS-NS CONTACTED DLR AT 3:15PM EST 03/26/08 AND SPOKE WITH SM-PAUL DELANG.

RCAS-NS INQUIRED WHEN C WAS LAST AT THE DLRSH. SM-PAUL STATED THAT C WAS  
AT THE DLR ON 02/29/08 AND THE DLR FOUND A PLASTIC BAG ON THE EXHAUST WHICH  
COULD HAVE CAUSED THE SMELL. SM-PAUL STATED THAT C HAD A CONCERN ABOUT THE  
SEAT AND QUALITY GUARD DECLINED THE REPAIR FOR THE SEAT AS WELL AS GRT WAS  
RUN AND WAS ALSO DECLINED.

RCAS-NS THANKED SM-PAUL FOR THE INFORMATION.

\*\*\*\*\*

@03/26-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AT 3:25PM EST 03/26/08 AND LEFT VMX.

RCAS-NS CONTACTED C ON EVE NUMBER AT 3:27PM EST 03/26/08 AND LEFT VMX.

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@03/26-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AT 12:40PM EST 03/28/08 AND LEFT VMX.

RCAS-NS CONTACTED C ON EVE NUMBER AT 12:40PM EST 03/28/08 AND LEFT VMX.

\*\*\*\*\*

@03/28-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AT 3:23PM EST 04/01/08 AND SPOKE WITH C'S

HUSBAND-DREW. RCAS-NS ADVISED SM-DREW THAT THE DLRSH. HAS NOT SEEN THE VEH  
SINCE 02/28/08 AND C WILL NEED TO BRING THE VEH BACK INTO THE DLRSH. IF THE  
VEH IS STILL EXPERIENCING A SMELL. C UNDERSTOOD.

C INQUIRED IF THE SEAT WOULD BE COVERED, RCAS-NS ADVISED THAT DLR CALLED

VSC-QUALITY GUARD AND DLR WAS ADVISED THAT IT IS NOT COVERED UNDER WARRANTY.

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C STATED THAT IT SEEMS TO KNOWN PROBLEM WITH THE 2005 MUR AND THERE IS A TSB OUT ON THE SEAT BRAKET.

RCAS-NS ADVISED C THAT A TSB IS NOT A RECALL AND IT HELPS THE DLR TO REPAIR THE CONCERN.

RCAS-NS ADVISED C THAT IF C IS OOW THAT C WOULD HAVE TO PAY AS DLR TRIED TO ASSIST C WITH GRT BUT IT WAS DECLINED.

C UNDERSTOOD. @04/01-ZNS924N

C STATED THAT C IS GOING TO MAKE AN APPOINTMENT WITH THE DLRSHIP AND C WILL CONTACT RCAS-NS BACK WHEN THE VEH IS AT THE DLR. C STATED THAT IT WON'T BE UNTIL NEXT WEEK THAT C TAKES THE VEH BACK IN.

RCAS-NS PROVIDED NAME, PHONE NUMBER, AND EXTENSION FOR C TO CONTACT RCAS-NS BACK WHEN C MAKES AN APPOINTMENT.

RCAS-NS CLOSING FILE PENDING C'S CALLBACK.

\*\*\*\*\* @04/01-ZNS924N

RCAS-NS NOTES THAT RCAS-NS LOOKED UP COVERED COMPONENTS FOR QUALITY GUARD DELUXE AND RCAS-NS NOTES THAT THERE IS NO SEAT BRACKETS COVERED UNDER THE VSC.

\*\*\*\*\* @04/01-ZNS924N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW.

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NT8G         | ROOT CAUSE: SCMV     |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:              |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:              |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:              |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:              |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:              |
| RESP DLR: 3472         | EFFECTIVE: 03 / 24 / 08   | 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: ZDR128N        |                      |
| HISTORY:               | UPDATE BY: ZNS924N        |                      |
| SVC CALL#:             | UPDATE DATE: 04 / 01 / 08 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 04 / 01 / 08  | MICROFILM: N         |
| RESP CAA: SYER. NADIA  | OLM: SMIT AGNES           | DOM: TURKELL. HELENA |
| PHONE: 0000041642      | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

DATE: 1/26/2009  
TIME: 12:48:50 PM

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REQUESTED BY: lattad

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## CA6092726

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:50 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:

IN SCV DATE: 7/15/2006

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|----------------|------------------|

## CA6092726

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:50 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:

IN SCV DATE: 7/15/2006

| SEQ NO | CONTRACT NO  | DEALER NUMBER ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE |
|--------|--------------|------------------|----------------|-------------|----------------|
| 218    | QRDX01506161 | 70499 CA         | 7/15/2006      | 7/15/2012   | 99.931         |
| 219    | QRDX91506161 | 70499 CA         | 7/15/2006      | 7/15/2012   | 99.931         |

|                |                  |
|----------------|------------------|
| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|

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DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                 |               |              |        |
|---------------------------------|---------------|--------------|--------|
| -----+-----                     |               |              |        |
| CONTRACT: QRD01506161           |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |               | OWNER NAME:  |        |
| PLAN TYPE: R                    |               | PLAN TYPE:   |        |
| PLAN TERM: X                    |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50               |               | DEDUCTABLE:  |        |
| EFFECTIVE: 07/15/06             |               | EFFECTIVE:   |        |
| EXPIRES: 07/15/12               | MILES: 99,931 | EXPIRES:     | MILES: |
| CANCEL: 07/15/06                | MILES: 19,931 | CANCEL:      | MILES: |
| TRANSFER:                       |               | TRANSFER:    |        |
| TRANSACTION: 8/7/2006           |               | TRANSACTION: |        |
| PRINTED: 07/29/06               |               | PRINTED:     |        |
| DEALER NO: 70499                | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: RIVERSIDE INFINITI |               | DEALER NAME: |        |
| -----+-----                     |               |              |        |



**CONFIDENTIAL**

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NISSAN MOTOR CORPORATION IN U.S.A  
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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                 |               |              |        |
|---------------------------------|---------------|--------------|--------|
| -----+-----                     |               |              |        |
| CONTRACT: QRDX91506161          |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |               | OWNER NAME:  |        |
| PLAN TYPE: R                    |               | PLAN TYPE:   |        |
| PLAN TERM: X                    |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50               |               | DEDUCTABLE:  |        |
| EFFECTIVE: 07/15/06             |               | EFFECTIVE:   |        |
| EXPIRES: 07/15/12               | MILES: 99,931 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                       |               | TRANSFER:    |        |
| TRANSACTION: 8/7/2006           |               | TRANSACTION: |        |
| PRINTED: 09/01/06               |               | PRINTED:     |        |
| DEALER NO: 70499                | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: RIVERSIDE INFINITI |               | DEALER NAME: |        |
| -----+-----                     |               |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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|                       |                                       |
|-----------------------|---------------------------------------|
| NAME: [REDACTED]      | SC: NONE                              |
| STREET: [REDACTED]    | VIN: JN8AZ08W85W [REDACTED] Y         |
| CITY: BROOKLYN        | YR/MDL: 2005.0 MUR MILEAGE: 40000     |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 08 / 08 / 05             |
| DAY PH: [REDACTED]    | RTL DLR: 3403 BAY RIDGE NISSAN, INC.  |
| EVE PH: [REDACTED]    | SVC DLR: 3403 BAY RIDGE NISSAN, INC.  |
| DLR PH: 718 238 8000  | RESP DLR: 3403 BAY RIDGE NISSAN, INC. |
|                       | REGION: 26 DIST: SL/SV/PT: 03 03 33   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 3403 BAY RIDGE NISSAN, IN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 02 / 08     | XFER/RSPNSBLTY: 26 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 03 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 04 / 02 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION   |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZLA160N 04/02/2008

PREVIOUS RELATED FILE/S FOUND : NONE.

PREVIOUS UNRELATED FILE/S FOUND : NONE.

CRR-LA VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY & EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-LA UNABLE TO VERIFY VIN : C DIDN'T HAVE INFO.

CRR-LA UNABLE TO CHECK FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: NO VIN.

CRR-LA INFORMED C THAT SINCE C WASN'T ABLE TO PROVIDE VIN, CRR-LA WAS UNABLE  
TO CHECK FOR OPEN RECALLS/CAMPAIGNS/UPGRADES .

PREVIOUS NISSAN VEH : SENTRA, C COULDN'T REMEMBER THE YEAR.

CRR-LA RECEIVED CALL FROM : C.

C STATED THAT C THE SEAT ON THE DRIVER SIDE IS BROKEN AND C WANTS TO KNOW  
WHAT TO DO AND WHERE TO GO.

C ADDED THAT C IS HAVING AN ISSUE DRIVING THE VEH WITH A BROKEN SEAT.

CRR-LA ADVISED C TO HAVE THE VEH CHECKED BY ANY AUTHORIZED NNA DLR AND IF  
THERE ARE ANY OTHER ISSUES C CAN CALLBACK WITH THE VIN.

C INQUIRED IF THIS IS COVERED BY NNA WARRANTY.

CRR-LA APOLOGIZED AND INFORMED C THAT SINCE THERE'S NO VIN CRR-LA WON'T BE  
TO CHECK THAT BUT SEAT WARRANTY IS GOOD FOR 3 YEARS OR 36,000 MILES WHICHEVER  
COMES FIRST.

C INQUIRED IF THAT IS THE ONLY THAT WILL BE COVERED.

CRR-LA INFORMED C THAT IF C HAS A VSC THERE'S A CHANCE THAT IS ALSO COVERED.

CRR-LA ALSO EXPLAINED THAT WARRANTY COVERS MANUFACTURING DEFECTS WHILE VSC  
COVERS MECHANICAL ISSUES.

C THANKED CRR-LA FOR ASSISTANCE, C SATISFIED.

CRR-LA OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-LA GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-LA CLOSING FILE : PENDING C CALLBACK. @04/02-ZLA160N

\*\*\*\*\*

CRR-DA RECEIVED CALL FROM C. @04/02-ZDA497N

CRR-DA VERIFIED NAME AND ADDRESS.

C WANTED TO UPDATE FILE AS C WASN'T ABLE TO PROVIDE VIN DURING FIRST CALL.

CRR-DA UPDATED FILE.

CRR-DA OFFERED FURTHER ASSISTANCE. C DECLINED.

C THANKED CRR-DA FOR ASSISTANCE, C SATISFIED.

CRR-DA GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-DA CLOSING FILE. @04/02-ZDA497N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009  
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REQUESTED BY: lattad

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CONTACT(S):

|                            |                           |                      |
|----------------------------|---------------------------|----------------------|
| SATISFIED: Y               | ACTION CODE: NT8F         | ROOT CAUSE: SCPP     |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:              |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:              |
| NEW INFO #:                | 1 DATE: 04 / 02 / 08      | USERID: ZDA497N      |
| OTHER #:                   | 0 DATE: 00 / 00 / 00      | USERID:              |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:              |
| RESP DLR: 3403             | EFFECTIVE: 04 / 02 / 08   | 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: ZLA160N        |                      |
| HISTORY:                   | UPDATE BY: ZDA497N        |                      |
| SVC CALL#:                 | UPDATE DATE: 04 / 02 / 08 |                      |
| CLOSE: Y (Y/N)             | CLOSE DATE: 04 / 02 / 08  | MICROFILM: N         |
| RESP CAA: ARCILLA, LAUREEN | OLM: ROYSTER KAREN        | DOM: RHODES CURTIS R |
| PHONE: 0000000000          | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:50 PM

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

CAR ID: CA6106338N  
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**SC: ONE CONTRACT**

|                       |                             |                                         |
|-----------------------|-----------------------------|-----------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W65W [REDACTED] | Y                                       |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 49000                      |
| CITY: INDIANAPOLIS    | IN SVC DATE: 05 / 21 / 05   |                                         |
| ST/ZIP: IN [REDACTED] | VCAN: Y                     | RTL DLR: 3031 SHEEHY NISSAN OF MANASSAS |
| DAY PH: [REDACTED]    | PAID:                       | SVC DLR: 3004 TOM WOOD NISSAN, INC.     |
| EVE PH: [REDACTED]    | SUSP:                       | RESP DLR: 3004 TOM WOOD NISSAN, INC.    |
| DLR PH: 317 848 8888  | DENY:                       | REGION: 24 DIST: SL/SV/PT: 08 08 38     |

LETTER RECEIVED 04 / 01 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: UNKNOWN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 13000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 04 / 03 / 08     | XFER/RSPNSBLTY: 24 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 07 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 04 / 30 / 08    | DATANET (Y/N): 04 / 16 / 08 |

CHECK PAYABLE TO: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY: INDIANAPOLIS IN [REDACTED]  
 VIN: JN8AZ08W65W [REDACTED] MODEL LINE/YEAR: MUR 2005.0

G/L VALUE CODE: 24GDWIL ACCOUNT: 062480000411131  
 G/L DESCRIPTION: NORTH CENTRAL GOOC  
 CHECK AMOUNT: \$ 811.9

|                            |                         |         |
|----------------------------|-------------------------|---------|
| CHK REQUEST DATE: 04/30/08 | REQUESTED BY: MURRA AMA | ZAM269N |
| CHECK APPROVED: 04/30/08   | APPROVED BY: SABEY DEA  | KDS230R |
| CHECK ISSUE DATE: 05/01/08 | CHECK NUMBER: 096897    |         |

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

| CONCERN AND CATEGORY               | SUBCATEGORY AND SYMPTOM              |
|------------------------------------|--------------------------------------|
| OB EXTENDED SERVICE CONTRAC 241000 | GOLD PLAN (PREFERRED)                |
| BL SECURITY PLUS WG                | REQUEST FOR REIMBURSEMENT UNDER PLAN |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:50 PM

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

FILE OPENED-ZDD908N 04/03/2008

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

MAIL ADDRESSED TO: CONSUMER AFFAIRS

METHOD OF CONTACT: MAIL

EMAIL ADDRESS: NONE

DATE RECEIVED: 4/1/08 DATE CREATED: 4/3/08

CRR-DD VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-DD CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 03/30/06 30318N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 03/30/06 3031

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 04/07/06 3031

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 03/31/07 3031

@04/03-ZDD908N

C STATED C SENT A LETTER TO NNA IN JANUARY OF 08 AND DID NOT RECEIVE A RESPONSE.  
@04/03-ZDD908N

C STATED C HAS ANOTHER NISSAN VEH WHICH IS A 05 ALT VIN-1N4BL11D55C 136501.

C STATED C FOR BOTH OF C'S NISSAN VEH'S THEY ARE EQUIPPED WITH A VSC.

C STATED C WOULD LIKE THE VSC CONTRACT SENT TO C FOR BOTH VEH'S.

CRR-DD USED VES1 TO SEND A DUPLICATE COPY OF CERTIFICATE FOR C'S 05 MURANO

AS WELL AS 05 ALT.

CRR-DD NOTES WHEN CRR-DD RESENT THE CERTIFICATE CRR-DD CREATED A FILE FOR THE 05 ALT WHICH IS (6106353).  
@04/03-ZDD908N

C STATED C IS REQUESTING TO BE REIMBURSED \$811.90 UNDER C'S VSC FOR C'S 05 MURANO.

C STATED C TOOK C'S VEH TO TOM WOOD NISSAN. C STATED THE VEH HAD A WELD FAIL ON THE DRIVER'S SEAT FRAME. C STATED TOM WOOD NISSAN REPAIRED THE VEH HOWEVER CHARGED C \$811.90. C STATED C IS REQUESTING TO BE REIMBURSED. @04/03-ZDD908N

CRR-DD NOTES CRR-DD CONTACTED C AT DAY AND EVENING NUMBER. @04/03-ZDD908N

CRR-DD NOTES BOTH PHONE NUMBERS DO NOT WORK. @04/03-ZDD908N

CRR-DD RESPONSE TO C: @04/03-ZDD908N

APRIL 3/08908N

INDIANAPOLIS, IN

FILE # 6106338

DEAR

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC.

YOU REQUESTED TO BE REIMBURSED \$811.90 WHICH WAS FOR A REPAIR

YOU HAD DONE AT TOM WOOD NISSAN IN INDIANAPOLIS IN. A

PREVIOUS FILE 6045368 WAS CREATED IN REGARDS TO YOUR REQUEST.

THE FILE INDICATED THAT IT WAS TRANSFERRED TO A SPECIALIST FOR

REVIEW. A SPECIALIST HAD ATTEMPTED SEVERAL TIMES TO CONTACT @04/03-ZDD908N

YOU HOWEVER THE PHONE NUMBERS ON YOUR FILE WERE INVALID.

THE PHONE NUMBERS DOCUMENTED IN OUR RECORDS ARE 571 921 8217

AND 540 349 7103. PLEASE BE ADVISED THAT THEY DO NOT WORK. YOU

HAVE A NEW FILE 6106338 TO REFERENCE YOUR CONCERN. PLEASE

RESPOND TO US BY TELEPHONE AT 1-800-647-7261 AND REFERENCE YOUR

FILE NUMBER. ONCE YOU HAVE CONTACTED US AND PROVIDED A

"VALID" PHONE NUMBER WE WILL THAN TRANSFER YOUR REQUEST TO

A REGIONAL SPECIALIST FOR REVIEW.

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I WANT TO INFORM YOU THAT A "DUPLICATE COPY" OF YOUR  
EXTENDED WARRANTY "SECURITY PLUS" CERTIFICATE HAS BEEN SENT  
TO THE FOLLOWING ADDRESS:

INDIANAPOLIS, IN

PLEASE BE INFORMED THE DUPLICATE COPY CAN TAKE UP TO 4-6 @04/03-ZDD908N  
BUSINESS WEEKS TO RECEIVE.

IF YOU NEED ANYMORE ASSISTANCE YOU CAN E-MAIL BACK OR CALL  
INTO NISSAN

CONSUMER AFFAIRS 1-800-NISSAN1. @04/03-ZDD908N

CRR-DD SENDING LETTER (OR POST CARD) TO ATS MAIL DOCUMENTS

BOX AND AWAITING CONFIRMATION TO CLOSE THE FILE. @04/03-ZDD908N

\*\*\*\*\*

CRR-VK RECEIVED CONFIRMATION FROM TL-PD THAT LETTER HAS BEEN SENT BY MT-LT.  
CRR-VK CLOSING FILE.

\*\*\*\*\*

@04/09-ZVK000N

CRR-MS RE-OPENED FILE AS C REQUESTED. @04/10-ZMS039N

CRR-MS RECEIVED CALL FROM C. @04/10-ZMS039N

CRR-MS VERIFIED C'S NAME, ADDRESS, AND CORRECT PHONE NOS. @04/10-ZMS039N

C PROVIDED: (CELPHONE) AND (HOMEPHONE) @04/10-ZMS039N

C PROVIDED OTHER FILE # 6045368 IN REFERENCE TO C'S PREVIOUS LETTER C SENT.

CRR-MS REVIEWED PREVIOUS FILE 6045368. @04/10-ZMS039N

BASED ON THE FILE, C'S MAIN CONCERN WAS ABOUT THE REIMBURSEMENT FOR DRIVER  
SEAT FRAME AMOUNTING TO \$811.90. CRR-MS ASKED C IF C KNOWS THE EXACT PART NAME  
OR PART # OF THE REPAIRED PART. C STATED NO, HOWEVER C SENT THE RECEIPT OF THE  
REPAIR DONE TO NNA TOGETHER WITH C'S LETTER. @04/10-ZMS039N

CRR-MS CLARIFIED TO C THAT RCAS AGENTS TRIED TO CONTACT C 3-4 TIMES TO RESOLVE  
C'S CASE. HOWEVER C'S PHONE WERE ALL UNAVAILABLE TO REACH. C UNDERSTOOD.  
CRR-MS EXPLAINED TO C THAT BASED ON THE PREVIOUS FILE MADE HANDLED BY RCAS,  
THE "SEAT FELL PIECE IS NOT LISTED AS A COVERED COMPONENT AND DLT WOULD BE  
BEST RESOURCE FOR C TO DETERMINE WHICH PARTS ARE COVERED AND WHICH ARE NOT."  
C STATED C WAS TOLD BY THE DLR(WHERE C PURCHASED THE PLAN), THAT THE PLAN IS A  
BUMPER-TO-BUMPER COVERAGE, AND EVEN THE BROCHURE FOR THE GOLD PREF. SAYS  
"EVERYTHING IS COVERED." C STATED THAT C WAS MISLEAD. AND C WANTED TO TAKE  
ACTION FOR THIS MATTER. CRR-MS APOLOGIZED TO C FOR ALL THE INCOVENIENCE.  
CRR-MS INFORMED C THAT CRR-MS WOULD REFER C'S CASE TO THE NEXT LEVEL AGENT FOR  
FURTHER ASSISTANCE. @04/10-ZMS039N

\*\*\*\*\*

CRR-PP RECEIVED CALL FROM C @04/10-ZPP435N

C STATES C HAD A PROBLEM WITH THE VEH DRIVERS SEAT @04/10-ZPP435N

C STATES C BROUGHT THE VEH TO TOM WOOD NISSAN, INC.AND THEY ADVISED C THAT  
THERE WAS A CRACK/BREAK IN THE WELDING OF THE FRAME

C STATES C HAS PURCHASED A BUMPER TO BUMPER COVERAGE FOR THE VEH/10-ZPP435N  
C STATES TOM WOOD NISSAN, INC.ADVISED C THAT C WOULD NOT BE COVERED UNDER C'SN  
WARRANTY AND THAT THE REPAIR WOULD COST \$811.90 @04/10-ZPP435N

C STATES C PAID THIS FEE AND HAS THE RECEIPT @04/10-ZPP435N

CRR-PP ADVISED C THAT C HAS A GOLD PREFERRED VSC THAT EXPIRES 05/21/11 OR  
100,000 MILES WHICHEVER COMES FIRST @04/10-ZPP435N

C STATES THAT IS WHY C BELEIVES THE REPAIR SHOULD BE COVERED @04/10-ZPP435N

CRR-PP ASKED C WHAT C WOULD LIKE FROM NNA @04/10-ZPP435N

C STATES C WOULD LIKE TO BE REIMBURSED FOR THE REPAIR COST FROM NNA.PP435N

CRR-PP ASKED C WHAT C'S BEST CALL NUMBER AND TIME IS @04/10-ZPP435N

C STATES (CELL), AT ANY TIME. @04/10-ZPP435N

CRR-PP VERIFIED C'S ADDRESS @04/10-ZPP435N

C STATES C WILL NOT BE AVAILABLE UNTIL 04/14/2008. @04/10-ZPP435N

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CRR-PP APOLOGIZED TO C FOR C'S INCONVENIENCE. @04/10-ZPP435N  
C THANKED CRR-PP FOR ASSISTANCE, C SATISFIED. @04/10-ZPP435N  
CRR-PP OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-PP GAVE NAME, EXTENSION AND FILE NUMBER. @04/10-ZPP435N  
CRR-PP TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW @04/10-ZPP435N  
RCAS-AM CALLED C AT DAY NUMBER AT 11:06AM EST ON 04/15/08 AND LEFT VMX WITH  
RCAS-AM CONTACT INFO FOR CALLBACK.  
RCAS-AM CALLED C AT EVE NUMBER AT 11:07AM EST ON 04/15/08 AND LEFT VMX WITH  
RCAS-AM CONTACT INFO FOR CALLBACK. @04/15-ZAM269N  
RCAS-AM LEAVING FILE OPEN PENDING CALLBACK FROM C. @04/15-ZAM269N  
\*\*\*\*\*  
@04/17-ZCA500N  
CRR-CA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE NUMBER.  
CRR-CA RECEIVED CALL FROM C.  
C CALLED IN AND PROVIDED A FILE NUMBER.  
C STATES THAT A REPRESENTATIVE LEFT A MESSAGE TO C'S VMX.  
C STATES THAT C WERE EXPECTING FOR THE CALL AND SUGGEST TO CALL C AT PHONE  
NUMBER [REDACTED]  
CRR-CA INFORMED C THAT THERE WILL BE AN INTERNAL MESSAGE TO BE SENT TO  
RCAS-AM FOR CALLBACK. @04/17-ZCA500N  
C THANKED CRR-CA FOR ASSISTANCE, C SATISFIED.  
CRR-CA GAVE C NAME, EXTENSION, AND FILE NUMBER. @04/17-ZCA500N  
CRR-CA EXITING FILE. @04/17-ZCA500N  
RCAS-AM CALLED C AT DAY NUMBER AT 2:05PM EST ON 04/18/08 AND EXPLAINED THAT  
THE SEAT PIECE C HAD, HAD CONCERN WITH WAS NOT LISTED AS A COVERED COMPONENT  
IN THE VSC COVERAGE.  
C STATED THAT NNA HAD BETTER CHANGE TUNE AND REIMBURSE C, OR C WOULD TAKE NNA  
TO SMALL CLAIMS COURT FOR AMOUNT AND FRAUDULENT ACTIVITY, AS C'S BROCHURE  
STATED THAT EXTENDED WARRANTY IS BUMPER-TO-BUMPER.  
C TOOK ADDRESS FOR C TO HAVE C'S ATTORNEY TO SEND LETTER OF REPRESENTATION TO.  
C STATED THAT C WOULD LIKE NNA TO CONSIDER REIMBURSING C FOR HALF OF THE COST  
ORIGINALLY REQUESTED. TO SAVE ATTORNEY FEES.  
RCAS-AM EXPLAINED THAT RCAS-AM WOULD BE WILLING TO REVIEW THIS NEW REQUEST  
WITH REGIONAL STAFF AGAIN, DUE TO C HAVING TWO NNA VEHICLES, THAT BOTH HAVE  
GOLD PREFERRED VSC'S.  
C THANKED RCAS-AM.  
RCAS-AM PROVIDED RCAS-AM CONTACT INFO AND EXPLAINED RCAS-AM WOULD BE BACK INTO  
CONTACT WITH C BY 04/23/08. @04/18-ZAM269N  
RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DPSM-MP. @04/18-ZAM269N  
RCAS-AM SENT INTERNAL MESSAGE TO DPSM-MP ON 04/24/08 INQUIRING ON UPDATE FOR C  
BECAUSE ORM-DS OUT OF OFFICE CURRENTLY. @04/24-ZAM269N  
RCAS-AM CALLED C AT DAY NUMBER AT 11:00AM EST ON 04/24/08 AND WAS DISCONNECTED  
RCAS-AM CALLED C AT EVE NUMBER AT 11:05AM EST ON 04/24/08 AND LEFT CONTACT  
INFO, FAX INFO FOR C TO SEND PROOF OF OWNERSHIP, RECEIPT AND COPY OF WORK  
ORDER AND APOLOGY THAT REGIONAL STAFF HAD BEEN OUT ALL WEEK AND RCAS-AM WOULD  
PROVIDE UPDATE ASAP.  
RCAS-AM LEAVING FILE OPEN PENDING REVIEW WITH ORM-DS AND DOCS FROM C.  
RCAS-AM RECEIVED UPDATE FROM ORM-DS AND DPSM-MP THAT NNA WOULD BE IN A  
POSITION TO REIMBURSE C FULL AMOUNT REQUESTED DUE TO C'S LOYALTY TO NNA AND  
TO ENCOURAGE ANY FUTURE REPURCHASE DECISION. @04/28-ZAM269N  
RCAS-AM CALLED C AT DAY NUMBER AT 11:12AM EST ON 04/28/08 AND INQUIRED IF C  
WAS ABLE TO FAX DOCS, AS REQUESTED PREVIOUSLY, TO RCAS-AM.  
C STATED THAT C WILL BE FAXING ALL DOCS TO RCAS-AM THIS AFTERNOON, ON 04/28/08  
RCAS-AM THANKED C AND INFORMED C THAT RCAS-AM WILL UPDATE C ONCE CHECK  
REQUEST HAD BEEN SUBMITTED AND APPROVED, IF APPLICABLE.  
C THANKED RCAS-AM.  
RCAS-AM LEAVING FILE OPEN PENDING RECEIVING DOCS FROM C. @04/28-ZAM269N



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THE FOLLOWING ARE THE DETAILS OF THE REIMBURSEMENT.

NAME OF DLRSHIP: TOM WOOD NISSAN-DEALER CODE 3004.

INVOICE NUMBER: 45714.

INVOICE DATE: 12/18/07.

MILEAGE: 45,432.

PART NAME/NUMBER: ADJUSTER-ASSY/87450-CA67A.

PART AMOUNT: \$631.79.

LABOR AMOUNT: SUBLET \$142.20.

SHOP SUPPLIES: N/A.

SUBTOTAL: \$773.99

TAX AMOUNT: \$37.91.

TOTAL AMOUNT: \$811.90.

CRR SUBMITTING CHECK REQUEST: RCAS-AM. @04/28-ZAM269N

RCAS-AM RECEIVED FAX FROM C AND SUBMITTED CHECK REQUEST IN ZCA1 ON 04/30/08.

RCAS-AM SENT INTERNAL MESSAGE OF NOTIFICATION TO ORM-DS ON 04/30/08.

RCAS-AM RECEIVED INTERNAL NOTIFICATION OF CHECK REQUEST APPROVAL FOR C.

RCAS-AM CALLED C AT DAY NUMBER AT 1:48PM EST ON 04/30/08 AND INFORMED C THAT CHECK WAS APPROVED AS A GOODWILL, ONE TIME GESTURE AND THAT C COULD EXPECT CHECK TO ARRIVE IN MAIL WITHIN FOUR TO SIX WEEKS.

C UNDERSTOOD AND THANKED RCAS-AM FOR ASSISTANCE.

RCAS-AM OFFERED FURTHER ASSISTANCE; C DECLINED.

RCAS-AM CLOSING FILE AS NO FURTHER ACTION TO BE TAKEN. @04/30-ZAM269N

@04/30-ZAM269N

\*\*\*\*\*

MT LT RECEIVED AND MAILED CHECK ON 05/01/08

\*\*\*\*\*

@05/02-ZLT233N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                          |                           |                      |
|--------------------------|---------------------------|----------------------|
| SATISFIED: Y             | ACTION CODE: NT2A         | ROOT CAUSE: SNFA     |
| 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: 04 / 10 / 08      | USERID: ZMS039N      |
| COMMENTS ONLY: #:        | 1 DATE: 05 / 02 / 08      | USERID: ZLT233N      |
| RESP DLR: 3004           | EFFECTIVE: 04 / 03 / 08   | CHANGED BY:          |
| IIR-DATE: 00 / 00 / 00   | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES |
| 3RD PRY:                 | PART#:                    | CHECK ISSUED: YES    |
| BYBACK ST:               | OPENED BY: ZDD908N        |                      |
| HISTORY:                 | UPDATE BY: ZAM269N        |                      |
| SVC CALL#:               | UPDATE DATE: 05 / 02 / 08 |                      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 04 / 30 / 08  | MICROFILM: N         |
| RESP CAA: MURRAY, AMANDA | OLM: SMIT AGNES           | DOM: ROCHE PATRICK   |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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

CA6106338

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:50 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN: JN8AZ08W65W [REDACTED]  
IN SCV DATE: 5/21/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 221       | RCDE02763604 | 3031 VA             | 5/21/2005         | 5/21/2011      | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: RCDE02763604                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: C                           | PLAN TYPE:                           |
| PLAN TERM: E                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 05/21/05                    | EFFECTIVE:                           |
| EXPIRES: 05/21/11    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 5/27/2005                 | TRANSACTION:                         |
| PRINTED: 04/05/08                      | PRINTED:                             |
| DEALER NO: 3031        STATE:    VA    | DEALER NO:                    STATE: |
| DEALER NAME: SHEEHY NISSAN OF MANASSAS | DEALER NAME:                         |
| -----+-----                            |                                      |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:51 PM

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REQUESTED BY: lattad

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T55W [REDACTED] Y       |
| CITY: LUTZ            |            | YR/MDL: 2005.0 MUR MILEAGE: 38500   |
| ST/ZIP: FL [REDACTED] | VCAN: N    | IN SVC DATE: 01 / 31 / 05           |
| DAY PH: [REDACTED]    | PAID: 6    | RTL DLR: 2831 WESTON NISSAN         |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 5001 WESLEY CHAPEL NISSAN  |
| DLR PH: 813 751 1300  | DENY: 0    | RESP DLR: 5001 WESLEY CHAPEL NISSAN |
|                       |            | REGION: 34 DIST: SL/SV/PT: 02 02 32 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 19000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 2500 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 04 / 08     | XFER/RSPNSBLTY: 34 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 09 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 04 / 23 / 08    | DATANET (Y/N): 04 / 08 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZLG881N 04/04/2008

PREVIOUS FILE FOUND:NONE.

CRR-LG VERIFIED C'S NAME,ADDRESS,VIN,MILEAGE,DAY AND EVENING PHONE  
NUMBER AND RESPONSIBLE DEALER.

CRR-LG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/04-ZLG881N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 06/15/06 2831

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 06/15/06 2831

CRR-LG ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN VEH:1

CRR-LG RECEIVED INBOUND CALL FROM C

C STATES THAT C IS HAVEING DRIVER'S SEAT AT THE REAR IS NOT LIFTING PROPERLY  
AND THE LIFT BAR AT THE BACK OF THE VEH IS BROKEN AND THE RIGHT SIDE OF THE  
SEAT LIFTS AND THEN THE LEFT SIDE WILL FOLLOW BUT IT DOES TAKE SOME TIME.

C STATES THAT C HAS TAKEN THE VEH TO THE DLR AND WAS TOLD THAT IT WILL COST C  
\$900.00 TO REPAIR.

@04/04-ZLG881N

CRR-LG ASKED C WHAT CAN NNA DO FOR C.

@04/04-ZLG881N

C STATES THAT C WOULD LIKE GOODWILL ASSISTANCE FROM NNA TO HELP PAY FOR THE  
DRIVER'S SEAT.

@04/04-ZLG881N

C STATES THAT C HAS ALL OIL CHANGES AND TIRE ROTATIONS DONE AT AN INDEPENDANT  
FACILITY BUT THE OTHER SERVICE'S ARE DONE AT WESLEY CHAPEL NISSAN.

CRR-LG ASKED C WHERE IS VEH NOW.C STATES VEH IS WITH C.CRR-LG ASSURED C THAT  
CONCERNS ARE BEING DOCUMENTED.C THANKED CRR-LG FOR ASSISTANCE. @04/04-ZLG881

CRR-LG OFFERED FURTHER ASSISTANCE.C DECLINED.

CRR-LG GAVE NAME,EXTENSION AND FILE NUMBER.

@04/04-ZLG881

CRR-LG TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @04/04-ZLG881

@04/04-ZLG881N

\*\*\*\*\*

@04/07-ZNH850N

RCAS-NH CONTACTED C ON DAY NUMBER AT 4:15 PM EST ON 4/7/08. @04/07-ZNH850N

C STATES THE DRIVERS SEAT IS BROKEN.

@04/07-ZNH850N

C STATES C IS REQUESTING FINANCIAL ASSISTANCE WITH THE DRIVERS SEAT.

@04/07-ZNH850N

C STATES C WENT TO THE DLR AND GOT A QUOTE FOR 900\$.

@04/07-ZNH850N

C STATES C IS REQUESTING FINANCIAL ASSISTANCE WITH THE PART. @04/07-ZNH850N

RCAS-NH INFORMED C THAT RCAS-NP WILL LOOK INTO IT AND WILL FOLLOW UP WITH C ON  
4/9/08.

@04/07-ZNH850N

C UNDERSTOOD.

@04/07-ZNH850N

\*\*\*\*\*

RCAS-NP CALLED DLRSHIP AT 11:03 AM EST ON 04/11/08. LEFT VMX FOR SM\*\*\*\*\*

\*\*\*\*\*

@04/11-ZNP479N

RCAS-NP RECEIVED CALL FROM SM-CHARLIE UNKNOWN AT 11:45 AM EST ON 04/11/08.

SM STATES C HAS BEEN IN THE DLRSHIP THREE TIMES IN TOTAL. SM STATES THAT  
ONLY ONE OF THE THREE TIMES C HAS PAID FOR AN OIL CHANGE AND TIRE ROTATION  
THE OTHER 2 TIMES WERE FOR WARRANTY WORK. SM STATES THE REPAIR WILL BE \$700.

SM STATES RAN GRT AND IT WAS DECLINED.RCAS-NP ASKED SM IF SM WOULD RECOMMEND

@04/11-ZNP479N

@04/11-ZNP479N

ASSISTING C. SM STATES YES AND NO. SM STATES WOULD SAY YES DUE TO C HAS A VERY  
LOW MILEAGE ON THE VEHICLE. SM STATES NO DUE TO C DOES NOT SERVICE VEHICLE  
AT DLRSHIP. RCAS-NP ADVISED SM WOULD RUN THE FILE PASS DPSM-BB AND SEE WHAT  
DPSM-BB STATES. RCAS-NP THANKED SM\*\*\*\*\*

\*\*\*\*\*

CRR-EM RECEIVED CALL FROM C.CRR-EM CONFIRMED C'S NAME, ADDRESS AND DAY PHONE  
AS CELL 813 310 9343.C STATES THAT C WAS TO RECEIVE A FEEDBACK FROM RCAS ON

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WEDNESDAY 04/09/08 AND C IS STILL WAITING FOR THE CALL. CRR-EM APOLOGIZED AND INFORMED C THAT CRR-EM WILL SEND AN INTERNAL MESSAGE TO CONTACT C ON C'S CELL PHONE 813 310 9343 AND REMAIND RCAS OF THE LONG AWAITED CALL WHICH WAS DUE ON WEDNESDAY. CRR-EM SENT EMAIL TO RCAS TO CONTACT C AND REMAINED RCAS THAT RCAS WAS SURPOSED TO CALL C BACK ON WEDNESDAY. PROVIDED RCAS WITH C'S CELL DAY NUMBE R.  
@04/11-ZEM495N

@04/14-ZNP479N

RCAS-NP CALLED DPSM-BB AT 1:22 PM EST ON 04/14/08. RCAS-NP REVIEWED FILE WITH DPSM-BB. DPSM-BB ADVISED RCAS-NP WOULD GO AHEAD AND COVER THE SEAT TRACK WITH MOTOR FOR C. RCAS-NP THANKED DPSM-BB. \*\*\*\*\*

RCAS-NP CALLED DLRSHIP AT 1:32 PM EST ON 04/14/08. RCAS-NP COULD NOT BE TRANSFERRED TO SERVICE.

\*\*\*\*\*  
RCAS-NP CALLED C ON DAY PHONE AT 1:43 PM EST ON 04/14/08. RCAS-NP ADVISED C THAT FILE WAS REVIEWED BY REGIONAL AND NISSAN IS GOING TO ASSIST C AND COVER THE REPAIR FOR C. C THANKED RCAS-NP. RCAS-NP ADVISED C WILL HAVE THE SM AT DLRSHIP CALL C AND HAVE AN APPOINTMENT SET UP TO HAVE THE REPAIR COMPLETED.  
@04/14-ZNP479N @04/14-ZNP479N

\*\*\*\*\*  
RCAS-NP CALLED DLRSHIP AT 1:57 PM EST ON 04/14/08 AND SPOKE WITH SM-CHARLIE UNKNOWN. RCAS-NP ADVISED SM THAT DPSM-BB WILL COVER THE REPAIR  
@04/14-ZNP479N

FOR C. RCAS-NP INFORMED SM TO CALL C AND SET AN APPOINTMENT WITH C SO VEHICLE CAN BE REPAIRED. SM ADVISED RCAS-NP WOULD CONTACT C. RCAS-NP THANKED SM. \*\*\*\*\*  
@04/14-ZNP479N

RCAS-NP CALLED C ON DAY PHONE AT 12:25 PM EST ON 04/21/08. RCAS-NP ASKED C IF VEHICLE HAS BEEN REPAIRED AS YET. C STATES HAS AN APPOINTMENT FOR 04/22/08. RCAS-NP ASKED C IF RCAS-NP COULD FOLLOW UP WITH C ON 04/23/08. C STATES THAT WOULD BE GREAT. RCAS-NP CONTACTING C ON 04/23/08. \*\*\*\*\*  
\*\*\*\*\* @04/21-ZNP479N

RCAS-NP CALLED C ON DAY PHONE AT 11:35 AM EST ON 04/23/08. RCAS-NP ASKED C IF C VEHICLE WAS REPAIRED. C STATES YES VEHICLE WAS REPAIRED. RCAS-NP ASKED C IF C WAS SATISFIED WITH THE REPAIRS. C STATES YES. RCAS-NP ASKED C IF C NEEDED FURTHER ASSISTANCE. C STATES NO. C THANKED RCAS-NP FOR CALLING. RCAS-NP CLOSING FILE \*\*\*\*\*  
@04/23-ZNP479N @04/23-ZNP479N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

REVIEW FILE

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 5001            | EFFECTIVE: 04 / 04 / 08   | 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: ZLG881N        |                     |
| HISTORY:                  | UPDATE BY: ZNP479N        |                     |
| SVC CALL#:                | UPDATE DATE: 04 / 23 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 04 / 23 / 08  | MICROFILM: N        |
| RESP CAA: PINNOCK, NICOLE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041440         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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SC: ONE CONTRACT

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T85W [REDACTED] Y               |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 41800           |
| CITY: OKLAHOMA CITY   | IN SVC DATE: 08 / 17 / 05                   |
| ST/ZIP: OK [REDACTED] | RTL DLR: 3488 BOB HOWARD NISSAN. INC.       |
| DAY PH: [REDACTED]    | PAID: 5 SVC DLR: 3971 FENTON NISSAN WEST    |
| EVE PH: [REDACTED]    | SUSP: 1 RESP DLR: 3971 FENTON NISSAN WEST   |
| DLR PH: 405 495 4700  | DENY: 0 REGION: 32 DIST: SL/SV/PT: 05 05 35 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 40000 # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 3971 FENTON NISSAN WES  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 5800 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 07 / 08     | XFER/RSPNSBLTY: 32 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 02 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 02 / 08    | DATANET (Y/N): 04 / 09 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZGK999N 04/07/2008

PREVIOUS FILES FOUND:NONE

CRR-GK VERIFIED C'S NAME, ADDRESS, DAY & EVENING PHONE, VIN NUMBER, MILEAGE  
AND RESPONSIBLE DLR

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 00/00/00 05/24/06 2987

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 05/24/06 2987

PREVIOUS NISSAN VEH:2, 2001 ALT, 2004 TITAN.

CRR-GK RECEIVED AN INBOUND CALL FROM C.

C STATES ON 04/04/08 C STATES THAT THE WELD ON THE DRIVERS SEAT HAS BROKE. C  
STATES THAT C CAN NOT EVEN DRIVE VEH BECAUSE SO LOOSE. @04/07-ZGK999N

C STATES WOULD LIKE TO KNOW IF THE SEAT IS COVERED. @04/07-ZGK999N

C STATES WAS AT 3971 FENTON NISSAN WEST AND WAS TOLD THAT THE SEAT WAS NOT  
COVERED AND SA STATED EVEN IF C HAS PURCHASED A PREMIUM VSC IT WOULD NOT BE  
COVERED. SA ADVISED C TO CALL INTO NISSAN CA TO SEE WHAT NISSAN COULD DO FOR C  
C IS REQUESTING FOR NISSAN PAY FOR REPAIRS UNDER WARRANTY AND C IS FULLY  
AWARE THAT C IS OUT OF WARRANTY.

\*\*\*\*\*

CRR-LA RECEIVED CALL FROM : C.

CRR-LA VERIFIED C'S NAME, ADDRESS & PHONE NUMBER.

C ASKED FOR SUPERVISOR FOR CRR-GK.

CRR-LA REVIEWED THE FILE.

CRR-LA INFORMED C THAT A SUPERVISOR WILL CONTACT C WITHIN 4-8 BUSINESS HOURS  
(AS PER TL-DE, SINCE C IS ASKING FOR CRR-GK'S SUPERVISOR).

C STATED THAT C JUST WANTS A CALLBACK FROM CRR-GK'S SUPERVISOR.

C THANKED CRR-LA FOR ASSISTANCE, C SATISFIED.

CRR-LA OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-LA GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-LA ESCALATED.

CRR-LA LEAVING FILE OPEN FOR REVIEW. @04/07-ZLA160N

SR-MJ CALLED C AT 2:14PM EST 310 755 1418 C STATES C WANTED TO SPEAK TO A  
SUPERVISOR REGARDING CRR-GK. C STATES ALL THE WARRANTY DOES NOT COVER THE  
WARRANTY. C STATES CRR-GK KEPT BEING RUDE TO C. C STATES C JUST CALLED NISSAN  
TO SEE IF THE SEAT CAN BE FIXED UNDER GOODWILL. C STATES C UNDERSTANDS THE  
BASIC WARRANTY DOES NOT COVER THE SEAT AS DLR ADVISED IT IS THE WELDING OF THE  
SEAT. C STATES IT IS THE DRIVER SEAT. C STATES IT IS VERY DIFFICULT DRIVING  
WHILE C'S SEAT IS ROCKING. SR-MJ ADVISED C SR-MJ WILL FORWARD FILE TO RCAS AND  
RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY. SR-MJ AGREED. SR-MJ  
PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER. SR-MJ OFFERED FURTHER  
ASSISTANCE. C STATES CRR-GK ADVISED C THERE ARE NO SUPERVISOR ABOVE CRR-GK  
C STATES THAT IS THE REASON WHY C CALLED BACK TO SPEAK TO ANOTHER AGENT AND  
ASKED FOR A SUPERVISOR. SR-MJ APOLOGIZED ADVISED C SR-MJ WILL FORWARD FILE TO  
CRR-GK AND MAKE CRR-GK'S TL AWARE OF WHAT HAS HAPPENED AND WILL BE DEALT WITH  
INTERNALLY. C AGREED. SR-MJ APOLOGIZED ON BEHALF OF NISSAN AND ADVISED C SR-MJ  
IS FORWARDING FILE FOR C'S VEH CONCERN. C STATES GOOD. C STATES C IS A LOYAL  
C OF NISSAN AND WOULD LIKE TO KEEP IT THAT WAY. SR-MJ FORWARDING FILE TO RCAS.

@04/07-ZMJ356N

\*\*\*\*\*

CRR-CC RECEIVED CALL FROM C.

CRR-CC VERIFIED C'S NAME, ADDRESS & CONTACT INFORMATION.

C STATED THAT C SPOKE TO SR-MJ AND WAS INFORMED THAT A REGIONAL SPECIALIST  
WILL BE CALLING C BACK WITHIN TODAY.

C STATED THAT C HAS NOT RECEIVED ANY CALL BACK FROM THE REGIONAL SPECIALIST.

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CRR-CC APOLOGIZED FOR THE INCONVENIENCE.

CRR-CC INFORMED C THAT CRR-CC WILL INFORM RCAS-CB THAT C WOULD LIKE TO BE CALLED BACK.

C STATED THAT C WAS ASSURED BY SR-MJ THAT A REGIONAL SPECIALIST WILL CALL BACK C.

C STATED THAT THIS IS RIDICULOUS AS C WAS PROMISED FOR A CALL BACK.

C STATED THAT C IS A LOYAL CUSTOMER OF NISSAN AND DOESN'T APPRECIATE THE APPRECIATE THE WAY C IS BEING TREATED BY NISSAN.

CRR-CC APOLOGIZED FOR THE INCONVENIENCE.

C REQUESTED TO BE TRANSFERRED TO THE EXTENSION OF SR-MJ.

CRR-CC GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-CC TRANSFERRED C TO EXTENSION OF SR-MJ.

CRR-CC SENDING INTERNAL MESSAGE TO SR-MJ.

CRR-CC LEAVING FILE OPEN.

\*\*\*\*\*

@04/08-ZCC141N

RCAS-CR CALLED C ON DAY NUMBER AT 5:39 PM EST ON 04/08/08. RCAS-CR SPOKE WITH C. C STATED C WAS SUPPOSED TO RECEIVE A CALL BY THE END OF BUSINESS DAY.

RCAS-CR INFORMED C THAT THIS CALL IS BEING PLACED BEFORE THE END OF BUSINESS DAY. RCAS-CR INFORMED C THAT RCAS-CB WHO IS INCHARGE OF C'S FILE IS OUT OF THE OFFICE AND WILL BE IN CONTACT WITH C BY THE END OF BUSINESS DAY ON 04/09/08.

C STATED C WAS INFORMED THAT RCAS WOULD CALL C BACK TODAY 04/08/08. RCAS-CR INFORMED C THAT RCAS-CR IS CALLING C BY THE END OF BUSINESS DAY TO INFORM C THAT THE REGIONAL SPECIALIST IS OUT OF THE OFFICE AND WILL BE IN CONTACT WITH C ON 04/09/08. C STATED THAT C WOULD LIKE TO SPEAK WITH A SUPERVISOR.

RCAS-CR INFORMED C THAT SUPERVISORS DO NOT WORK FILES AND THAT THE PERSON IN CHARGE OF WORKING C'S FILE WILL CONTACT C BACK BY THE END OF THE NEXT BUSINESS DAY. C STATED C WOULD LIKE TO SPEAK WITH A SUPERVISOR TO MAKE A COMPLAINT AGAINST RCAS-CR. RCAS-CR INFORMED C THAT RCAS-CR WOULD HAVE A SUPERVISOR CONTACT C BACK BY THE END OF BUSINESS DAY ON 04/09/08. @04/08-ZCR000N

RCAS-CR INFORMED C THAT RCAS-CB WOULD CONTACT C BACK BY THE END OF BUSINESS DAY ON 04/09/08. @04/08-ZCR000N

RCAS-CB CALLED C ON 04/09/08 AT 4:34 PM EST ON DAY NUMBER. @04/09-ZCB353N

RCAS-CB CORRECTED THE VEH MAINTAINED BY FIELD. @04/09-ZCB353N

RCAS-CB ADVISED C THAT THE FILE WILL BE REVIEWED FOR THE REQUEST OF GW FOR THE REPAIR OF THE SEAT. RCAS-CB PROVIDED RCAS-CB'S CONTACT INFORMATION. RCAS-CB ADVISED C THAT RCAS-CB WILL FOLLOW UP WITH C BY 04/15/08. C AGREED.

RCAS-CB CALLED 3971\_ FENTON NISSAN WEST ON 04/15/08 AT 3:26 PM EST.

SERVICE MANAGER IS NOT AVAILABLE, RCAS-CB LEFT MESSAGE WITH SERVICE DEPT.

RCAS-CB LEFT VMX ON 04/15/08 AT 4:29 PM EST ON DAY NUMBER. @04/15-ZCB353N

RCAS-CB CALLED 3971\_ FENTON NISSAN WEST ON 04/17/08 AT 12:20 PM EST.

RCAS-CB SPOKE TO SERVICE MANAGER RONNA. SM STATES THAT THERE IS NO HISTORY ON C. SM STATES THAT IF C WAS AT THE DLR INQUIRING ABOUT THE REPAIR THEN THERE WAS NOT A DIAGNOSTIC COMPLETED OR A REPAIR ORDER STARTED. @04/17-ZCB353N

RCAS-CB LEFT VMX ON 04/17/08 AT 12:36 PM EST ON DAY NUMBER. @04/17-ZCB353N

RCAS-CB CALLED C ON 04/17/08 AT 12:37 PM EST ON EVENING NUMBER. @04/17-ZCB353N

RCAS-CB CALLED C ON 04/22/08 AT 12:51 PM EST ON DAY NUMBER. @04/22-ZCB353N

RCAS-CB ADVISED C THAT RCAS-CB SPOKE TO THE DLR. RCAS-CB ADVISED C THAT NNA CA NEEDS TO HAVE AN OPEN REPAIR ORDER AND A DIAGNOSTIC TO LOOK INTO THE REQUEST OF GW. RCAS-CB ADVISED C THAT ANY DIAGNOSTIC FEE CHAGED BY THE DLR WOULD BE C'S RESPONSIBILITY. C STATES C WILL GO TO THE DLR IN A COUPLE DAYS. RCAS-CB ADVISED THAT RCAS-CB WILL FOLLOW UP WITH C ON 04/28/08. C AGREED.

RCAS-CB CALLED 3971\_ FENTON NISSAN WEST ON 04/24/08 AT 9:58 AM EST.

RCAS-CB SPOKE WITH SERVICE MANAGER RONNA MASON. SM STATES THAT THIS SHOULD NOT HAVE HAPPENED TO C'S VEH. SM STATES THAT THIS IS A SAFTEY ISSUE AND SM HAS NEVER SEEN THIS BEFORE. SM STATES THAT C IS 26% OVER THE WARRANTY WITH MILES SO THE GRT WAS RAN WITH C PAYING FOR 26% OF THE REPAIR. THE GRT WAS DECLINED.

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SM STATES THAT NNA SHOULD ASSIST AS THIS IS A SAFETY ISSUE. @04/24-ZCB353N  
RCAS-CB SENT EMAIL TO DPSM-CB ON 04/24/08 REQUESTING [ASSISTANCE.@04/24-ZCB353N](#)  
RCSAS-CB RECEIVED EMAIL FROM DPSM-CB APPROVING FULL GOODWILL. @04/24-ZCB353N  
RCAS-CB LEFT VMX ON 04/24/08 AT 12:07 PM EST ON DAY NUMBER. @04/24-ZCB353N  
RCAS-CB CALLED C ON 04/24/08 AT 12:09 PM EST ON EVENING NUMBER. @04/24-ZCB353N  
RCAS-CB ADVISED C THAT NNA WILL BE OFFERING C FULL FINANCIAL ASSISTANCE FOR  
THE REPAIR OF C'S SEAT. C STATES C IS THANKFUL. RCAS-CB ADVISED C TO CONTACT  
THE DLR TO MAKE AN APT AND RCAS-CB WILL FOLLOW UP WITH C AFTER THE REPAIR TO  
ENSURE EVERYTHING WENT WELL. C STATES TAT C WILL BE BRING THE VEH TO THE  
DLR TODAY FOR 50 POINT INSPECTION AND IF POSSIBLE WILL JUST LEAVE THE VEH  
WITH THE DLR FOR THE REPAIR. RCAS-CB ASKED C TO CONTACT RCAS-CB WITH THE  
REPAIR DATE INFORMATION SO RCAS-CB CAN FOLLOW UP WITH C AFTERWARDS. C AGREED.  
RCAS-CB CALLED C ON 04/30/08 AT 12:46 PM EST ON DAY NUMBER. @04/30-ZCB353N  
C STATES THAT THE VEH WILL BE COMPLETED BY TOMORROW AT THE LATEST. RCAS-CB  
ADVISED C THAT RCAS-CB WILL FOLLOW UP WITH C ON 05/02/08 AT O ENSURE THE  
REPAIR WENT WELL. C AGREED. @04/30-ZCB353N

\*\*\*\*\*

RCAS-CB LEFT VMX ON 05/02/08 AT 3:47 PM EST ON DAY NUMBER. @05/02-ZCB353N  
RCAS-CB CALLED C ON 05/02/08 AT 3:49 PM EST ON EVENING NUMBER. @05/02-ZCB353N  
C STATES THAT C HAS PICKED UP THE VEH AND IT APPEARS EVERYTHING IS WELL.  
RCAS-CB OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-CB CLOSING FILE.  
@05/02-ZCB353N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3971              | EFFECTIVE: 04 / 07 / 08   | 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: ZGK999N        |                     |
| HISTORY:                    | UPDATE BY: ZCB353N        |                     |
| SVC CALL#:                  | UPDATE DATE: 05 / 02 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 05 / 02 / 08  | MICROFILM: N        |
| RESP CAA: BASILE, CHRISTINE | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

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MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 10/15/2007

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 223       | PEDQ04319750 | 3488 OK             | 10/15/2007        | 8/17/2012      | 100.000           |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: PEDQ04319750               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: E                         |                | PLAN TYPE:   |        |
| PLAN TERM: Q                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                    |                | DEDUCTABLE:  |        |
| EFFECTIVE: 10/15/07                  |                | EFFECTIVE:   |        |
| EXPIRES: 08/17/12                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                              | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 11/7/2007               |                | TRANSACTION: |        |
| PRINTED: 11/10/07                    |                | PRINTED:     |        |
| DEALER NO: 3488                      | STATE: OK      | DEALER NO:   | STATE: |
| DEALER NAME: BOB HOWARD NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:51 PM

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

CAR ID: CA6109095N  
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|                       |                                       |
|-----------------------|---------------------------------------|
| NAME: [REDACTED]      | SC: NONE                              |
| STREET: [REDACTED]    | VIN: JN8AZ08WX5W [REDACTED] Y         |
| CITY: FLUSHING        | YR/MDL: 2005.0 MUR MILEAGE: 42361     |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 11 / 23 / 05             |
| DAY PH: [REDACTED]    | RTL DLR: 07130 NEMET MOTORS           |
| EVE PH: [REDACTED]    | SVC DLR: 5156 GREAT NECK NISSAN, LLC  |
| DLR PH: 516 482 7700  | RESP DLR: 5156 GREAT NECK NISSAN, LLC |
|                       | REGION: 26 DIST: SL/SV/PT: 03 03 33   |

|                                           |                    |                               |
|-------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI         | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 07130 NEMET MOTORS |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:           | MILES: 6361        | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 07 / 08     | XFER/RSPNSBLTY: 26 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 3      | CLOSE DATE: 04 / 17 / 08    | DATANET (Y/N): 04 / 14 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZMB827N 04/07/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

CRR-MB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-MB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/07-ZMB827N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 11/20/06 0713

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 11/20/06 0713

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 10/05/07 0713

CRR-MB RECEIVED INBOUND CALL FROM C.

C STATES C HAS HAD TRACKING CONCERN RESOLVE IN NOV 2006. @04/07-ZMB827N

C STATES C IS HAVING SAME PROBLEM. @04/07-ZMB827N

CRR-MB ADVISED C TO VISIT NISSAN DLRSHIP TO HAVE CONCERN DIAGNOSISED.

C STATES C PHONE GWEN BROWN THE SA AND [REDACTED] AND WAS TOLD TO CONTACT  
NNA. @04/07-ZMB827N

CRR-MB ADVISED C TO VISIT DLRSHIP BEFORE WE CAN PROCEED. @04/07-ZMB827N

C STATES C WILL VISIT DLRSHIP THEN RECALL NNA. @04/07-ZMB827N

CRR-MB OFFER FURTHER ASSISTANCE. C DECLINED. @04/07-ZMB827N

CRR-MB GAVE NAME, FILE AND EXTENSION NUMBER. @04/07-ZMB827N

CRR-MB CLOSING FILE NO FURTHER ASSISTANCE REQUIRED. @04/07-ZMB827N

\*\*\*\*\*

CRR-JD RECEIVED CALL FROM C

C IS CURRENTLY AT THE DLRSHIP AS ADVISED BY CRR-MB

C HAS A PROBLEM WITH THE VEH'S SEAT AND THE DLRSHIP TOLD C THAT IT NEEDS TO BE  
REPLACED

CRR-JD SPOKE WITH THE DLR AND THE DLR WILL COVER THE REPLACEMENT UNDER THE  
WARRANTY AND WANTED TO FILE A CLAIM AFTER THE REPLACEMENT

CRR-JD ADVISED C OF THE THE CLAIMS DEPT NUMBER @04/07-ZJD507N

C THANKED CRR-JD FOR ASSISTANCE. C SATISFIED

CRR-JD GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-JD CLOSING FILE @04/07-ZJD507N

CRR-MH RECEIVED CALL FROM C WHO STATED THAT C'S DRIVER'S SEAT - SEAT TRACK  
WHICH IS MADE OF ALUMINUM IS BROKEN AND C HAS HAD THIS PART REPLACED IN  
NOV/06 AND NOW IT IS BROKEN AGAIN AND C HAS ALMOST GOTTEN HURT BY THE WAY

C'S SEAT IS AS THE SEAT ROCKS. C FEELS THIS IS A SAFETY ISSUE WHICH NISSAN  
SHOULD BE FIXING C'S SEAT. C WENT TO GREAT NECK NISSAN AND C RECEIVED A  
CALLBACK FROM SM AND DLR ADVISED FOR C TO CALL NNA FOR FURTHER ASSISTANCE.  
C STATED DLR TOLD C THAT THE REPLACEMENT SEAT WOULD COST C ABOUT \$1200.

CRR-MH INFORMED C THAT A REGIONAL SPECIALIST WILL BE GETTING A HOLD OF DLRSHIP  
AND CUSTOMER BY THE END OF THE NEXT BUSINESS DAY.

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-MH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW AND SENDING RCAS AN  
INTERNAL MEMO AS FILE WAS CLOSED AND RE-OPENED TODAY. @04/08-ZMH815N

\*\*\* @04/11-ZSM584N

RCAS-SM CALLED C ON DAY/EVE NUMBER ON 4/11/08 AT 8:40 AM EST. RCAS-SM ADVISED  
THE C THAT RCAS-SM WOULD BE REVIEWING THE C'S FILE AND WOULD FOLLOW-UP WITH  
THE C BY 4/18/08. RCAS-SM VERIFIED THE PART REQUIRING REPAIR IS THE DRIVER'S  
SEAT TRACK. C UNDERSTOOD. @04/11-ZSM584N

\*\*\* @04/14-ZSM584N

RCAS-SM CONTACTED SM-MARK PERTERSON ON 4/14/08 AT 1:40 PM EST. SM-MARK STATED  
C WENT INTO THE DLR FOR THE IGNITION KEY NOT WORKING AND THE DLR REPLACED THE  
IGNITION SWITCH. SM-MARK STATED THAT WAS A RECALL. SM-MARK STATED THE C ALSO  
COMPLAINED ABOUT THE SEAT BEING BROKEN. SM-MARK STATED SM-MARK RAN A GRT AND



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IT WAS DECLINED. SM-MARK STATED C DOES NOT SERVICE AT THE DLR. RCAS-SM  
THANKED SM-MARK. @04/14-ZSM584N

\*\*\* @04/14-ZSM584N  
RCAS-SM LEFT VMX FOR C ON DAY/EVE NUMBER ON 4/14/08 AT 1:52 PM EST.  
@04/14-ZSM584N

===== @04/14-ZJC506N  
CRR-JC RECEIVED CALL FROM C.  
CRR-JC VERIFIED C'S NAME, ADDRESS & CONTACT INFORMATION.  
C WASNTS TO SPEAK TO RCAS-SM.CRR-J ASKED FOR THE EXTENTION NUMBER.C CAN'T  
PROVIDE THE EXTENTION NUMBER.CRR-JC INFORMED C THAT CAN'T CONNECT CALL TO  
RCAS-SM UNLESS C PROVIDES THE EXTENTION NUMBER.C UPSET.C WILL CALL BACK TO HAV  
E THE EXTENTION NUMBER.

===== @04/14-ZJC506N  
CRR-MB UPDATING FILE AT C'S REQUEST. @04/16-ZMB827N  
CRR-MB RECEIVED VMX FROM C. @04/16-ZMB827N  
C STATES IF C'S CONCERN IS NOT HANDLED IN A TIMELY MATTER C WILL START LEGAL  
ACTION AGAINST NISSAN. @04/16-ZMB827N  
CRR-MB EXITING FILE. @04/16-ZMB827N

\*\*\* @04/16-ZSM584N  
RCAS-SM RECIEVED VMX FROM C ON 4/16/08 AT 1:47 PM EST. C PROVIDED ALTERNATE  
NUMBER. RCAS-SM INPUT ALTERNATE NUMBER AS EVE NUMBER. @04/16-ZSM584N  
\*\*\* @04/16-ZSM584N

RCAS-SM LEFT VMX FOR C ON DAYTIME NUMBER ON 4/16/08 AT 1:49 PM EST.  
RCAS-SM CALLED C'S EVE NUMBER ON 4/16/08 AT 1:50 PM EST. RECORDING ADVISED  
EVE NUMBER IS OUT OF SERVICE. @04/16-ZSM584N  
\*\*\* @04/17-ZSM584N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 4/17/08 AT 3:10 PM EST. RCAS-SM  
ADVISED C THAT NNA IS NOT GOING TO BE ABLE TO ASSIST WITH C'S REPAIR. RCAS-SM  
ADVISED C THAT IS DUE TO THE VEH BEING OUT OF WARRANTY. C STATES C WOULD LIKE  
THAT IN WRITING TO FORWARD TO C'S LAWYER. RCAS-SM ADVISED C TO HAVE C'S  
LAWYER SEND A LETTER OF REPRESENTATION TO NNA. RCAS-SM PROVIDED MAILING  
ADDRESS: @04/17-ZSM584N  
P. O. BOX 685003 @04/17-ZSM584N  
FRANKLIN, TN 37064-5003 @04/17-ZSM584N  
C STATES C WOULD LIKE RCAS-SM TO REPEAT EVERYTHING SO C CAN RECORD IT.  
RCAS-SM ADVISED C THAT C IS RECORDING THIS CONVERSATION WITH RCAS-SM'S  
KNOWLEDGE OR PERMISSION. RCAS-SM ADVISED C THAT UNLESS C STOPS RCAS-SM WILL  
NOT BE ABLE TO ASSIST. C STATES C HAS WITNESSES WHO HEARD RCAS-SM DECLINE C.  
RCAS-SM APOLOGIZED FOR THE UNSATISFACTORY RESPONSE. C HUNG UP. @04/17-ZSM584N  
RCAS-SM CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @04/17-ZSM584N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:              |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:              |
| NEW INFO #:            | 1 DATE: 04 / 08 / 08      | USERID: ZMH815N      |
| OTHER #:               | 1 DATE: 04 / 07 / 08      | USERID: ZJD507N      |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:              |
| RESP DLR: 5156         | EFFECTIVE: 04 / 07 / 08   | 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: ZMB827N        |                      |
| HISTORY:               | UPDATE BY: ZSM584N        |                      |
| SVC CALL#:             | UPDATE DATE: 04 / 17 / 08 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 04 / 17 / 08  | MICROFILM: N         |
| RESP CAA: MAYO, SARAH  | OLM: ROYSTER KAREN        | DOM: RHODES CURTIS R |
| PHONE: 0000041688      | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W96W [REDACTED] Y       |
| CITY: ISLAND PARK     |            | YR/MDL: 2006.0 MUR MILEAGE: 32900   |
| ST/ZIP: NY [REDACTED] |            | IN SVC DATE: 03 / 21 / 06           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 07105 GREGORIS MTRS INC    |
| EVE PH: [REDACTED]    | PAID: 1    | SVC DLR: 07105 GREGORIS MTRS INC    |
| DLR PH: 516 825 8700  | SUSP: 0    | RESP DLR: 07105 GREGORIS MTRS INC   |
|                       | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 03 03 33 |

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

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 17 / 08     | XFER/RSPNSBLTY: 26 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 29 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 04 / 22 / 08    | DATANET (Y/N): 04 / 21 / 08 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: ISLAND PARK NY [REDACTED]  
VIN: JN8AZ08W96W [REDACTED] MODEL LINE/YEAR: MUR 2006.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 062480000411131  
G/L DESCRIPTION: NORTHEAST GOODWILL  
CHECK AMOUNT: \$ 35

|                            |                         |         |
|----------------------------|-------------------------|---------|
| CHK REQUEST DATE: 04/22/08 | REQUESTED BY: HAMPE SUZ | ZSH999N |
| CHECK APPROVED: 04/22/08   | APPROVED BY: CALIC RHO  | ZRC310R |
| CHECK ISSUE DATE: 04/23/08 | CHECK NUMBER: 093965    |         |

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

| CONCERN AND CATEGORY |                         | SUBCATEGORY AND SYMPTOM |                              |
|----------------------|-------------------------|-------------------------|------------------------------|
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER) |
| AU                   | INTERIOR (NON-ELECTRIC) | WA                      | PREMATURE WEAR/FAILURE       |
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER) |
| AU                   | INTERIOR (NON-ELECTRIC) | ZB                      | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZKM497N 04/17/2008

PREVIOUS FILES FOUND:

CRR-KM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-KM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @04/17-ZKM497N

CRR-KM ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN VEH: NONE

CRR-KM RECEIVED INBOUND CALL FROM C

C STATES THAT THE SEAT IN C'S VEH BROKE. @04/17-ZKM497N

C STATES THAT THE BACK METAL BAR ON THE BACK OF THE DRIVER'S SEAT IS BROKEN.

C STATES THAT C TOOK THE VEH TO THE DLRSHIP AND THE DLR ORDER THE PART THAT C'S  
VEH REQUIRED AND THE PART NEEDS TO BE SHIPPED IN OUT OF STATE AND IT IS TAKING  
A WHILE. @04/17-ZKM497N

C STATES THAT THE DLRSHIP WOULD NOT COVER A RENTAL VEH AND C FEELS THAT C  
SHOULD NOT HAVE TO PAY FOR A RENTAL AS THE REPAIR IS A MANUFACTURER'S CONCERN  
AND ALSO A SAFETY CONCERN. @04/17-ZKM497N

C STATES THAT C WORKS AS A POLICE OFFICER AND IS BOOKED IN FOR A LOT OF  
OVERTIME WITH THE POPE COMING AND C NEEDS A VEH. @04/17-ZKM497N

C STATES THAT THE DAYTIME NUMBER IS C'S CELL AND C CAN BE REACHED THERE BEST.

CRR-KM ASKED C WHAT NNA CAN DO FOR C @04/17-ZKM497N

C STATES THAT C WOULD LIKE NNA TO COVER THE COST OF THE RENTAL VEH UNTIL THE  
VEH IS READY. @04/17-ZKM497N

CRR-KM OFFERED FURTHER ASSISTANCE, C DECLINED, GAVE NAME, EXTENSION AND FILE #  
CRR-KM TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW.

C AWAITING RESPONSE FROM RCAS. @04/17-ZKM497N

\*\*\*

@04/17-ZTH215N

CRR-TH RECEIVED AN INBOUND CALL FROM C'S MOTHER-IN-LAW. @04/17-ZTH215N

CRR-TH VERIFIED C'S INFORMATION. @04/17-ZTH215N

C STATES C WOULD LIKE C'S SON-IN-LAW REIMBURSED FOR RENTAL VEH. @04/17-ZTH215N

CRR-TH ADVISED C THAT THE ISSUE IS ALREADY BEING LOOKED INTO AND AN RCAS  
AGENT WILL GET BACK TO C'S SON-IN-LAW BY THE END OF THE DAY TOMORROW.

CRR-TH OFFERED FURTHER ASSISTANCE, C DECLINED. @04/17-ZTH215N

CRR-TH GAVE NAME AND EXTENSION. @04/17-ZTH215N

CRR-TH EXITING FILE. @04/17-ZTH215N

\*\*\*

@04/17-ZTH215N

\*\*\*\*RCAS-SH CALLED DLR 04/18/08 11:25 AM EST. RCAS-SH SPOKE TO SM-BOB  
CAPELANO. BOB INFORMED RCAS-SH THAT CUSTOMER WAS AT DLR AND NEEDED A  
SEAT ASSEMBLY AND A NEW SEAT FRAME. VEHICLE WAS RELEASED TO CUSTOMER  
04/17/08. C WAS SEEKING A RENTAL VEHICLE, HOWEVER, DLR COULD NOT PROVIDE  
THIS FOR CUSTOMER AS CUSTOMER DOES NOT HAVE A VSC. RCAS-SH UNDERSTOOD.  
RCAS-SH ENDED CALL. @04/18-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 04/18/08 11:59 AM EST. RCAS-SH SPOKE  
TO CUSTOMER AND INFORMED C THAT NNA DOES NOT PROVIDE RENTAL VEHICLE'S TO  
CUSTOMERS FOR REPAIRS HOWEVER, IF VEHICLE IS IN REPAIR FOR RECALL AND HAS  
BEEN OFF ROAD FOR MORE THAN ONE-TWO DAYS, NNA WOULD ASK C TO SUBMIT DOC'S FOR  
@04/18-ZSH999N

RENTAL AND WOULD REVIEW. C STATED C HAD VEHICLE OFF ROAD FOR 4 DAYS DUE  
TO SAFETY ISSUE WITH VEHICLE. @04/18-ZSH999N

RCAS-SH PROVIDED C WITH FAX NUMBER TO SUBMIT DOC'S FOR REVIEW. C THANKED  
RCAS-SH AND ENDED CALL. @04/18-ZSH999N

CRR-GK RECEIVED CALL FROM C.

CRR-GK VERIFIED NAME AND ADDRESS.

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

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CRR-GK ADVISED C NO OPEN RECALLS ON VEHICLE.  
C IS CALLING BECAUSE THE FAX NUMBER THAT WAS PROVIDED IS NOT CORRECT.  
CRR-GK PROVIDED C WITH THE FAX NUMBER 310-771-2422.  
C THANKED CCR-GK FOR ASSISTANCE, C SATISFIED.  
CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.  
CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED. @04/21-ZGK999N  
\*\*\*RCAS-SH RECEIVED DOC'S 04/21/08 FROM CUSTOMER FOR REIMBURSEMENT FOR  
@04/21-ZSH999N  
RENTAL VEHICLE. RCAS-SH SUBMITTED DOC'S TO ORM-RC FOR REVIEW. @04/21-ZSH999N  
...ONE TIME ONLY: GOODWILL RENTAL 1 DAY @ \$35 PER DAY. RCAS NOTIFIED  
@04/22-ZRC310R  
RCAS-SH CALLED C ON DAY NUMBER 04/22/08 2:30 PM EST. RCAS-SH INFORMED C  
THAT NNA HAS AGREED TO PAY A ONE TIME REIMBURSEMENT FOR RENTAL FOR  
35.00. C AGREED TO TERMS AND THANKED RCAS-SH AND NNA FOR ASSISTANCE. C ENDED  
CALL. @04/22-ZSH999N  
\*\*RCAS-SH EMAILED ORM-RC TO INFORM OF DECISION AND CHECK APPROVAL.  
@04/22-ZSH999N  
RCAS-SH RECEIVED NOTICE THAT FILE HAS BEEN APPROVED. RCAS-SH IS CLOSING  
FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @04/22-ZSH999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NT1A         | ROOT CAUSE: SNFA     |
| 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: 07105        | EFFECTIVE: 04 / 17 / 08   | CHANGED BY:          |
| IIR-DATE: 00 / 00 / 00 | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES |
| 3RD PRTY:              | PART#:                    | CHECK ISSUED: YES    |
| BYBACK ST:             | OPENED BY: ZKM497N        |                      |
| HISTORY:               | UPDATE BY: ZSH999N        |                      |
| SVC CALL#:             | UPDATE DATE: 04 / 23 / 08 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 04 / 22 / 08  |                      |
| RESP CAA: MAYO, SARAH  | OLM: ROYSTER KAREN        | MICROFILM: N         |
| PHONE: 0000041688      | OWNER FIRST:              | DOM: RHODES CURTIS R |
|                        |                           | LANGUAGE: E ENGLISH  |

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|                       |            |                                         |
|-----------------------|------------|-----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                |
| STREET:               | [REDACTED] | VIN: JN8AZ08T74W [REDACTED] Y           |
| CITY: TALLAHASSEE     |            | YR/MDL: 2004.0 MUR MILEAGE: 61000       |
| ST/ZIP: FL [REDACTED] | VCAN: N    | IN SVC DATE: 04 / 08 / 04               |
| DAY PH: [REDACTED]    | PAID: 8    | RTL DLR: 3740 AUTOWAY NISSAN OF BRANDON |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 3839 KRAFT NISSAN              |
| DLR PH: 850 576 6171  | DENY: 0    | RESP DLR: 3839 KRAFT NISSAN             |
|                       |            | REGION: 34 DIST: SL/SV/PT: 05 05 35     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 3839 KRAFT NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 14 MILES: 25000 (PT) MONTHS: MILES: 1000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 21 / 08     | XFER/RSPNSBLTY: 34 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 06 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 06 / 08    | DATANET (Y/N): 04 / 24 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 107000 | LATCH (TAILGATE/HOOD/TRUNK)     |
| AB | BODY                    | YE     | MULTIPLE REPAIR ATTEMPTS        |
| OA | VEHICLE CONCERNS        | 107000 | LATCH (TAILGATE/HOOD/TRUNK)     |
| AB | BODY                    | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZPL000N 04/21/2008

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

CRR-PL VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY  
AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-PL UPDATED OWNER DATABASE.

CRR-PL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-PL ADVISED C NO OPEN RECALLS ON VEHICLE. @04/21-ZPL000N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 08/24/05 3839

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/04/06 3839

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/04/06 3839

PREVIOUS NISSAN/INFINITI VEHICLES: 84 MAXIMA, 1994 SENTRA(NEW)

CRR-PL RECEIVED CALL FROM C.

C STATED C FEELS ITEMS SEAT FRAME ASSEMBLY DRIVER SIDE WHICH HAS FAILED SHOULD  
NOT BE A WEAR AND TEAR ITEM AND NEITHER SHOULD THE GAS DOR RELEASE LEVER WHICH  
HAS ALSO FAILED.C HAS HAD PROBLEMS DIAGNOSED AT 3839 KRAFT NISSAN ON  
04/21/08 AND THE COSTS TO REPAIR AREM \$700 AND 104 RESPECTIVELY AND C ALSO

C STATES WANTS DIAGNOSIS FEE INCLUDED. @04/21-ZPL000N

C STATES WANTS NNA TO REIMB FOR \$908 IN REPAIR FEES AND FEES. @04/21-ZPL000N

CRR-PL ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.

CRR-PL ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-PL OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-PL GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-PL TRANSFERING FILE TO RCAS AGENT. @04/21-ZPL000N

\*\*RCAS-MC SPOKE TO C AT 8:12AM EST ON 4/23/08. @04/23-ZMC854N

RCAS-MC CONFIRMED PREVIOUS NISSAN VEH'S AND CLARIFIED C'S CONCERN.

C STATED THAT C DOES NOT FEEL THAT THE TWO ITEMS THAT C IS HAVING ISSUES WITH  
SHOULD NOT BE WEAR AND TEAR ITEMS. @04/23-ZMC854N

C STATED THAT THE SEAT AND THE GAS DOOR ARE TWO OF THE MOST NECESSARY ITEMS TO  
BE ON A VEHICLE AND THAT WEAR AND TEAR SHOULD NOT APPLY CONSIDERING THE FACT  
THAT THE VEHICLE NEEDS GAS TO DRIVE AND THE DRIVER NEEDS A SEAT TO DRIVE.

C STATED THAT C DOES ALL OF C'S SERVICING AT THE KRAFT NISSAN DLR, ABSOLUTELY  
EVERYTHING INCLUDING TIRES AND OIL CHANGES IS DONE AT THE DLR. @04/23-ZMC854N

RCAS-MC INFORMED C THAT RCAS-MC WOULD LOOK INTO THE ISSUE AND CONTACT C BY  
END OF BUSINESS HOURS ON FRIDAY. @04/23-ZMC854N

C THANKED RCAS-MC AND ENDED THE CALL. @04/23-ZMC854N

\*\*\*\*\* @04/30-ZLR000N

CRR-LR RECEIVED CALL FROM C

C STATES WAS SUPPOSE TO RECEIVE A PHONE CALL FROM RCAS-MC ON FRIDAY AND STILL  
HAS NOT BEEN CONTACTED

CRR-LR ADVISED C WILL SEND INTERNAL MESSAGE TO RCAS-MC

C AGREED

CRR-LR EXITING FILE AND SENDING INTERNAL MESSAGE @04/30-ZLR000N

\*\*\*\*\* @05/02-ZMW118N

CRR-MW RECEIVED CALL FROM C WANTED TO SPEAK TO A REGIONAL SUPERVISOR.

CRR-MW ADVISED C THAT CRR-MW WOULD NEED TO ESCALATE C'S FILE  
AND THE REGIONAL SUPERVISOR WILL BE GIVING C A CALL BY THE END  
OF THE NEXT BUSINESS DAY. CRR-MW ADDED THAT SINCE C REQUEST THE  
FILE TO BE ESCALATE TODAY, C WILL BE RECEIVING A CALL ON MONDAY.

C AGREED.

C THANKED CRR-MW FOR ASSISTANCE, C SATISFIED.

CRR-MW GAVE C NAME, EXTENSION, AND FILE NUMBER. @05/02-ZMW118N

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\*\*\*

@05/02-ZMC854N

\*\*RCAS-MC SPOKE TO SM-HYRAM LONDON AND GM-CHRIS KRAFT AT 3:30PM EST ON 5/2/08.  
SM STATED THAT THE DLR IS NOT WILLING TO ASSIST C WITH ANY OF THE REPAIRS AS  
C IS NOT ONLY OUTSIDE OF WARRANTY BUT C IS NOT A GOOD SERVICING CUSTOMER OF  
NISSAN.

@05/02-ZMC854N

SM STATED THAT C RARELY SPENDS ANY MONEY AT THE DLR.  
SM STATED THAT C IS ALSO WELL OVERWEIGHT AND UNFORTUNATELY THE ISSUE IS JUST  
WEAR AND TEAR.

@05/02-ZMC854N

RCAS-MC LEFT VMX FOR ORM-RD AT 4:13PM EST ON 5/2/08.

@05/02-ZMC854N

RCAS-MC CALLED DPSM-AM AND INQUIRED ON THE ISSUE.  
DPSM-AM STATED TO HAVE SM-HYRAM RUN A GRT FOR THE REQUEST AND THAT NNA WILL  
JUST GO WITH THE GRT FOR C'S DECISION.

@05/02-ZMC854N

\*\*RCAS-MC LEFT VMX FOR C AT 8:16AM EST ON 5/5/08.

@05/05-ZMC854N

CRR-JP RECEIVED CALL FROM C.

CRR-JP VERIFIED NAME AND ADDRESS.

CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
NONE.

CRR-JP ADVISED C NO OPEN RECALLS ON VEHICLE.

C STATES RCAS-MC DOES NOT RETURN CALLS AND C WOULD LIKE TO GET IN CONTACT  
WITH A SUPERVISOR.

@05/05-ZJP000N

CRR-JP ADVISED C THAT A SUPERVISOR WILL CONTACT C WITHIN 4-8 BUSINESS HOURS.

CRR-JP ESCALATING FILE.

@05/05-ZJP000N

\*\*\*\*\*CRR PM RECEIVED INBOUND FROM C, CRR PM VERIFIED C'S NAME, C STATES  
C WOULD LIKE TO BE TRANSFERRED TO A SUPERVISOR, C STATES FILE HAVE BEEN  
NOTED AND ESCALTED TO SPEAK TO A SUPERVISOR TWICE ALREADY SINCE LAST WEEK  
C STATES NO ONE HAS CONTACTED C BACK, C STATES C IS VERY FRUSTRATED.  
C STATES C WOULD LIKE TO SPEAK TO A SUPERVISOR, C STATES IT IS NOT ENOUGH  
TO SEND ANOTHER INTERNAL MSG TO SUPERVISOR OR RCAS IF NO ONE IS GOING TO  
CONTACT C BACK. CRR PM APOLOGIZED AND TRIED TO EXPLAIN TO C POLICIES AND  
PROCEDURES, C WOULD LIKE TO COMPLAINT, C STATES C DOES NOT WANT TO COMPLAINT  
AND ADD TO NOTES ON FILE. C STATES IT IS NOT ENOUGH. CRR PM PROVIDED C WITH  
EMAIL ADDRESS [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

@05/08-ZPM016N

C STATES C WOULD LIKE TO KNOW THE NAME OF THE MANAGER OF CONSUMER AFFAIRS.

CRR PM CONSULTED A TL AND WAS ADVISED TO REFFER C WITH CEO CARLOS GHOSN,

C STATES C WOULD LIKE MAILING ADDRESS, CRR PM PROVIDED C WITH NISSAN NORTH  
AMERICA, INC. CONSUMER AFFAIRS, P.O. BOX 685003, FRANKLIN, TN, 37068-5003.

CRR PM TRANSFERRED C OVER TO RCAS EXT, CRR PM EXITING FILE.

@05/08-ZPM016N

CRR-JK RECEIVED CALL FROM C.

@05/15-ZJK999N

C LOOKING TO SPEAK RCAS-MC.

@05/15-ZJK999N

C STATED THAT HAS BEEN IN TOUCH WITH PRESIDENT OF DLR.

@05/15-ZJK999N

C STATE THAT PRESIDENT OF DLR IS NOT ABLE TO GET IN TOUCH WITH CA EITHER.

@05/15-ZJK999N

CRR-JK APOLOGIZED TO C FOR DELAY IN RECEIVING CONTACT AND ASSURED C THAT  
RCAS AGENT IS WORKING ON C ISSUES.

@05/15-ZJK999N

CRR-JK ADVISED C THAT NO OPEN RECALL FOR VEH.

@05/15-ZJK999N

C UNDERSTOOD.

@05/15-ZJK999N

CRR-JK ADVISED C THAT MESSAGE HAS BEEN LEFT ON RCAS-MC'S VMX.

@05/15-ZJK999N

CRR-JK ALSO ADVISED THAT INTERNAL MESSAGE WOULD BE SENT AND COPIED TO TL.

C AGREED

@05/15-ZJK999N

C OVERWHELMED WITH PROBLEM STATES THAT SEAT NOT SECURE AND SEAT MOVES WHEN  
C TURNS LEFT AND RIGHT.

@05/15-ZJK999N

C THANKED CRR-JK FOR BEING SO UNDERSTANDING AND STATED THAT WOULD INCLUDE  
HOW SINCERE AND COMPASSIONATE AGENT WAS WITH C.

@05/15-ZJK999N

CRR-JK THANKED C FOR KIND WORDS.

@05/15-ZJK999N

CRR-JK APOLOGIZED AND ASSURED C THAT RCAS-MC HAS BEEN WORKING ON C ISSUE'S

@05/15-ZJK999N



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C THANKED CRR-JK FOR THE KIND WORDS AND LISTENING TO C CONCERNS. @05/15-ZJK999N  
CRR-JK ASKED IF C HAD ANY OTHER QUESTIONS. @05/15-ZJK999N  
C DID NOT. THANKED CRR-JK FOR HELP. @05/15-ZJK999N  
CRR-JK GAVE CRR-JK'S NAME, EXT, AND FILE NUMBER.  
CRR-JK THANKED C FOR CALL. @05/15-ZJK999N  
C ENDED CALL. @05/15-ZJK999N  
CRR-JK SENT INTERNAL MESSAGE TO RCAS-MC. @05/15-ZJK999N  
CRR-JK LEFT VMX TO RCAS-MC. @05/15-ZJK999N  
\*\*\*\*RCAS-MC SPOKE TO SM-HYRAM LONDON AT 9:49AM EST ON 5/16/08. @05/16-ZMC854N  
SM STATED THAT GM-CHRIS KRAFT WANTS TO ASSIST C WITH THE COSTS AND FEELS NNA SHOULD ASSIST. @05/16-ZMC854N  
RCAS-MC INFORMED SM THAT RCAS-MC RECEIVED THE TWO MESSAGES FROM GM-CHRIS KRAFT STATING THAT GM WANTED TO COVER THE LABOR COSTS. @05/16-ZMC854N  
SM STATED THAT SM HAS TO AGREE WITH GM-CHRIS KRAFT. @05/16-ZMC854N  
SM STATED THAT IF RCAS-MC TAKES THE ISSUE TO DPSM-AM, SM WILL BACK RCAS-MC.  
RCAS-MC STATED THAT WOULD BE FINE AND ENDED THE CALL. @05/16-ZMC854N  
RCAS-MC RETURNED GM-CHRIS KRAFT'S CALL IN REGARDS TO C AT 11:39AM EST ON 5/20/08. @05/20-ZMC854N  
GM-CHRIS KRAFT STATED THAT GM FEELS THAT NNA SHOULD COVER THE COST OF THE PARTS FOR C AND THEN GM WILL COVER THE LABOR COSTS. @05/20-ZMC854N  
GM STATED THAT C DID NOT PURCHASE THE VEH FROM THE DLR, BUT C SERVICES AT THE DLR AND HAS SPENT A FAIR SHARE OF MONEY. GM STATED THAT C HAS REFERRED SEVERAL PEOPLE FROM C'S OFFICE TO PURCHASE NEW VEH'S AT THE DLR. GM STATED THAT THE PART IS NOT A USUAL BROKEN ITEM AND C HAS HAD SEVERAL NISSAN VEH'S IN THE PAST. GM STATED THAT C IS NOT WHAT WOULD BE CONSIDERED HEAVY ENOUGH TO BREAK THE SEAT TRACKS AS WELL. @05/20-ZMC854N  
RCAS-MC ADVISED GM THAT RCAS-MC WOULD LOOK INTO THE COVERAGE AND THEN CONTACT THE DLR WITH THE UPDATE.  
RCAS-MC SPOKE TO SM-HYRAM LONDON NEXT TO RECEIVE THE BREAKDOWN OF THE COST OF THE NEEDED REPAIRS. SM STATED THAT THE TOTAL AMOUNT WITH PARTS AND LABOR IS \$725. SM STATED THAT PARTS IS \$564.09 AND LABOR IS \$160.20. SM STATED THAT IS AT CUSTOMER COST PRICE.  
RCAS-MC THANKED SM AND ENDED THE CALL TO SPEAK WITH INCOMING CALL FROM DPSM.  
RCAS-MC RECEIVED A CALL FROM DPSM-AM AT 12:10PM EST ON 5/20/08.  
DPSM-AM STATED THAT DPSM-AM RECEIVED A CALL FROM GM-CHRIS KRAFT IN REGARDS TO C AND WANTED TO KNOW THE SITUATION.  
RCAS-MC ADVISED DPSM-AM THAT GM-CHRIS WANTS NNA TO COVER THE COST OF THE PARTS FOR A TOTAL OF \$564.09 AND THAT GM-CHRIS WILL COVER THE LABOR COSTS OF \$160.20  
DPSM-AM STATED THAT CONSIDERING C HAS REFERRED C'S TO THE DLR FOR PURCHASES AND THAT C IS RECEIVING REFERRALS FROM GM-CHRIS. DPSM-AM IS WILLING TO COVER THE LABOR IF THE DLR REMOVES \$100 OFF OF THE PARTS COST. @05/20-ZMC854N  
DPSM-AM STATED THAT IF THE CURRENT DEAL AND AN ADDITIONAL \$100 IS REMOVED FROM THE PARTS IS AGREED ON, THEN DPSM-AM IS WILLING TO ASSIST. @05/20-ZMC854N  
RCAS-MC THANKED DPSM-AM AND ENDED THE CALL.  
RCAS-MC CALLED SM-HYRAM BACK AT 12:27PM EST ON 5/20/08. @05/20-ZMC854N  
RCAS-MC ADVISED SM-HYRAM OF THE DECISION DPSM-AM HAS MADE WITH THE ADDITIONAL \$100 OFF THE PARTS COST.  
SM TOOK DOWN THE INFORMATION AND STATED THAT SM WILL SET EVERYTHING UP.  
RCAS-MC THANKED SM FOR THE CO-OPERATION AND ENDED THE CALL. @05/20-ZMC854N  
RCAS-MC LEFT VMX FOR C AT 1:42PM EST ON 5/20/08. @05/20-ZMC854N  
RCAS-MC RECEIVED A CALLBACK FROM C AT 1:52PM EST ON 5/20/08. @05/20-ZMC854N  
RCAS-MC ADVISED C THAT BETWEEN NNA AND THEE DLR, NISSAN WILL BE COVERING THE COST OF THE SEAT FRAME REPAIRS FOR C. @05/20-ZMC854N  
C STATED THAT IS FINE, BUT WHAT ABOUT C'S GAS DOOR.  
RCAS-MC ADVISED C THAT TO BE HONEST THE ISSUE HAS NOT BEEN BROUGHT UP TO NNA.  
RCAS-MC INFORMED C THAT RCAS-MC WOULD LOOK INTO THE ISSUE AND UPDATE C ASAP.

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RCAS-MC LEFT VMX FOR BOTH SM-HYRAM LONDON AT 1:56PM EST ON 5/20/08.

@05/20-ZMC854N

RCAS-MC RECEIVED A CALLBACK FROM SM-HYRAM LONDON AT 9:09AM EST ON 5/23/08.

SM STATED THAT C IS SCHEDULED TO COME INTO THE DLR TODAY.

RCAS-MC ADVISED SM THAT DPSM-AM HAS BEEN CONTACTED AND AGREED TO SPLIT THE COST OF THE GAS TANK RELEASE FOR C AS NECESSARY.

SM STATED THAT SM WILL INQUIRE ON THAT CONCERN AS WELL DURING TODAY'S INSPECTION AND WILL UPDATE THE DLR NOTES AS WELL. @05/23-ZMC854N

RCAS-MC THANKED SM AND ENDED THE CALL. @05/23-ZMC854N

\*RCAS-MC LEFT VMX FOR C AT 12:08PM EST INQUIRING ON C'S REPAIRS AS TO IF THE REPAIRS HAVE BEEN COMPLETED. @05/27-ZMC854N

RCAS-MC CALLED SM-HYRAM LONDON AT 12:10PM EST ON 5/27/08. @05/27-ZMC854N

SM STATED THAT THE REPAIRS WERE IN PROCESS AND THEN C CAME AND PICKED UP THE VEHICLE BEFORE THE REPAIRS COULD BE COMPLETED. AS C NEEDED C'S VEHICLE.

RCAS-MC THANKED SM AND ENDED THE CALL. @05/27-ZMC854N

RCAS-WL LEFT VMX FOR C ON 6/4/08 AT 4:21PM EST ON DAY/EVENING PHONE

RCAS-WL PROVIDED RCAS-MC NAME, EXTENSION, FILE NUMBER @06/04-ZWL007N

RCAS-WL REQUESTED FOR C TO CALL RCAS-MC REGARDS TO THE UPDATE ON C'S VEH AND HAD THE REPAIRED BEEN COMPLETED. @06/04-ZWL007N

@06/06-ZMC854N

RCAS-MC LEFT VMX FOR C AT 11:00AM EST ON 6/6/08. RCAS-MC CLOSING FILE AS C

RCAS-WL LEFT VMX FOR C ON 6/6/08 AT 2:29PM EST ON DAY/EVENING PHONE.

RCAS-WL CLOSE FILE BECAUSE 4 VMX HAVE BEEN LEFT FOR C AND NO RESPONSE FROM C.

@06/06-ZWL007N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

WE ARE CALLING [REDACTED] TODAY 5-21-08 TO SET APPT FOR INSTALLATION OF SEAT FRA ME. @05/21-3839

ALL OF THE REPAIRS HAVE BEEN COMPLETED ON [REDACTED] VEHICLE. @05/29-3839

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## CONTACT(S):

|                             |                           |                     |      |
|-----------------------------|---------------------------|---------------------|------|
| SATISFIED: Y                | ACTION CODE: NT1C         | ROOT CAUSE: SCCP    | SNFA |
| 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: 3839              | EFFECTIVE: 04 / 21 / 08   | 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: ZPL000N        |                     |      |
| HISTORY:                    | UPDATE BY: ZMC854N        |                     |      |
| SVC CALL#:                  | UPDATE DATE: 06 / 06 / 08 |                     |      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 06 / 06 / 08  | MICROFILM: N        |      |
| RESP CAA: CARBERRY, MICAINE | OLM: ROYSTER KAREN        | DOM:                |      |
| PHONE: 0000041434           | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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|                       |                                          |
|-----------------------|------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                 |
| STREET: [REDACTED]    | VIN: JN8AZ08T25W [REDACTED] Y            |
| CITY: DENTON          | YR/MDL: 2005.0 MUR MILEAGE: 64000        |
| ST/ZIP: TX [REDACTED] | IN SVC DATE: 06 / 13 / 05                |
| DAY PH: [REDACTED]    | RTL DLR: 3437 BANKSTON NISSAN LEWISVILL  |
| EVE PH: [REDACTED]    | SVC DLR: 3437 BANKSTON NISSAN LEWISVILL  |
| DLR PH: 972 420 9500  | RESP DLR: 3437 BANKSTON NISSAN LEWISVILL |
| VCAN: N               | REGION: 32 DIST: SL/SV/PT: 04 04 34      |
| PAID:                 |                                          |
| SUSP:                 |                                          |
| DENY:                 |                                          |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: SELF MAINTAINED  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 28000 (PT) MONTHS: MILES: 4000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 23 / 08     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 24 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 20 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YO     | PART MISSING/LOOSE/FELL OFF     |

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C. A. R. COMMENTS

FILE OPENED-ZHN000N 04/23/2008

PREVIOUS UNRELATED/RELATED FILES FOUND: NONE @04/23-ZHN000N

CRR-HN VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE,  
AND RESPONSIBLE DEALER

CRR-HN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @04/23-ZHN000N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 05/05/06 3676

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 05/05/06 3676

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 05/08/06 3676

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 08/07/07 3676

CRR-HN ADVISED C THERE ARE NO OPEN RECALLS @04/23-ZHN000N

PREVIOUS NISSAN/INFINITI VEHICLES: NONE.

CRR-HN RECEIVED A CALL FROM C.

C STATES C'S DRIVER SEAT IS BROKEN LOOSE FROM THE MOUNTING. C LOOKED UNDER  
NEATH THE SEAT AND NOTICED THAT THE STEEL BRACKET IS BROKEN. @04/23-ZHN000N

C STATES C THEN WENT ON THE INTERNET TO DO SOME RESEARCH ON THE PROBLEM AND  
NOTICED THAT A LOT OF MURANO OWNERS ARE EXPERIENCING THE SAME PROBLEMS.

C STATES C THEN CONTACTED THE 3676 NORTH TEXAS NISSAN AND WAS ADVISED THAT C  
WAS OUT OF WARRANTY.

C STATES C WAS ADVISED THE REPAIR WOULD COST C ALMOST \$1000. @04/23-ZHN000N

CRR-HN ASKED C WHAT NNA CAN DO TO SATISFY C.

C STATES C FEELS THE DAMAGE IS A MANUFACTURE DEFECT, C FEELS THIS IS A HUGE  
SAFETY CONCERN, THE SEAT CAN BE LIFTED AND LEANED FORWARD ABOUT 8 INCHES AND  
IF THE DRIVER WERE TO GET INTO AN ACCIDENT, THE DRIVER WOULD FLY OUT THE  
WINDSHIELD. @04/23-ZHN000N

C STATES C WOULD LIKE NNA TO REPAIR VEH AT NNA'S EXPENSE BECAUSE THIS IS A  
RESTRAINT DEFECT

CRR-HN ADVISED C THAT CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO RCAS WHO  
WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY @04/23-ZHN000N

C STATES C UNDERSTANDS, C CAN BE CONTACTED ON DAY/EVENING NUMBER AT ANYTIME

CRR-HN OFFERED FURTHER ASSISTANCE, C DECLINED @04/23-ZHN000N

C THANKED CRR-HN FOR ASSISTANCE, C UNDERSTANDS

CRR-HN FORWARDING FILE TO RCAS FOR FOLLOWUP @04/23-ZHN000N

\*\*\*\*\* @04/24-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 11:03AM EST ON 04/24/08. C STATES  
THAT C HAS NOT BEEN TO A DLR AND HAS ONLY SPOKEN TO THE DLR ON THE PHONE.

RCAS-KN ADVISED C THAT C WOULD NEED TO VISIT A NISSAN DLRSHIP AND HAVE THE VEH  
DIAGNOSED BEFORE NNA IS ABLE TO PROCEED WITH ASSISTANCE. C STATES C UNDERSTAND

RCAS-KN ASKED C WHEN C WILL BE ABLE TO GET TO THE DLRSHIP FOR THE DIAGNOSIS. C

STATES THAT C WILL TRY AND TAKE IT IN TODAY. RCAS-KN ADVISED C THAT ONCE  
DIAGNOSIS HAS BEEN COMPLETE TO CONTACT RCAS-KN BACK. RCAS-KN GAVE C NAME AND  
EXTENSION NUMBER. C STATES C UNDERSTANDS AND THANK YOU. @04/24-ZKN032N

\*\*\*\*\* @04/24-ZKN032N

RCAS-KN CONTACTED SM-JAY LACEY AT DLR 3676 AT 3:06PM EST ON 05/01/08 AND SM  
ADVISED RCAS-KN THAT SM IS OUT OF OFFICE UNTIL 05/02/08. @05/01-ZKN032N

\*\*\*\*\* @05/01-ZKN032N

RCAS-KN CONTACTED SM-JAY LACEY AT DLR 5166 AT 4:27PM EST ON 05/05/08. SM  
STATES THAT C HAS NOT BEEN TO DLR SINCE 08/04/07 AT 48,376 MILES.

\*\*\*\*\* @05/06-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 10:10AM EST ON 05/06/08. C STATES C TOOK  
VEH TO BANKSTON NISSAN OF LEWISVILLE. C STATES THAT THE DLRSHIP HAS DIAGNOSED  
THE SEAT FRAME AS BROKEN AND HAS QUOTED C A PRICE OF \$400. C STATES THAT C HAS  
NOT AUTHORIZED THE REPAIR AS OF YET AS C WOULD LIKE NISSANS ASSISTANCE WITH  
THE REPAIR. RCAS-KN ADVISED C NOW THAT NISSAN KNOWS WHICH DLRSHIP THE FILE

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WILL BE REVIEWED AND C IF NISSAN IS ABLE TO PROVIDE ASSISTANCE. RCAS-KN ADVISE C THAT C WILL RECEIVE A CALL BACK ON 05/09/08. C STATES C UNDERSTANDS AND THANK YOU.

@05/06-ZKN032N

\*\*\*\*\*

@05/06-ZKN032N

RCAS-KN CONTACTED SM-JOE FLORES AT DLR 3437 AT 3:11PM EST ON 05/09/08. SM STATES THAT C HAS NOT BEEN TO DLRSHIP SINCE 08/16/05. SM STATES THAT THERE ARE NO OPEN R/O'S FOR C.

@05/09-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 3:18PM EST ON 05/09/08. RCAS-KN ADVISED C THAT SM STATES THAT C HAS NOT BEEN TO DLR SINCE 08/2005. C STATES THAT C HAS A WRITE UP SHOWING OTHERWISE. RCAS-KN ADVISED C TO FAX OVER WHAT C HAS TO 310 771 4210 AND THAT NISSAN WILL REVIEW WHAT C HAS AND SEE IF C WILL BE REQUIRED TO HAVE AN ACTUAL R/O WRITTEN UP. C STATES C UNDERSTANDS AND THANK YOU. RCAS-KN ADVISED C THAT ONCE FAX IS RECEIVED IT WILL BE REVIEWED AND C WILL RECEIVE A CALL BACK ON 05/14/08. C STATES C UNDERSTANDS AND THANK YOU.

\*\*\*\*\*

@05/09-ZKN032N

RCAS-KN CONTACTED SM-JOE FLORES AT DLR 3437 AT 12:01PM EST ON 05/14/08. RCAS-KN ADVISED SM THAT C STATES THAT C HAS BEEN IN RECENTLY. SM STATES THAT C HAS IN FACT BEEN IN AND NO R/O WAS WRITTEN UP. SM STATES THAT SA HAD QUOTED C PRICES BUT C THOUGHT THAT IT WAS TOO EXPENSIVE AND CHOSE NOT TO DO THE REPAIR.

\*\*\*\*\*

@05/14-ZKN032N

RCAS-KN REVIEWED CPIA ON 05/14/08 AND VERIFIED GRT WAS NOT RAN.

\*\*\*\*\*

@05/14-ZKN032N

RCAS-KN CONTACTED SM-JOE FLORES AT DLR 3437 AT 12:10PM ON 05/14/08. RCAS-KN ASKED SM IF SM COULD HAVE GRT RAN. SM STATES THAT IN ORDER TO RUN GRT THAT C WOULD NEED TO BRING VEH BACK TO DLR TO HAVE A R/O WRITTEN UP.

@05/14-ZKN032N

\*\*\*\*\*

@05/14-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AND LEFT VMX, AT 12:17PM EST ON 05/14/08.

@05/14-ZKN032N

\*\*\*\*\*

@05/14-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 1:41PM EST ON 05/16/08 AND LEFT VMX.

@05/16-ZKN032N

\*\*\*\*\*

@05/16-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 3:50PM EST ON 05/20/08. C STATES C IS SORRY FOR NOT CONTACTING RCAS-KN BACK AS C HAS BEEN ON VACATION. RCAS-KN ADVISED C THAT IS OK. RCAS-KN ADVISED C THAT THE DLRSHIP HAS STATED THAT C WAS RECENTLY IN BUT IN ORDER FOR NISSAN TO GO FORWARD WITH LOOKING INTO ASSISTANCE C WOULD NEED TO GO BACK TO THE DLR TO HAVE A R/O WRITTEN UP. C STATES C UNDERSTANDS AND THANK YOU. RCAS-KN ASKED WHEN C WILL BE ABLE TO GET TO THE DLR C STATES MAYBE BY THE END OF THE WEEK. RCAS-KN ADVISED C ONCE C HAS GONE TO DLR AND IF THE DLR IS NOT ABLE TO ASSIST FURTHER TO CONTACT RCAS-KN BACK. C STATES C UNDERSTANDS AND THANK YOU. RCAS-KN CLOSING FILE, PENDING C CALL BACK.

\*\*\*\*\*

@05/20-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    |
| 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: 3437            | EFFECTIVE: 04 / 23 / 08   | 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: ZHN000N        |                     |
| HISTORY:                  | UPDATE BY: ZKN032N        |                     |
| SVC CALL#:                | UPDATE DATE: 05 / 20 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 05 / 20 / 08  | MICROFILM: N        |
| RESP CAA: NOVACOVSCI, KIM | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W35W [REDACTED] Y       |
| CITY: CHARLESTON      | YR/MDL: 2005.0 MUR MILEAGE: 70500   |
| ST/ZIP: WV [REDACTED] | IN SVC DATE: 02 / 26 / 05           |
| DAY PH: [REDACTED]    | RTL DLR: 3745 UNIVERSITY NISSAN     |
| EVE PH: [REDACTED]    | SVC DLR: 3809 LOVE NISSAN, INC.     |
| DLR PH: 304 727 2921  | RESP DLR: 3809 LOVE NISSAN, INC.    |
| VCAN: N               | REGION: 36 DIST: SL/SV/PT: 07 07 37 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 04 / 24 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY:  
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 34500 (PT) MONTHS: MILES: 10500

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: NL 11 | OPEN DATE: 04 / 25 / 08     | XFER/RSPNSBLTY: 36 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 28 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 05 / 08 / 08    | 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   |



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**C. A. R. COMMENTS**

FILE OPENED-ZDC000N 04/25/2008

PREVIOUS FILES:6098381

OPEN RECALLS: NONE

-DRTS-DC REC'D STATE OF WEST VIRGINIA OFFICE OF ATTORNEY GENERAL DATED: 04/22/08. REC'D AT NNA DATED: 04/24/08. LETTER STATES: C STATES BOTTOM BRACKET ON POWER DRIVERS SEAT BROKE WHILE C WAS ON VACATION, C TOOK VEHICLE TO WHITE COLLISION WHICH INSPECTED ON 03/31/08 REFERRED C TO CALL NNA AND MAKE A COMPLAINT. C TOOK VEHICLE TO LOVE NISSAN ON 04/02/08, DEALER INFORMED C THAT CLAIM IS DENIED AND C WOULD PAY \$600-\$1000 FOR SEAT REPAIR. C SEEKS: NISSAN TO REPAIR SEAT AT NO COST TO C AND C STATES THAT IF REPAIRED THAT IT COULD HAPPEN AGAIN. DOCS TO ARBS-MB

-- @04/25-ZDC000N

@04/25-ZDC000N

-DRTS-DC CALLED DEALER 3745, SPOKE WITH FINANCE REQUESTING SALES DOCS TO BE FAXED OVER.

@04/28-ZDC000N

-DRTS-DC CALLED DEALER 3809, SPOKE WITH SERVICE REQUESTING TO'S TO BE FAXED OVER.

@04/28-ZDC000N

-DRTS-DC CALLED DEALER 3745, SPOKE WITH FINANCE REQUESTING SALES DOCS TO BE FAXED OVER.`

-DRTS-DC CALLED DEALER 3809, SPOKE WITH SM, WILL FAX OVER RO'S.

@04/29-ZDC000N

-DRTS-DC REC'S SALES DOCS FROM DEALER 3745, DOCS TO ARBS-MB

@04/29-ZDC000N

-DRTS-DC REC'D RO'S FROM DEALER 3809, DOCS TO ARBS-MB

@04/29-ZDC000N

>>ARBS-MB SENT RESPONSE TO WV AG DECLINING ASSISTANCE AS C IS OOW.

@05/08-ZMB873N @05/08-ZMB873N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: RL3B         | ROOT CAUSE: SCCE    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3809            | EFFECTIVE: 04 / 25 / 08   | CHANGED BY:         |
| IIR-DATE: 00 / 00 / 00    | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO |
| 3RD PRY: AG               | PART#:                    | CHECK ISSUED: NO    |
| BYBACK ST:                | OPENED BY: ZDC000N        |                     |
| HISTORY:                  | UPDATE BY: ZMB873N        |                     |
| SVC CALL#:                | UPDATE DATE: 05 / 08 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 05 / 08 / 08  | MICROFILM: N        |
| RESP CAA: BENSON, MICHAEL | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157257902         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: SWEDESBORO  
ST/ZIP: NJ 0 [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 856 853 0150

VIN: JN8AZ08W35W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 48000  
IN SVC DATE: 08 / 26 / 05  
RTL DLR: 08074 WOODBURY NISSAN, INC  
SVC DLR: 08074 WOODBURY NISSAN, INC  
RESP DLR: 08074 WOODBURY NISSAN, INC  
REGION: 26 DIST: SL/SV/PT: 06 06 36

VCAN: Y  
PAID: 5  
SUSP: 1  
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) 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: INDEPENDENT  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 12000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 25 / 08 XFER/RSPNSBLTY: 26 06 S  
CONTACT (S): FOLLOWUP DATE: 05 / 06 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 05 / 06 / 08 DATANET (Y/N): 04 / 29 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZET038N 04/25/2008

PREVIOUS FILES: NONE.

@04/25-ZET038N

CRR-ET RECEIVED INBOUND CALL FROM C, VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS. VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-ET UPDATED OWNER'S NAME AND ADDRESS.

CRR-ET CHECKED FOR ANY OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-ET ADVISED C OF RECALL/CAMPAIGN/UPGRADE STATUS.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE.

CRR-ET RECEIVED CALL FROM: C.

C STATED C WANTED TO KNOW IF SEAT ASSEMBLY IS COVERED BY VSC.

C TOOK VEH TO NNA DLR AND DLR SAID THAT SEAT ASSEMBLY IS NOT COVERED BY VSC.

C WAS PROVIDED AN ESTIMATED REPAIR COST: \$950; LABOR NOT YET INCLUDED.

CRR-ET APOLOGIZED FOR THE INCONVENIENCE.

CRR-ET INFORMED C THAT VSC DO NOT COVER SEAT ASSEMBLY.

CRR-ET INFORMED C THAT SEAT ASSEMBLY COULD BE COVERED BY WARRANTY BUT VEH HAS 48000 MILES NOW SO SEAT ASSEMBLY IS NOT COVERED ANYMORE.

C WOULD LIKE TO GET ASSISTANCE FROM NNA FOR THE REPAIR OF DRIVER'S SIDE SEAT.

CRR-ET ADVISED C CALL WILL BE TRANSFERRED TO NEXT LEVEL AGENT FOR FURTHER ASSISTANCE.

CRR-ET OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-ET GAVE FILE NUMBER, NAME AND EXTENSION NUMBER.

CRR-ET LEAVING FILE OPEN FOR REVIEW.

CRR-ET TRANSFERRED CALL TO NEXT LEVEL AGENT.

@04/25-ZET038N

CRR-IC RECEIVED A TRANSFER CALL FROM THE A.B.

@04/25-ZET038N

CRR-IC CONFIRMED C NAME, ADDRESS, PHONE AND RESPONSIBLE DLR AND THAT THERE WERE NO RECALLS ON THE VEH.

@04/25-ZIR568N

C STATED C WANT NNA TO PAY THE \$900 NEEDED TO COVER THE REPAIR COST OF THE VEH WITH THE SEAT THAT C FEELS IS A SAFETY ISS.

@04/25-ZIR568N

C STATED THE VEH IS AT THE DLR NOW AND C IS HOPING THAT NNA WILL GET BACK TODAY.

@04/25-ZIR568N

CRR-IC INFORMED C THAT RCAS HAS UNTIL THE END OF THE NEXT BUSINESS DAY TO RESPOND, C UNDERSTANDS.

@04/25-ZIR568N

CRR-IC FORWARDING TO RCAS.

@04/25-ZIR568N

CRR-IC OFFERED FURTHER ASSISTANCE, C SATISFIED.

CRR-IC PROVIDED, NAME, FILE NUMBER AND EXTENSION.

@04/25-ZIR568N

RCAS-KM IN REVIEW OF FILE 4/28/08.

@04/28-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS.

@04/28-ZKM698N

RCAS-KM DATA NETTING FILE TO DLR.

@04/28-ZKM698N

RCAS-KM SPOKE WITH SM-ERIC VIGNOLA AND INFORMED VEHICLE REQUIRES NEW SEAT BRACKET AS DOES NOT MOVE. SM-ERIC INFORMED C IS NOT A SERVICING CUSTOMER AT DLR; VSC DOES NOT COVER SEAT BRACKET UNDER WARRANTY.

@04/28-ZKM698N

C STATED PURCHASED 3 NNA VEHICLES IN PAST - 03 MAX, 05 MUR, 200 SX.

@04/28-ZKM698N

RCAS-KM TO CONTACT WARRANTY DEPT AND FOLLOW UP WITH C 4/30/08.

@04/28-ZKM698N

RCAS-KM SPOKE WITH PART DEPT FOR DRIVERS SIDE SEAT FRAME - PART#87351CA000.

@05/01-ZKM698N

RCAS-KM CONTACTED WARRANTY DEPT FOR WARRANTY COVERAGE SPOKE WITH J.

@05/01-ZKM698N

J INFORMED RCAS-KM PART WOULD BE COVERED UNDER WARRANTY.

@05/01-ZKM698N

RCAS-KM LEFT VMX FOR SM-ERIC VIGNOLA 2:10 PM EST 5/1/08 INFORMING PART SHOULD

BE COVERED UNDER C'S VSC.

@05/01-ZKM698N

RCAS-KM LEFT VMX FOR SM-ERIC 11:43 AM EST 5/5/08.

@05/05-ZKM698N

CRR-TD RECEIVED CALL FROM:C.

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C STATED WANTED TO GET AN UPDATE ON C'S CASE.

CRR-TD ADVISED C THAT AS PER DOCUMENTATION OF RCAS-KM PART WOULD BE COVERED UNDER WARRANTY. CRR-TD ALSO ADVISED C THAT RCAS-KM CALLED C AND LEFT MESSAGE ON VMX. CRR-TD ADVISED C THAT CRR-TD WILL SEND INTERNAL MESSAGE TO RCAS-KM.

C THANKED CRR-TD FOR ASSISTANCE, C SATISFIED.

CRR-TD OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-TD GAVE C NAME. @05/06-ZTD508N

CRR-TD EXITING FILE. @05/06-ZTD508N

@05/06-ZTD508N

RCAS-KM SPOKE WITH SM-KEVIN LEVENSTEN AND PART # THAT IS REQUIRED FOR REPAIR 87450-CA68B IS NOT COVERED UNDER VSC. @05/06-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE AND INFORMED THE PART THAT IS REQUIRED FOR C'S VEHICLE IS NOT COVERED UNDER VSC. @05/06-ZKM698N

C STATED IS UNHAPPY WITH DECISION AND WILL NEVER PURCHASE ANOTHER NNA VEHICLE. @05/06-ZKM698N

RCAS-KM UPDATING TREAD ACT CODES. @05/06-ZKM698N

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @05/06-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: N           | ACTION CODE: NT3A         | ROOT CAUSE: SNFA      |
| 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: 08074        | EFFECTIVE: 04 / 25 / 08   | 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: ZET038N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 05 / 06 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 05 / 06 / 08  | MICROFILM: N          |
| RESP CAA: MELLOH. KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:52 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 8/26/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 229       | RCDN02569814 | 08074 NJ            | 8/26/2005         | 2/26/2009      | 53.000            |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                   |               |              |        |
|-----------------------------------|---------------|--------------|--------|
| -----+-----                       |               |              |        |
| CONTRACT: RCDN02569814            |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |               | OWNER NAME:  |        |
| PLAN TYPE: C                      |               | PLAN TYPE:   |        |
| PLAN TERM: N                      |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |               | DEDUCTABLE:  |        |
| EFFECTIVE: 08/26/05               |               | EFFECTIVE:   |        |
| EXPIRES: 02/26/09                 | MILES: 53,000 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                         |               | TRANSFER:    |        |
| TRANSACTION: 8/29/2005            |               | TRANSACTION: |        |
| PRINTED: 09/02/05                 |               | PRINTED:     |        |
| DEALER NO: 08074                  | STATE: NJ     | DEALER NO:   | STATE: |
| DEALER NAME: WOODBURY NISSAN, INC |               | DEALER NAME: |        |
| -----+-----                       |               |              |        |

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID: CA6133749N  
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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T85W [REDACTED] Y       |
| CITY: CHANTILLY       |            | YR/MDL: 2005.0 MUR MILEAGE: 55000   |
| ST/ZIP: VA [REDACTED] | VCAN: N    | IN SVC DATE: 05 / 22 / 05           |
| DAY PH: [REDACTED]    | PAID: 4    | RTL DLR: 1744 COWLES NISSAN         |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 5153 NISSAN OF CHANTILLY   |
| DLR PH: 703 889 3700  | DENY: 0    | RESP DLR: 5153 NISSAN OF CHANTILLY  |
|                       |            | REGION: 36 DIST: SL/SV/PT: 05 05 35 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 5153 NISSAN OF CHANTILL  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 19000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 28 / 08     | XFER/RSPNSBLTY: 36 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 29 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 02 / 08    | DATANET (Y/N): 04 / 30 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZJC504N 04/28/2008

PREVIOUS FILES FOUND:NONEY

@04/28-ZJC504N

CRR- JC VERIFIED C'S NAME, ADDRESS,VIN, MILEAGE,DAY AND EVENING PHONE NUMBER,  
AND RESPONSIBLE DLR.

CRR- JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

CRR-JC INFORMED C THAT THERE IS NO OPEN RECALL.

PREVIOUS INFINITI/ NISSAN VEH:SEN, MAX

CRR-JC RECIEVE CALL FROM MRS. REID.

@04/28-ZJC504N

C STATED THAT C TOOK THE VEH TO NISSAN OF CHANTILLY BECUASE ONE OF THE SEATS  
\_IS NOT WORKING WELL.

C STATED THAT THE DLR ORDERED FOR THE PART AND INFORMED THAT C WILL HAVE TO  
PAY \$900 FOR THE SEAT FRAME.

@04/28-ZJC504N

C DOES NOT WANT TO PAY FOR THE REPAIR AND DOES NOT WANT TO BELIEVE THAT  
THE SEAT WILL BE BROCKEN IN LESS THAN IN LESS THAN 3 YEARS.

C STATED THAT C OWNS 3 NISSAN AND C THINKS THAT C IS REALLY DISAPPOINTED  
BECAUSE C IS BEING A LOYAL CUSTOMER TO NISSAN.

@04/28-ZJC504N

CRR-JC INFORMED C THAT SEATS ARE COVERED UNDER BASIC WARRANTY WITH A COVERAGE  
OF 36 MONTHS OR 36000 WHCICH EVER COMES FIRST AND INFORMED C THAT  
THE WARRANTY IS ALREADY EXPIRED AS PER MILEAGE.

CRR-JC OFFERED C TO BE TRANSFFERED TO THE NEXT LEVEL AGENT FOR FURTHER  
ASSISTANCE.

@04/28-ZJC504N

CRR-JC GAVE C NAME,EXTENSION AND FILE NUMBER.

C THANKED CRR-JC FOR ASSISTANCE.

@04/28-ZJC504N

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@04/28-ZJC504N

CRR-AJ RECEIVED TRANSFER CALL FROM AB GROUP.

@04/28-ZAJ000N

C STATES C CAN'T BELIEVE THAT C HAS TO PAY \$900.00 FOR A NEW DRIVER'S SIDE  
SEAT WITHIN 3 YRS OF PURCHASING THE NISSAN VEH.

@04/28-ZAJ000N

C STATES THE VEH WAS NOT IN AN ACCIDENT. AND C AND C'S HUSBAND ARE  
AVERAGE SIZE PEOPLE, SO NO UNDO STRAIN WAS DONE TO THE SEAT.

C STATES THE DLR HAS SEEN THIS ISSUE BEFORE.

@04/28-ZAJ000N

C STATES THAT THE FRAME IS BROKEN. AND SO C NEED'S TO REPLACE THE WHOLE  
DRIVERS SIDE SEAT.

C STATES THE SEAT IS LOOSE ON THE BACKSIDE OF THE FRAME.

@04/28-ZAJ000N

C STATES FEELS THE SEATS ARE A SAFETY ISSUE. AND WILL NOT DRIVE ANYMORE  
UNTIL THE VEH IS REPAIRED.

CRR-AJ CHECKED FOR POSSIBLE RECALLS FOR THE VEH'S SEATS AND ADVISED OF NONE:  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 06/14/06 2266

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 06/14/06 2266

C STATES THIS ISSUE MAY BE SOMETHING THAT NEEDS TO BE LOOKED AT FURTHER.

C STATES C WANTS AN EXPLANATION FROM NISSAN AND WANTS NISSAN TO COVER THE COST  
OF THE SEAT REPLACEMENT.

@04/28-ZAJ000N

CRR-AJ ADVISED THAT A NISSAN TECHNICIAN WOULD BE THE BEST TO ADVISE C OF WHY  
C'S VEH SEAT NEEDS TO BE PREMATURELY REPAIRED.

@04/28-ZAJ000N

CRR-AJ ADVISED C THAT CRR-AJ WILL FORWARD FILE TO RCAS FOR REVIEW.

CRR-AJ ADVISED C THAT RCAS WILL CALL BACK BY THE END OF NEXT BUSINESS DAY.

@04/28-ZAJ000N

C UNDERSTANDS.

CRR-AJ OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AJ GAVE C NAME. EXTENSION AND FILE NUMBER.

C AWAITING RESPONSE FROM RCAS.

@04/28-ZAJ000N

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RCAS-MF CONTACTED SM-SCOTT JENNINGS ON 04/29. LAST IN 4/28 SEAT NOT ATTACHED.  
FRAME IS BROKEN. C WAS GIVEN 900 ESTIMATE. GOOD SERVICING C IF GRT DECLINED



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RECOMMENDS SPEAKING TO DPSM-DM. SM STATES WILL RUN GRT AND LET RCAS-MF KNOW THE RESULTS.  
@04/29-ZMF628N

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@04/29-ZMF628N

RCAS-MF CONTACTED C ON 04/29 AT 415PME ST. RCAS-MF SPOKE WITH SHELLY. RCAS-MF ADVISED C THAT RCAS-MF AND SM ARE LOOKING INTO SNFA FOR C. C SATISFIED. RCAS-MF TO FOLLOW UP BY 05/05.  
@04/29-ZMF628N

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@04/30-ZMF628N

RCAS-MF RECEIVED VMX BACK FROM SM ON 04/29 AT 529PM EST. SM STATES GRT WAS RECOMMENDED.  
@04/30-ZMF628N

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RCAS-MF REVIEWED AND NOTES GRT WAS RECOMMENDED. @04/30-ZMF628N

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RCAS-MF CONTACTED C ON 05/02 AT 915AM EST. RCAS-MF LEFT VMX. @05/02-ZMF628N

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@05/02-ZMF628N

RCAS-MF RECEIVED VMX BACK FROM C ON 05/02 AT 944AM EST.

RCAS-MF RETURNED C'S CALL ON 05/02 AT 947AM EST. RCAS-MF SPOKE WITH C.

RCAS-MF ADVISED C THAT THE REPAIR WILL BE COVERED FOR C. C SATISFIED. RCAS-MF

ADVISED C TO CONTACT THE DLRSHIP, MAKE AN APOINTMENT AS RCAS-MF IS SURE PART W ILL HAVE TO BE ORDERED. RCAS-MF OFFERED ADDITIONAL ASSISTANCE, C DECLINED.

RCAS-MF CLOSING FILE.

@05/02-ZMF628N

@05/02-ZMF628N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT1B

ROOT CAUSE: SNFA

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: 5153

EFFECTIVE: 04 / 28 / 08

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: ZJC504N

HISTORY:

UPDATE BY: ZMF628N

SVC CALL#:

UPDATE DATE: 05 / 02 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 05 / 02 / 08

MICROFILM: N

RESP CAA: FORGIE, MELISSA

OLM: ROYSTER KAREN

DOM:

PHONE: 0000041657

OWNER FIRST:

LANGUAGE: E ENGLISH

## CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A  
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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W46W [REDACTED] Y  
CITY: ENFIELD YR/MDL: 2006.0 MUR MILEAGE: 44688  
ST/ZIP: CT [REDACTED] IN SVC DATE: 08 / 15 / 06  
DAY PH: [REDACTED] VCAN: N RTL DLR: 2148 HARTE NISSAN, INC.  
EVE PH: [REDACTED] PAID: SVC DLR: 2148 HARTE NISSAN, INC.  
DLR PH: 860 549 2800 SUSP: RESP DLR: 2148 HARTE NISSAN, INC.  
DENY: REGION: 26 DIST: SL/SV/PT: 13 13 43

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 4/26/2008 WHERE: 2148 HARTE NISSAN, INC.  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 5  
VEHICLE MAINTAINED BY: 2148 HARTE NISSAN, INC.  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 28 / 08 XFER/RSPNSBLTY: 26 13 S  
CONTACT (S): FOLLOWUP DATE: 05 / 02 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 05 / 08 / 08 DATANET (Y/N): 04 / 30 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZGK999N 04/28/2008

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

CRR-GK VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/26/07 08/08/07 2148

CRR-GK ADVISED C NO OPEN RECALLS ON VEHICLE.

PREVIOUS NISSAN/INFINITI VEHICLES:NONE.

CRR-GK RECEIVED CALL FROM C. @04/28-ZGK999N

C STATES HAD VEH REPAIRED AT 2148\_ HARTE NISSAN, INC. 04/26/08. C STATES HAD THE DRIVER SEAT RE-WELDED BECAUSE THE SEAT BROKE.

C STATES THAT C WAS DRIVING AND THE SEAT FRAME BROKE. @04/28-ZGK999N

C STATES THAT HART NISSAN WANTED TO CHARGE C \$500.00 FOR A PART ORDERED AND PUT IN. C STATED THAT WAS RIDICULOUS. @04/28-ZGK999N

C IS REQUESTING FOR NISSAN TO REIMBURSE C FOR \$319.34. @04/28-ZGK999N

CRR-GK ADVISED C THAT CRR-GK WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY.

C THANKED CCR-GK FOR ASSISTANCE, C SATISFIED.

CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.

CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED.

CRR-GK FORWARD FILE TO RCAS FOR REVIEW. @04/28-ZGK999N

\*\*\*\*\*8 @04/29-ZAB420N

RCAS-AB ASSISTING RCAS-JM @04/29-ZAB420N

RCAS-AB CALLED C AT 1:10 PM EST ON DAY NUMBER ON 04/29/08. @04/29-ZAB420N

C STATES WANTS TO BE REIMBURSED FOR LABOUR AND MATERIAL REGARDING THE WELDING OF SEAT FRAME. C STATES PAID FOR REPAIRS AND DENIED OTHER REPAIRS DLR REQUESTED.RCAS-AB INFORMED C THAT RCAS WILL FOLLOW UP WITH C ON 05/02/08.

@04/29-ZAB420N

RCAS-JM CALLED SM BRIAN GUSTUS ON 05/07/08 AND SM STATED THAT C REFUSED TO PAY

@05/07-ZJM522N

FOR NEW SEAT SO DLR WELDED SEAT AND C IS REQUIRED TO PAY FOR THAT REPAIR.

SM DID THE JOB AT A LESS COST TO C BY WELDING THE SEAT. @05/08-ZJM522N

@05/08-ZJM522N

RCAS-JM CALLED C ON 05/08/08 AND ADVISED C THAT C WILL HAVE TO PAY FOR REPAIRS

@05/08-ZJM522N

C STATED THAT WAS FINE, HOWEVER C IS NOT HAPPY WITH NISSAN RIGHT NOW.

@05/08-ZJM522N

RCAS-JM CLOSING FILE NO FURTHER ACTION REQUIRED. @05/08-ZJM522N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                         |
|---------------------------|---------------------------|-------------------------|
| SATISFIED: Y              | ACTION CODE: NT3A         | ROOT CAUSE: SNFA        |
| 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: 2148            | EFFECTIVE: 04 / 28 / 08   | 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: ZGK999N        |                         |
| HISTORY:                  | UPDATE BY: ZJM522N        |                         |
| SVC CALL#:                | UPDATE DATE: 05 / 08 / 08 |                         |
| CLOSE: Y (Y/N)            | CLOSE DATE: 05 / 08 / 08  | MICROFILM: N            |
| RESP CAA: MARIK, JENNIFER | OLM: ROYSTER KAREN        | DOM: CARMICHIEL BUTCH X |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH     |

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NISSAN MOTOR CORPORATION IN U.S.A  
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|                       |                                      |
|-----------------------|--------------------------------------|
| NAME: [REDACTED]      | SC: NONE                             |
| STREET: [REDACTED]    | VIN: JN8AZ08W26W [REDACTED] Y        |
| CITY: PORTAGE         | YR/MDL: 2006.0 MUR MILEAGE: 54672    |
| ST/ZIP: WI [REDACTED] | IN SVC DATE: 12 / 29 / 05            |
| DAY PH: [REDACTED]    | RTL DLR: 38031 ANDERSON NISSAN, INC. |
| EVE PH: [REDACTED]    | SVC DLR: 3900 ZIMBRICK NISSAN        |
| DLR PH: 608 241 1122  | RESP DLR: 3900 ZIMBRICK NISSAN       |
| VCAN: N               | REGION: 24 DIST: SL/SV/PT: 04 04 34  |
| PAID:                 |                                      |
| SUSP:                 |                                      |
| DENY:                 |                                      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 04 / 24 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 54672 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 18672 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 04 / 29 / 08     | XFER/RSPNSBLTY: 24 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 04 / 30 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 06 / 08    | DATANET (Y/N): 05 / 01 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZAG555N 04/29/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@04/29-ZAG555N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1022179

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 4/23/08 DATE CREATED: 4/29/08

CRR-AG VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN,  
AND DAY/EVENING PHONE. C DID NOT PROVIDE MILEAGE.

CRR-AG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1 OPEN RECALL  
OPEN R0516 MURANO TANK PROTECT NTB06023

C'S EMAIL READS:

C STATES "WE HAVE A BRACKET THAT HAS COME LOOSE ON OUR DRIVER SEAT WHICH  
CAUSE THE SEAT TO MOVE. I THINK CLEARLY A SAFETY ISSUE. WE BROUGHT TO DEALER  
IN MADISON, WI WHO TOLD US THAT THERE WERE RECALL/BULLETIN ABOUT THIS  
PROBLEM. HE SUBMITTED A CLAIM UNDER GOODWILL TO NISSAN TO HAVE THIS KNOWN  
PROBLEM COVERED BUT NISSAN DENIED IT WITH GOODWILL NOT RECOMMENDED. NOW  
ZIMBRICK (THE DEALER) WANTS TO CHARGE US ALMOST \$700.00 TO REPAIR A QUALITY  
ISSUE THAT NISSAN HAS WITH THERE MURANO'S. ALSO, WHAT DIFFERENCE DOES IT  
MAKE IF WE PURCHASED THIS AFTER IT WAS A LEASE RETURN. THE VEHICLE IS 2006, WE  
SHOULD NOT HAVE AN ISSUE WITH A STRUCTURAL PART THAT IS CLEARLY SAFETY  
ISSUE SHOULD THERE BE ANY KIND OF ACCIDENT. I AM HOPING SOMEONE WILL RESOLVE  
THIS FOR US. I LOVE THE MURANO AND JUST CAN'T BELIEVE THIS WOULD NOT BE A  
WARRANTY/GOODWILL COVERED ISSUE. THANKS FOR YOU TIME. WE PURCHASED IN  
NOV. 07 FROM DEALER IT WAS A LEASE RETURN AT TIME OF CLAIM TO DEALERSHIP IT  
HAD 54672 MILES. WE PURCHASED AFTER MARKET WARRANTY BUT THEY SAID THE  
WOULD NOT COVER SOMETHING LIKE THIS IT WAS STRUCTURAL/FRAME. NOT DRIVE  
TRAIN, TRANSMISSION WORK

CRR-AG CONTACT C AT 11:12 AM EST.

@04/29-ZAG555N

CRR-AG ADVISED C THAT THERE IS 1 OPEN RECALL TO THE VEH AND RECOMMEND TO  
CONTACT THE DLR FOR APPOINTMENT FOR REPAIR FOR NO COST.

CRR-AG ADVISED C THAT IN REGARDS TO CONCERN THE FILE WAS FORWARD TO  
REGIONAL SPECIALIST FOR REVIEW AND C WILL BE CONTACT BY THE END OF THE NEXT  
BUSINESS DAY.

CRR-AG SEND INTERNAL MESSAGE TO RCAS.

@04/29-ZAG555N

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RCAS-LA LEFT VMX FOR SM-MIKE BARTH 04/30/08, 12:05PM EST W @04/30-ZLA999N

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RCAS-LA LEFT VMX FOR C AT DAY/EVE PHONE 04/30/08, 4:18PM EST REQUESTING  
CALLBACK; GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. @04/30-ZLA999N

\*\*\*\*\*

RCAS-LA SPOKE WITH SM-MIKE 05/05/08, 12:26PM EST WHO STATES THIS IS ONLY VISIT  
TO DLRSH. GRT RUN: NOT RECOMMENDED. SM-MIKE WILL PULL INFORMATION AND CALL  
RCAS-LA BACK. @05/05-ZLA999N

---

RCAS-LA RECEIVED INBOUND CALL FROM SM-MIKE 05/05/08, 2:01PM EST WHO STATES VEH  
NEEDS WHOLE SEAT FRAME--AROUND \$500. THIS IS C'S ONLY VISIT TO DLRSH AND VEH  
PURCHASED ALREADY WELL OOW. NOT A GOOD CANDIDATE FOR GOODWILL. @05/05-ZLA999N

\*\*\*\*\*

RCAS-LA RECEIVED VMX FROM C REQUESTING CALLBACK TO 608 395 2765 OR  
608 332 6159. @05/06-ZLA999N

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CA6135636N

RCAS-LA CALLED C AT GIVEN PHONE (608 395 2765) 05/06/08. 11:03AM EST. C STATES WROTE TO NISSAN BECAUSE THERE WAS AN ISSUE WITH THE SEAT. CRR-AG CALLED C AND ADVISED THERE WAS A RECALL AND C COULD TAKE VEH TO DLRSHIP FOR REPAIRS AT NO COST. C STATES HUSBAND TOOK VEH TO DLRSHIP AND WAS TOLD THAT REPAIRS WOULD NOT BE UNDER WARRANTY.

RCAS-LA STATED CRR-AG HAD BEEN CORRECT, THERE WAS AN OPEN RECALL ON THE VEH-- HOWEVER RECALL IS FOR FUEL TANK PROTECTOR NOT SEAT. RCAS-LA ADVISED C RECALL REPAIRS WOULD BE AT NO CHARGE TO C. RCAS-LA STATED IN TERMS OF THE SEAT, REQUEST FOR ASSISTANCE HAD BEEN SUBMITTED TO REGIONAL STAFF FOR REVIEW. BUT UNFORTUNATELY NNA WILL NOT BE ABLE TO ASSIST WITH REPAIRS. C STATES DOES NOT UNDERSTAND WHY CRR-AG HAD CALLED WITH RECALL INFORMATION IF ISSUE HAD NOTHING TO DO WITH SEAT. RCAS-LA STATED CRR-AG WAS SIMPLY FOLLOWING PROCEDURE AND NOTIFYING C OF OPEN CAMPAIGNS. C STATES SM ADVISED C THERE WAS AN TSB ON THE SEAT. C INQUIRED IF RCAS-LA KNEW ABOUT TSB. RCAS-LA STATED CA WAS NOT TECHNICALLY TRAINED AND RCAS-LA WOULD NOT KNOW OF TSBS AVAILABLE FOR VEHICLES. HOWEVER. TSBS ARE SIMPLY USED AS TOOLS BY DLRSHPS TO REPAIR VEHICLES AND DOES NOT NECESSARILY MEAN ISSUE IS A RECALL OR SERVICE CAMPAIGN. RCAS-LA STATED UNFORTUNATELY IN THIS CASE, VEH WAS ALMOST 20 000 MILES OOW AND NNA WILL BE UNABLE TO ASSIST. CONCERNS ARE HANDLED ON A CASE-BY-CASE BASIS AND PERHAPS IN THE FUTURE, NNA WILL BE ABLE TO EXTEND ASSISTANCE. C UNDERSTOOD AND ENDED CALL.

>>>RCAS-LA CLOSING FILE AS NO FURTHER ACTION NEEDED. @05/06-ZLA999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

## CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3900           | EFFECTIVE: 04 / 29 / 08   | 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: ZAG555N        |                     |
| HISTORY:                 | UPDATE BY: ZLA999N        |                     |
| SVC CALL#:               | UPDATE DATE: 05 / 06 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 05 / 06 / 08  | MICROFILM: N        |
| RESP CAA: AREVALO. LINDA | OLM: SMIT AGNES           | DOM: DILLIOT. JOHN  |
| PHONE: 0000041597        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:52 PM

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

CAR ID: CA6136939N  
Page 1

SC: ONE CONTRACT

|         |               |              |              |            |                             |
|---------|---------------|--------------|--------------|------------|-----------------------------|
| NAME:   | [REDACTED]    | VIN:         | JN8AZ08W85W  | [REDACTED] | Y                           |
| STREET: | [REDACTED]    | YR/MDL:      | 2005.0       | MUR        | MILEAGE: 85000              |
| CITY:   | GLEN ROCK     | IN SVC DATE: | 03 / 10 / 05 |            |                             |
| ST/ZIP: | PA [REDACTED] | VCAN:        | Y            | RTL DLR:   | 3145 YORK NISSAN, INC.      |
| DAY PH: | [REDACTED]    | PAID:        |              | SVC DLR:   | 5115 APPLE NISSAN, INC.     |
| EVE PH: | [REDACTED]    | SUSP:        |              | RESP DLR:  | 5115 APPLE NISSAN, INC.     |
| DLR PH: | 717 755 9504  | DENY:        |              | REGION:    | 36 DIST: SL/SV/PT: 01 01 31 |

|                                 |                      |           |              |                             |              |
|---------------------------------|----------------------|-----------|--------------|-----------------------------|--------------|
| 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 PREOWNEI       | MILES     |              | # NISSAN/INFINITI VEHICLES: | 1            |
| VEHICLE MAINTAINED BY:          | INDEPENDENT FACILITY |           |              |                             |              |
| OUTSIDE WARRANTY BY (B) MONTHS: | 1                    | MILES:    | 49000        | (PT) MONTHS:                |              |
|                                 |                      |           |              | MILES:                      | 25000        |

|              |       |                |              |                 |              |
|--------------|-------|----------------|--------------|-----------------|--------------|
| ORIG CODE:   | CT 11 | OPEN DATE:     | 04 / 30 / 08 | XFER/RSPNSBLTY: | 36 01 S      |
| CONTACT (S): |       | FOLLOWUP DATE: | 05 / 05 / 08 | DATANET (Y/N):  | 1            |
| SEVERITY:    | 9     | CLOSE DATE:    | 05 / 05 / 08 | DATANET (Y/N):  | 05 / 02 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |



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C. A. R. COMMENTS

FILE OPENED-ZJI411N 04/30/2008  
PREVIOUS UNRELATED FILES: NONE  
PREVIOUS RELATED FILES: NONE  
CRR-JI VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR  
CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: TWO CLOSED  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 12/28/06  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 12/28/06  
CRR-JI ADVISED C OF NO OPEN RECALLS.  
PREVIOUS NISSAN/INFINITI VEH'S: NONE  
CRR-JI RECEIVED A CALL FROM C.  
C STATES C HAS A PROBLEM WITH THE SEAT.  
C STATES SOMETHING BROKE IN THE DRIVER SIDE SEAT.  
C STATES C BROUGHT THE VEH TO THE NISSAN DLR  
C STATES THE SERVICE TECHNICIAN CAME OUT AND SHOOK THE SEAT. @04/30-ZJI411N  
C STATES THE DLR DID NOT EVEN LOOK UNDER THE SEAT.  
C STATES THE DLR INFORMED C THAT THE DLR KNOWS WHAT THE PROBLEM IS AND IS  
A COMMON PROBLEM WITH NISSAN VEH'S.  
C STATES THE DLR INFORMED C THAT THERE IS A PROBLEM WITH THE TRACK ASSEMBLY.  
C STATES THE REPAIR IS GOING TO COST APPROXIMATELY \$800.00.  
C STATES C IS NOT A LARGE PERSON AND WOULD NOT BE ABLE TO BREAK THE SEAT.  
C STATES C CAN NOT AFFORD TO REPAIR THE SEAT.  
C STATES C WOULD LIKE FINANCIAL ASSISTANCE FROM NISSAN.  
C STATES THE SEAT IS A SAFETY CONCERN.  
C STATES THE PROBLEM IS A COMMON ISSUE.  
C STATES NISSAN SHOULD STAND BEHIND THE PROBLEM. @04/30-ZJI411N  
CRR-JI INFORMED C THAT C'S VEH IS OUTSIDE OF THE BASIC AND POWERTRAIN  
WARRANTY.  
CRR-JI INFORMED C THAT CRR-JI IS GOING TO SUBMIT THE REQUEST FOR FINANCIAL  
ASSISTANCE. @04/30-ZJI411N  
CRR-JI INFORMED C THAT CRR-JI IS GOING TO TRANSFER THE FILE TO RCAS AND RCAS  
WILL BE IN CONTACT WITH C BY THE END OF BUSINESS DAY TOMORROW.  
CRR-JI INQUIRED THE BEST TIME FOR RCAS TO CONTACT C.  
C STATES ANYTIME.  
CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.  
CRR-JI GAVE C NAME, FILE NUMBER AND EXTENSION.  
CRR-JI TRANSFERRING FILE TO RCAS. @04/30-ZJI411N  
\*  
RCAS-GM DATANETTED FILE ON 05/01/08. @05/01-ZGM000N  
RCAS-GM CONTACTED SM-DENNIS ON 05/01/08 AT 4:02PM EST AND INQUIRED ABOUT C'S  
SITUATION. SM-DENNIS STATED THAT C IS NOT A GOOD SERVICING CUSTOMER AND WOULD  
NOT RECOMMEND ASSISTANCE. SM-DENNIS STATED LAST TIME C WAS AT THE DLRSHIP  
BEFORE THIS VISIT WAS BACK IN DECEMBER 2006 AND THAT WAS AT 46,000 MILES AND  
THEN SM-DENNIS SAW C AT 76,000 MILES AND NOW C IS AT 85,000 MILES.  
\* @05/01-ZGM000N  
RCAS-GM CONTACTED C ON DAY NUMBER ON 05/01/08 AT 4:07PM EST AND LEFT VMX.  
RCAS-GM CONTACTED C ON EVE NUMBER ON 05/01/08 AT 4:10PM EST AND LEFT VMX. 00N  
\*  
RCAS-GM CONTACTED C ON DAY NUMBER ON 05/05/098 AT 3:30PM EST AND ADVISED C  
THAT NNA WILL NOT BE IN A POSITION TO ASSIST C AS C IS OOW. C UNDERSTANDS.  
RCAS-GM OFFERED FURTHER ASSISTANCE, C DECLINED. RCAS-GM CLOSING FILE, NO  
FURTHER ACTION REQUIRED. @05/05-ZGM000N  
RCAS-GM UPDATED 'VEHICLE MAINTAINED BY' INFORMATION. @05/05-ZGM000N

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REQUESTED BY: lattad

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 5115              | EFFECTIVE: 04 / 30 / 08   | 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: ZJI411N        |                     |
| HISTORY:                    | UPDATE BY: ZGM000N        |                     |
| SVC CALL#:                  | UPDATE DATE: 05 / 05 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 05 / 05 / 08  | MICROFILM: N        |
| RESP CAA: MUSHTAHA, GHASSAN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000040000           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A  
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----- CONSUMER AFFAIRS -----

CA6136939

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:52 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 3/10/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 233       | RCNF02414148 | 3145 PA             | 3/10/2005         | 3/10/2012      | 100.000           |                |                  |

**CONFIDENTIAL**

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: RCNF02414148         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: C                   |                | PLAN TYPE:   |        |
| PLAN TERM: F                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                 |                | DEDUCTABLE:  |        |
| EFFECTIVE: 03/10/05            |                | EFFECTIVE:   |        |
| EXPIRES: 03/10/12              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 3/10/2005         |                | TRANSACTION: |        |
| PRINTED: 03/12/05              |                | PRINTED:     |        |
| DEALER NO: 3145                | STATE: PA      | DEALER NO:   | STATE: |
| DEALER NAME: YORK NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

**CONFIDENTIAL**

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

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SC: ONE CONTRACT

|                       |                             |                                     |
|-----------------------|-----------------------------|-------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T95W [REDACTED] | Y                                   |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 50000                  |
| CITY: ORRVILLE        | IN SVC DATE: 07 / 28 / 05   |                                     |
| ST/ZIP: AL [REDACTED] | VCAN: Y                     | RTL DLR: 966 CROWN NISSAN           |
| DAY PH: [REDACTED]    | PAID: 3                     | SVC DLR: 2550 VICTOR NISSAN, INC.   |
| EVE PH: [REDACTED]    | SUSP: 1                     | RESP DLR: 2550 VICTOR NISSAN, INC.  |
| DLR PH: 334 872 2371  | DENY: 0                     | REGION: 34 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 PREOWNEI X MILES 35000 # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: INDEPENDANT FACILITY.  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 04 / 30 / 08     | XFER/RSPNSBLTY: 34 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 01 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 13 / 08    | DATANET (Y/N): 05 / 02 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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CA6137499N

C. A. R. COMMENTS

FILE OPENED-ZJP000N 04/30/2008

PREVIOUS UNRELATED FILES FOUND:NONE.

CRR-JP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-JP ADVISED C NO OPEN RECALLS ON VEHICLE.

PREVIOUS NISSAN/INFINITI VEHICLES: FRONTIER

CRR-JP RECEIVED CALL FROM C. @04/30-ZJP000N

C STATES C'S SEAT BRACKET UNDER THE DRIVER'S SEAT IS BROKEN AND C'S SEAT  
LEANS TO THE LEFT. @04/30-ZJP000N

C STATES DLR TOLD C THAT THE PART WOULD BE \$700. @04/30-ZJP000N

C STATES C WOULD LIKE NISSAN TO COVER THE COST OF REPAIR. @04/30-ZJP000N

CRR-JP ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.

CRR-JP ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-JP OFFERED FURTHER ASSISTANCE. C SATISFIED. @04/30-ZJP000N

CRR-JP GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-JP TRANSFERING FILE TO RCAS AGENT. @04/30-ZJP000N

\*\*\*\*\*

RCAS-WL CONTACTED C HUSBAND WILLIAM ON 5/1/08 AT 3:56PM EST ON DAY PHONE.

RCAS-WL ADVISED C RCAS-NH AGENT THAT IS RESPONSIBLE FOR THE DISTRICT WHERE  
C IS CALLING FROM WILL BE AWAY FROM THE OFFICE HOWEVER C FILE WILL BE ASSIGN  
TO ANOTHER RCAS AGENT TO FOLLOWUP ON RCAS-NH BEHALF. @05/01-ZWL007N

RCAS-WL PROVIDED C RCAS-NH NAME,EXTENSION, FILE NUMBER. @05/01-ZWL007N

RCAS-WL ADVISED C THE RCAS AGENT WILL BE ABLE TO CHECK RCAS-NH VOICE MAIL  
AND WILL BE FOLLOWING UP WITH C BEFORE THE END OF THE BUSINESS DAY ON  
5/7/08. @05/01-ZWL007N

C SATISFIED @05/01-ZWL007N

CALL ENDED @05/01-ZWL007N

RCAS-WL VERIFIED PREVIOUS NISSAN/INFINITI VEH IS 1. @05/01-ZWL007N

\*\*\*\*\* @05/06-ZMF628N

RCAS-MF CONTACTED SM-GLEN STUART ON 05/06. SM STATES C CAME IN 04/29. SM STATE  
THE METAL PART OF THE SEAT BRAKET IS BROKEN. SM STATES C IS OOW. SM STATES C  
DOES NOT SERVE OR MAINTAIN VEH AT DLRSHIP. SM WILL RUN GRT. SM STATES IF  
GRT IS NOT RECOMMENDED SM DOES NOT RECOMED PURSUING GOODWILL FURTHER.

\*\*\*\*\* @05/06-ZMF628N

RCAS-MF REVIEWED AND NOTES GRT IS RECOMMENDED.

\*\*\*\*\*

RCAS-MF CONTACTED SM TO CONFIRM ON 05/09. SM STATES C HAS NOT YET BEEN NOTIFIE  
D THAT GOODWILL IS APPROVED.

\*\*\*\*\* @05/09-ZMF628N

RCAS-MF CONTACTED C ON 05/09 AT 336PM EST. NO ANSWER, NO VMX. @05/09-ZMF628N

RCAS-MF CONTACTED C ON EVE NUMEBR AT 337PM EST. LEFT VMX. @05/09-ZMF628N

@05/09-ZMF628N

\*\*\*\*\* @05/13-ZNH850N

RCAS-NH CONTACTED SM-GLEN STUART ON 5/13/08. @05/13-ZNH850N

SM-GLEN STATES THE GRT HAS BEEN APPROVED AND THE PART HAS BEEN ORDERED.

RCAS-NH UNDERSTOOD. @05/13-ZNH850N

\*\*\*\*\* @05/13-ZNH850N

RCAS-NH CONTACTED C ON DAY NUMBER AT 12:00 PM EST ON 5/13/08. @05/13-ZNH850N

RCAS-NH INFORMED C THAT GOODWILL WAS APPROVED AND THE PART HAS BEEN ORDERED.

RCAS-NH INFORMED C TO CALL THE DLR. @05/13-ZNH850N

C UNDERSTOOD. @05/13-ZNH850N

C THANKED RCAS-NH FOR CALLING. @05/13-ZNH850N

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RCAS-NH CLOSING FILE.

@05/13-ZNH850N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

C STATED IS REQUESTING GOODWILL FOR REPAIR TO C VEH. PLEASE REVIEW.

DEALER ACTION:

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 2550               | EFFECTIVE: 04 / 30 / 08   | 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: ZJP000N        |                     |
| HISTORY:                     | UPDATE BY: ZNH850N        |                     |
| SVC CALL#:                   | UPDATE DATE: 05 / 13 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 05 / 13 / 08  | MICROFILM: N        |
| RESP CAA: HAJDAREVIC, NIZAMA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041471            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A  
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----- CONSUMER AFFAIRS -----

CA6137499

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:52 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 2/23/2007

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 234       | RMNU08105532 | 2550 AL             | 2/23/2007         | 7/28/2011      | 100.000           |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |



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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                  |                |              |        |
|----------------------------------|----------------|--------------|--------|
| -----+-----                      |                |              |        |
| CONTRACT: RMNU08105532           |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]           |                | OWNER NAME:  |        |
| PLAN TYPE: M                     |                | PLAN TYPE:   |        |
| PLAN TERM: U                     |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                   |                | DEDUCTABLE:  |        |
| EFFECTIVE: 02/23/07              |                | EFFECTIVE:   |        |
| EXPIRES: 07/28/11                | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                          | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                        |                | TRANSFER:    |        |
| TRANSACTION: 2/27/2007           |                | TRANSACTION: |        |
| PRINTED: 03/03/07                |                | PRINTED:     |        |
| DEALER NO: 2550                  | STATE: AL      | DEALER NO:   | STATE: |
| DEALER NAME: VICTOR NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                      |                |              |        |

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: MULTI CONTRACT                |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08T15W [REDACTED] Y     |                          |
| CITY: HARLINGEN       |         | YR/MDL: 2005.0 MUR MILEAGE: 41000 |                          |
| ST/ZIP: TX [REDACTED] |         | IN SVC DATE: 01 / 15 / 05         |                          |
| VCAN: Y               | PAID: 5 | RTL DLR: 977                      | ED HICKS NISSAN, LTD.    |
| DAY PH: [REDACTED]    | SUSP: 0 | SVC DLR: 3754                     | CHARLIE CLARK NISSAN     |
| EVE PH: [REDACTED]    | DENY: 0 | RESP DLR: 3754                    | CHARLIE CLARK NISSAN     |
| DLR PH: 956 423 6975  |         | REGION: 32                        | DIST: SL/SV/PT: 01 01 31 |

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

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 01 / 08     | XFER/RSPNSBLTY: 32 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 02 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 3      | CLOSE DATE: 05 / 07 / 08    | DATANET (Y/N): 05 / 05 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZLC161N 05/01/2008

PREVIOUS FILE FOUND: UNRELATED- RELATED FOUND:NONE  
CRR-LC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND  
EVENING PHONE NUMBER. AND RESPONSIBLE DEALERSHIP.

CRR-LC CHECKED FOR OPEN RECALL/CAMPAIGNS/UPGRADES FOUND:NONE @05/01-ZLC161N

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0614 MURANO STR LOCK NTB06-091

CRR-LC ADVISED C THERE ARE NO OPEN RECALLS ON THE VEH.

PREVIOUS NISSAN/ INFINITI VEHICLE:NONE.

CRR-LC RECEIVED CALL FROM: C'S MOTHER ELIZABETH.

C STATED: C IS HAVING ISSUE WITH THE VEH AND C TOOK THE VEH TO NISSAN DLR TO  
HAVE THE DRIVER SIDE CHECKED.

C STATED THE DLR WAS ADVISED C THE DRIVER SIDE IS NOT COVER UNDER THE WARRANTY

CRR-LC ADVISED C THE DRIVER SIDE IS NOT COVER ANYMORE BECAUSE THAT PART IS

@05/01-ZLC161N

UNDER THE BASIC WARRANTY.

@05/01-ZLC161N

C STATED C PURCHASED THE VSC GOLD PLAN.

CRR-LC ADVISED C THE SIDE AND LEFT ASSMEBLY THAT C PROVIDE TO CRR-LC IS  
NOT COVERE UNDER THE VSC COMPONENT COVERAGE.

CRR-LC EXPLAIN TO C SOME PARTS OF THE VEH IS NOT COVER AND SOME ARE NOT.

C STATED ACCORDING TO THE BOOKLET THAT THE DLR PROVIDE TO C THE INTERIOR  
IS COVER.

CRR-LC ADVISED C THE VSC THE C PURCHASED IS PREOWNED PREFFERED PLAN.

CRR-LC ADVISED C CRR-LC WILL DOCUMENT THE INFORMATION AND CRR-LC

WILL TRANSFER THE CALL TO C GROUP FOR BETTER ASSISTNACE.

C AGREED.

@05/01-ZLC161N

\*\*\*\*\*

@05/01-ZLW668N

CRR-LW RECEIVED INBOUND CALL FROM AB GROUP.

@05/01-ZLW668N

C STATES WHEN C SITS IN DRIVERS SEAT AND DRIVES THE SEAT WILL MOVE UP AND  
DOWN AND SIDE TO SIDE.

@05/01-ZLW668N

C STATES C TOOK VEH TO DLRSHIP AND DLRSHIP STATED THE ASSEMBLY IS BROKEN.

C STATES DLRSHIP SAID THIS CONCERN IS VERY RARE IN VEHICLES. @05/01-ZLW668N

C STATES C PURCHASED VSC AND WHEN C TOOK VEH INTO DLRSHIP, DLRSHIP STATED  
THE VEH REPAIRS WOULD NOT BE COVERED.

@05/01-ZLW668N

C STATES C WOULD LIKE TO HAVE REPAIRS COVERED UNDER WARRANTY. @05/01-ZLW668N

CRR-LW ASKED C IF VEH IS IN C'S POSSESSION NOW.

@05/01-ZLW668N

C STATES YES.

@05/01-ZLW668N

CRR-LW ADVISED C THAT CRR-LW WILL BE ESCALATING FILE TO RCAS FOR FURTHER  
REVIEW.

@05/01-ZLW668N

CRR-LW ADVISED C THAT RCAS WILL BE CONTACTING C BY THE END OF NEXT BUSINESS  
DAY.

@05/01-ZLW668N

C AGREED.

@05/01-ZLW668N

CRR-LW OFFERED FURTHER ASSISTANCE, C DECLINED.

@05/01-ZLW668N

CRR-LW GAVE NAME, EXTENSION AND FILE NUMBER.

@05/01-ZLW668N

CRR-LW ESCALATING FILE TO RCAS.

@05/01-ZLW668N

=====

RCAS-TM CALLED DLR AND LEFT VMX FOR SERVICE MANAGER ROY LOZANO TO CALL BACK TO  
RCAS-TM.

@05/02-ZTM853N

RCAS-TM RECEIVED CALL FROM SERVICE MANAGER ROY LOZANO WHO ADVISED THAT C  
HAS NOT BEEN IN SINCE THE VEH WAS PURCHASED.

@05/02-ZTM853N

=====

RCAS-TM CALLED CHARLIE CLARK NISSAN AND SPOKE WITH SERVICE ADVISOR JOE WHO

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ADVISED THAT C HAS ONLY BEEN THERE FOR ON SEAT ISSUE AND THAT WAS BACK IN DECEMBER OF 2007 AND THAT AT THAT TIME DLR WAS NOT ABLE TO DUPLICATE THE ISSUE WITH THE SEAT. @05/02-ZTM853N

RCAS-TM THANKED SA-JOE FOR THE INFO. @05/02-ZTM853N

RCAS-TM CALLED BERT OGDEN AND CHECKED IF C HAD VEH DIAGNOSED AT THE DLR AS PER SERVICE ADVISOR CRYSTAL C HAS NEVER BEEN TO THE DLR. @05/02-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 05/02/08 2:50 EST AND SPOKE WITH C RCAS-TM ADVISED C THAT RCAS-TM WOULD LOOK IN TO C'S REQUEST AND CALL C BACK WITH AN UP DATE 05/07/08. @05/02-ZTM853N

RCAS-TM CALLED DLR AND SPOKE WITH SA-EDDIE WHO ADVISED THAT C DOES NOT DO ANY MAINTENANCE AT TEHE DLR C BOUGHT VEH PREOWNED AND HAS ONLY PAID FOR ONE OIL CH ANGE AT THE DLR. C ONLY COMES TO DLR FOR WARRANTY WORK ONLY  
RCAS-TM CALLAED DPSM-JH AND WENT OVER C'S CASE WITH DPSM AND WENT OVER C'S REQUEST FOR OOW ASSISTANCE. DPSM-JH ADVISED IN C'S CASE NNA NOT IN THE POSITIO N TO ASSIST. @05/07-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER AND SPOKE WITH C'S FATHER. 05/07/08 11:12  
RCAS-TM WENT OVER THE FILE AND ADVISED THAT NNA IS NOT IN THE POSITION TO ASSIST WITH THE REPAIR. C UNDERSTANDS. RCAS-TM OFFERED ADDITIONAL ASSISTANCE CDECLINED. RCAS-TM CLOSING FILE. @05/07-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3754         | EFFECTIVE: 05 / 01 / 08   | 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: ZLC161N        |                     |
| HISTORY:               | UPDATE BY: ZTM853N        |                     |
| SVC CALL#:             | UPDATE DATE: 05 / 07 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 05 / 07 / 08  | MICROFILM: N        |
| RESP CAA: MAYNE, TAMMY | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041596      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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----- CONSUMER AFFAIRS -----  
CA6138490 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:48:53 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 1/7/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6138490 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:48:53 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 1/7/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 235       | PEDM03737558 | 3754 TX             | 1/7/2006          | 1/7/2009       | 100.000           |                |                  |
| 236       | RMN307756953 | 3754 TX             | 1/7/2006          | 1/7/2011       | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                   |                |              |        |
|-----------------------------------|----------------|--------------|--------|
| -----+-----                       |                |              |        |
| CONTRACT: PEDM03737558            |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |                | OWNER NAME:  |        |
| PLAN TYPE: E                      |                | PLAN TYPE:   |        |
| PLAN TERM: M                      |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |                | DEDUCTABLE:  |        |
| EFFECTIVE: 01/07/06               |                | EFFECTIVE:   |        |
| EXPIRES: 01/07/09                 | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                         |                | TRANSFER:    |        |
| TRANSACTION: 1/11/2006            |                | TRANSACTION: |        |
| PRINTED: 01/13/06                 |                | PRINTED:     |        |
| DEALER NO: 3754                   | STATE: TX      | DEALER NO:   | STATE: |
| DEALER NAME: CHARLIE CLARK NISSAN |                | DEALER NAME: |        |
| -----+-----                       |                |              |        |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |  |                                      |
|----------------------------------------|--|--------------------------------------|
| -----+-----                            |  |                                      |
| CONTRACT: RMN307756953                 |  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 |  | OWNER NAME:                          |
| PLAN TYPE: M                           |  | PLAN TYPE:                           |
| PLAN TERM: 3                           |  | PLAN TERM:                           |
| DEDUCTABLE: \$                         |  | DEDUCTABLE:                          |
| EFFECTIVE: 01/07/06                    |  | EFFECTIVE:                           |
| EXPIRES: 01/07/11    MILES:    100,000 |  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      |  | CANCEL:                    MILES:    |
| TRANSFER:                              |  | TRANSFER:                            |
| TRANSACTION: 1/11/2006                 |  | TRANSACTION:                         |
| PRINTED: 01/13/06                      |  | PRINTED:                             |
| DEALER NO: 3754        STATE:    TX    |  | DEALER NO:                    STATE: |
| DEALER NAME: CHARLIE CLARK NISSAN      |  | DEALER NAME:                         |
| -----+-----                            |  |                                      |



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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                              |
| STREET:               | [REDACTED] | VIN: JN8AZ08W75W [REDACTED] Y         |
| CITY: WISE            |            | YR/MDL: 2005.0 MUR MILEAGE: 40623     |
| ST/ZIP: VA [REDACTED] | VCAN: N    | IN SVC DATE: 04 / 24 / 05             |
| DAY PH: [REDACTED]    | PAID: 3    | RTL DLR: 3580 TRI-CITIES NISSAN, INC. |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 3100 BILL GATTON NISSAN      |
| DLR PH: 423 989 6700  | DENY: 0    | RESP DLR: 3100 BILL GATTON NISSAN     |
|                       |            | REGION: 36 DIST: SL/SV/PT: 08 08 38   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 1 MILES: 4623 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 01 / 08     | XFER/RSPNSBLTY: 36 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 16 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 16 / 08    | DATANET (Y/N): 05 / 21 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZNM859N 05/01/2008

PREVIOUS RELATED FILES FOUND:NONE.

PREVIOUS UNRELATED FILES FOUND:NONE.

CRR-NM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-NM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/01-ZNM859N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 10/19/06 3580

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 10/19/06 3580

CRR-NM ADVISED C NO OPEN RECALLS ON VEHICLE. @05/01-ZNM859N

PREVIOUS NISSAN/INFINITI VEHICLES:NONE.

CRR-NM RECEIVED CALL FROM C.

C STATES THAT THE BRACKET FOR THE BACK LEFT OF THE DRIVERS SEAT IS BROKEN.

C STATES THAT C'S DRIVERS SEAT LIFTS OF THE FLOOR AND MOVES TO THE LEFT.

C STATES THAT C CONTACTED THE DLR REGARDING THE ISSUE WITH THE SEAT.

C STATES THAT THE DLR TOLD C TO CONTACT NNA TO AUTHORIZE THE REPAIRS

FOR THE VEH AS IT IS A SAFETY ISSUE.

@05/01-ZNM859N

CRR-NM ADVISED C THAT C NEEDS TO TAKE THE VEH TO A NISSAN DLR TO HAVE THE

VEH DIAGNOSED BEFORE NNA CAN ASSIST.

@05/01-ZNM859N

C UNDERSTANDS.

CRR-NM ADVISED C THAT ONCE C HAS THE VEH DIAGNOSED C CAN CONTACT NNA BACK.

C UNDERSTANDS.

@05/01-ZNM859N

CRR-NM OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-NM GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-NM CLOSING FILE PENDING CUSTOMER CONTACT.

@05/01-ZNM859N

\*\*\*\*\*

@05/01-ZNM859N

CRR-RW REOPENING FILE AS PER C REQUEST AS C HAS NEW INFORMATION.

CRR-RW RECEIVED CALL FROM C.

CRR-RW VERIFIED NAME AND ADDRESS.

CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/12-ZRW917N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 10/19/06 3580

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 10/19/06 3580

C STATES C HAS BEEN TO THE DLRSHIP TO HAVE THE VEH ISSUE DIAGNOSED.

CRR-RW ASKED C WHICH DLRSHIP C HAS BEEN TO DIAGNOSE THE VEH.

C STATES C TOOK THE VEH TO: 3100 BILL GATTON NISSAN

CRR-RW ASKED C WHAT THE DLRSHIP TOLD C THE ISSUE IS WITH THE VEH.

C STATES THE BOTTOM SEAT SUPPORT ON THE DRIVERS SIDE IS THE ISSUE.

C STATES THE REPAIR WITH PART AND LABOR WILL COST ABOUT \$730 DOLLARS.

C STATES THAT C WAS TOLD THAT BECAUSE IT IS A SAFETY FEATURE THIS REPAIR WOULD BE COVERED BY NISSAN.

@05/12-ZRW917N

CRR-RW ASKED C WHERE THE VEH IS NOW.

C STATES THE VEH IS IN C'S POSSESSION.

@05/12-ZRW917N

CRR-RW ASKED C HOW LONG HAS THE ISSUE WITH THE VEH BEEN HAPPENING.

C STATES ABOUT A MONTH.

@05/12-ZRW917N

C STATES THE SEAT ACTUALLY LIFTS OFF THE FLOOR WHEN TURNING CORNERS.

CRR-RW ASKED C WHEN C TOOK THE VEH TO THE DLRSHIP.

@05/12-ZRW917N

C STATES C TOOK THE VEH TO THE DLRSHIP ON MAY 8, 2008.

@05/12-ZRW917N

CRR-RW ASKED C WHAT NISSAN CAN DO TO SATISFY C.

C STATES C WOULD LIKE NNA TO REPLACE THE PART OF THE SEAT THAT NEEDS

REPLACEMENT AT NO COST TO C.

@05/12-ZRW917N

CRR-RW ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

CRR-RW ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-RW OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER.

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CRR-RW TRANSFERING FILE TO RCAS AGENT. @05/12-ZRW917N  
CRR-RW EXITING FILE. @05/12-ZRW917N

\*\*\*\*\*

CRR-MB RECEIVED CALL FROM C.  
CRR-MB VERIFIED NAME AND ADDRESS.  
CRR-MB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/21-ZMB324N  
CRR-MB ADVISED C NO OPEN RECALLS ON VEHICLE. @05/21-ZMB324N  
CRR-MB ADVISED C THAT THE RCAS-KF HAS BEEN IN THE FILE. @05/21-ZMB324N  
C STATES THAT C WOULD LIKE FOLLOW-UP ON C'S ISSUE. @05/21-ZMB324N  
CRR-MB ADVISED C THAT CRR-MB CAN TRANSFER C TO RCAS-KF EXTENSION.  
CRR-MB ADVISED C THAT CRR-MB WILL ALSO SEND INTERNAL MESSAGE TO RCAS-KF AND  
RCAS-KF WILL CONTACT C BY END OF BUSINESS TOMORROW. @05/21-ZMB324N  
C UNDERSTOOD AND THANKED CRR-MB. @05/21-ZMB324N  
CRR-MB OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-MB GAVE NAME, EXTENSION AND FILE NUMBER, C DECLINED. @05/21-ZMB324N  
CRR-MB TRANSFERED C TO RCAS-KF EXTENSION AND SENT INTERNAL MESSAGE TO RCAS-KF.  
CRR-MB EXITING FILE. @05/21-ZMB324N

\*\*\*

RCAS-KF CALLED DLRSHIP AND SPOKE WITH SERVICE MANAGER STEVE DINGUS. SM STATED  
THAT THE WELD MAY BE BROKEN AND THAT THE VEH HAS NEVER BEEN SERVICED AT THE  
DLRSHIP. SM STATED THAT GRT WOULD NOT BE RUN FOR C. RCAS-KF THANKED SM.

\*\*\* @05/22-ZKF621N

RCAS-KF SPOKE WITH ORM-BC. 05/28 AT 9:35 AM EST. ORM STATED THAT A GRT SHOULD  
BE RUN BY THE DLR AND IF THE GRT IS DECLINED, RCAS-KF SHOULD CONTACT DPSM OR  
ORM TO HAVE THE GRT OVER-RIDEN. RCAS-KF THANKED ORM.

\*\*\*

RCAS-KF CALLED DLRSHIP AND SPOKE WITH SERVICE MANAGER STEVE DINGUS. RCAS-KF  
INFORMED SM THAT RCAS-KF SPOKE WITH ORM-BC AND THAT ORM-BC RECOMMENDED THAT  
A GRT BE RUN AND THAT IF THE GRT WAS DENIED, RCAS-KF WOULD BE IN CONTACT  
WITH THE DPSM. SM UNDERSTOOD AND STATED THAT SM WOULD RUN THE GRT LATER IN THE  
DAY. 05/28 AT 9:45 AM EST.

\*\*\* @05/28-ZKF621N

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER, 05/28 AT 9:52 AM EST, LEFT VMX.

\*\*\* @05/28-ZKF621N

RCAS-KF RECEIVED CALL FROM SERVICE MANAGER STEVE DINGUS, 05/29 AT 11:00 AM EST  
SM STATED THAT A GRT WAS RUN AND CAME BACK AS NOT RECOMMENDED. RCAS-KF  
ADVISED SM THAT RCAS-KF HAD SPOKEN WITH ORM-BC AND THAT THE ORM ADVISED  
RCAS-KF TO CONTACT ORM IF THE GRT WAS DECLINED SO THAT ORM COULD OVER RIDE THE  
GRT. SM STATED THAT A PART WOULD NEED TO BE ORDERED AND THAT THE PART WOULD  
TAKE A FEW DAYS TO ARRIVE. RCAS-KF ADVISED SM THAT RCAS-KF WOULD BE IN CONTACT  
WITH THE ORM AND CONTACT SM BACK.

\*\*\* @05/29-ZKF621N

RCAS-KF CALLED ORM-BC, 05/29 AT 11:09 AM EST. ORM-BC STATED THAT THE GRT WOULD  
BE OVER-RIDEN AND THAT THE REPAIR WOULD BE COVERED BY NNA.

\*\*\* @05/29-ZKF621N

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER, 05/29 AT 11:10 AM EST, LEFT VMX.

RCAS-KF CALLED C ON EVENING PHONE NUMBER, 05/29 AT 11:11 AM EST, LEFT VMX.

\*\*\* @05/29-ZKF621N

\*\*\*\*\*

CRR-JI RECEIVED CALL FROM C  
CRR-JI VERIFIED NAME, ADDRESS, PHONE NUMBER  
C STATED THAT C HAD RECEIVED VMX FROM RCAS-KF @05/29-ZJI791N  
C WANTS TO BE CONNECTED TO EXTENSION NUMBER  
CRR-JI ADVISED C THAT C WILL CONNECTED TO EXTENSION NUMBER AND CRR-JI  
WILL BE SENDING AN INTERNAL MESSAGE SO THAT C CAN BE GIVEN A CALL BACK.  
C GAVE BEST NUMBER TO CALL: 276 393 0044

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C THANKED CRR-JI FOR ASSISTANCE. C SATISFIED.  
CRR-JI OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-JI GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-JI EXITING FILE @05/29-ZJI791N

\*\*\*

RCAS-KF RECEIVED INTERNAL MESSAGE, 05/29 AT 2:41 PM EST, STATING THAT C WOULD  
LIKE A CALL BACK. @05/29-ZKF621N

RCAS-KF CALLED C ON PHONE NUMBER PROVIDED IN EMAIL: 276-393-0044, 05/29 AT  
2:43 PM EST. LEFT VMX.

\*\*\*

@05/29-ZKF621N

RCAS-VS ASSISTING RCAS-KF WITH FILES. @06/02-ZVS000N

RCAS-VS CONTACTED C ON DAY NUMBER ON 6/02 AT 10:33 AM EST AND LEFT A VMX.

RCAS-VS CONTACTED C ON EVE NUMBER ON 6/02 AT 10:34 AM EST AND LEFT A VMX.

\*

@06/02-ZVS000N

RCAS-VS CONTACTED C ON DAY NUMBER ON 6/03 AT 10:40 AM EST AND LEFT A VMX.

RCAS-VS CONTACTED C ON EVE NUMBER ON 6/03 AT 10:41 AM EST AND LEFT A VMX.

RCAS-VS CLOSING FILE PENDING C CALL BACK.

\*

@06/03-ZVS000N

RCAS-VS RECEIVED VMX FROM C ON 6/03 AT 3:46 PM EST.

RCAS-VS CONTACTED C ON DAY NUMBER ON 6/03 AT 3:59 PM [EST@06/03-ZVS000N-COMMENT](#)

RCAS-VS ADVISED C THAT REPAIRS WILL BE COVERED BY NNA AND TO CALL THE DLRSHIP  
TO MAKE AN APPOINTMENT TO HAVE THE VEH REPAIRED. C UNDERSTOOD. RCAS-VS  
ADVISED C THAT RCAS-KF WILL FOLLOW UP WITH C ON 6/12. C AGREED.

\*

@06/03-ZVS000N-COMMENT

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER. 06/12 AT 1:24 PM EST. LEFT VMX.

RCAS-KF CALLED C ON EVENING PHONE NUMBER, 06/12 AT 1:25 PM EST, LEFT VMX.

\*\*\*

@06/12-ZKF621N-COMMENT

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER, 06/16 AT 8:56 AM EST, SPOKE WITH C.  
RCAS-KF INQUIRED ON IF C HAS HAD THE REPAIRS PERFORMED ON THE VEH AS OF YET.  
C STATED THAT THE REPAIRS HAVE BEEN PERFORMED AND THAT C IS SATISFIED WITH  
THE REPAIRS. C THANKED RCAS-KF FOR THE FOLLOW-UP AND THANKED RCAS-KF.

RCAS-KF CLOSING FILE.

@06/16-ZKF621N

\*\*\*

@06/16-ZKF621N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                | 1 DATE: 05 / 12 / 08      | USERID: ZRW917N     |
| OTHER #:                   | 1 DATE: 06 / 12 / 08      | USERID: ZKF621N     |
| COMMENTS ONLY: #:          | 2 DATE: 06 / 12 / 08      | USERID: ZKF621N     |
| RESP DLR: 3100             | EFFECTIVE: 05 / 01 / 08   | 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: ZNM859N        |                     |
| HISTORY:                   | UPDATE BY: ZKF621N        |                     |
| SVC CALL#:                 | UPDATE DATE: 06 / 16 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 06 / 16 / 08  | MICROFILM: N        |
| RESP CAA: FERREIRA, KRISTY | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041658          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                              |
| STREET:               | [REDACTED] | VIN: JN8AZ08W45W [REDACTED] Y         |
| CITY:                 | [REDACTED] | YR/MDL: 2005.0 MUR MILEAGE: 68000     |
| ST/ZIP: NJ [REDACTED] | VCAN: N    | IN SVC DATE: 06 / 24 / 05             |
| DAY PH: [REDACTED]    | PAID: 6    | RTL DLR: 2790 TEAM NISSAN, INC.       |
| EVE PH: [REDACTED]    | SUSP: 0    | SVC DLR: 3042 NISSAN OF TURNERSVILLE  |
| DLR PH: 856 629 1900  | DENY: 0    | RESP DLR: 3042 NISSAN OF TURNERSVILLE |
|                       |            | REGION: 26 DIST: SL/SV/PT: 06 06 36   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: 3042 NISSAN OF TURNERSVI  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 32000 (PT) MONTHS: MILES: 8000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 07 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 14 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 14 / 08    | DATANET (Y/N): 05 / 09 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YO     | PART MISSING/LOOSE/FELL OFF           |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZTH215N 05/07/2008

PREVIOUS RELATED FILES FOUND:NONE.

@05/07-ZTH215N

PREVIOUS UNRELATED FILES FOUND:NONE.

CRR-TH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER, AND RESPONSIBLE DEALER.

CRR-TH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 05/15/06 2790

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 05/15/06 2790

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 06/14/06 2790

CRR-TH ADVISED C THERE ARE NO OPEN RECALLS.

PREVIOUS NISSAN/INFINITI VEH:ALTIMA

CRR-TH RECIEVED INBOUND CALL FROM C.

C STATES C WAS DRIVING LAST TUESDAY AND THE SEAT COLLAPSED BACKWARDS. C STATES WHEN C LOOKED BACK THE METAL HAD BROKEN THAT WAS HOLDING THE SEAT UP. C STATES THIS HAPPENED IN THE DRIVERS SEAT.

@05/07-ZTH215N

CRR-TH ASKED C WHEN C TOOK VEH TO DLRSHIP.

@05/07-ZTH215N

C STATES C TOOK VEH TO NISSAN OF TURNERSVILLE ON FRIDAY. C STATES C HAS BEEN WITHOUT A CAR. C STATES C WAS TOLD PART WOULD BE THERE ON TUESDAY. C STATES THE PART WAS NOT IN. C STATES C WAS THEN TOLD PART WOULD BE IN TODAY. C STATES C IS NOT SURE IF THE PART IS IN YET.

@05/07-ZTH215N

CRR-TH ASKED C WHO C HAS BEEN SPEAKING WITH.

@05/07-ZTH215N

C STATES C HAS BEEN SPEAKING WITH SA- DAVID.

@05/07-ZTH215N

CRR-TH ASKED C WHAT NISSAN CAN DO FOR C.

@05/07-ZTH215N

C STATES C WOULD LIKE NISSAN TO COVER THE REPAIRS BECAUSE C DID NOT CAUSE THIS PROBLEM C BELIEVES THIS IS A SAFETY ISSUE AND THAT SOMEONE COULD GET HURT.

CRR-TH ASKED C HOW MUCH REPAIRS COST.

@05/07-ZTH215N

C STATES REPAIRS WILL COST.

@05/07-ZTH215N

C STATES C WAS FIRST TOLD 1000\$ THEN C SPOKE WITH MANAGER AND C WAS TOLD REPAIRS WOULD BE 200\$ THEN DLRSHIP CALLED C BACK AND ADVISED C THAT REPAIRS WOULD BE MORE THAN TWO HUNDRED BUT C WAS NOT GIVEN A PRICE.

@05/07-ZTH215N

CRR-TH ASKED C WHERE VEH IS NOW.

C STATES VEH IS AT DLRSHIP GETTING FIXED.

CRR-TH ADVISED C THAT CRR-TH WOULD FORWARD FILE TO RCAS FOR FURTHER REVIEW AND THAT RCAS WOULD GET BACK TO C BY THE END OF THE NEXT BUSINESS DAY.

CRR-TH OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-TH GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-TH EXITING FILE AND SENDING TO RCAS.

@05/07-ZTH215N

RCAS-KM IN REVIEW OF FILE 5/8/08.

@05/08-ZKM698N

RCAS-KM UPDATING MAINTENANCE DLR.

@05/08-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS.

@05/08-ZKM698N

RCAS-KM DATA NETTING FILE TO DLR.

@05/08-ZKM698N

RCAS-KM LEFT VMX FOR SM-BOB MOYTA 11:17 AM EST 5/13/08.

@05/13-ZKM698N

RCAS-KM RECEIVED VMX FROM SM-BOB INFORMING ORIGINAL REPAIR WAS UNDER WARRANTY, NOW VEHICLE PAST WARRANTY; DLR RAN GRT - APPROVED FOR 50%. REPAIRS ARE COMPLETED.

@05/14-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE. C STATED REPAIRS ARE COMPLETE BUT C NOT SATISFIED WITH NNA OOW GOODWILL FOR ONLY 50%. RCAS-KM APOLOGIZED TO C AND INFORMED C THIS REPAIR WAS COVERED UNDER BASIC WARRANTY FOR 36 MONTHS OR 36000 MILES. C STATED WILL NEVER PURCHASE ANOTHER NNA VEHICLE.

@05/14-ZKM698N

RCAS-KM UPDATING TREAD ACT CODES.

@05/14-ZKM698N

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED.

@05/14-ZKM698N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: N           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA      |
| 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: 3042         | EFFECTIVE: 05 / 07 / 08   | 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: ZTH215N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 05 / 14 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 05 / 14 / 08  | MICROFILM: N          |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |



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|                       |                                      |
|-----------------------|--------------------------------------|
| NAME: [REDACTED]      | SC: NONE                             |
| STREET: [REDACTED]    | VIN: JN8AZ08T84W [REDACTED] Y        |
| CITY: MARRERO         | YR/MDL: 2004.0 MUR MILEAGE: 30000    |
| ST/ZIP: LA [REDACTED] | IN SVC DATE: 04 / 13 / 04            |
| DAY PH: [REDACTED]    | RTL DLR: 2198 RAY BRANDT NISSAN INC  |
| EVE PH: [REDACTED]    | SVC DLR: 2198 RAY BRANDT NISSAN INC  |
| DLR PH: 504 367 1666  | RESP DLR: 2198 RAY BRANDT NISSAN INC |
| VCAN: N               | REGION: 32 DIST: SL/SV/PT: 03 03 33  |
| PAID: 4               |                                      |
| SUSP: 1               |                                      |
| 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) 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: 2198 RAY BRANDT NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 08 / 08     | XFER/RSPNSBLTY: 32 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 17 / 08    | DATANET (Y/N): 05 / 12 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |

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C. A. R. COMMENTS

FILE OPENED-ZSM191N 05/08/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-SM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONES AND RESPONSIBLE DLR.

CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 09/14/05 3821

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 08/03/06 2198

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 08/03/06 2198

CRR-SM ADVISED C THERE: NO OPEN RECALLS

PREVIOUS NISSAN VEH: MAXIMA (2)

CRR-SM RECEIVED INBOUND CALL FROM C'S SON NATHAN LEWIS

C STATES THAT C'S MOTHER GOT IN TO THE DRIVERS SEAT AND WHEN C'S MOTHER PUSHED THE POWER SEAT BUTTON THE SEAT TURNED SIDEWAYS

C STATES THAT C HAD BROUGHT THE VEH IN TO THE DLRSHIP FOR THE 30,000 MILES

CHECK UP AND ADVISED SA-JASON ABOUT THE PROBLEM

C STATES THAT C WAS ADVISED THAT THE ISSUE WITH THE SEAT COULD BE REPAIRED AND IT WOULD BE COVERED UNDER WARRANTY

C STATES THAT C THEN RECEIVED A RETURN CALL AND WAS ADVISED THAT C IS NO LONGER UNDER WARRANTY AND THAT C WILL HAVE TO PAY FOR THE REPAIR

C STATES THAT C WAS QUOTED AT \$600 FOR THE PART

CRR-SM ASKED C WHAT CAN NNA DO TO ASSIST

C STATES THAT C WOULD LIKE SOME ASSISTANCE IN COVERING THE COST OF THE REPAIRS

CRR-SM ADVISED C THAT FILE WILL BE FORWARDED ONTO A REGIONAL SPECIALIST FOR

FURTHER REVIEW AND C WILL BE CONTACTED BY END OF THE NEXT BUSINESS DAY

CRR-SM ASKED IF C WOULD LIKE TO CALL BACK OR C'S MOTHER

C STATES THAT C DOES NOT WANT TO BOTHER C'S MOTHER WITH THE STRESS AND

REQUESTED THE CALL BACK

CRR-SM UPDATED THE PHONE NUMBERS WITH C'S SON NATHAN LEWIS' CONTACT NUMBER

CRR-SM OFFERED FURTHER ASSISTANCE C DECLINED @05/08-ZSM191N

CRR-SM GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-SM FORWARDING FILE TO RCAS FOR FURTHER REVIEW @05/08-ZSM191N

\*\*\*\* @05/09-ZTP481N

RCAS-TP CONTACTED SERVICE MANAGER DON CRAFTON AT 11:41 AM EST ON 05/09/08

AND WAS INFORMED THAT THE COVERAGE FOR THIS PART IS 36/36 AN THE GRT

WAS DENIED. SEAT WAS BROKEN.

\*\*

RCAS-TP REVEIWING FILE. @05/15-ZTP481N

\*\*

@05/15-ZTP481N

RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 11:12 AM EST ON 05/28/08 AND

INFORMED C THAT C IS OOW FOR THE PART AND AS WELL THE PART WAS BROKEN.

IT IS NOT A DEFECT IN PART OR WORKMANSHIP BECUASUE IT WOLD NOT OF LASTED AS LONG AS IT DID. C YELLED SOMETHING THAT RCAS-TP COULD NOT UNDERSTAND AND ENDED CALL.

@05/28-ZTP481N

RCAS-TP CLOSING FILE NO FURTHER ASSISTANCE NEEDED. @05/28-ZTP481N

\*\*\*\*\*

CRR-RO UPDATING FILE A C'S REQUEST.

CRR-RO CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-RO ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN VEH:NONE

CRR-RO RECIEVED INBOUND CALL FROM C

C STATES C IF FED UP C STATES C FILE A REQUEST/COMPLIANT IN MAY AND HAS NOT BEEN CALLED BACK.

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C STATES WHAT TYPE OF BUSINESS IS NNA RUNNING AND WHY CANT NNA CALL BACK  
CUSTOMER WITH DECISIONS. @06/04-ZRO424N-COMMENT

C STATES C WANTS TO SPEAKE TO RCAS-TP @06/04-ZRO424N-COMMENT

CRR-RO ADVISED C THAT AN INTERNAL MESSEGE WILL BE SENT TO RCAS-TP

CRR-RO OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RO GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-RO SENDING INTERNAL MESSEGE TO RCAS-TP @06/04-ZRO424N-COMMENT

RCAS-TP LEFT VMX FOR C ON DAY/EVE NUMBER AT 3:31 PM EST ON 06/05/08 AND  
REQUESTED CALL BACK. @06/05-ZTP481N

\*\* @06/05-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY/EVE NUMBER AT 11:08 AM EST ON 06/06/08 AND  
REQUESTED CALL BACK. @06/06-ZTP481N

\*\* @06/06-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY/EVE NUMBER AT 3:46 PM EST ON 06/10/08 AND  
REQUESTED CALL BACK. @06/10-ZTP481N

\*\* @06/10-ZTP481N

RCAS-TP CLOSING FILE PENDING C CALL BACK. @06/10-ZTP481N

\*\* @06/10-ZTP481N

RCAS-TP RECEIVED CALL FROM C'S SON NATHAN LEWIS AT 3:02 PM EST ON 06/17/08  
AND WAS INFORMED THAT THE DLR WISHES TO TALK TO RCAS-TP BECAUSE INCORRECT  
INFORMATION WAS GIVEN. @06/10-ZTP481N

\*\* @06/10-ZTP481N

@06/17-ZTP481N

RCAS-TP CONTACTED SERVICE MANAGER DON CRAFTON AT 3:02 PM EST ON 06/17/07 AND  
WAS INFORMED THAT THIS CUSOTMER HAS OWNED 8 NISSANS AND IS A GOOD SERVICEING  
CUSTOMER. DLR FEELS GOOD WILL ASSISTANCE SHOULD BE REQUESTED. @06/17-ZTP481N

\*\*\*\*\*

RCAS-TP CONTACTED DPSM ON 06/17/08 AND WAS INFORMED THAT C'S REQUESET FOR  
OOW GOOD WILL REQUEST IS APPROVED. @06/17-ZTP481N

\*\* @06/17-ZTP481N

RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 3:05 PM EST ON 06/17/08 AND  
APPOLOGIZED FOR THE CONFUSION IN THE FILE AND INFORMED C THAT C'S GOOD  
WILL REQUEST WAS GRANTED. C WAS SATISFIED THANKED RCAS-TP AND ENDED CALL.  
@06/17-ZTP481N

\*\* @06/17-ZTP481N

RCAS-TP CLOSING FILE NO FURTHER ASSISTANCE IS NEEDED. @06/17-ZTP481N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW.

FOLLOW-UP IS DUE ON OR BEFORE

DEALER, PART IS ON BACK ORDER, PLEASE PROVIDE THE PART NUMBER, CUSTOMER CARE  
ORDER NUMBER AND THE ORDER DATE.

DEALER ACTION:

## CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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## CONTACT(S):

|                               |                           |                     |
|-------------------------------|---------------------------|---------------------|
| SATISFIED: Y                  | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0          | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0         | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1                 | DATE: 06 / 04 / 08        | USERID: ZRO424N     |
| OTHER #: 1                    | DATE: 06 / 17 / 08        | USERID: ZTP481N     |
| COMMENTS ONLY: #: 1           | DATE: 06 / 04 / 08        | USERID: ZRO424N     |
| RESP DLR: 2198                | EFFECTIVE: 05 / 08 / 08   | 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: ZSM191N        |                     |
| HISTORY:                      | UPDATE BY: ZTP481N        |                     |
| SVC CALL#:                    | UPDATE DATE: 06 / 17 / 08 |                     |
| CLOSE: Y (Y/N)                | CLOSE DATE: 06 / 17 / 08  | MICROFILM: N        |
| RESP CAA: PIETRANTUANO, TANYA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041672             | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:53 PM

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

CAR ID: CA6147983N  
Page 1

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: PASADENA  
ST/ZIP: CA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 818 240 6000

VCAN: Y  
PAID:  
SUSP:  
DENY:

SC: ONE CONTRACT  
VIN: JN8AZ08T46W [REDACTED] Y  
YR/MDL: 2006.0 MUR MILEAGE: 25000  
IN SVC DATE: 02 / 24 / 07  
RTL DLR: 3341 GLENDALE NISSAN  
SVC DLR: 3341 GLENDALE NISSAN  
RESP DLR: 3341 GLENDALE NISSAN  
REGION: 44 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3341 GLENDALE NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 09 / 08 XFER/RSPNSBLTY: 44 03 S  
CONTACT (S): FOLLOWUP DATE: 05 / 12 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 05 / 09 / 08 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   |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID:  
Page 2

CA6147983N

C. A. R. COMMENTS

FILE OPENED-ZJD507N 05/09/2008

\*\*\*\*\*

@05/09-ZJD507N

PREVIOUS FILES FOUND: NONE

@05/09-ZJD507N

CRR-JD VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-JD CHECKED FOR RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-JD ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-JD RECEIVED CALL FROM C.

C STATED THAT C PURCHASED THE VEH LAST YEAR BUT C HAD THE PIPE AND THE FUEL  
PUMP REPAIRED

C STATED THAT C NEED TO GO BACK TO THE DLR BECAUSE THE DRIVER'S SEAT IS  
ROCKING AND THERE ARE OTHER ISSUES WITH THE VEH THAT C CAN'T EXPLAIN

CRR-JD ADVISED C TO GO TO A NISSAN DLR

C STATED THAT THE DLR IS GIVING C POOR CUSTOMER SERVICE AND C WANTED

@05/09-ZJD507N

ASSISTANCE FROM NNA CA.

CRR-JD ADVISED C THAT CALL WILL BE TRANSFERRED TO THE NEXT LEVEL AGENT FOR  
ASSISTANCE

C AGREED

CRR-JD GAVE C FILE NUMBER AND TRANSFERRED TO C GROUP BUT C HANG UP

CRR-JD CLOSING FILE; PENDING C CALL BACK

\*\*\*\*\*

@05/09-ZJD507N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT8F

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: 3341

EFFECTIVE: 05 / 09 / 08

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: ZJD507N

HISTORY:

UPDATE BY: ZJD507N

SVC CALL#:

UPDATE DATE: 05 / 09 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 05 / 09 / 08

MICROFILM: N

RESP CAA: DISTOR, JEANETTE

OLM: SMIT AGNES

DOM: BRICKETT, JERRY

PHONE: 0000000000

OWNER FIRST:

LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID: CA6147983N  
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----- CONSUMER AFFAIRS -----

CA6147983

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:54 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED] S

VIN:  
IN SCV DATE: 7/7/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 241       | NCDE03250478 | 3341 CA             | 7/7/2006          | 7/7/2012       | 100.000           |                |                  |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID:  
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CA6147983N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                              |                |              |        |
|------------------------------|----------------|--------------|--------|
| -----+-----                  |                |              |        |
| CONTRACT: NCDE03250478       |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |                | OWNER NAME:  |        |
| PLAN TYPE: C                 |                | PLAN TYPE:   |        |
| PLAN TERM: E                 |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50            |                | DEDUCTABLE:  |        |
| EFFECTIVE: 07/07/06          |                | EFFECTIVE:   |        |
| EXPIRES: 07/07/12            | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                      | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                    |                | TRANSFER:    |        |
| TRANSACTION: 2/27/2007       |                | TRANSACTION: |        |
| PRINTED: 03/03/07            |                | PRINTED:     |        |
| DEALER NO: 3341              | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: GLENDALE NISSAN |                | DEALER NAME: |        |
| -----+-----                  |                |              |        |



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:54 PM

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

CAR ID: CA6148340N  
Page 1

SC: ONE CONTRACT

|                       |                             |                                     |
|-----------------------|-----------------------------|-------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T83W [REDACTED] | Y                                   |
| STREET: [REDACTED]    | YR/MDL: 2003.0              | MUR MILEAGE: 120143                 |
| CITY: KNOXVILLE       | IN SVC DATE: 10 / 26 / 03   |                                     |
| ST/ZIP: TN [REDACTED] | VCAN: Y                     | RTL DLR: 3406 GAINESVILLE NISSAN    |
| DAY PH: [REDACTED]    | PAID: 5                     | SVC DLR: 2982 TED RUSSELL NISSAN    |
| EVE PH: [REDACTED]    | SUSP: 1                     | RESP DLR: 2982 TED RUSSELL NISSAN   |
| DLR PH: 865 693 2856  | DENY: 0                     | REGION: 36 DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 50000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2982/VICTORY NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 19 MILES: 84143 (PT) MONTHS: MILES: 60143

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 12 / 08     | XFER/RSPNSBLTY: 36 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 15 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 16 / 08    | DATANET (Y/N): 05 / 14 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION            |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID:  
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CA6148340N

C. A. R. COMMENTS

FILE OPENED-ZNT841N 05/12/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE @05/12-ZNT841N

CRR-NT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR. @05/12-ZNT841N

CRR-NT CHECKED FOR OPEN RECALL/CAMPAIGNS/UPGRADES FOUND: @05/12-ZNT841N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 10/24/05 12/23/05 2694

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 09/05/06 2982

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 09/05/06 2982

CRR-NT ADVISED C THERE ARE NO OPEN RECALLS. @05/12-ZNT841N

PREVIOUS NISSAN/INFINITI VEHs: NONE

CRR-NT RECEIVED INBOUND CALL FROM C.

C STATES C DRIVERS SEAT FRAME IS BROKEN AND C TILTS TO ONE SIDE. C STATES ONE  
OF WELDS IS BROKEN BUT ELECTRONIC COMPONENTS ARE OK. C STATES C WENT TO THE  
TED RUSSELL NISSAN DLRSHIP AND C WAS ADVISED C WOULD HAVE TO ORDER NEW FRAME  
TO REPAIR THE CONCERN. C STATES COST OF PART IS \$ 819.09 PLUS TAX.

CRR-NT ASKED C WHAT NNA CAN DO FOR C. @05/12-ZNT841N

C STATES C WOULD LIKE NNA TO COVER ALL REPAIR COSTS IN REGARD TO REPLACING THE  
SEAT FRAME. @05/12-ZNT841N

C STATES C IS NOT A HEAVY PERSON AND C DOES NOT KNOW WHY SEAT FRAME WOULD  
BREAK. @05/12-ZNT841N

CRR-NT ADVISED C THAT RCAS WILL FURTHER REVIEW FILE. @05/12-ZNT841N

CRR-NT ADVISED C THAT RCAS WILL CONTACT C BY END OF NEXT BUSINESS DAY.

CRR-NT OFFERED FURTHER ASSISTANCE C DECLINED. @05/12-ZNT841N

CRR-NT GAVE NAME, EXTENSION AND FILE NUMBER. @05/12-ZNT841N

CRR-NT ESCALATING FILE TO RCAS. @05/12-ZNT841N

\*\*\*

RCAS-KF IN REVIEW OF FILE AND DATANETTING FILE TO DLR, 05/13. @05/13-ZKF621N

\*\*\*

RCAS-KF CALLED DLRSHIP, 05/13 AT 11:28 AM EST, LEFT VMX FOR SERVICE MANAGER  
KEITH MOORE REQUESTING CALLBACK. @05/13-ZKF621N

\*\*\*

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER. 05/13 AT 1:16 PM EST. SPOKE WITH C.  
RCAS-KF ADVISED C THAT RCAS-KF HAS BEEN IN RECEIPT OF C'S FILE AND THAT RCAS  
WOULD BE IN CONTACT WITH C 05/15. C UNDERSTOOD AND THANKED RCAS-KF.

\*\*\*

RCAS-KF CALLED DLRSHIP, 05/14 AT 1:30 PM EST, SPOKE WITH SERVICE MANAGER  
KEITH MOORE. SM STATED THAT THE WELD IS BROKEN ON THE FRAME ASSEMBLY. SM  
STATED THAT THE DLR IS CONCERNED AS THE MILEAGE IS SO HIGH. SM STATED THAT  
SM CANNOT INPUT A GW AS THE VEH IS SO FAR OUT OF THE WARRANTY PARAMETERS. SM  
STATED THAT SM DOESNT BELIEVE THAT C IS A GOOD CANDIDATE FOR GW AS NNA IS NOT  
SURE WHAT THE VEH MAY HAVE BEEN INVOLVED IN. SM STATED THAT THE VEH WAS  
PURCHASED PRE-OWNED WITH 50,000 MILES. RCAS-KF THANKED SM. @05/14-ZKF621N

\*\*\*

@05/14-ZKF621N

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER, 05/16 AT 12:17 PM EST, SPOKE WITH  
C. RCAS-KF ADVISED C THAT RCAS-KF LOOKED INTO C'S REQUEST AND UNFORTUNATELY  
NNA IS NOT IN A POSITION TO ASSIST C. RCAS-KF EXPLAINED THAT THE VEH WAS  
PURCHASED PRE-OWNED AND THAT NNA CANNOT KNOW FOR SURE IF THE VEH WAS DAMAGED  
BY THE PREVIOUS OWNER. RCAS-KF ADDED THAT C IS FAR OUTSIDE OF THE WARRANTY  
PARAMETERS AS WELL. C STATED THAT C DID NOT THINK THAT NNA WOULD HELP AND  
DISCONNECTED CALL. RCAS-KF CLOSING FILE.

\*\*\*

@05/16-ZKF621N

SPECIAL REMARKS:

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:54 PM

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

CAR ID:  
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CA6148340N

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

KRISTY FERREIRA 1-866-799-1690 EXT 1660

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 2982             | EFFECTIVE: 05 / 12 / 08   | 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: ZNT841N        |                     |
| HISTORY:                   | UPDATE BY: ZKF621N        |                     |
| SVC CALL#:                 | UPDATE DATE: 05 / 16 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 05 / 16 / 08  | MICROFILM: N        |
| RESP CAA: FERREIRA, KRISTY | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041658          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:54 PM

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

CAR ID: CA6148340N  
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----- CONSUMER AFFAIRS -----

CA6148340

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:54 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 10/26/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 242       | RCDE80178828 | 3406 FL             | 10/26/2003        | 10/26/2009     | 100.000           | 2/14/2006      |                  |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:48:54 PM

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

CAR ID:  
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CA6148340N

**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                 |                |              |        |
|---------------------------------|----------------|--------------|--------|
| -----+-----                     |                |              |        |
| CONTRACT: RCDE80178828          |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |                | OWNER NAME:  |        |
| PLAN TYPE: C                    |                | PLAN TYPE:   |        |
| PLAN TERM: E                    |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50               |                | DEDUCTABLE:  |        |
| EFFECTIVE: 10/26/03             |                | EFFECTIVE:   |        |
| EXPIRES: 10/26/09               | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 02/14/06                | MILES: 46,929  | CANCEL:      | MILES: |
| TRANSFER:                       |                | TRANSFER:    |        |
| TRANSACTION: 8/14/2006          |                | TRANSACTION: |        |
| PRINTED: 10/31/03               |                | PRINTED:     |        |
| DEALER NO: 3406                 | STATE: FL      | DEALER NO:   | STATE: |
| DEALER NAME: GAINESVILLE NISSAN |                | DEALER NAME: |        |
| -----+-----                     |                |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:54 PM

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

CAR ID: CA6150742N  
Page 1

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W36W [REDACTED] Y  
CITY: FORT WAYNE YR/MDL: 2006.0 MUR MILEAGE: 57000  
ST/ZIP: IN [REDACTED] IN SVC DATE: 05 / 31 / 06  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3174 FORT WAYNE NISSAN  
EVE PH: [REDACTED] PAID: 8 SVC DLR: 3174 FORT WAYNE NISSAN  
DLR PH: 260 484 9500 SUSP: 1 RESP DLR: 3174 FORT WAYNE NISSAN  
DENY: 0 REGION: 24 DIST: SL/SV/PT: 09 09 39

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

ORIG CODE: CT 11 OPEN DATE: 05 / 13 / 08 XFER/RSPNSBLTY: 24 09 S  
CONTACT (S): FOLLOWUP DATE: 05 / 14 / 08 DATANET (Y/N): 2  
SEVERITY: 9 CLOSE DATE: 06 / 02 / 08 DATANET (Y/N): 05 / 16 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID:  
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CA6150742N

C. A. R. COMMENTS

FILE OPENED-ZMA966N 05/13/2008

PREVIOUS FILES FOUND: NONE.

@05/13-ZMA966N

CRR-MA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,  
AND RESPONSIBLE DEALER.

CRR-MA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/13-ZMA966N

CRR-MA ADVISED C THERE ARE NO OPEN RECALLS.

@05/13-ZMA966N

PREVIOUS NISSAN VEH: SEVERAL ALTIMAS AND MAXIMAS.

@05/13-ZMA966N

CRR-MA RECEIVED INBOUND CALL FROM C.

@05/13-ZMA966N

C STATES C'S DLR IS FORT WAYNE NISSAN.

C STATES C'S SEAT ON DRIVERS SIDE WAS LOOSE.

C STATES C'S SEAT ROCKED OFF TRACK

C STATES THE SUPPORT BAR UNDER SEAT BECAME DETACHED AND BROKEN.

C STATES THE STRUCTURE OF THE SEAT IS BROKEN.

C STATES C HAS TO 750 DOLLARS TO HAVE SEAT REPAIRED.

C STATES C THINKS THIS AN UNUSUAL PROBLEM.

@05/13-ZMA966N

C STATES THINKS SEAT SHOULDN'T BE BROKEN.

C STATES C WANTS TO BE HELPED OUT FINANCIALLY.

C STATES C IS A LOYAL NISSAN CONSUMER, AND FEELS NISSAN COULD HELP PAY THE 750

C STATES C WOULD LIKE SOME SORT OF GOODWILL FOR THE SEAT REPAIR. N

RCAS-AM RECEIVED, REVIEWED AND DATANETTED FILE TO DLR ON 05/14/08, ON BEHALF  
OF RCAS-PP.

@05/14-ZAM269N

RCAS-AM CHECKED CPIA TO SEE IF GRT HAD BEEN RUN AND FOUND THAT GRT HAD NOT  
BEEN RUN AS YET.

@05/14-ZAM269N

RCAS-AM CONFIRMED PREVIOUS NISSAN/INFINITI VEHICLES AND CONFIRMED THAT C HAD  
6 TOTAL NISSAN VEHICLES: 2 ALTIMAS, 1 MAXIMA, 2 PATHFINDERS AND CURRENT MURANO

RCAS-AM NOTED THAT C DID NOT REMEMBER ALL YEARS OF MODELS.

RCAS-AM PROVIDED RCAS-PP CONTACT INFO AND EXPLAINED THAT RCAS-PP WOULD  
RESEARCH C'S REQUEST FURTHER WITH DLR AND REGIONAL STAFF.

RCAS-AM APPRECIATED C'S LOYALTY TO NNA.

RCAS-AM CONFIRMED THAT C HAD ORDERED PART FROM DLR AND COST WAS \$795.00.

RCAS-AM PROVIDED RCAS-PP CONTACT INFO AND INFORMED C THAT RCAS-PP WOULD FOLLOW  
UP WITH C BY 05/19/08.

@05/14-ZAM269N

C THANKED RCAS-AM FOR CALLING.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DLR.

@05/14-ZAM269N

\*\*\*\*\*

@06/02-ZTP481N

RCAS TP CONTACTED DLR AND TALKED TO MATT JONES IN THE SERVICE DEPARTMENT AT  
12:04 PM EST ON 06/02/08 AND RCAS-TP WAS INFORMED THAT NNA ALREADY TOOK

CARE OF THIS CUSTOMER AND THE VEH IS FIXED. CUSTOMER IS SATISFIED. RCAS-TP

ASKED WHO GAVE THE APPROVAL AND MATT JONES STATED THAT DPSM. RCAS-TP THANKED  
SERVICE PERSONELL AND ENDED CALL.

@06/02-ZTP481N

\*\*

@06/02-ZTP481N

RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 12:05 PM EST ON 06/02/08 AND  
VERIFIED THAT THE CUSTOMER WAS SATISFIED AND THE VEH IS FIXED. C WAS

HAPPY AND ENDED CALL.

@06/02-ZTP481N

RCAS-TP CLOSING FILE NO FURTHER ASSISTANC IS NEEDED.

@06/02-ZTP481N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW.

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3174             | EFFECTIVE: 05 / 13 / 08   | 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: ZMA966N        |                     |
| HISTORY:                   | UPDATE BY: ZTP481N        |                     |
| SVC CALL#:                 | UPDATE DATE: 06 / 02 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 06 / 02 / 08  |                     |
| RESP CAA: PINNOCK, PATRICE | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000041503          | OWNER FIRST:              | DOM: ERWIN MARK     |
|                            |                           | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

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|                       |                |                               |                    |
|-----------------------|----------------|-------------------------------|--------------------|
| NAME: [REDACTED]      |                | SC: NONE                      |                    |
| STREET: [REDACTED]    |                | VIN: JN8AZ08T86W [REDACTED] Y |                    |
| CITY: PHOENIX         |                | YR/MDL: 2006.0                | MUR MILEAGE: 45346 |
| ST/ZIP: AZ [REDACTED] |                | IN SVC DATE: 01 / 29 / 06     |                    |
| VCAN: N               | RTL DLR: 3734  | MIDWAY NISSAN                 |                    |
| PAID: 6               | SVC DLR: 2718  | ABC NISSAN                    |                    |
| SUSP: 1               | RESP DLR: 2718 | ABC NISSAN                    |                    |
| DENY: 0               | REGION: 44     | DIST: SL/SV/PT: 08 08 38      |                    |
| DLR PH: 602 264 2332  |                |                               |                    |

LETTER RECEIVED 05 / 13 / 08      EXEC: 00 / 00 / 00      EMAIL: 00 / 00 / 00  
FIRE: N (Y/N)      ROLLOVER: N (Y/N)      ACCIDENT: N (Y/N)      AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N)      INJURY: N (Y/N)      SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00      WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI      MILES      # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY ANI  
OUTSIDE WARRANTY BY (B) MONTHS:      MILES: 9346      (PT) MONTHS:      MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 05 / 14 / 08     | XFER/RSPNSBLTY: 44 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 19 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 20 / 08    | DATANET (Y/N): 05 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZCS694N 05/14/2008

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

@05/14-ZCS694N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 5/13/2008

DATED 05/05/08

CRR-CS VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY/EVENING PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-CS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @05/14-ZCS694N

C STATES THAT C HAS ATTACHED A BILL PAID TO ABC NISSAN FOR THE  
REPAIR OF A BROKEN DRIVERS SEAT IN THE AMOUNT OF \$778.19+ TAX. C  
HAS BEEN DRIVING 55 YEARS PLUS AND NEVER HAD AN INCIDENT WHERE

C'S DRIVERS SEAT TOTALLY COLLAPSED. C STATES THAT THIS IS C'S  
THIRD NISSAN. C UNDERSTANDS THE VEHICLE IS OUT OF WARRANTY BUT

C WOULD THINK THIS IS CERTAINLY AN UNUSUAL SITUATION. C BELIEVES @05/14-ZCS694N

THAT THIS IS A FACTORY DEFECT AND WOULD LIKE REIMBURSEMENT. @05/14-ZCS694N

CRR-CS FORWARDING FILE TO RCAS FOR FURTHER ASSISTANCE @05/14-ZCS694N

\*\*\*RCAS-GZ CHECKED CPIA AND FOUND THAT GRT WAS NOT RUN. @05/15-ZGZ999N

RCAS-GZ UPDATED OUT OF WARRANTY MONTHS AND MILES. @05/15-ZGZ999N

\*\*\*RCAS-GZ CALLED C AT DAY NUMBER AT 1:12 PM EST ON 05/15/08 AND THE LINE JUST  
RANG WITH NO ANSWER. RCAS-GZ COULD NOT LEAVE A VMX.

\*\*\*RCAS-GZ CALLED C AT EVENING NUMBER AT 1:14 PM EST ON 05/15/08 AND SPOKE TO

C. C STATES ABC NISSAN WAS NICE TO C.

C STATES PREVIOUS NISSAN VEHs: TRUCK AND 300 @05/15-ZGZ999N

RCAS-GZ ADVISED C THAT RCAS-GZ WILL LOOK INTO THE POSSIBILTiy OF SPECIAL  
FINANCIAL ASSISTANCE FOR C. C UDNERSTOOD. @05/15-ZGZ999N

\*\*\*RCAS-GZ LEFT A VMX FOR SERVICE MANAGER ANTHONY LABARBERA ON 5/15/08 AT  
2:55PM EST ASKING SM TO CALL RCAS-GZ BACK TO DISCUSS C'S CONCERN.

@05/15-ZGZ999N @05/15-ZGZ999N

@05/16-ZGZ999N

\*\*\*RCAS-GZ LEFT A VMX FOR SERVICE MANAGER ANTHONY LABARBERA ON 5/16/08 AT  
1:50PM EST ASKING SM TO CALL RCAS-GZ BACK TO DISCUSS C'S CONCERN.

@05/15-ZGZ999N @05/15-ZGZ999N

@05/16-ZGZ999N

\*\*\*RCAS-GZ RECEIVED AN INBOUND CALL FROM SERVICE MANAGER ANTHONY LABARBERRA  
ON 5/16/08 AT 3:15PM EST. SM STATES C HAS NO SERVICING HISTORY WITH ABC NISSAN  
SO SM DOES NOT RECOMMEND GOODWILL. SM STATES SM WILL NOT RUN GRT. SM STATES  
C HAS ONE PREVIOUS VISIT IN FEB/2007 AT 22,000 MILES. SM STATES C'S SEAT TRACK  
ASSEMBLY HAD TO BE REPLACED. SM STATES THE CONCERN WAS THE SEAT BACK WAS  
SEPARATED FROM THE REST OF THE SEAT. @05/16-ZGZ999N

\*\*\*RCAS-GZ SENT AN INTERNAL MESSAGE TO DPSM-TM ON 5/16/08 AT 4:35PM EST  
REQUESTING FURTHER GOODWILL ASSISTANCE. @05/16-ZGZ999N

\*\*\*RCAS-GZ RECEIVED AN INTERNAL MESSAGE FROM DPSM-TM ON 5/17/08 AT 6PM EST.  
DPSM STATED THAT DPSM REQUESTED THE SERVICE MANAGER HAVE GRT RUN FOR C'S  
REQUEST AND TO ADVISE DPSM OF THE RESULT. @05/19-ZGZ999N

\*\*\*RCAS-GZ CHECKED CPIA AND FOUND THAT GRT WAS RUN AND GOODWILL WAS  
RECOMMENDED FOR C'S REPAIR. @05/20-ZGZ999N

\*\*\*RCAS-GZ CALLED SERVICE MANAGER ANTHONY LABARBERRA ON 5/20/08 AT 3PM EST.  
SM STATES THE DLRSHIP IS PROCESSING C'S PAPERWORK AND C CAN EXPECT TO RECEIVE  
THE REIMBURSEMENT FOR THE SEAT REPAIR IN ABOUT 2 WEEKS.

\*\*\*RCAS-GZ CALLED C AT DAY NUMBER AT 3:12 PM EST ON 05/20/08 AND LEFT A VMX  
WITH NAME, EXT AND FILE NUMBER ASKING C TO CALL RCAS-GZ BACK. @05/20-ZGZ999N

\*\*\*RCAS-GZ CALLED C AT EVENING NUMBER AT 3:15 PM EST ON 05/20/08 AND SPOKE TO

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C. RCAS-GZ ADVISED C THAT ABC NISSAN IS CURRENTLY PROCESSING C'S REFUND FOR THE SEAT REPAIR. C UNDERSTOOD. C STATES NO ONE FROM THE DLR HAS CALLED C ABOUT THE REIMBURSEMENT. RCAS-GZ ADVISED C THAT C CAN OBTAIN FURTHER UPDATES FROM THE SERVICE MANAGER ANTHONY LABARBERA. C UNDERSTOOD. C STATES C WILL GO TO INTRODUCE C TO SM. RCAS-GZ AGREED. C STATES C'S VEH IS CURRENTLY AT ABC NISSAN FOR AN UNRELATED CONCERN. RCAS-GZ ADVISED C THAT C'S VEH IS IN GOOD HANDS WITH ABC NISSAN AND C AGREED. RCAS-GZ OFFERED C FURTHER ASSISTANCE. C DECLINED. @05/20-ZGZ999N

RCAS-GZ IS CLOSING THE FILE AS NO FURTHER ACTION IS REQUIRED. @05/20-ZGZ999N  
RCAS-GZ UPDATED TREAD ACT CODES. @05/20-ZGZ999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE ADVISE IF C IS A GOOD GOODWILL CANDIDATE. PLEASE CALL GREG AT 1-866-799-1690 EXT.1476. THANK YOU

DEALER ACTION:

**CONTACT(S):**

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 2718           | EFFECTIVE: 05 / 14 / 08   | 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: ZCS694N        |                     |
| HISTORY:                 | UPDATE BY: ZGZ999N        |                     |
| SVC CALL#:               | UPDATE DATE: 05 / 20 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 05 / 20 / 08  | MICROFILM: N        |
| RESP CAA: ZLOCH, GREGORY | OLM: SMIT AGNES           | DOM: HARRIMAN, ALAN |
| PHONE: 0000041659        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                        |            |                                       |
|------------------------|------------|---------------------------------------|
| NAME:                  | [REDACTED] | SC: NONE                              |
| STREET:                | [REDACTED] | VIN: JN8AZ08W45W [REDACTED] Y         |
| CITY: ROCKVILLE CENTRE |            | YR/MDL: 2005.0 MUR MILEAGE: 37500     |
| ST/ZIP: NY [REDACTED]  |            | IN SVC DATE: 07 / 29 / 05             |
| DAY PH: [REDACTED]     | VCAN: N    | RTL DLR: 3403 BAY RIDGE NISSAN, INC.  |
| EVE PH: [REDACTED]     | PAID: 1    | SVC DLR: 3403 BAY RIDGE NISSAN, INC.  |
| DLR PH: 718 238 8000   | SUSP: 0    | RESP DLR: 3403 BAY RIDGE NISSAN, INC. |
|                        | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 03 03 33   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1500 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 14 / 08     | XFER/RSPNSBLTY: 26 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 05 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 06 / 08    | DATANET (Y/N): 05 / 21 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZLQ000N 05/14/2008

CRR-LQ UPDATED OWNERS INFORMATION

PREVIOUS UNRELATED/RELATED FILES: NONE

CRR-LQ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

CRR-LQ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 10/25/06 3403

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 10/25/06 3403

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 05/09/08 3403

CRR-LQ ADVISED C THAT THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH: NONE

CRR-LQ RECEIVED CALL FROM C

@05/14-ZLQ000N

C STATES VEH HAD PROBLEM WITH BRACKET ON DRIVER SEAT. C STATES C TOOK VEH TO DLRSHIP AND C STATES DLRSHIP ADVISED C THAT SITUATION WAS AN ONGOING PROBLEM. C STATES DLRSHIP ADVISED C THAT DLRSHIP HAD FIXED OVER 100 VEHICLES FOR THE SAME SITUATION. C STATES C THOUGHT SINCE SITUATION WAS ONGOING AND SINCE DLRSHIP HAD FIX PROBLEM SO MANY TIMES, C STATES C THOUGHT DLRSHIP WOULD FIX VEH IN GOOD FAITH AND C STATES C HAD TO PAY \$500 FOR REPAIRS.

@05/14-ZLQ000N

C STATES DLRSHIP ADVISED C THAT REPAIRS ARE NOT COVERED UNDER WARRANTY AND C STATES C FEELS IF SITUATION WAS ONGOING, C STATES C FEELS SITUATION SHOULD HAVE BEEN TREATED AS A RECALL.

C STATES C'S LEASE IS UP IN 3 MONTHS AND C STATES IN THE FUTURE C DOES NOT WISH TO PURCHASE ANOTHER NISSAN VEH BECAUSE C STATES C FEELS DISAPPOINTED WITH SERVICE C RECEIVED AT DLRSHIP.

C STATES C WOULD LIKE NNA TO REIMBURSE C FOR ALMOST \$500 C PAID FOR REPAIRS.

CRR-LQ OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-LQ GAVE NAME, EXTENSION AND FILE NUMBER

C THANKED CRR-LQ FOR ASSISTANCE, C SATISFIED

CRR-LQ LEAVING FILE OPEN PENDING RCAS RESOLUTION

@05/14-ZLQ000N

\*\*\*\*\*

@05/19-ZLM634N

RCAS-LM RECIEVED FILE ON 05/19/08. RCAS-LM REVIEWED FILE AND ATTEMPTED TO DATANET TO DLR. RCAS-LM UNABLE TO DATANET FILE DUE TO SYSTEM ERROR.

\*\*\*\*\*

@05/19-ZLM634N

SME-RC REVIEWED FILE.

@05/30-ZRC971N

SME-RC CALLED C ON DAY & EVE PHONE AT 10:45 AM EST ON 05/30/08. LEFT VMX FOR C TO CALL BACK.

@05/30-ZRC971N

===

@06/03-ZJH493N

RCAS-JH REVIEWED FILE.

@06/03-ZJH493N

RCAS-JH CONTACTED SM-SANTO 06/03/08 AT 11:14 AM EST.

@06/03-ZJH493N

RCAS-JH WAS ADVISED BY SA-PATRICK THAT SM IS ON VACATION UNTIL 06/05/08.

@06/03-ZJH493N

SA STATED THAT C'S DRIVER'S SEAT IS LOOSE. HOWEVER, C IS OOW. C WAS CHARGED \$193 FOR PARTS AND \$280 FOR LABOR. SA STATED THAT C DOES NOT SERVICE AT DLRSHIP AND IS NOT A REGULAR. GRT HAS NOT YET BEEN RUN. SA ADVISED RCAS TO CONTACT SM UPON SM'S RETURN FROM VACATION.

RCAS-JH THANKED SA FOR ASSISTANCE.

@06/03-ZJH493N

RCAS-JH CONTACTED C AT DAYTIME NUMBER 06/03/08 AT 11:28 AM EST. C'S WIFE

ANSWERED. CAMILLE POVEROMO.

@06/03-ZJH493N

RCAS-JH VERIFIED ADDRESS, PHONE NUMBER, AND NUMBER OF NISSAN VEH'S.

RCAS-JH ADVISED C THAT RCAS HAS CONTACTED DLR AND OBTAINED FURTHER INFORMATION REGARDING C'S REPAIR CONCERNS. RCAS CONFIRMED WITH C THE NATURE OF C'S CONCERN

RCAS ADVISED THAT THE SM IS AWAY, AND WHEN SM RETURNS ON 06/05/08, RCAS WILL OBTAIN FURTHER INFORMATION AND FOLLOW-UP WITH C. C UNDERSTOOD. RCAS-JH

CONFIRMED WITH C THAT RCAS-JH WILL CALL C ON 06/05/08 WITH INFORMATION FROM

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NNA. C CONFIRMED THIS.  
RCAS-JH PROVIDED C WITH NAME, NUMBER, EXTENSION, AND FILE NUMBER.  
C UNDERSTOOD AND DISCONNECTED. @06/03-ZJH493N  
RCAS-JH SET FOLLOW-UP DATE FOR 06/05/08. @06/03-ZJH493N

=====  
RCAS-JH CONTACTED SM-SANTO PERMEUTO 06/06/06 AT 8:58 AM EST. SM STATED THAT  
GRT WAS TO BE RUN, BUT C NEVER FOLLOWED UP WITH DLR, SO GRT WAS NOT RUN. THE  
REPAIR JOB HAS ALREADY BEEN COMPLETED. SM RECOMMENDED THAT C COME BY DLRSH, P,  
AND PERHAPS SOMETHING CAN BE WORKED OUT. SM STATED THAT SM IS WILLING TO WORK  
WITH C ON THE ISSUE.  
RCAS-JH THANKED SM-SANTO FOR SM'S TIME.

=====  
RCAS-JH CONTACTED C AT DAYTIME NUMBER 06/06/08 AT 10:22 AM EST. C ANSWERED.  
RCAS ADVISED C TO GO TO DLRSH. AS SM IS WILLING TO WORKOUT A RESOLUTION.  
C LEFT IT WITH C THAT C WILL HANDLE C'S CONCERN, AND WILL CALL RCAS IF C HAS  
ANY REPAIR CONCERNS. RCAS AND C AGREED.  
RCAS THANKED C FOR C'S TIME.  
RCAS-JH CLOSED FILE AS C IS HANDLING REPAIR CONCERNS AT DLR LEVEL.  
@06/06-ZJH493N @06/06-ZJH493N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

LISA MARQUARDT PHONE: 866-799-1690 X 1688 OR  
EMAIL: [LISA.MARQUARDT@NISSAN-USA.COM](mailto:LISA.MARQUARDT@NISSAN-USA.COM)

DEALER ACTION:

|                           |             |                   |                           |                      |                  |
|---------------------------|-------------|-------------------|---------------------------|----------------------|------------------|
| SATISFIED: N              |             | ACTION CODE: NT8C |                           | CONTACT(S):          | ROOT CAUSE: SNFA |
| 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: 3403            |             |                   | EFFECTIVE: 05 / 14 / 08   | 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: ZLQ000N        |                      |                  |
| HISTORY:                  |             |                   | UPDATE BY: ZJH493N        |                      |                  |
| SVC CALL#:                |             |                   | UPDATE DATE: 06 / 06 / 08 |                      |                  |
| CLOSE: Y (Y/N)            |             |                   | CLOSE DATE: 06 / 06 / 08  | MICROFILM: N         |                  |
| RESP CAA: MARQUARDT, LISA |             |                   | OLM: ROYSTER KAREN        | DOM: RHODES CURTIS R |                  |
| PHONE: 0000000000         |             |                   | OWNER FIRST:              | LANGUAGE: E ENGLISH  |                  |

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|                       |                                                 |
|-----------------------|-------------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                        |
| STREET: [REDACTED]    | VIN: JN8AZ08T93W [REDACTED] Y                   |
| CITY: TORRANCE        | YR/MDL: 2003.0 MUR MILEAGE: 53000               |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 08 / 30 / 03                       |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3880 SUPERIOR NISSAN-SANTA MAR |
| EVE PH: [REDACTED]    | PAID: 6 SVC DLR: 090A POWER NISSAN TORRANCE     |
| DLR PH: 310 370 7401  | SUSP: 1 RESP DLR: 090A POWER NISSAN TORRANCE    |
|                       | DENY: 0 REGION: 44 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 PREOWNEI X MILES 33000 # NISSAN/INFINITI VEHICLES: 4  
 VEHICLE MAINTAINED BY: INDEPENDENT  
 OUTSIDE WARRANTY BY (B) MONTHS: 23 MILES: 17000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 14 / 08     | XFER/RSPNSBLTY: 44 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 11 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 14 / 08    | DATANET (Y/N): 05 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZMM159N 05/14/2008

PREVIOUS RELATED/UNRELATED FILES: NONE.

CRR-MM VERIFIED C'S NAME, VIN, MILEAGE, DAY AND EVENING PHONE AND RESPONSIBLE  
DLR. CRR-MM UPDATED OWNER'S INFORMATION ADDRESS.

CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-MM ADVISED C THAT THERE IS NO RECALL.

@05/14-ZMM159N

PREVIOUS NISSAN/INFINITI VEHICLE(S): 2 SEN AND PICK UP. @05/14-ZMM159N

CRR-MM RECEIVED CALL FROM: C.

C STATED: C ALREADY BROUGHT C'S VEH AT 090A POWER NISSAN TORRANCE.

C STATED C IS HAVING ISSUE WITH THE DRIVER SEAT FRAME THAT IS BROKEN.

C STATED C WAS INFORMED BY THE NISSAN DLR THAT THE PART IS NOT COVERED FOR  
C'S WARRANTY. C STATED C FEELS THAT THE PART IS DUE TO MANUFACTURE DEFECT

C STATED C IS REQUESTING ASSISTANCE FROM NNA.

@05/14-ZMM159N

CRR-MM INFORMED C THAT CRR-MM WILL BE DOCUMENTING C'S CONCERN AND WILL  
BE TRANSFERRING FILE TO THE NEXT LEVEL AGENT.

@05/14-ZMM159N

C THANKED CRR-MM FOR ASSISTANCE. C SATISFIED.

CRR-MM OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-MM GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-MM TRANSFERRING CALL TO C GROUP.

@05/14-ZMM159N

\*\*\*\*\*

CRR-LR RECEIVED CALL FROM C THRU AB GROUP

C STATES THAT C'S DRIVERS SEAT FRAME IS BROKEN AND DLRSHIP IS SAYING WILL NOT  
REPAIR IT FOR C UNDER THE WARRANTY. C STATES IS REQUESTING THAT NISSAN HONOR  
C'S WARRANTY AND REPAIR C'S SEAT

CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY  
C UNDERSTANDS

@05/14-ZLR000N

CRR-LR OFFERED FURTHER ASSISTANCE. C DECLINED

CRR-LR GAVE NAME, EXTENSION AND FILE NUMBER

C AWAITING RESPONSE FROM RCAS

@05/14-ZLR000N

\*\*\*\*\*

SME-AH SENT EMAIL TO SM-BS AT 7:03 PM EST ON 05/15/08. @05/15-ZAH287N

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 7:49 PM EST ON 05/15/08 AND LEFT VMX  
FOR C WITH RCAS-AH'S CONTACT INFORMATION. RCAS-ER SET FOLLOW UP EXPECTATION  
FOR 05/20.

@05/15-ZER229N

RCAS-ER CONTACTED C AT EVENING NUMBER AT 7:50 PM EST ON 05/15/08 BUT THE CALL  
DID NOT GO THROUGH.

@05/15-ZER229N

SME-AH CALLED DAY/EVE NUMBER AT 6:59 PM EST ON 05/21/08 AND LEFT VMX.1-ZAH287N  
@05/21-ZAH287N

SME-AH RECEIVED VMX FROM C AT 7:42 PM EST ON 05/21/08. @05/22-ZAH287N

SME-AH CALLED DAY/EVE NUMBER AT 12:31 PM ON 05/22/08 AND LEFT VMX FOR C.

SME-AH RECEIVED VMX FROM C AT 4:50 PM EST ON 05/23/08

SME-AH CALLED DLR AT 7:35 PM EST ON 05/23/08 AND SPOKE WITH SM-BRIAN SCHUETTE

SME-AH ASKED IF SM CAN RUN THE GRT.

SME-BS STATES CAN DO SO.

@05/23-ZAH287N

SME-AH CALLED DAY/EVE NUMBER AT 7:42 PM EST ON 05/23/08 AND SPOKE WITH C.

SME-AH ADVISED STILL LOOKING INTO FINANCIAL ASSISTANCE AND WILL FOLLOW UP ON  
ON 05/27/08 C AGREED.

@05/23-ZAH287N

\*\*\*RCAS-GZ CALLED C AT DAY NUMBER AT 7:12 PM EST ON 05/28/08 AND LEFT A VMX

WITH NAME AND FILE NUMBER ADVISING RCAS-AH IS OUT OF THE OFFICE TODAY AND IS



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EXPECTED TO RETURN BY THE END OF THE WEEK AND RCAS-AH CAN CALL C BACK BY  
5/30/08. @05/28-ZGZ999N

@05/28-ZGZ999N

\*\*RCAS-GZ CALLED C AT EVENING NUMBER AT 7:16 PM EST ON 05/28/08 AND THE LINE  
RANG TWICE AND THEN BEEPED WITH NO ANSWERING MESSAGE. RCAS-GZ COULD NOT LEAVE  
C A VMX.

@05/28-ZGZ999N

@05/28-ZGZ999N

RCAS-AH CALLED DLR AT 1:51 PM EST ON 06/04/08 AND SPOKE WITH SM-BRIAN SCHUETTE  
SM-BS ADVISED THEY RAN GRT AND WAS DECLINED.

RCAS-AH SENDING EMAIL TO DPSM-SA AT 1:52 PM EST ON 06/04/08 FOR ASSISTANCE.

@06/04-ZAH287N

RCAS-AH RECEIVED EMAIL FROM DPSM AT 11:00 AM EST ON 06/05/08.

EMAIL IS APPROVING TO OVERRIDE GRT.

RCAS-AH CALLED DAY/EVE NUMBER AT 12:39 PM EST ON 06/05/08 AND LEFT VMX FOR C.

@06/05-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 4:25 PM EST ON 06/06/08 AND LEFT VMX.

@06/06-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 12:31 PM EST ON 06/10/08 AND LEFT VMX.

RCAS-AH CLOSING 3RD ATTEMPT.

@06/10-ZAH287N

\*\*\*\*\*

PREVIOUS RELATED FILE(S) FOUND:

PREVIOUS FILES FOUND:

@06/16-ZCM798N

RELATED: NONE

UNRELATED: NONE

CRR-CM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVE PHONE .RESPONSIBLE  
DLR:

CRR-CM UPDATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE NUMBER)

CRR-CM - CHECK FOR AN OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 01/16/06 05/07/08 090A

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 05/07/08 090A

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 05/07/08 090A

CRR-CM ADVISED C OF RECALL STATUS:

PREVIOUS NISSAN/INFINITY VEHICLE/S:

CRR-CM RECEIVED CALL FROM C

C STATED C WANTS TO TALK WITH RCAS-AH

C IS REQUESTING TO TRANSFER C'S CALL TO RCAS-AH'S EXTENSION NUMBER

CRR-CM ADVISED C THAT C MIGHT REACHED THE VOICE MAIL @06/16-ZCM798N

C STATED THAT C WANTS RCAS-AH TO CALL C BACK FOR UPDATE OF C'S VEH'S

CONCERN

CRR-CM ADVISED C THAT CRR-CM WILL SEND INTERNAL MESSAGE TO RCAS-AH FOR UPDATE

C GAVE 310 723 0975 WHERE RCAS-AH CAN EASILY GET HOLD OF C

C STATED THAT RCAS-AH CAN CALL C ANYTIME WITHIN THE DAY

CRR-CM ADVISED C THAT CRR-CM WILL FORWARD THE INFORMATION TO RCAS-AH

C THANKED CRR-CM FOR ASSISTANCE SATISFIED

CRR-CM OFFERED FURTHER ASSISTANCE: C DECLINED

CRR-CM GAVE C NAME .EXTENSION NUMBER. AND FILE NUMBER

CRR-CM SENDING INTERNAL MESSAGE TO RCAS-AH @06/16-ZCM798N

CRR-CM LEAVING FILE @06/16-ZCM798N

\*\*\*\*\*g

RCAS-AH CALLED EVE NUMBER AT 2:11 PM EST ON 06/16/08. PHONE WILL JUST BEEP  
ONCE AND THEN DISCONNECT. RCAS-AH NOTES EVE NUMBER IS THE NUMBER C ADVISED TO  
CALL. @06/16-ZAH287N

RCAS-AH CALLED DAY NUMBER AT 2:14 PM EST ON 06/16/08 AND LEFT VMX FOR C.

@06/16-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 4:32 PM EST ON 06/19/08 AND LEFT VMX.

@06/19-ZAH287N

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RCAS-AH CALLED DAY/EVE NUMBER AT 4:22 PM EST ON 06/24/08 AND LEFT VMX.  
RCAS-AH CLOSING FILE AS 3RD ATTEMPT MADE WITH NO CALL BACK. @06/24-ZAH287N

\*\*\*\*\*

CRR-LR RECEIVED CALL FROM BRETT AT 090A POWER NISSAN TORRANCE  
C STATED THAT THE C HAS CALL THE DLRSH TO INQUIRE ABOUT WHAT IS GOING ON WITH  
THE FILE

CRR-LR ADVISED C WILL SEND INTERNAL MESSAGE TO RCAS-AH  
C AGREED AND STATES THAT C WILL GET THE CUSTOMER TO CALL INTO NNA AS WELL  
CRR-LR EXITING FILE AND SENDING INTERNAL MESSAGE TO RCAS-AH  
@07/02-ZLR000N-COMMENT

>> @07/02-ZDP019N

CRR-DP RECEIVED INBOUND CALL FROM C.  
CRR-DP VERIFIED C'S NAME, ADDRESS.  
CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 01/16/06 05/07/08 090A  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 05/07/08 090A  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 05/07/08 090A  
CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES. @07/02-ZDP019N  
C STATES HAS BEEN TRYING TO GET A HOLD OF RCAS-AH HALF A DOZEN TIME.  
C STATES WAS ADVISED BY THE DLRSH THAT CRR-LR INFORMED THE DLRSH THE  
FILE WAS CLOSED AND NOW IT IS REOPENED.  
CRR-DP INFORMED C THAT ONCE THE RCAS AGENTS HAVE MADE 3 ATTEMPTS THE  
FILE GETS CLOSED AND THAT CRR-DP ASSURE C THAT C'S FILE IS STILL ACTIVE AND  
OPEN.  
C STATES WOULD LIKE TO GET A HOLD OF CRR-LR.  
CRR-DP INFORMED C THAT CRR-DP WAS UNABLE TO LOCATE CRR-LR EXTENTION BUT  
ADVISED C THAT AN INTERNAL MSG WILL BE SENT OUT TO THE RESPONSIBLE  
AGENT.  
CRR-DP STATES IS THERE A TIME AND NUMBER C CAN BE CONTACT AT?  
C STATES TRAVEL ALOT AND THAT C CAN BE CONTACTED AT 4 NUMBERS.  
C STATES 1. 310 723 0975 (PAGER) 2. 310 813 7150 / 310 812 2735  
(DESK NUMBER) 3. 310 214 1580 (HOME PHONE - AFTER 7PM PACIFIC) 4.  
310 892 6564 (CELL PHONE - MSG DURING THE DAY).  
CRR-DP STATES WHAT IS THE NUMBER C CAN BE CONTACTED AT?  
C STATES WILL BE AT [REDACTED] BUT IS GOING TO BE LEAVING SOON.  
CRR-DP ASSURE C THAT AN INTERNAL MSG WILL BE SENT OUT AND ADVISED C WILL GET  
A CALL BACK WITH ANY UPDATES.  
CRR-DP APOLOGIZE FOR THE INCONVENIENCE.  
C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED.  
CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.  
C DECLINED.

@07/02-ZDP019N

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.

CRR-DP SENDING INTERNAL MSG TO RCAS. @07/02-ZDP019N

\*\*\*\*\*88

RCAS-AH CALLED DLR AT 2:43 PM EST ON 07/02/08 AND LEFT VMX FOR SM-BRIAN SCHUET  
AND ADVISED NNA WILL COVER REPAIR TO THE SEAT FRAME. @07/02-ZAH287N

@07/02-ZAH287N

RCAS-AH CALLED ALL 4 NUMBERS AND LEFT VMX FOR CALL BACK. @07/02-ZAH287N  
RCAS-AH NOTES NNA WILL GOODWILL SEAT FRAME REPAIR. WAITING FOR REPAIR TO BE  
DONE AND VEH PICKED UP. ALSO NEED TO NOTIFY C STILL. @07/03-ZAH287N

\*\*\*\*\*

@07/09-ZSR768N

RCAS-ASSITING WITH FILE @07/09-ZSR768N

RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 07/09/08 7:34PM EST @07/09-ZSR768N

RCAS-SR LEFT VMX @07/09-ZSR768N

RCAS-SR PLACED CALL TO C ON EVENING PHONE 07/09/08 7:35PM EST @07/09-ZSR768N

RCAS-SR NOTING LINE DISCONNECTED @07/09-ZSR768N

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@07/09-ZSR768N

RCAS-AH CALLED DAY/EVE NUMBER AT 1:19 PM EST ON 07/14/08 AND LEFT VMX.

RCAS-AH CLOSING FILE AGAIN DUE TO NO CONTACT.

RCAS-AH UPDATED TREAD ACT AND OOW INFO.

@07/14-ZAH287N

IF C CALLES PLEASE DO NOT RE-OPEN FILE. PLEASE DIRECT C TO THE DLR.

@07/14-ZAH287N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

SEAT FRAME UNFORUNTATLY IS NOT A COVERED COMPONENT ON ANY SERVICE CONTRACT, IT IS COVERED ONLY 3 YEARS 36,000 MILES. WE ARE NOT DENYING ANYONES WARRANTY IF ITS A COVERED COMPONENT. P.S. WE DO SEE THESE BREAK. @05/16-090A

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT8G         | ROOT CAUSE: SCNR    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | 2 DATE: 07 / 02 / 08      | USERID: ZLR000N     |
| OTHER #:               | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:      | 1 DATE: 07 / 02 / 08      | USERID: ZLR000N     |
| RESP DLR: 090A         | EFFECTIVE: 05 / 14 / 08   | 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: ZMM159N        |                     |
| HISTORY:               | UPDATE BY: ZAH287N        |                     |
| SVC CALL#:             | UPDATE DATE: 07 / 14 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 07 / 14 / 08  | MICROFILM: N        |
| RESP CAA: HANN, ASHLEY | OLM: SMIT AGNES           | DOM: LAYNE, VERNON  |
| PHONE: 0000041460      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                      |
|-----------------------|--------------------------------------|
| NAME: [REDACTED]      | SC: NONE                             |
| STREET: [REDACTED]    | VIN: JN8AZ08W65W [REDACTED] Y        |
| CITY: CONCORD         | YR/MDL: 2005.0 MUR MILEAGE: 90281    |
| ST/ZIP: MS [REDACTED] | IN SVC DATE: 01 / 11 / 05            |
| DAY PH: [REDACTED]    | RTL DLR: 2673 SUPERIOR NISSAN, INC.  |
| EVE PH: [REDACTED]    | SVC DLR: 5049 CLAY NISSAN OF NEWTON  |
| DLR PH: 617 964 3000  | RESP DLR: 5049 CLAY NISSAN OF NEWTON |
|                       | REGION: 26 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 PREOWNEI X MILES 42000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 5049 CLAY NISSAN OF NEW  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 54281 (PT) MONTHS: MILES: 30281

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 15 / 08     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 16 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 16 / 08    | DATANET (Y/N): 05 / 19 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZMA966N 05/15/2008

PREVIOUS FILES FOUND: NONE.

@05/15-ZMA966N

CRR-MA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,  
AND RESPONSIBLE DEALER.

CRR-MA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/15-ZMA966N

CRR-MA ADVISED C THERE ARE NO OPEN RECALLS.

@05/15-ZMA966N

PREVIOUS NISSAN VEH: NONE.

@05/15-ZMA966N

CRR-MA RECEIVED INBOUND CALL FROM C.

@05/15-ZMA966N

C STATES C HAS EXCEEDED MILEAGE.

C STATES C HAS TO PAY 75 DOLLARS TO HAVE LOOKED AT IT.

C STATES C WANTS TO KNOW WHY DRIVERS SEAT WOULD BE BROKEN.

C STATES THE FRAMING CRACKED ON SEAT.

C STATES C SEAT SHOULDNT GO THIS EARLY.

C STATES C SEAT WAS BOUNCY.

C STATES C WENT TO INDEPENDENT FACILITY.

@05/15-ZMA966N

C STATES C WOULD LIKE OOW GOODWILL ASSISTANCE.

@05/15-ZMA966N

C STATES C IS GOING TO NISSAN DLR AS WELL THIS WEEK.

@05/15-ZMA966N

C STATES C WOULD LIKE CALLBACK AT DAYTIME NUMBER.

@05/15-ZMA966N

CRR-MA OFFERED FURTHER ASSISTANCE. C DECLINED.

@05/15-ZMA966N

CRR-MA GAVE NAME AND FILE NUMBER.

@05/15-ZMA966N

CRR-MA ADVISED C WILL FORWARD TO RCAS FOR FURTHER REVIEW.

@05/15-ZMA966N

\*\*\*\*\*

SME-RC REVIEWED FILE AND DATA NETTED.

SME-RC UPDATED SERVICING DLR.

SME-RC UPDATED OUT OF WARRANTY PARAMETERS.

@05/16-ZRC971N

SME-RC CALLED C ON DAY PHONE AT 3:00 PM EST ON 05/16/08. C STATED THE SEAT ON  
THE VEH SHOULD NOT HAVE BROKEN. C STATED WANTS NNA TO REPLACE THE SEAT.

SME-RC INFORMED C THAT THE VEH WAS PURCHASED USED WITH 42000 MILES ON IT  
ALREADY OUT SIDE OF THE BASIC WARRANTY. NO VSC WAS PURCHASED WITH THE USED VEH  
AND THE VEH HAS CURRENTLY 90281 MILES ON IT. SME-RC INFORMED C THE REPLACING

THE SEAT WILL BE CUSTOMER PAY. C STATED SEATS DO NOT BREAK. C STATED HAD A

TOYOTA AND THE SEATS NEVER BROKE. C STATED C TRIED TO CONVINCE C'S

HUSBAND FROM BUYING THE VEH CAUSE C KNEW NISSAN WAS NOT A GOOD PRODUCT.

SME-RC APOLOGIZED TO C FOR FEELING THAT WAY. C UNDERSTOOD AND ENDED CALL.

SME-RC CLOSING FILE AS NO FURTHER ACTION IS REQUIRED.

@05/16-ZRC971N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                         |                           |                      |
|-------------------------|---------------------------|----------------------|
| SATISFIED: Y            | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| 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: 5049          | EFFECTIVE: 05 / 15 / 08   | 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: ZMA966N        |                      |
| HISTORY:                | UPDATE BY: ZRC971N        |                      |
| SVC CALL#:              | UPDATE DATE: 05 / 16 / 08 |                      |
| CLOSE: Y (Y/N)          | CLOSE DATE: 05 / 16 / 08  | MICROFILM: N         |
| RESP CAA: HENAO, SANDRA | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |
| PHONE: 0000047107       | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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REQUESTED BY: lattad

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W75W [REDACTED] Y       |
| CITY: FOXBORO         |            | YR/MDL: 2005.0 MUR MILEAGE: 31850   |
| ST/ZIP: MA [REDACTED] |            | IN SVC DATE: 02 / 28 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3405 CLAY NISSAN           |
| EVE PH: [REDACTED]    | PAID: 1    | SVC DLR: 3405 CLAY NISSAN           |
| DLR PH: 781 326 1500  | SUSP: 0    | RESP DLR: 3405 CLAY NISSAN          |
|                       | DENY: 0    | REGION: 26 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 16 / 08     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 02 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 29 / 08    | DATANET (Y/N): 05 / 21 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZAS846N 05/16/2008

UNRELATED FILES FOUND: NONE.

CRR-AS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DEALER.

CRR-AS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-AS ADVISED C THERE ARE NO OPEN RECALLS.

PREVIOUS NISSAN/INF VEH: NONE.

CRR-AS RECEIVED INBOUND CALL FROM C.

C STATES C WAS DRIVING THE OTHER DAY C WAS TAKING A GRADUAL TURN, AND C'S  
DRIVER'S SEAT POPPED AND NOW FEELS LIKE IT IS NOT BOLTED DOWN TO THE FLOOR.

CRR-AS ASKS C IF C HAS BEEN TO DLR. @05/16-ZAS846N

C STATES NO. @05/16-ZAS846N

CRR-AS ADVISED C TO GO TO DLR TO HAVE ISSUE DIAGNOSED. @05/16-ZAS846N

CRR-AS ADVISED C THAT IF DLR WILL NOT COVER THE REPAIR UNDER WARRANTY, CALL  
BACK TO NNA-CA AND THE FILE CAN BE ESCALATED. @05/16-ZAS846N

CRR-AS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AS GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-AS CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @05/16-ZAS846N

\*\*\*\*\*CRR PM RECEIVED INBOUND CALL FROM C. CRR PM VERIFIED C'S NAME.

C STATES C YESTERDAY C WAS DRIVING ON A LEVEL GROUND C WAS TURNING TO THE  
RIGHT AND C HEARD A POP AND THE SEAT DIAGONALLY MOVED LIKE A ROCKING CHAIR,  
C STATES C IS NOT A LARGE PERSON C STATES THE SEAT CAN BE REMOVED EVEN, C  
STATES SEAT JUST POPED, C STATES C TOOK VEH TO DLRSHIP TODAY AT 3405 CLAY NISS  
C STATES THE DLR DIAGNOSED THAT LOWER ADJUSTER FRAME NEEDS TO BE REPLACED, C  
STATES THE DLR ADVISED C THAT THIS WAS THE SECOND VEH SAME MODEL GOING TO THE  
DLRSHIP WITH THE SAME ISSUE, C STATES THE SERVICE ADVISOR EVEN CHECKED THE  
ISSUE, C STATES DLR RAN THE GOODWILL AND WAS DENIED. @05/16-ZPM016N-COMMENT

C STATES C WAS NOT ADVISED WHY. C STATES C IS BEING CHARGED \$1039 FOR THE  
REPLACEMENT PART, C STATES C WOULD LIKE NNA TO GET VEH FIXED, C STATES WHEN C  
PURCHASED VEH IN THE FIRST WEEK VEH NEEDED TO BE TOWED TWICE, C STATES C HAS  
HAD ISSUE WITH VEH SINCE PURCHASED. @05/16-ZPM016N-COMMENT

C STATE IT IS A SAFETY ISSUE. CRR PM APOLOGIZED TO C FOR THE ISSUE. CRR PM  
ADVISED C THAT FILE HAS BEEN TRANSFERRED TO RCAS AND ASSURED C THAT BY THE  
END OF THE NEXT BUSINESS DAY RCAS WILL CONTACT C BACK. CRR PM OFFERED FURTHER  
ASSISTANCE, C DECLINED, CRR PM GAVE NAME EXTENSION AND FILE NUMBER, CRR PM  
TRANSFERRED FILE TO RCAS. @05/16-ZPM016N-COMMENT

RCAS-KM IN REVIEW OF FILE 5/19/08.

@05/19-ZKM698N

RCAS-KM SPOKE WITH SM-CHRISTINE WHITE AND INFORMED GRT DECLINED; DLR IS  
WILLING TO DISCOUNT LABOUR FOR C.

RCAS-KM SENDING EMAIL TO DPSM & ORM FOR ASSISTANCE ON REPAIR. @05/20-ZKM698N

RCAS-KM DATA NETTING FILE TO DLR. @05/20-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS. @05/20-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE AND INFORMED VEHICLE IS PAST BASIC WARRANTY  
AND THERE IS NO VSC; RCAS-KM IS NOW WORKING WITH DPSM & ORM FOR ASSISTANCE.

@05/20-ZKM698N

RCAS-KM RECEIVED EMAIL FROM ORM REQUESTING COST OF PART AND GRT INFO.

@05/20-ZKM698N

RCAS-KM SPOKE WITH SM-CHRISTINE AND INFORMED

\$119.40 LABOUR

\$503.85 PART

87450CA08B SEAT FRAME. PART NUMBER @05/20-ZKM698N

RCAS-KM SENT EMAIL FOR ORM & DPSM WITH PART INFO. @05/20-ZKM698N

...ORM FILE REVIEW. DLR ADVISES NOT PARTICULARLY STRONG SVC C BUT HAS OWNED



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SEVERAL NISSANS. ORM APPROVES \$600 GDWIL REPAIR TO SEAT BRACKET AS VEH BEYOND  
BASIC WTY BY TIME BY ONLY 3 MONTHS AND NOT BY MILEAGE. RCAS & DPSM UPDATED

@05/20-ZRC310R

RCAS-KM SPOKE WITH SM-CHRISTINE AND INFORMED GDWIL APPROVED FOR \$600.00.

SM-CHRISTINE TO SCH APPT WITH C FOR REPAIRS. @05/20-ZKM698N

RCAS-KM UNABLE TO LEAVE VMX ON DAY PHONE 11:30 AM EST 5/29/08.

RCAS-KM LEFT VMX FOR C ON EVE PHONE 11:31 AM EST 5/29/08. @05/29-ZKM698N

RCAS-KM RECEIVED CALL FROM C. C STATED VEHICLE IS REPAIRED. C THANKED

RCAS-KM FOR ASSISTANCE. @05/29-ZKM698N

RCAS-KM UPDATED TREAD ACT CODES. @05/29-ZKM698N

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @05/29-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT1B

ROOT CAUSE: SNFA

CALLBACK: (Y/N) #: 0

DATE: 00 / 00 / 00

USERID:

REOPEN: CALLBACK #: 0

DATE: 00 / 00 / 00

USERID:

NEW INFO #: 1

DATE: 05 / 16 / 08

USERID: ZPM016N

OTHER #: 0

DATE: 00 / 00 / 00

USERID:

COMMENTS ONLY: #: 2

DATE: 05 / 16 / 08

USERID: ZPM016N

RESP DLR: 3405

EFFECTIVE: 05 / 16 / 08

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: ZAS846N

HISTORY:

UPDATE BY: ZKM698N

SVC CALL#:

UPDATE DATE: 05 / 30 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 05 / 29 / 08

MICROFILM: N

RESP CAA: HENAO. SANDRA

OLM: ROYSTER KAREN

DOM: WILLIAMS RODNEY

PHONE: 0000047107

OWNER FIRST:

LANGUAGE: E ENGLISH

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|                           |                                         |
|---------------------------|-----------------------------------------|
| NAME: [REDACTED]          | SC: NONE                                |
| STREET: [REDACTED]        | VIN: JN8AZ08T05W [REDACTED] Y           |
| CITY: HOT SPRINGS VILLAGE | YR/MDL: 2005.0 MUR MILEAGE: 52000       |
| ST/ZIP: AR [REDACTED]     | IN SVC DATE: 08 / 13 / 05               |
| DAY PH: [REDACTED]        | RTL DLR: 2030 CHUCK FRAZIER NISSAN. INC |
| EVE PH: [REDACTED]        | SVC DLR: 5113 RISER NISSAN. INC.        |
| DLR PH: 501 525 4511      | RESP DLR: 5113 RISER NISSAN, INC.       |
| VCAN: N                   | REGION: 32 DIST: SL/SV/PT: 09 09 39     |
| 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)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00               | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI               | MILES                       | # NISSAN/INFINITI VEHICLES: 3 |
| VEHICLE MAINTAINED BY: 2030*CHUCK FRAZIER NISSA |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                 | MILES: 16000                | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                                | OPEN DATE: 05 / 16 / 08     | XFER/RSPNSBLTY: 32 09 S       |
| CONTACT (S):                                    | FOLLOWUP DATE: 05 / 19 / 08 | DATANET (Y/N): 0              |
| SEVERITY: 9                                     | CLOSE DATE: 05 / 16 / 08    | DATANET (Y/N): 00 / 00 / 00   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                             |
|----|--------------------------|--------|-----------------------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO                      |
| AZ | NISSAN PRODUCT INQUIRIES | VG     | PROVIDED RECALL INFORMATION |
| OF | NNA., INC. ISSUES        | 206500 | MURANO                      |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY             |

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**C. A. R. COMMENTS**

FILE OPENED-ZMB827N 05/16/2008  
PREVIOUS UNRELATED FILES FOUND:5047705.6145813.  
CRR-MB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.  
CRR-MB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @05/16-ZMB827N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 04/21/06 2030  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 04/21/06 2030  
CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 04/21/06 2030  
CRR-MB ADVISED C NO OPEN RECALLS ON VEHICLE.  
PREVIOUS NISSAN/INFINITI VEH:  
CRR-MB RECEIVED INBOUND CALL FROM C.  
C STATES C VEH DRIVER'S SEAT BRACKET CRACKED AT THE WELD, C STATES THIS IF  
ON THE REAR LEFT CORNER OF SEAT BRACKET. C STATES THIS IS A SAFETY CONCERN  
AND BECAUSE C'S VEH IS OUTSIDE WARRANTY IS NOT COVERED UNDER WARRANTY.  
C STATES FROM EVERYTHING C HAS READ THE CONCERN IS ONLY RELATED TO 2005 VEH'S.  
C STATES C WANTS TO KNOW IF C HAS THIS REPAIR MADE AND NNA DOES ISSUE A RECALL  
WILL C BE REIMBURSED FOR REPAIR COST.  
CRR-MB ADVISED C THAT IF A RECALL IS ISSUED C WOULD BE ENTITLED TO A  
REIMBURSEMENT.  
C STATES THAT IS ALL C WANTED TO KNOW AND C FEELS NNA SHOULD BE ADVISED OF  
THIS CONCERN AS C HAS BEING INVESTIGATING THIS CONCERN AND HAS FOUND THAT  
MANY OTHER MURANO OWNERS HAVE EXPERIENCED THE SAME CONCERN. @05/16-ZMB827N  
CRR-MB ADVISED C ONCE AGAIN THAT A REIMBURSEMENT WOULD BE AVAILABLE IF A  
RECALL IS CALLED.  
CRR-MB GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-MB CLOSING FILE. @05/16-ZMB827N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

|                             |   |                           |  |                       |
|-----------------------------|---|---------------------------|--|-----------------------|
|                             |   | <b>CONTACT(S):</b>        |  |                       |
| SATISFIED: Y                |   | ACTION CODE: NT8G         |  | 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: 5113              |   | EFFECTIVE: 05 / 16 / 08   |  | 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: ZMB827N        |  |                       |
| HISTORY:                    |   | UPDATE BY: ZMB827N        |  |                       |
| SVC CALL#:                  |   | UPDATE DATE: 05 / 16 / 08 |  |                       |
| CLOSE: Y (Y/N)              |   | CLOSE DATE: 05 / 16 / 08  |  | MICROFILM: N          |
| RESP CAA: BECHARD, MARY ANN |   | OLM: SMIT AGNES           |  | DOM: CLINCO MICHAEL J |
| PHONE: 0000041590           |   | OWNER FIRST:              |  | LANGUAGE: E ENGLISH   |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: DIAMOND BAR  
ST/ZIP: CA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 626 732 1000

VCAN: Y  
PAID: 3  
SUSP: 0  
DENY: 0

VIN: JN8AZ08W95W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 44476  
IN SVC DATE: 03 / 15 / 05  
RTL DLR: 3387 CERRITOS NISSAN  
SVC DLR: 5078 WEST COVINA NISSAN  
RESP DLR: 5078 WEST COVINA NISSAN  
REGION: 44 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 2053 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 8476 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 19 / 08 XFER/RSPNSBLTY: 44 05 S  
CONTACT (S): FOLLOWUP DATE: 05 / 28 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 05 / 28 / 08 DATANET (Y/N): 05 / 21 / 08

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZAS846N 05/19/2008

UNRELATED FILES FOUND: NONE.

CRR-AS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DEALER.

CRR-AS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-AS ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INF VEH:

CRR-AS RECEIVED INBOUND CALL FROM ROGER MYER ON BEHALF OF C.

C STATES C GOT INTO THE VEH ON THURSDAY LAST WEEK, AND WHEN C SAT DOWN THE  
SEAT SNAPPED. @05/19-ZAS846N

C STATES THE METAL SUPPORT BRACE BEHIND THE SEAT, THE SUPPORT ARM GOING DOWN  
INTO THE VEH, WAS BROKEN IN HALF. @05/19-ZAS846N

C STATES C SPOKE WITH PHILLIPPE OLVERA-SA. AND SA CHECKED THE WARRANTY ON THE  
VEH, AND TOLD C THAT THE REPAIR WOULD NOT BE COVERED UNDER THE VSC THAT C  
PURCHASED. @05/19-ZAS846N

SA TOLD C THAT THE REPLACEMENT SEAT WOULD BE \$1000. @05/19-ZAS846N

C STATES THIS IS A SAFETY ISSUE AND WANTS SOME FINANCIAL ASSISTANCE FROM NNA.

CRR-AS ADVISED C THAT CRR-AS IS ESCALATING FILE TO RCAS, AND C WILL BE

CONTACTED BY RCAS BY THE END OF THE NEXT BUSINESS DAY.

C STATES C UNDERSTANDS.

CRR-AS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AS GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-AS TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @05/19-ZAS846N

\*\*\*\*\*

RCAS-NS RECEIVED FILE ON 05/20/08 AND REVIEWED C'S CONCERNS.

RCAS-NS DATANETTED FILE TO DLR ON 05/20/08 AND REVIEWED C'S CONCERNS.

\*\*\*\*\* @05/20-ZNS924N

RCAS-NS CONTACTED DLR AT 4:45PM EST 05/20/08 AND SPOKE WITH SD-MICHAEL GAY.

RCAS-NS INQUIRED WHEN C WAS LAST AT THE DLRSH AND SD STATED ON 01/10/08

WITH A CONCERN WITH A NOISE WHEN THE VEH IS COASTING. @05/20-ZNS924N

SD STATED THAT C STATED THAT THE VEH WOULD SHAKE WHILE COASTING.

SD STATED THAT C HAS 41,000 MILES ON THE VEH AT THAT TIME.

SD STATED THAT THE VEH IS NOT CURRENTLY AT THE DLRSH AND C WAS NOT IN FOR  
THAT CONCERN.

RCAS THANKED SD FOR ASSISTANCE.

\*\*\*\*\* @05/20-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 6:04PM EST 05/20/08 AND LEFT VMX.

\*\*\*\*\* @05/20-ZNS924N

CRR-MS RECEIVED CALL FROM C. @05/20-ZMS039N

CRR-MS VERIFIED CS' NAME, ADDRESS, AND PHONE. @05/20-ZMS039N

C STATED C RECEIVED A VMX FROM RCAS-NS AND C IS RETURNING RCAS-NS'S CALL.

C STATED C WANTED TO BE TRANSFERRED TO RCAS-NS'S EXTN. @05/20-ZMS039N

CRR-MS TRANSFERRED CALL TO RCAS-NS'S EXTN AS C REQUESTED. @05/20-ZMS039N

CRR-MS EXITING FILE. @05/20-ZMS039N

\*\*\*\*\* @05/22-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 1:10PM EST 05/22/08 AND SPOKE WITH  
C.

RCAS INQUIRED WHERE C HAS BEEN TAKING THE VEH FOR THIS CONCERN.

C STATED THAT THE VEH IS CURRENTLY AT WEST COVINA NISSAN.

RCAS ADVISED C THAT RCAS WILL TRANSFER FILE TO CORRECT REGIONAL SPECIALIST  
AND HAVE RCAS CONTACT C BACK BY END OF BUSINESS DAY ON 05/23/08 FOR AN  
UPDATE ON C'S CONCERN.

RCAS INQUIRED ABOUT C'S CONCERN.

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C STATED THAT THE DRIVER SEAT BROKE AND IT WOULD LOCK.  
C STATED THAT THE DLR ADVISED C THAT THIS CONCERN WOULD NOT BE COVERED UNDER WARRANTY OR C'S EXTENDED WARRANTY.  
C STATED THAT C IS DISABLE AND CANNOT AFFORD THIS REPAIR.  
C STATED THAT THE COST OF THE REPAIR WILL BE \$1,000.  
C STATED THAT THIS IS A SAFETY CONCERN AND C IS LOOKING FOR NISSAN'S ASSISTANCE FOR THIS CONCERN. @05/22-ZNS924N  
RCAS ADVISED C THAT THE CORRECT RCAS WILL FOLLOW UP WITH C REGARDING C'S CONCERNS.  
C UNDERSTOOD AND THANKED RCAS.

\*\*\*\*\* @05/22-ZNS924N

RCAS-NS SENT INTERNAL MESSAGE TO RCAS-GZ AS RCAS-GZ IS ASSISTING RCAS-VH ON 05/22/08.

\*\*\*\*\* @05/22-ZNS924N

\*\*\*RCAS-GZ CALLED C AT DAY/EVENING NUMBER ON 05/23/08 AT 2:20 PM EST AND SPOKE TO C. C STATES THE SEAT BOTTOM OF THE SEAT IS SPLIT AND IS CAUSING THE SEAT TO ROCK AND BE UNSTABLE. RCAS-GZ ADVISED C THAT SINCE C'S VEH IS OUT OF BASIC WARRANTY, THE DLR IS FREE TO SET THE PRICE OF THE REPAIR AS A PRIVATELY OWNED AND OPERATED FACILITY. C UNDERSTOOD. C STATES SINCE THE VEH'S SAFETY IS NOW COMPROMISED, NISSAN SHOULD COVER THE REPAIR. RCAS-GZ ADVISED C THAT THIS IS NOT THE CASE WITH HOW C'S WARRANTY IS CURRENTLY SET UP. @05/23-ZGZ999N

\*\*\*C PUT ROGER MYER ON THE PHONE.\*\*\* @05/23-ZGZ999N

ROGER (C) STATES C DID NOT FIND IN THE WARRANTY BOOKLET THAT THE SEAT IS NOT COVERED BY THE BASIC WARRANTY AND SHOULD BE COVERED BY A LONGER WARRANTY. RCAS-GZ ADVISED C THAT IT IS EASIER TO LIST WHAT PARTS ARE NOT COVERED RATHER THAN TO LIST ALL THE PARTS THAT ARE COVERED. C UNDERSTOOD. C STATES THIS SEAT CONCERN IS JUST AS IMPORTANT AS THE SEAT BELT. AND IF NNA WIL NOT COVER THE REPAIR THEN C WILL HAVE TO GO TO THE ATTORNEY GENERAL'S OFFICE. RCAS-GZ ADVISED C THAT THERE IS A SEPARATE WARRANTY FOR C'S SEATBELT WHICH DOES NOT INCLUDE C'S SEAT. C UNDERSTOOD. RCAS-GZ ADVISED C THAT RCAS-GZ WILL CONTACT THE DLR TO CONFIRM WARRANTY ELIGIBILITY AND RCAS-GZ WILL LOOK INTO THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE. C STATES IF NNA WIL NOT JUST STRAIGHT OUT COVER THE REPAIR THEN C WILL GO TO A LAWYER.

\*\*\*C THEN PUT RACHEL BACK ON THE PHONE.\*\*\*

RACHEL (C) STATED THAT C WOULD STILL LIKE RCAS-GZ TO LOOK INTO THE SPECIAL FINANCIAL ASSISTANCE. RCAS-GZ ASSURED C THAT RCAS-GZ AND C'S ACTUAL RCAS AGENT WILL INVESTIGATE C'S CONCERN FOR ANY POSSIBLE COVERAGE. C UNDERSTOOD. C STATES C'S VEH IS STILL AT 5078\_ WEST COVINA NISSAN WAITING FOR THE OUTCOME OF C'S CALL TO NNA CA. C STATES THE DLR INPUTTED C'S NAME INCORRECTLY IN THE SYSTEM WHEN C'S VSC IS BEING LOOKED UP. C STATES C'S LAST NAME IN THE SYSTEM FOR C'S VSC IS SPELLED CLARK WITH NO "E". @05/23-ZGZ999N

RCAS-GZ NOTES THAT C CONFIRMED THAT C HAS C'S REGULAR MAINTENANCE AND OIL CHANGES PERFORMED AT AN INDEPENDENT FACILITY. @05/23-ZGZ999N

\*\*\*\*\*

RCAS-VH CALLED SM-RUEBEN SERNA AT 4:24PM EST ON 05/27/08. SM STATES LAST TIME VEH WAS AT DLR WAS 05/16/08 AND DLR RAN GRT AND IT WAS NOT RECOMMENDED. ISSUE WAS FOR THE SEAT. RCAS INQUIRED IF C SERVICES AT DLR. SM STATES FIRST TIME AT DLR. C IS NOT A GOOD CANDIATE FOR ASSISTANCE. RCAS INQUIRED IF VEH IS STILL AT DLR. SM STATES VEH IS STILL AT DLR IF C WILL NOT AUTHORIZE REPAIRS C CAN PICK UP VEH. @05/27-ZVH038N

RCAS-VH CALLED C ON DAY NUMBER AT 6:36PM EST ON 05/28/08. RCAS INFORMED C THAT AFTER REVIEWING ALL THE THE INFORMATION NNA IS NOT IN THE POSITION TO ASSIST FINANCIALLY WITH THE COST OF REPAIRS. C STATES ISSUE IS A MANUFACTURE DEFECT AND C FEELS IT SHOULD BE COVERED. RCAS INFORMED C THAT NISSANS WARRANTY COVERED THE SEAT FOR 36/36.000 AND C IS OUTSIDE OF THE WARRANTY. RCAS INFORMED C THAT DLR CAN REPAIR THE VEH AT C'S COST BUT C WOULD HAVE TO AUTHORIZE THE

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REPAIRS. C STATES C DOES NOT WANT TO PAY FOR REPAIRS AS IT IS A MANUFACTURE  
DEFECT AND A SAFETY ISSUE AND C WILL BE TAKING THIS FURTHER. C HUNG UP.  
RCAS-VH UPDATED TREAD ACT AND CLOSED FILE. @05/28-ZVH038N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                      |
|---------------------------|---------------------------|----------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| 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: 5078            | EFFECTIVE: 05 / 19 / 08   | 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: ZAS846N        |                      |
| HISTORY:                  | UPDATE BY: ZVH038N        |                      |
| SVC CALL#:                | UPDATE DATE: 05 / 29 / 08 |                      |
| CLOSE: Y (Y/N)            | CLOSE DATE: 05 / 28 / 08  | MICROFILM: N         |
| RESP CAA: HANSEN, VALERIE | OLM: SMIT AGNES           | DOM: BRICKETT, JERRY |
| PHONE: 0000041442         | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:55 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 12/19/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 250       | PEDM04027908 | 3025 CA             | 12/19/2005        | 12/19/2008     | 100.000           |                |                  |



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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                 |                |              |        |
|---------------------------------|----------------|--------------|--------|
| -----+-----                     |                |              |        |
| CONTRACT: PEDM04027908          |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |                | OWNER NAME:  |        |
| PLAN TYPE: E                    |                | PLAN TYPE:   |        |
| PLAN TERM: M                    |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50               |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/19/05             |                | EFFECTIVE:   |        |
| EXPIRES: 12/19/08               | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                       |                | TRANSFER:    |        |
| TRANSACTION: 1/18/2006          |                | TRANSACTION: |        |
| PRINTED: 01/20/06               |                | PRINTED:     |        |
| DEALER NO: 3025                 | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: PERFORMANCE NISSAN |                | DEALER NAME: |        |
| -----+-----                     |                |              |        |

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|                       |                |                                   |  |
|-----------------------|----------------|-----------------------------------|--|
| NAME: [REDACTED]      |                | SC: ONE CONTRACT                  |  |
| STREET: [REDACTED]    |                | VIN: JN8AZ08W56W [REDACTED] Y     |  |
| CITY: COATESVILLE     |                | YR/MDL: 2006.0 MUR MILEAGE: 52000 |  |
| ST/ZIP: PA [REDACTED] |                | IN SVC DATE: 04 / 29 / 06         |  |
| VCAN: Y               | RTL DLR: 3871  | EXTON NISSAN                      |  |
| PAID: 1               | SVC DLR: 5060  | EXTON NISSAN(SARR OPS,LP)         |  |
| SUSP: 0               | RESP DLR: 5060 | EXTON NISSAN(SARR OPS,LP)         |  |
| DENY: 0               | REGION: 26     | DIST: SL/SV/PT: 06 06 36          |  |
| DLR PH: 610 594 7400  |                |                                   |  |

|                                    |                    |                               |
|------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI  | MILES              | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: INDEPENDENT |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:    | MILES: 16000       | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 20 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 27 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 27 / 08    | DATANET (Y/N): 05 / 26 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZMH815N 05/20/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING  
PHONE. AND RESPONSIBLE DLR.

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1

OPEN R0614 MURANO STR LOCK NTB06-091

CRR-MH INFORMED C OF OPEN RECALLS.

PREVIOUS NISSAN/INFINITI VEHICLES: 06 ALTIMA @05/20-ZMH815N

CRR-MH RECEIVED CALL FROM C WHO STATED THAT C WAS DRIVING AROUND A CORNER  
ON MAY 19/08 WITH C'S CHILDREN IN THE VEH AND WHEN C TURNED THE CORNER, C'S  
DRIVER'S SEAT BROKE AND TIPPED THE C TO THE RIGHT HAND AND THE SEAT NOW SITS  
ON AN ANGLE AND THIS IS VERY UNCOMFORTABLE AND ITS A SAFETY ISSUE. CRR-MH  
FOUND C HAD THE GOLD PREFERRED VSC PLAN AND CRR-MH LOOKED UP ON THE CA WEBSITE  
FOR C'S COMPONENT COVERAGE AND CRR-MH FOUND MANY SEAT COMPONENTS COVERED UNDER  
C'S PLAN. C GLAD TO HEAR THIS AND LOOKED UP A NISSAN DLR FOR C TO CALL IN C'S  
AREA. C TOOK INFORMATION AND DLRS PHONE NUMBER. C TO CALL DLR RIGHT AWAY AS  
THIS PROBLEM C HAS IS SUCH A SAFETY ISSUE. @05/20-ZMH815N

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-MH CLOSING FILE @05/20-ZMH815N

>>

CRR-DP REOPENED FILE

CRR-DP RECEIVED INBOUND CALL FROM C'S WIFE [REDACTED]

CRR-DP VERIFIED C'S NAME, ADDRESS

CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADE FOUND:

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 00/00/00

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADE.

C STATES THAT C WAS HAVING TROUBLE WITH C'S SEAT WHEN C WAS TURNING A CORNER.

C STATES THEN TOOK IT A DLRSHIP AND WAS ADVISED C WOULD HAVE TO PAY FOR A  
\$50.00 DEDUCTIBLE. @05/22-ZDP019N

C STATES WAS ADVISED C WAS SUPPOSE TO GET A VEH BETTER OR EQUAL THEN C  
WAS DRIVING WHICH C END UP GETTING A CHEVY MINI VAN.

C STATES FELT LIKE THE DLRSHIP DID NOT CARE AND C FELT LIKE C WAS NOT TREATED  
NOTHING SPECIAL.

C STATES IS TEMPTED TO SPEAK WITH A LAWYER FOR LEGAL PRESUE.

C STATES ALL C WANTED IS A GREAT CUSTOMER SERVICE.

CRR-DP STATES THAT C'S SATISFACTION WITH C'S VEH AND DLRS ARE NNA'S  
PRIMARY CONCERN.

CRR-DP STATES AS C HAS A VSC ITS COVERED UNDER C'S VSC

RCDE02577480 WHICH C HAD TO PAY FOR A \$50.00 DEDUCTIBLE

CRR-DP STATES AS FOR THE PART DID C THINK IT WAS A DEFECT?

C STATES FEELS LIKE THE PROBLEM IS A FLAW AND DOES NOT KNOW WHY THE  
SEAT BROKE WHICH C DOES NOT WEIGH 300LBS.

C STATES ON THE REPAIR ORDER IT STATES THAT THE LEFT SEAT SLIDE ASSEMBLY  
HAD TO BE REPLACED AND C THINK AS THE DLRSHIP SHOULD CARE ABOUT C AS A

@05/22-ZDP019N

CUSTOMER.

C STATES HAS TO PAY FOR THE REPAIR AND THINKS IS A DEFECT WHICH C COULD OF  
BEEN AN ACCIDENT WITH C AND C'S KIDS.

C STATES FEELS LIKE ITS A QAULTY ISSUE AND SHOULD NOT HAPPEN.

CRR-DP STATES WHAT C REQUESTING FROM NNA?

C STATES WOULD LIKE A REFUND ON C'S \$50.00 DEDUCTIBLE OR ANYTHING C WAS  
INTITLED FOR.

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C STATES IS NOT A HAPPY CUSTOMER AND TOOK 2 HOURS OF C'S TIME FOR THE QUALITY ISSUE.

CRR-DP ADVISED C THAT NISSAN DLRSHPS ARE INDEPENDENTLY OWNED AND OPERATED.

C STATES THINK THE SLIDE ASSEMBLY IS DUE TO A DEFECT.

CRR-DP STATES AS FOR C'S \$50.00 DEDUCTIBLE C WAS CHARGED THAT WAS UNDER C'S VSC. @05/22-ZDP019N

C STATES WAS WELL AWARE OF THAT. C STATES THINK C IS NOT ASKING MUCH FOR ALL.

CRR-DP STATES SINCE C IS REQUESTING FOR ASSISTANCE.

CRR-DP ADVISED C FILE WILL BE FORWARDED TO A RCAS AGENT FOR FURTHER REVIEW. AND ASSURE C WILL GET A CALL BACK BY THE END OF THE NEXT BUSINESS DAY.

C STATES WOULD LIKE TO BE CONTACTED ON TUESDAY.

CRR-DP UNDERSTOOD

CRR-DP LEAVING FILE OPEN PENDING RCAS ACTION @05/22-ZDP019N

RCAS-KM IN REVIEW OF FILE 5/23/08. @05/23-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS.

RCAS-KM DATA NETTING FILE TO DLR.

RCAS-KM UPDATING FOLLOW UP DATE AS NOTED IN FILE TO CONTACT C ON TUESDAY.

@05/23-ZKM698N

RCAS-KM RECEIVED CALL FROM SM-BERNIE GUNN AND INFORMED DLR OFFERED C A RENTAL CHEVY MINI VAN AND THIS WAS NOT SUITABLE TO C; ENTERPRISE OFFERED TO EXCHANGE VEHICLE TO NEXT DAY WITH A NISSAN BUT C REFUSED. SM-BERNIE INFORMED C

@05/27-ZKM698N

CREATED A DISTURBANCE AT THE DLR AS C IS PREJUDICE AGAINST WHITE PEOPLE.

C DID NOT WANT TO PAY \$50.00 DEDUCTIBLE AS IS IN C'S VSC PLAN. @05/27-ZKM698N

RCAS-KM CONTACTED C'S WIFE ON DAY PHONE AND INFORMED VSC C PURCHASED DOES HAVE A \$50.00 DEDUCTIBLE. RCAS-KM APOLOGIZED TO C FOR SEAT DAMAGE.

RCAS-KM REQUESTED IF COULD BE OF FURTHER ASSISTANCE. C DECLINED.

RCAS-KM UPDATING TREAD ACT CODES. @05/27-ZKM698N

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @05/27-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                        |                           |                       |      |
|------------------------|---------------------------|-----------------------|------|
| SATISFIED: Y           | ACTION CODE: NT1A         | ROOT CAUSE: SCDS      | UDOI |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:               |      |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:               |      |
| NEW INFO #:            | 1 DATE: 05 / 22 / 08      | USERID: ZDP019N       |      |
| OTHER #:               | 0 DATE: 00 / 00 / 00      | USERID:               |      |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:               |      |
| RESP DLR: 5060         | EFFECTIVE: 05 / 20 / 08   | 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: ZMH815N        |                       |      |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |      |
| SVC CALL#:             | UPDATE DATE: 05 / 27 / 08 |                       |      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 05 / 27 / 08  | MICROFILM: N          |      |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |      |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |      |

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:55 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 4/29/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 251       | RCDE02577480 | 3871 PA             | 4/29/2006         | 4/29/2012      | 100.000           |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                           |                |              |        |
|---------------------------|----------------|--------------|--------|
| -----+-----               |                |              |        |
| CONTRACT: RCDE02577480    |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]    |                | OWNER NAME:  |        |
| PLAN TYPE: C              |                | PLAN TYPE:   |        |
| PLAN TERM: E              |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50         |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/29/06       |                | EFFECTIVE:   |        |
| EXPIRES: 04/29/12         | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                   | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                 |                | TRANSFER:    |        |
| TRANSACTION: 5/10/2006    |                | TRANSACTION: |        |
| PRINTED: 05/12/06         |                | PRINTED:     |        |
| DEALER NO: 3871           | STATE: PA      | DEALER NO:   | STATE: |
| DEALER NAME: EXTON NISSAN |                | DEALER NAME: |        |
| -----+-----               |                |              |        |

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SC: MULTI CONTRACT

|                       |                             |                                     |
|-----------------------|-----------------------------|-------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T95W [REDACTED] | Y                                   |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 80000                  |
| CITY: LAKEVILLE       | IN SVC DATE: 10 / 30 / 05   |                                     |
| ST/ZIP: MA [REDACTED] | VCAN: Y                     | RTL DLR: 3980 MASTRIA NISSAN, INC.  |
| DAY PH: [REDACTED]    | PAID: 8                     | SVC DLR: 3980 MASTRIA NISSAN, INC.  |
| EVE PH: [REDACTED]    | SUSP: 1                     | RESP DLR: 3980 MASTRIA NISSAN, INC. |
| DLR PH: 508 824 8614  | DENY: 0                     | REGION: 26 DIST: SL/SV/PT: 11 11 41 |

|                                                 |                    |                               |
|-------------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI               | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 3980 MASTRIA NISSAN, INC |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                 | MILES: 44000       | (PT) MONTHS: MILES: 20000     |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 21 / 08     | XFER/RSPNSBLTY: 26 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 30 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 28 / 08    | DATANET (Y/N): 05 / 23 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |



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C. A. R. COMMENTS

FILE OPENED-ZPP515N 05/21/2008  
PREVIOUS FILES FOUND: NONE.  
CRR-PP VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE  
NUMBERS AND RESPONSIBLE DLR.  
CRR-PP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06  
CRR-PP ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S):NONE.  
CRR-PP RECEIVED CALL FROM C.  
C STATED THAT C BOUGHT VEH OCT 05, NOW C STATED THAT SOMETHING POPED OUT OF  
THE DRIVER SEAT OF THE VEH SO C TOOK VEH NISSAN DLRSHIP AND C WAS INFORMED  
THAT THE PART WAS LISTER LINK ASSEMBLY #OPVX43AA.  
THE DLRSHIP TOLD C THAT THE REPAIR WILL NOT BE COVERED UNDER C'S VSC.  
CRR-PP IS NOTING THAT C HAS A RCDC02719618 GOLD PREFERRED PLAN. @05/21-ZPP515N  
CRR-PP IS ALSO NOTING THAT THE SAID PART IS NOT FOUND IN THE COMPONENTS AND  
PARTS GUIDE OF THE VSC AND INFORMED C.  
C IS ASKING ASSISTANCE FROM NISSAN FOR THE REPAIR SAYING THAT THE ISSUE IS  
A MANUFACTURER'S DEFECT AND BY NO MEANS CAUSED BY C SO C IS WANTS TO SPEAK  
TO SOMEONE FROM NNA TO ASSIST REGARDING THE ISSUE.  
CRR-PP ACKNOWLEDGED AND ADVISED C THAT CRR-PP WOULD BE ENDORSING C TO THE NEX  
CRR-PP OFFERED FURTHER ASSISTANCE, C DECLINED.  
C THANKED CRR-PP FOR ASSISTANCE, C SATISFIED.  
LEVEL ASSOCIATE FOR FURTHER ASSISTANCE. C UNDERSTOOD AND AGREED.  
CRR-PP GAVE C NAME AND EXTENSION NUMBER.  
CRR-PP TRANSFERRING CALL TO C GROUP. @05/21-ZPP515  
@05/21-ZPP515N  
CRR-MH RECEIVED CALL FROM AB GROUP. @05/21-ZMH815N  
CRR-MH C STATED THAT C'S SEAT BROKE WHEN C WAS DRIVING ON THE HIGHWAY WHEN THE  
SEAT BROKE AND C STATES THERE IS NO REASON FOR THIS SEAT TO JUST BRAKE AND BE  
THE C'S FAULT. THE DLR STATES THAT THIS SEAT IS NOT COVERED UNDER C'S VSC.  
AND C FEELS THAT THIS REPAIR SHOULD BE COVERED UNDER VSC PLAN AS THIS SEAT  
BREAKING IS A MANUFACTURERS DEFECT AS C DID NOTHING TO CAUSE THE SEAT TO  
BRAKE AS C WAS JUST DRIVING ON THE HIGHWAY WHEN THE SEAT BROKE. @05/21-ZMH815N  
CRR-MH INFORMED C THAT A REGIONAL SPECIALIST WILL BE GETTING A HOLD OF DLRSHIP  
AND CUSTOMER BY THE END OF THE NEXT BUSINESS DAY. @05/21-ZMH815N  
CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED  
CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER  
CRR-MH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @05/21-ZMH815N  
----- @05/22-ZCB442N  
RCAS-CB MADE OUTBOUND CALL TO C ON DAYTIME NUMBER 05/22/08 9:12AM EST.  
RCAS-CB ADVISED TO LOOK INTO THIS FURTHER AND WILL FOLLOW UP NO LATER THAN  
END OF BUSINESS DAY 05/27/08  
C AGREED  
----- @05/22-ZCB442N  
RCAS-CB MADE OUTBOUND CALL TO SM-STEVE FERARRA 05/22/08 4:09PM EST.  
SM-STEVE STATED NO COVERED UNDER VSC. SM STATED THIS IS NOT A MANUFACTURERS  
DEFFECT. SM STATED RAN GRT AND IT WAS DECLINED. THIS PART NORNMALLY IS 3/36000  
----- @05/22-ZCB442N  
RCAS-CB MADE OUTBOUND CALL TO C ON DAYTIME NUMBER 05/28/08 11:30AM EST.  
RCAS-CB ADVISED THAT NNA HAS REVIEWED THE FILE AND UNFORTUNATLEY NNA IS NOT IN  
A POSSITON TO ASSIST. RCAS-CB ADVISED PART IS NOT COVERED WITHIN C'S ESC, THE  
PART IS 3/36000 AND C IS OUTSIDE THAT BY 44000 MILES

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C STATED C DOES SEE HOW THIS COULD EFFECT THE WARRANTY JUST BECAUSE C DRIVES ALOT

RCAS-CB ADVISED WARRANTY IS BASED ON 3 YEARS OR 36000 MILES WHICHEVER COMES FIRST, RCAS-CB REFERRED C TO THAT INFORMATION IN WARRANTY BOOKLET.

C STATED C IS VERY DISPPOINTED AS VEH IS NOT EVEN 3 YEARS OLD.

RCAS-CB APPOLOGIZED FOR OUTCOME.

C STATED THANKED FOR NOTHING. AND FOR FOLLOWING UP @05/28-ZCB442N

RCAS-CB CLOSING FILE AS NO FURTHER CONTACT NEEDED. @05/28-ZCB442N

RCAS-CB UPDATED THREAD ACT. @05/28-ZCB442N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: N              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3980            | EFFECTIVE: 05 / 21 / 08   | 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: ZPP515N        |                     |
| HISTORY:                  | UPDATE BY: ZCB442N        |                     |
| SVC CALL#:                | UPDATE DATE: 05 / 28 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 05 / 28 / 08  | MICROFILM: N        |
| RESP CAA: BLOM, CATHERINE | CAOM: JESSUP MITCH        | CAOM: JESSUP MITCH  |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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----- CONSUMER AFFAIRS -----  
CA6159376 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:48:55 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 10/30/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6159376 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:48:55 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 10/30/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 252       | MSNF00542116 | 3980 MA             | 10/30/2005        | 10/30/2006     | 15.000            |                |                  |
| 253       | RCDC02719618 | 3980 MA             | 10/30/2005        | 10/30/2010     | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                   |               |              |        |
|-----------------------------------|---------------|--------------|--------|
| -----+-----                       |               |              |        |
| CONTRACT: MSNF00542116            |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |               | OWNER NAME:  |        |
| PLAN TYPE: S                      |               | PLAN TYPE:   |        |
| PLAN TERM: F                      |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                    |               | DEDUCTABLE:  |        |
| EFFECTIVE: 10/30/05               |               | EFFECTIVE:   |        |
| EXPIRES: 10/30/06                 | MILES: 15,000 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                         |               | TRANSFER:    |        |
| TRANSACTION: 10/31/2005           |               | TRANSACTION: |        |
| PRINTED: 11/04/05                 |               | PRINTED:     |        |
| DEALER NO: 3980                   | STATE: MA     | DEALER NO:   | STATE: |
| DEALER NAME: MASTRIA NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                       |               |              |        |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                   |                |              |        |
|-----------------------------------|----------------|--------------|--------|
| -----+-----                       |                |              |        |
| CONTRACT: RCDC02719618            |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |                | OWNER NAME:  |        |
| PLAN TYPE: C                      |                | PLAN TYPE:   |        |
| PLAN TERM: C                      |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |                | DEDUCTABLE:  |        |
| EFFECTIVE: 10/30/05               |                | EFFECTIVE:   |        |
| EXPIRES: 10/30/10                 | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                         |                | TRANSFER:    |        |
| TRANSACTION: 10/31/2005           |                | TRANSACTION: |        |
| PRINTED: 11/04/05                 |                | PRINTED:     |        |
| DEALER NO: 3980                   | STATE: MA      | DEALER NO:   | STATE: |
| DEALER NAME: MASTRIA NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                       |                |              |        |

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|                       |         |                                    |                          |
|-----------------------|---------|------------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: MULTI CONTRACT                 |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08W15W [REDACTED] Y      |                          |
| CITY: JACKSON         |         | YR/MDL: 2005.0 MUR MILEAGE: 123000 |                          |
| ST/ZIP: CA [REDACTED] |         | IN SVC DATE: 11 / 13 / 04          |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 3581                      | FOLSOM LAKE NISSAN       |
| EVE PH: [REDACTED]    | PAID: 2 | SVC DLR: 3998                      | STOCKTON NISSAN          |
| DLR PH: 209 956 6500  | SUSP: 0 | RESP DLR: 3998                     | STOCKTON NISSAN          |
|                       | DENY: 0 | REGION: 48                         | DIST: SL/SV/PT: 07 07 37 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 05 / 12 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
 VEHICLE MAINTAINED BY:  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 05 / 21 / 08     | XFER/RSPNSBLTY: 48 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 23 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 22 / 08    | DATANET (Y/N): 05 / 23 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |

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C. A. R. COMMENTS

FILE OPENED-ZPA624N 05/21/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@05/21-ZPA624N

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.:1046266

EMAIL

DATE RECEIVED:05/20/08 DATE CREATED:05/21/08

CRR-PA VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-PA CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:NONE

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 10/24/05 11/30/05 3998

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 04/26/06 3998

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 04/26/06 3998

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 12/28/06 3998

C EMAIL READS:

C STATES:I WOULD LIKE TO SAY THAT I HAVE BEEN VERY HAPPY WITH MY MURANO SINCE PURCHASING IT IN 2004. THE SERVICE AT STOCKTON NISSAN HAS BEEN VERY GOOD AND THE PEOPLE FRIENDLY. THE REASON FOR MY MESSAGE IS THAT EVEN THOUGH I HAVE 123,000 MILES ON THE VEHICLE I DO NOT THINK THAT THE DRIVER'S SEAT FRAME SHOULD END UP BREAKING! I AM NOT A BIG PERSON AND CANNOT UNDERSTAND HOW THIS COULD HAPPEN HAVING HAD OTHER VEHICLES THAT HAVE HAD CONSIDERABLY MORE MILAGE THAN THE MURANO. AGAIN, I HAVE ENJOYED DRIVING THE MURANO BUT TO HAVE A \$1000 BILL TO REPLACE THE FRAME OF SEAT IS NOT SOMETHING THAT SHOULD HAPPEN UNDER NORMAL CONDITIONS. I WOULD APPRECIATE A REPLY AS TO IF THIS HAS BEEN A PROBLEM WITH OTHER MURANO'S AND WHAT YOU SEE AS A SOLUTION TO THIS ISSUE.

@05/21-ZPA624N

CRR-PA FORWARDING TO RCAS FOR FURTHER REVIEW

CRR-PA SENDING INTERNAL MESSAGE

@05/21-ZPA624N

CRR-PA EXITING FILE

@05/21-ZPA624N

\*\*\*\*\*  
\*RCAS-WL NOTES THAT C HAS 123000 MILES ON VEH AND IS OOW FOR THIS REPAIR.

\*\*\*\*\*  
RCAS-WL CALLED C ON DAY NUMBER ON 5/22/08 AT 4:46PM EST AND LEFT VMX FOR C.

@05/22-ZWL695N

\*\*\*\*\*  
RCAS-WL CALLED C ON DAY NUMBER ON 5/22/08 AT 6:08PM EST AND SPOKE WITH C.

C STATES THAT C IS UPSET THAT C HAD TO PAY \$1000.00 FOR SEAT FRAME REPLACEMENT . RCAS-WL APOLOGIZED THAT C HAD TO HAVE REPAIR. C INQUIRED ABOUT REIMBURSEMENT RCAS-WL INFORMED C THAT C IS OOW AND THAT REIMBURESMENT WOULD NOT BE AN OPTION IN THIS CASE. C NOT HAPPY BUT C UNDERSTANDS. RCAS-WL ENDED CALL. RCAS-WL CLOSING FILE AS NO FURTHER ACTION REQUIRED.

@05/22-ZWL695N

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 UPSET THAT SEAT FRAME NEEDED TO BE REPLACED IN VEHICLE, HOWEVER

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CUSTOMER HAS OVER 123000 MILES ON VEHICLE. RCAS TO REINFORCE WARRANTY.

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3998            | EFFECTIVE: 05 / 21 / 08   | 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: ZPA624N        |                     |
| HISTORY:                  | UPDATE BY: ZWL695N        |                     |
| SVC CALL#:                | UPDATE DATE: 05 / 22 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 05 / 22 / 08  | MICROFILM: N        |
| RESP CAA: LAVALLEE, WAYNE | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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## CA6159673

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:56 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:

IN SCV DATE: 11/13/2004

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|

|                |                  |
|----------------|------------------|
| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|

## CA6159673

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:56 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:

IN SCV DATE: 11/13/2004

| SEQ NO | CONTRACT NO  | DEALER NUMBER | ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE |
|--------|--------------|---------------|----|----------------|-------------|----------------|
| 254    | MONJ00497097 | 3581          | CA | 11/13/2004     | 11/13/2009  | 75.000         |
| 255    | NCDE02234046 | 3581          | CA | 11/13/2004     | 11/13/2010  | 100.000        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                 |               |              |        |
|---------------------------------|---------------|--------------|--------|
| -----+-----                     |               |              |        |
| CONTRACT: MQNJ00497097          |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |               | OWNER NAME:  |        |
| PLAN TYPE: Q                    |               | PLAN TYPE:   |        |
| PLAN TERM: J                    |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                  |               | DEDUCTABLE:  |        |
| EFFECTIVE: 11/13/04             |               | EFFECTIVE:   |        |
| EXPIRES: 11/13/09               | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                       |               | TRANSFER:    |        |
| TRANSACTION: 11/22/2004         |               | TRANSACTION: |        |
| PRINTED: 11/27/04               |               | PRINTED:     |        |
| DEALER NO: 3581                 | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: FOLSOM LAKE NISSAN |               | DEALER NAME: |        |
| -----+-----                     |               |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: NCDE02234046                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: C                            | PLAN TYPE:                           |
| PLAN TERM: E                            | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                       | DEDUCTABLE:                          |
| EFFECTIVE: 11/13/04                     | EFFECTIVE:                           |
| EXPIRES: 11/13/10    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 11/22/2004                 | TRANSACTION:                         |
| PRINTED: 11/27/04                       | PRINTED:                             |
| DEALER NO: 3581            STATE:    CA | DEALER NO:                    STATE: |
| DEALER NAME: FOLSOM LAKE NISSAN         | DEALER NAME:                         |
| -----+-----                             |                                      |

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|                       |            |                                          |
|-----------------------|------------|------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                 |
| STREET:               | [REDACTED] | VIN: JN8AZ08T75W [REDACTED] Y            |
| CITY: WAXHAW          |            | YR/MDL: 2005.0 MUR MILEAGE: 40000        |
| ST/ZIP: NC [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 04 / 05                |
| DAY PH: [REDACTED]    | PAID: 5    | RTL DLR: 15041 INDEPENDENCE NISSAN, L.P. |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 4000 EAST CHARLOTTE NISSAN      |
| DLR PH: 704 535 4012  | DENY: 0    | RESP DLR: 4000 EAST CHARLOTTE NISSAN     |
|                       |            | REGION: 36 DIST: SL/SV/PT: 12 12 42      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 22 / 08     | XFER/RSPNSBLTY: 36 12 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 27 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 04 / 08    | DATANET (Y/N): 05 / 26 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZEF000N 05/22/2008  
PREVIOUS FILES FOUND:NONE  
PREVIOUS RELATED FILES:NONE  
PREVIOUS UNRELATED FILES FOUND:NONE  
CRR-EF UPDATED OWNER INFORMATION.  
CRR-EF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.  
CRR-EF ADVISED C OF C'S WARRANTY PARAMETERS.  
CRR-EF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @05/22-ZEF000N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 12/12/07 4000  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 12/12/07 4000  
CRR-EF INFORMED C THERE ARE NO OPEN RECALLS.  
PREVIOUS NISSAN/INFINITI VEH:NONE  
CRR-EF RECEIVED CALL FROM C'S WIFE. @05/22-ZEF000N  
C STATES C HAS A CONCERN WITH C'S DRIVER'S SIDE SEAT TRACK. @05/22-ZEF000N  
C STATES C BROUGHT VEH TO DLRSHIP TODAY.  
4000 EAST CHARLOTTE NISSAN  
C STATES C WAS ADVISED BY DLRSHIP THAT C WOULD NEED TO PAY FOR THE REPAIR TO  
REPLACE THE SEAT TRACK BECAUSE IT WAS NOT COVERED UNDER C'S WARRANTY.  
C STATES THAT C WAS QUOTED \$1000.00 FOR THE REPAIR. @05/22-ZEF000N  
C STATES C WOULD LIKE NNA TO COVER THE COST OF THE REPAIR BECAUSE C FEELS  
IT IS A MANUFACTURER DEFECT.  
C STATES THAT DLRSHO ADVISED C THAT DLR HAS NEVER HEARD OF A SEAT TRACK COMING  
COMPLETELY OF THE VEH.  
C STATES THAT THE VEH IS LOCATED AT THE DLRSHIP.  
C STATES THAT THE VEH IS STILL OPERABLE.  
C STATES THAT C HAS NOTICED THE SEAT BEING LOOSE FOR A LONG TIME.  
CRR-EF ADVISED C CRR-EF WILL FORWARD FILE TO RCAS FOR REVIEW.  
CRR-EF ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY.  
C UNDERSTANDS. @05/22-ZEF000N  
CRR-EF OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-EF GAVE NAME, EXTENSION AND FILE NUMBER.  
C THANKED CRR-EF FOR ASSISTANCE, C SATISFIED.  
C AWAITING RESPONSE FROM RCAS. @05/22-ZEF000N  
\*\*\*\*\* @05/23-ZJH820N  
RCAS-JH CALLED DLR#4000 CRM-JENNIFER POWELL TO SEE IF C WAS A GOOD SERVICER.  
CRM-JP STATES C IS A WTY ONLY C AND WHY SHOULD WE GIVE HIM GW.  
RCAS-JH INFORMED CRM-JP IT WAS NOT FOR US TO DECIDE, THAT IF A C ASKS, WE AT  
LEAST CAN RUN GRT AND IF IT DECLINES, THAT'S FINE, BUT IF C WAS A GOOD  
SERVICER, THAT'S WHEN RCAS-JH GOES TO BAT FOR THE C WITH THE DPSM.  
CRM-JP STATES WILL HAVE SA-RON TRAVOR RUN GRT.  
RCAS-JH CALLED C ON DAY PHONE AT 3.55 EST 5/23 AND LEFT VMX FOR CALL BACK.  
\*\*\*\*\* @05/23-ZJH820N  
RCAS-JH NOTES THAT DPSM-BH HAS AUTHORIZED GW FOR THE REPAIR OF THE SEAT ONLY,  
NO COVERAGE IS OFFERED FOR RENTAL. DLR SM IS AWARE OF DECISION AS IT WAS  
RENDERED VIA EMAIL.  
RCAS-JH CLOSING FILE  
\*\*\*\*\* @06/04-ZJH820N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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CA6161073N

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

X

@06/03-4000

|              |                   |                   |                           |             |                     |      |
|--------------|-------------------|-------------------|---------------------------|-------------|---------------------|------|
| SATISFIED: N |                   | ACTION CODE: NT1B |                           | CONTACT(S): | ROOT CAUSE: SNFA    | SDMV |
| CALLBACK:    | (Y/N) #:          | 0                 | DATE: 00 / 00 / 00        |             | USERID:             |      |
| REOPEN:      | CALLBACK #:       | 0                 | DATE: 00 / 00 / 00        |             | USERID:             |      |
|              | NEW INFO #:       |                   | DATE: 00 / 00 / 00        |             | USERID:             |      |
|              | OTHER #:          |                   | DATE: 00 / 00 / 00        |             | USERID:             |      |
|              | COMMENTS ONLY: #: | 0                 | DATE: 00 / 00 / 00        |             | USERID:             |      |
| RESP DLR:    | 4000              |                   | EFFECTIVE: 05 / 22 / 08   |             | 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: ZEF000N        |             |                     |      |
| HISTORY:     |                   |                   | UPDATE BY: ZJH820N        |             |                     |      |
| SVC CALL#:   |                   |                   | UPDATE DATE: 06 / 04 / 08 |             |                     |      |
|              | CLOSE: Y (Y/N)    |                   | CLOSE DATE: 06 / 04 / 08  |             | MICROFILM: N        |      |
| RESP CAA:    | HAZELL, JOHN      |                   | OLM: ROYSTER KAREN        |             | DOM:                |      |
| PHONE:       | 0000040000        |                   | OWNER FIRST:              |             | LANGUAGE: E ENGLISH |      |

**CONFIDENTIAL**

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|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                  |
| STREET: [REDACTED]    | VIN: JN8AZ08W16W [REDACTED] Y             |
| CITY: CHECK           | YR/MDL: 2006.0 MUR MILEAGE: 49000         |
| ST/ZIP: VA [REDACTED] | IN SVC DATE: 12 / 01 / 05                 |
| DAY PH: [REDACTED]    | RTL DLR: 3369 HALL NISSAN                 |
| EVE PH: [REDACTED]    | SVC DLR: 3258 FIRST TEAM NISSAN           |
| DLR PH: 540 366 4830  | RESP DLR: 3258 FIRST TEAM NISSAN          |
|                       | DENY: REGION: 36 DIST: SL/SV/PT: 11 11 41 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 20000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3258 FIRST TEAM NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 13000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 23 / 08     | XFER/RSPNSBLTY: 36 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 26 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 05 / 23 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                 |
|----|--------------------------|--------|-----------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO          |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY |

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**C. A. R. COMMENTS**

FILE OPENED-ZEL799N 05/23/2008  
PREVIOUS FILES FOUND: NONE @05/23-ZEL799N  
CRR-EL VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
CLSD R0516 MURANO TANK PROTECT NTB06023  
CRR-EL ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.  
CRR-EL RECEIVED CALL FROM C.  
C STATED THAT C WANTS TO ADDRESS C'S PROBLEM BECAUSE C'S FRONT DRIVER SEAT IS  
NOT ATTACH TO THE VEH, C CAN SLIDE THE CHAIR FORWARD AND BACKWARD BUT WHEN C  
TURNS C FEELS THE THE CHAIR IS MOVING. C WANTS TO KNOW HOW CAN C DEAL WITH  
THAT PROBLEM  
CRR-EL ADVISED C TO BRING C'S VEH TO ANY AUTHORIZED NISSAN DLR SO THE DLR  
CAN FIXED THE PROBLEM BUT SINCE THE VEH'S WARRANTY IS ALREADY INACTIVE C NEEDS  
TO PAY FOR THAT PARTICULAR PART ON C'S VEH.  
C THANKED CRR-EL FOR ASSISTANCE. C SATISFIED.  
CRR-EL OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-EL GAVE C NAME AND FILE NUMBERS.  
CRR-EL CLOSING FILE. @05/23-ZEL799N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT8G         | 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: 3258              | EFFECTIVE: 05 / 23 / 08   | 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: ZEL799N        |                     |
| HISTORY:                    | UPDATE BY: ZEL799N        |                     |
| SVC CALL#:                  | UPDATE DATE: 05 / 23 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 05 / 23 / 08  | MICROFILM: N        |
| RESP CAA: LAVAPIE, ERICKSON | CAOM:                     | CAOM:               |
| PHONE: 0000000000           | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

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|                       |                |                                   |  |
|-----------------------|----------------|-----------------------------------|--|
| NAME: [REDACTED]      |                | SC: ONE CONTRACT                  |  |
| STREET: [REDACTED]    |                | VIN: JN8AZ08T73W [REDACTED] Y     |  |
| CITY: VISALIA         |                | YR/MDL: 2003.0 MUR MILEAGE: 90700 |  |
| ST/ZIP: CA [REDACTED] |                | IN SVC DATE: 12 / 07 / 03         |  |
| VCAN: Y               | RTL DLR: 3259  | NISSAN OF VISALIA                 |  |
| PAID: 3               | SVC DLR: 3259  | NISSAN OF VISALIA                 |  |
| SUSP: 0               | RESP DLR: 3259 | NISSAN OF VISALIA                 |  |
| DENY: 0               | REGION: 48     | DIST: SL/SV/PT: 09 09 39          |  |
| DLR PH: 559 734 3333  |                |                                   |  |

|                                               |                    |                               |
|-----------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI             | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 3259 NISSAN OF VISALIA |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:               | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 05 / 23 / 08     | XFER/RSPNSBLTY: 48 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 05 / 30 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 05 / 30 / 08    | DATANET (Y/N): 05 / 27 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZST800N 05/23/2008

PREVIOUS FILES FOUND: @05/23-ZST800N

CRR-ST VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY,  
EVENING PHONE NUMBERS AND RESPONSIBLE DLR.

CRR-ST CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-ST ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):

CRR-ST RECEIVED CALL FROM C.

C STATED THAT C WANTED TO HAVE CLARIFICATIONS REGARDING VSC. @05/23-ZST800N

C STATED THAT C'S SEAT WAS BROKEN AND IT WAS DIAGNOSED BY DLR THAT COMPONENT  
BROKE BECAUSE OF MECHANICAL BREAK DOWN. @05/23-ZST800N

C STATED THAT DLR ( 3259 NISSAN OF VISALIA) TOLD C THAT DLR CALLED CLAIMS  
OF NISSAN AND TOLD C THAT CLAIMS WAS DENIED. @05/23-ZST800N

\*\*\*\*\*

CRR-SS RECEIVED INBOUND CALL FROM C. @05/23-ZSS743N

C STATES THAT THE SEAT TUCK MECHANISM BROKE IN THE FAR BACK POSITION SO NOW  
C'S WIFE CANNOT REACH THE PEDAL. C STATES THAT THE SVC DEPARTMENT DENIED TO  
COVER THE REPAIR CHARGES AND C FEELS THAT C PAID WAY TOO MUCH FOR THE SVC FOR  
C'S VEH'S SEAT TO NOT BE REPAIRED. C STATES THAT C WOULD LIKE NICE TO REPAIR  
C'S VEH WITHOUT CHARGE TO C. @05/23-ZSS743N

CRR-SS INFORMED C THAT FILE WILL BE ESCALATED TO RCAS AND THAT C SHOULD EXPECT  
A CALL WITHIN THE NEXT BUSINESS DAY. C UNDERSTOOD. @05/23-ZSS743N

CRR-SS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-SS GAVE NAME, EXTENSION AND FILE NUMBER

CRR-SS TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @05/23-ZSS743N

\*\*\*

@05/27-ZMW744N

RCAS-MW PHONED C ON DAY NUMBER ON 5/28/08 AT 2:55PM EST. RCAS-MW LEFT A VMX

RCAS-MW PHONED DLR ON 5/28/08 AT 2:56PM EST. NO ONE PICKED UP THE LINE.

\*\*\*

@05/28-ZMW744N

RCAS-MW PHONED DLR ON 5/28/08 AT 4:25PM EST. RCAS-MW SPOKE WITH SA TOM.

THE PART NUMBER THAT C NEED TO BE REPLACED IS 87450CA68B (DRIVER SEAT MOTOR)

AND THE PART, WITH NO LABOR CHARGES IS \$312.73. @05/28-ZMW744N

RCAS-MW PHONED DLR ON 5/28/08 AT 4:50PM AND SPOKE WITH SM RICHARD MADSEN

RCAS-MW REVIEW THE C SERVICE HISTORY AND ASKED RCAS-MW TO CALL BACK ON 5/29

RCAS-MW PHONED WARRANTY LINE ON 5/28/08 AT 4:57PM AND SPOKE WITH NNA WARRANTY  
WHERE RCAS-MW WAS INFORMED THAT VH40AA IS THE CODE AND THAT IT WILL BE COVERD  
BY C'S VSC 44N @05/28-ZMW744N

\*\*\*

RCAS-MW PHONED DLR ON 5/30/08 AT 7:05PM EST. SM STATES THAT VEH IS FIXED AND  
C PICKED UP THE VEH. @05/30-ZMW744N

\*\*\*

RCAS-MW PHONED C ON DAY NUMBER ON 5/30/08 AT 7:07PM EST. C STATES THAT VEH IS  
FIXED AND THAT C DO NOT NEED NNA'S ASSISTANCE. RCAS-MW OFFERED C ANY OTHER  
HELP, C DECLINE @05/30-ZMW744N

RCAS-MW CLOSING FILE @05/30-ZMW744N

@05/30-ZMW744N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    |
| 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: 3259               | EFFECTIVE: 05 / 23 / 08   | 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: ZST800N        |                     |
| HISTORY:                     | UPDATE BY: ZMW744N        |                     |
| SVC CALL#:                   | UPDATE DATE: 05 / 31 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 05 / 30 / 08  | MICROFILM: N        |
| RESP CAA: WEGLEWSKI, MATTHEW | OLM: SMIT AGNES           | DOM: ELLIOTT, CHRIS |
| PHONE: 0000041660            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6163144

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:56 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 12/7/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 258       | RCDF02079190 | 3259 CA             | 12/7/2003         | 12/7/2010      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: RCDF02079190         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: C                   |                | PLAN TYPE:   |        |
| PLAN TERM: F                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/07/03            |                | EFFECTIVE:   |        |
| EXPIRES: 12/07/10              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 12/9/2003         |                | TRANSACTION: |        |
| PRINTED: 12/12/03              |                | PRINTED:     |        |
| DEALER NO: 3259                | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: NISSAN OF VISALIA |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W25W [REDACTED] Y       |
| CITY: WEYMOUTH        |            | YR/MDL: 2005.0 MUR MILEAGE: 32891   |
| ST/ZIP: MA [REDACTED] |            | IN SVC DATE: 03 / 31 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3957 IRA NISSAN WOBURN     |
| EVE PH: [REDACTED]    | PAID: 2    | SVC DLR: 3743 COASTAL NISSAN        |
| DLR PH: 781 610 1000  | SUSP: 0    | RESP DLR: 3743 COASTAL NISSAN       |
|                       | DENY: 0    | REGION: 26 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 PREOWNEI X MILES 32600 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: QUIRK MAZDA  
 OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: BT 11 | OPEN DATE: 05 / 27 / 08     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 04 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 30 / 08    | DATANET (Y/N): 06 / 13 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

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

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C. A. R. COMMENTS

FILE OPENED-ZJJ572N 05/27/2008

PREVIOUS FILES: NONE

>>>NIS0841254 DRTS-JJ REC'D CCF FROM BBB ON 05/27/08 DATED SAME.

C SEEKS REPAIRS.

CCF STATES: DRIVER SEAT FRAME BROKEN-UNSAFE TO DRIVE.

DOCS TO ARBS-NM

-----@05/27-ZJJ572N

>>>NIS0841254 DRTS-JJ REC'D MRF FROM BBB ON 06/10/08 DATED SAME.

C SEEKS REPAIRS.

CCF STATES: \_DRIVER SEAT FRAME BROKEN-UNSAFE TO DRIVE, PASSENGER DOOR POCKET  
BROKEN-LOOSE, RECALLS TO BE PERFORMED.

DOCS TO ARBS-NM.

-----@06/10-ZJJ572N

-DRTS-DC CALLED DEALER 3957, L/M WITH FINANCE REQUESTING SALES DOCS TO BE  
FAXED OVER. @06/11-ZDC000N

-DRTS-DC CALLED DEALER 3743, SPOKE WITH SERVICE REQUESTING RO'S TO BE FAXED  
OVER.

-- @06/11-ZDC000N

>>>NIS0841254 DRTS-JJ REC'D NOTICE THAT CLAIM IS INELIGIBLE FOR ARBITRATION.

BECAUSE C'S VEH EXCEEDS THE AGE REQUIREMENTS.

REC'D ON 06/11/08 DATED THE SAME.

DOCS TO ARBS-EY.

-----@06/11-ZJJ572N

.....ARBS-EY EMAILED RS-CH REQUESTING ASSISTANCE FROM THE APPROPRIATE RCAS TO  
ASSIST THE C WITH THE C CONCERNS, SINCE THE C WAS NOT ELIGIBLE FOR THE BBB  
AUTO LINE. @06/12-ZEY895N

\*\*\*\*\*

RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE. @06/12-ZMB827N

RCAS-MB CALLED C ON 06/12/2008 AT 10:38 AM EST ON DAY NUMBER, UNABLE TO  
CONTACT C, NUMBER IS A BUSINESS NUMBER DIRECTORY DID NOT WORK. @06/12-ZMB827N  
RCAS-MB CALLED C ON 06/12/2008 AT 10:40 AM EST ON EVENING NUMBER, LEFT VMX  
WITH FILE#,NAME,NUMBER AND EXT. RCAS-MB WILL CONTACT C AGAIN ON 06/16/2008.

\*\*\*\*\*

RCAS-MB CONTACTED COASTAL NISSAN ON 06/13/2008 AT 10:51 AM EST, LEFT VMX WITH  
SM-STEVE RICHARDSON REQUESTING A CALLBACK. RCAS-MB WAITING FOR CALL BACK.

\*\*\*\*\* @06/13-ZMB827N

RCAS-MB CALLED C ON 06/16/2008 ON 12:20 PM EST ON DAY NUMBER, UNABLE TO LEAVE  
VMX, NO ANSWER. RCAS-MB CALLED C ON 06/16/2008 ON EVENING NUMBER AT 12:12 PM  
EST, LEFT VMX WITH CONTACT INFO. @06/16-ZMB827N

\*\*\*\*\* @06/16-ZMB827N

RCAS-MB CALLED C ON 06/18/2008 AT 1:13 PM EST ON DAY NUMBER, UNABLE TO CONTACT  
C AUTOMATED WORK NUMBER. NAME ENTERING DOES NOT WORK. @06/18-ZMB827N

RCAS-MB CALLED C ON EVENING NUMBER ON 06/18/2008 AT 1:15 PM EST, LEFT VMX  
WITH NAME,NUMBER,EXT AND FILE NUMBER. @06/18-ZMB827N

RCAS-MB CLOSING FILE PENDING CALL BACK FROM C. @06/18-ZMB827N

\*\*\*\*\*

RCAS-MB RECEIVED VMX FROM C ON 06/20/2008 AT 1:12 PM EST ADVISING RCAS-MB TO  
CONTACT C ON CELL AT 404-520-3880. @06/20-ZMB827N-COMMENT

\*\*\*\*\*

RCAS-MB CALLED C ON 06/23/2008 AT 12:04 PM EST SPOKE WITH C. C STATES C'S VEH  
IS INOPERABLE AS VEH FAILED STATE INSPECTION. C STATES SEAT IS HANGING LOOSE  
ON DRIVERS SIDE A IS VERY UNCOMFORTABLE. C STATES C BROUGHT VEH INTO COASTAL

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NISSAN AND WAS ADVISED THAT THERE IS A TECHNICAL BULLETIN ON SEAT CONCERN. C STATES C PURCHASED VEH AT QUIRK MAZDA. C STATES C HAS NOT BROUGHT VEH BACK TO QUIRK MAZDA BUT HAS SENT QUIRK LETTERS. C STATES C WENT TO THE BBB BUT WAS ADVISED THAT C DOES NOT HAVE A CASE AGAINST QUIRK MAZDA. C STATES QUIRK MAZDA DENIED INFORMING C THAT C STILL HAD A 36 MONTH 36000 MILES WARRANTY. C STATES THEY LIED. C STATES C'S VEH CANNOT PASS THE STATE TESTING DUE TO THE DRIVERS SEAT BEING LOOSE. RCAS-MB ADVISED C TO BRING VEH BACK INTO QUIRK MAZDA AND HAVE QUIRK MAZDA REPAIR SEAT. C STATES DLR WILL NOT REPAIR SEAT EVEN THOUGH C HAS SENT QUIRK MAZDA THE TSB. C STATES C WANTS NNA'S HELP WITH HAVING TSB PREFORMED. RCAS-MB ADVISED C THAT RCAS-MB WILL CONTACT COASTAL NISSAN FOR ASSISTANCE. C UNDERSTANDS AND THANKED RCAS-MB. @06/23-ZMB827N-COMMENT

\*\*\*\*\*

RCAS-MB CALLED C ON 06/25/2008 AT 9:20 AM EST ON DAY NUMBER, UNABLE TO LEAVE VMX WORK NUMBER. RCAS-MB CALLED C ON 06/25/2008 AT 9:20 AM EST ON EVENING NUMBER, LEFT VMX WITH NAME, PHONE, EXT AND FILE NUMBER. RCAS-MB ADVISED C THAT C CAN BRING VEH INTO ANY NNA DLRSHIP TO HAVE REPAIR DONE BUT C WILL BE CHARGED FOR THE REPAIR. @06/25-ZMB827N

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@06/25-ZMB827N

RCAS-MB CALLED C ON 06/27/2008 AT 1:35 PM EST ON DAY NUMBER, LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

RCAS-MB CALLED C ON 06/27/2008 AT 1:35 PM EST ON EVENING NUMBER, LEFT VMX WITH NAME, EXT, FILE AND PHONE NUMBER. @06/27-ZMB827N

RCAS-MB CALLED C ON 06/30/2008 AT 9:58 AM EST ON DAY NUMBER, SPOKE WITH C. RCAS-MB INQUIRED IF C RECEIVED RCAS-MB'S MESSAGE ADVISING C TO BRING VEH INTO A AUTHORIZED NISSAN DLRSHIP TO HAVE C'S VEH REPAIRED. C STATES C DID NOT GET ANY MESSAGES AS C WAS OUT OF TOWN FOR THE PAST WEEK. RCAS-MB ADVISED C THAT NNA IS NOT IN A POSITION TO ASSIST C AS C'S VEH CONCERN IS NOT A RECALL CAMPAIGN BUT A TSB. RCAS-MB EXPLAINED TO C THAT A TSB IS JUST A AID TO ASSIST DLRS TO REPAIR THE CONCERN IF SUCH A CONCERN SHOULD ARISE. C STATES C FEELS C VEH SHOULD BE UNDER THE 90 DAY LEMON LAW WARRANTY. C STATES IF NISSAN IS NOT GOING TO ADMIT TO A DEFECT IN WORKMANSHIP THAT C WILL HAVE NO CHOICE BUT TO INFORM EVERYONE C KNOWS TO AVOID NISSAN PRODUCTS. C STATES IT IS NOT A MATTER OF THE COST OF THE REPAIR BUT OF THE PRINCIPAL OF THE MATTER. C STATES C WOULD LIKE A DENIAL LETTER SENT OUT TO C. C STATES C WAS ADVISED BY THE SELLING INDEPENDENT DLR THAT C'S VEH WAS STILL UNDER BASIC WARRANTY. RCAS-MB ADVISED C THAT C'S BASIC WARRANTY EXPIRED ON 03/31/2008 AT THE 36 MONTH MARK. RCAS-MB ADVISED C THAT C'S CONCERN SHOULD BE VOICED TO THE SELLING DLR AS THE SELLING DLR IS THE ONE WHO SOLD C THE VEH WITH THE CONCERN. C STATES C WAS ADVISED BY COLONIAL NISSAN TO CONTACT NNA FOR ASSISTANCE. RCAS-MB APOLOGIZED TO C BUT ADVISED C THAT TSB'S ARE NOT COVERED UNLESS THE VEH IS INSIDE THE BASIC WARRANTY PARAMETERS. C UNDERSTANDS AND ASSURED RCAS-MB THAT THIS WILL NOT END HERE. C STATES C IS A VERY INFLUENTIAL PERSON WHO WILL SPREAD THE WORD ABOUT NNA'S LACK OF CONCERN ON VEH DEFECTS. RCAS-MB ADVISED C THAT RCAS-MB WILL SEND OUT THE DENIAL LETTER TO C. @06/30-ZMB827N  
RCAS-MB SUBMITTING WHITE MAIL REQUEST. @06/30-ZMB827N

\*\*\*\*\*

SME-RC REVIEWED AND FORWARDED DENIAL LETTER TO MAIL TEAM AT 10:28 AM E ST ON 06/30/08. @06/30-ZRC971N

\*\*\*\*\*

MT LT MAILED LETTER TO CUSTOMER  
MT LT CLOSING FILE

@06/30-ZLT233N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:



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FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                             |                           |                      |
|-----------------------------|---------------------------|----------------------|
| SATISFIED: Y                | ACTION CODE: NE4C         | ROOT CAUSE: SCNR     |
| 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: 06 / 23 / 08        | USERID: ZMB827N      |
| COMMENTS ONLY: #: 3         | DATE: 06 / 23 / 08        | USERID: ZMB827N      |
| RESP DLR: 3743              | EFFECTIVE: 05 / 27 / 08   | CHANGED BY:          |
| IIR-DATE: 00 / 00 / 00      | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO  |
| 3RD PRY: AL                 | PART#:                    | CHECK ISSUED: NO     |
| BYBACK ST:                  | OPENED BY: ZJJ572N        |                      |
| HISTORY:                    | UPDATE BY: ZLT233N        |                      |
| SVC CALL#:                  | UPDATE DATE: 06 / 30 / 08 |                      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 06 / 30 / 08  | MICROFILM: N         |
| RESP CAA: BECHARD, MARY ANN | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |
| PHONE: 0000041590           | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08W63W [REDACTED] Y          |
| CITY: LUDINGTON       |            | YR/MDL: 2003.0 MUR MILEAGE: 55056      |
| ST/ZIP: MI [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 19 / 04              |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 2316 JEFFREY BUICK-NISSAN INC |
| EVE PH:               | SUSP:      | SVC DLR: 3428 NISSAN OF MUSKEGON       |
| DLR PH: 231 799 2886  | DENY:      | RESP DLR: 3428 NISSAN OF MUSKEGON      |
|                       |            | REGION: 24 DIST: SL/SV/PT: 09 09 39    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 05 / 23 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: UNKNOWN  
 OUTSIDE WARRANTY BY (B) MONTHS: 14 MILES: 19056 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 05 / 27 / 08     | XFER/RSPNSBLTY: 24 12 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 04 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 04 / 08    | DATANET (Y/N): 05 / 28 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZPA624N 05/27/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1049214

EMAIL ADDRESS [REDACTED]

DATE RECEIVED:05/23/08 DATE CREATED:05/27/08

CRR-PA VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-PA CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:NONE

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 09/21/05 2316

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 09/18/07 3428

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 09/18/07 3428

C EMAIL READS @05/27-ZPA624N

C STATES:"I HAVE SERVICED MY VEHICLE AT MY IAUTO IMPORT CENTER, A NISSAN DEALER & SERVICE IN MUSKEGON, MI JUST RECENTLY THE DRIVER SEAT BROKE LOOSE FROM IT'S MOUNT, MAKING THE VEHICLE UNSAFE TO DRIVE. I HAVE SENT DIGITAL PHOTOS TO BRIAN, SERVICE MANAGER, SHOWING THE METAL FRAME OF THE SEAT BREAKING AT THE BOLTS ON THE FLOOR. BRIAN HAS INFORMED ME THE VEHICLE NEEDS A NEW FRAME ASSEMBLY (COPY OF EMAIL PASTED BELOW). IT IS JUST OUT OF WARRANTY.MY WIFE IS THE PRIMARY DRIVER OF THE VEHICLE AND I FIND IT HARD TO BELIEVE THAT A STEEL FRAME WOULD NOT SURVIVE NORMAL OF MY WIFE. SHE IS A VERY AVERAGE SIZE WOMAN, VERY MUCH SMALLER THAN AN AVERAGE MAN (I AM 5'10" 180LBS). I WOULD LIKE SOMEONE TO REVIEW THE PHOTOS OF THE BROKEN PARTS AND REVIEW HOW NISSAN MIGHT HELP IN THE SERVICE OF THIS ISSUE.

MY DISSAPOINTMENT IN THE SEAT FOLLOWS THE FRUSTRATIONS I HAVE HAD WORKING WITH BRIAN ON THE PERFORMANCE OF THE ENGINE / TRANSMISSION SYSTEM ON MY MURANO. THE VEHICLES BEHAVIOR CHANGED SIGNIFICANTLY A FEW MONTHS AGO AND NOW THE CAR DOES NOT DROP TO A LOW ENOUGH GEAR RATIO WHEN ACCELERATING. THE FEELING IS LIKE BEING IN A MANUAL TRASMISSION AND BEING IN TOO HIGH A GREAR WHEN ACCELERATING. THE ENGINE GIVES A VERY "THROATY" GROWL AND THE ACCELERATION IS SLUGGISH. IF YOU PUSH THE ACCELERATER DOWN FARTHER IT WILL EVENTUALLY DROP INTO THE PROPER GEAR RATION, BUT IT REQUIRES ALMOST FLOORING THE PEDAL. ODDLY ENOUGH, THE CAR PERFORMS QUITE SATISFACTORY DURING THE WARM UP PERIOD OF THE ENGINE, BUT AFTER THE "CHOKE" TURNS OFF THE POOR PERFORMANCE BEGINS.I WOULD BE INTERESTED IN YOUR ADIVSE AND DIRECTION ON THIS ISSUE AS WELL, BUT THE IMPORTANT ISSUE RIGHT NOW IS RESOLVING THE BROKEN DRIVERS SEAT MOUNT.

I CAN SEND PICTURES IF YOU PROVIDE ME WITH AN EMAIL ADDRESS THAT CAN ACCEPT ATTACHEMENTS. THANK YOU FOR YOUR TIME AND CONSIDERATION."

CRR-PA FORWARDING FILE TO RCAS FOR FURTHER REVIEW

CRR-PA SENDING INTERNAL MESSAGE TO RCAS AGENT @05/27-ZPA624N

CRR-PA EXITING FILE @05/27-ZPA624N

RCAS-RH DATANET FILE TO DLR. @05/28-ZRH999N

RCAS-RH LEFT VMX ON C DAY/EVENING PHONE AT 421PM EDT ON 05/28/08; LEFT CONTACT INFORMATION AND WILL REVEIW THE SEAT ISSUE: WITH A FOLLOWUP CALL ON MONDAY.

RCAS-AM REVIEWED FILE AND CHANGED FOLLOW UP DATE TO REFLECT C'S EXPECTATION OF CALLBACK FOR 06/02/08. @05/29-ZAM269N

RCAS-AM CALLED DLR AT 12:40PM EST ON 06/02/08 AND INQUIRED ON C'S VEH HISTORY.

RCAS-AM CONFIRMED THAT LAST APPT TO DLR FOR THIS VEH WAS ON 09/14/05, UNDER A

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DIFFERENT OWNER.

RCAS-AM THANKED SERVICE ADVISOR FOR INFORMATION.

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 12:50PM EST ON 06/02/08 AND INQUIRED ON C'S RESP DLR THAT DIAGNOSED VEH.

C STATED THAT C HAD NOT GONE TO A DLR BECAUSE DLR WAS OVER AN HOUR AWAY FROM C'S HOME HOWEVER, C HAD CONTACTED SERVICE MANAGER AT NISSAN OF MUSKEGON, ON ESTIMATE, VIA EMAIL, AND SERVICE MANAGER HAD QUOTED C AN APPROXIMATION OF \$802.00 VIA EMAIL AND STATED THAT C WOULD NEED A NEW FRAME FOR SEAT.

C STATED C IS LOOKING FOR OUT OF WARRANTY ASSISTANCE AS SEAT SHOULD NOT HAVE BROKEN.

RCAS-AM EXPLAINED THAT RCAS-AM WOULD FORWARD ALL INFORMATION TO CORRECT REGIONAL SPECIALIST AND PROVIDED RCAS-PP CONTACT INFO FOR C.

RCAS-AM EXPLAINED THAT C COULD FORWARD PICTURES AND CORRESPONDENCE FROM SERVICE MANAGER TO RCAS-AM FAX NUMBER AND RCAS-AM WOULD, IN TURN, FORWARD TO RCAS-PP TO EXPEDITE PROCESS OF C'S REQUEST.

C THANKED RCAS-AM.

RCAS-AM SEND INTERNAL MESSAGE TO RCAS-PP AT 12:54PM EST ON 06/02/08, TO INFORM OF NEW FILE RESPONSIBILITY.

RCAS-AM LEAVING FILE AS NO FURTHER ACTION REQUIRED BY RCAS-AM. @06/02-ZAM269N

\*\*\*\*\*  
RCAS-PP MADE AN OUT BOUND CALL TO DLR 3428 AT 11:40AM EST ON 06/04/08, AND SPOKE WITH SERVICE MANAGER MARK LUTZINGER. RCAS-PP INQUIRED ABOUT C'S CONCERN. SA-ML STATED THAT C HAS NOT YET BROUGHT THE VEH IN FOR C'S CONCERN. AND IF C WOULD LIKE TO HAVE THE REPAIR PERFORMED C CAN DO SO, AND SM-ML WILL RUN THE GRT. RCAS-PP THANKED SM-ML FOR SM-ML, AND DISCONNECTED THE CALL.

\*\*\*\*\*  
RCAS-PP MADE AN OUT BOUND CALL TO C ON C'S DAY/EVENING PHONE NUMBER 248 425 7914 AT 11:53PM EST ON 06/04/08. RCAS-PP ADVISED C THAT C WILL NEED TO TAKE C'S VEH TO THE DLRSHIP FOR A DIAGNOSTIC SO THAT RCAS CAN REQUEST FOR FINANCIAL ASSISTANCE FOR C. C STATED THAT C LIVES ABOUT AN HOUR AWAY FROM DLR AND WILL NEED TO BOOK AN APPOINTMENT. C STATED C WAS WAITING TO TAKE THE VEH TO THE DLR AS C WAS ADVISED THAT THE PART WOULD NOT BE ARRIVING FOR ANOTHER TWO WEEKS, SO WILL PROBABLY BE MAKING AN APPOINTMENT FOR NEXT WEEK. RCAS-PP ADVISED C TO CALL RCAS-PP BACK AS SOON AS C HAS RECEIVED A DIAGNOSES FROM DLR AND RCAS CAN TRY TO GET FINANCIAL ASSISTANCE FOR C. C STATED C UNDERSTANDS. RCAS-PP ADVISED C THAT RCAS-PP WILL BE CLOSING C'S FILE UNTIL C CALLS BACK WITH A DIAGNOSES. C STATED C UNDERSTANDS. RCAS-PP APOLOGIZED TO C. C THANKD RCAS-PP, AND DISCONNECTED THE CALL. RCAS-PP CLOSING FILE PENDING C'S CALL BACK WITH DIAGNOSES.  
@06/04-ZPP435N

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 IS LOOKING OF GWA FOR SEAT REPAIR, HAS GRT BEEN RUN, WILL CALL, RCAS.

DEALER ACTION:

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## CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    |
| 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: 3428             | EFFECTIVE: 05 / 27 / 08   | 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: ZPA624N        |                     |
| HISTORY:                   | UPDATE BY: ZPP435N        |                     |
| SVC CALL#:                 | UPDATE DATE: 06 / 04 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 06 / 04 / 08  | MICROFILM: N        |
| RESP CAA: PINNOCK, PATRICE | OLM: SMIT AGNES           | DOM: ERWIN MARK     |
| PHONE: 0000041503          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: JACKSONVILLE  
ST/ZIP: FL [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 904 880 3000

VCAN: Y  
PAID: 9  
SUSP: 0  
DENY: 1

VIN: JN8AZ08TX6W [REDACTED] Y  
YR/MDL: 2006.0 MUR MILEAGE: 40000  
IN SVC DATE: 01 / 30 / 06  
RTL DLR: 3423 MIKE SHAD NISSAN/JACKSONV  
SVC DLR: 3515 COGGIN NISSAN AT THE AVE  
RESP DLR: 3515 COGGIN NISSAN AT THE AVE  
REGION: 34 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY: 3515 COGGIN NISSAN AT TH  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 4000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 28 / 08 XFER/RSPNSBLTY: 34 05 S  
CONTACT (S): FOLLOWUP DATE: 05 / 29 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 05 / 28 / 08 DATANET (Y/N): 00 / 00 / 00

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |

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## C. A. R. COMMENTS

FILE OPENED-ZJY805N 05/28/2008

PREVIOUS FILES FOUND: NONE.

@05/28-ZJY805N

CRR-JY UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).

CRR-JY VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR. C.A.R. COMMENTS ( 1 OF 1 PAGES) DATE 05/28/

CRR-JY CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 01/09/06 2301

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 08/27/07 3515

CRR-JY ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

CRR-JY RECEIVED CALL FROM C.

C STATED THAT THE MOTOR OF C'S DRIVER SIDE SEAT IS BROKEN AND THAT UPON TAKING  
THE VEH TO A DLR, C WAS INFORMED THAT THE BROKEN PART IS ONLY COVERED UNDER  
BASIC WARRANTY, WHICH C IS NOW OVER BY 4000 MILES.

C WOULD LIKE SOMETHING DONE ABOUT C'S CONCERN.

@05/28-ZJY805N

CRR-JY INFORMED C THAT THERE IS NOTHING CRR-JY CAN DO ABOUT C'S CONCERN.

C HANG UP.

CRR-JY UNABLE TO PROVIDE C WITH CRR-JY'S NAME, EXTENSION, AND C'S FILE NUMBER.

CRR-JY CLOSING FILE.

@05/28-ZJY805N

## SPECIAL REMARKS:

## DEALER INSTRUCTIONS:

## DEALER ACTION:

## CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT8E         | 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: 3515          | EFFECTIVE: 05 / 28 / 08   | 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: ZJY805N        |                     |
| HISTORY:                | UPDATE BY: ZJY805N        |                     |
| SVC CALL#:              | UPDATE DATE: 05 / 29 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 05 / 28 / 08  | MICROFILM: N        |
| RESP CAA: YUMUL, JOSEPH | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
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MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 1/30/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 261       | RCDJ80178706 | 3423 FL             | 1/30/2006         | 1/30/2008      | 40.000            |                |                  |



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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |               |              |        |
|----------------------------------------|---------------|--------------|--------|
| -----+-----                            |               |              |        |
| CONTRACT: RCDJ80178706                 |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |               | OWNER NAME:  |        |
| PLAN TYPE: C                           |               | PLAN TYPE:   |        |
| PLAN TERM: J                           |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                      |               | DEDUCTABLE:  |        |
| EFFECTIVE: 01/30/06                    |               | EFFECTIVE:   |        |
| EXPIRES: 01/30/08                      | MILES: 40,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                              |               | TRANSFER:    |        |
| TRANSACTION: 1/31/2006                 |               | TRANSACTION: |        |
| PRINTED: 02/03/06                      |               | PRINTED:     |        |
| DEALER NO: 3423                        | STATE: FL     | DEALER NO:   | STATE: |
| DEALER NAME: MIKE SHAD NISSAN/JACKSONV |               | DEALER NAME: |        |
| -----+-----                            |               |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:48:56 PM

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

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T83W [REDACTED] Y  
CITY: CONOVER YR/MDL: 2003.0 MUR MILEAGE: 66135  
ST/ZIP: NC [REDACTED] IN SVC DATE: 06 / 29 / 04  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3947 NISSAN OF HICKORY  
EVE PH: [REDACTED] PAID: 2 SVC DLR: 3947 NISSAN OF HICKORY  
DLR PH: 828 324 5040 SUSP: 1 RESP DLR: 3947 NISSAN OF HICKORY  
DENY: 0 REGION: 36 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES # NISSAN/INFINITI VEHICLES: 3  
VEHICLE MAINTAINED BY: 3947 NISSAN OF HICKORY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: DT 11 OPEN DATE: 05 / 29 / 08 XFER/RSPNSBLTY: 11 00 S  
CONTACT (S): FOLLOWUP DATE: 06 / 02 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 06 / 02 / 08 DATANET (Y/N): 05 / 29 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZJH820N 05/29/2008

RCAS-JH RECEIVED EMAIL FROM SM-CHAD ROGERS AT NISSAN OF HICKORY 5/28 AND  
OPENED THIS FILE 5/29. @05/29-ZJH820N

RCAS-JH CHECKED FOR OPEN RECALLS, CAMPAIGNS, UPGRADES: FOUND TWO OPEN:  
OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 00/00/00  
OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 00/00/00  
RCAS-JH CONFIRMED ADDRESS AND PHONE NUMBER FOR C FROM SM-CR'S EMAIL.

C'S COMPLAINT IS THAT THE LEFT REAR CORNER OF THE DRIVER SEAT TRACK IS BROKEN  
AND THAT C IS LOOKING FOR GW FOR REPAIR BASED ON HAVING OWNED MULTIPLE NISSANS  
SM-CR'S EMAIL TO RCAS-JH WAS TO ASK RCAS-JH TO CALL C AND LOOK INTO GW FOR C.

\*\*\*\*\* @05/29-ZJH820N

RCAS-JH SPOKE TO SM-CR ABOUT THIS ISSUE 9.10 EST 5/29.

SM-CR STATES DID NOT RUN GRT BECAUSE IT'S BEEN SM-CR'S EXXPERIENCE THAT GRT  
WILL DECLINE FOR SEAT TRACK AND THAT THIS VEH IS A PREOWNED.

SM-CR STATES C HAS BOUGHT 2 NEW NISSANS IN THE PAST AND THE LAST NEW ONE WAS  
A 2004 MURANO BUT IT NEEDED A NEW ENGINE AND C WAS NOT COMFORTABLE HAVING A  
NEW VEH AND IT ALREADY NEEDED A NEW ENGINE SO C TRADED IT FOR THIS 2003 MURANO  
AND THAT C HAS HAD IT IN 6X FOR SEAT ISSUES BUT NEEDS NEW TRACK NOW.

SM-CR STATES C AND C'S WIFE ARE NOT LARGE PEOPLE.

RCAS-JH ASKED SM-CR TO RUN GRT ANYWAY BEFORE RCAS-JH GOES TO ORM-BC ABOUT IT.

\*\*\*\*\* @05/29-ZJH820N

RCAS-JH RECEIVED EMAIL FROM SM-CHAD ROGERS 5/30 STATING GRT DECLINED.

RCAS-JH CHECKED AT 8.30 EST 6/2 AND IT HAD DECLINED.

RCAS-JH SENT EMAIL TO ORM-BC ASKING FOR GW FOR C KNOWING THE VEH IS PREOWNED  
BUT WITH EXTENUATING CIRCUMSTANCES.

SM-CR STATES C IS A GOOD C AND HAD A 2005 MURANO AND NEEDED THE ENGINE  
REPLACED EARLY AND C WAS NOT COMFORTABLE WITH THIS, THEREFORE C TRADED IT FOR  
THE 2003 PRESUMABLY BECAUSE OF THE NEGATIVE EQUITY SITUATION WITH THE 2005.

\*\*\*\*\* @06/02-ZJH820N

RCAS-JH RECEIVED REPSONSE FROM ORM-BC ADVISING THAT NNA WILL PAY PARTS AND C  
OR DLR CAN COVER THE LABOR.

RCAS-JH CALLED SM-CR AND ADVISED.

SM-CR WILL CALL C.

\*\*\*\*\* @06/02-ZJH820N

RCAS-JH CALLED C AT 10.50 EST 6/2 AND ADVISED C THAT NNA WILL PAY FOR THE PART  
AND THAT SM-CR WILL ARRANGE FOR THE REST BETWEEN THE DLR AND C.  
C STATES JUST GOT OFF THE PHONE WITH SM-CR.

C STATES THANKS FOR THE HELP.

RCAS-JH ADVISED C OF THE OPEN CAMPAIGNS.

C STATES DOES SM-CR KNOW ABOUT IT. RCAS-JH TOLD C THAT SM-CR HAD ACCESS TO THE  
INFORMATION BUT FOR RCAS-JH IT IS RIGHT THERE ON THE SCREEN AND COULDN'T BE  
MISSED.

C STATES PLEASE LET SM-CR KNOW ABOUT IT.

RCAS-JH TOLD C THAT RCAS WOULD DO THAT.

RCAS-JH SENDING EMAIL TO SM-CR ABOUT THE OPEN CAMPAIGNS AND CLOSING FILE\*\*\*\*\*

@06/02-ZJH820N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

CONFIDENTIAL

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 3947         | EFFECTIVE: 05 / 29 / 08   | 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: ZJH820N        |                     |
| HISTORY:               | UPDATE BY: ZJH820N        |                     |
| SVC CALL#:             | UPDATE DATE: 06 / 02 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 06 / 02 / 08  | MICROFILM: N        |
| RESP CAA: HAZELL, JOHN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000040000      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

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SC: NONE

NAME: [REDACTED] VIN: JN8AZ08T75W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2005.0 MUR MILEAGE: 46000  
CITY: ESCONDIDO IN SVC DATE: 02 / 20 / 05  
ST/ZIP: CA [REDACTED] VCAN: N RTL DLR: 3397 MOSSY NISSAN ESCONDIDO  
DAY PH: [REDACTED] PAID: 6 SVC DLR: 3397 MOSSY NISSAN ESCONDIDO  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 3397 MOSSY NISSAN ESCONDIDO  
DLR PH: 760 746 5050 DENY: 0 REGION: 44 DIST: SL/SV/PT: 07 07 37

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 10000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 29 / 08 XFER/RSPNSBLTY: 44 07 S  
CONTACT (S): FOLLOWUP DATE: 05 / 29 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 05 / 30 / 08 DATANET (Y/N): 05 / 30 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZAS846N 05/29/2008

UNRELATED FILES FOUND: NONE.

CRR-AS VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DEALER.

CRR-AS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-AS ADVISED C THERE ARE NO OPEN RECALLS.

PREVIOUS NISSAN/INFINITI VEH: 1998 ALTIMA

CRR-AS RECEIVED INBOUND CALL FROM C.

C STATES C JUST GOT HOME FROM THE DLR AND THE DRIVER'S SEAT FRAME BOTTOM RACK  
ASSEMBLY IS BROKEN, AND NEEDS TO BE REPLACED. @05/29-ZAS846N

C STATES DLR WILL NOT COVER THE REPLACEMENT BOTTOM RACK ASSEMBLY UNDER  
WARRANTY. @05/29-ZAS846N

C STATES C SPOKE WITH SM-CECIL COVEY. @05/29-ZAS846N

C STATES C WANTS NNA TO COVER THE REPLACEMENT RACK ASSEMBLY UNDER WARRANTY.

CRR-AS ADVISED C THAT CRR-AS IS ESCALATING FILE TO RCAS, AND C WILL BE  
CONTACTED BY RCAS BY THE END OF THE NEXT BUSINESS DAY.

C STATES C UNDERSTANDS.

CRR-AS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AS GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-AS TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @05/29-ZAS846N

\*\*\*\*\*

@05/29-ZAS846N

RCAS-NS RECEIVED A CALL FROM SM-MARK GAGNE AT 4:10 PM EST, 05.30.08.

SM STATES C CAME INTO FOR THIS CONCERN, DRIVER SEAT WAS LOSE. SM STATES THE  
SEAT FRAME WAS BROKEN. SM STATES C HAS ONLY BEEN TO DLR FOR WARRANTY WORK AND  
2 OIL CHANGES IN FEBRUARY 2006 AND NOVEMBER 2005. SM STATES C IS OOW BY BOTH  
TIME AND MILEAGE. RCAS-NS THANKED SM FOR ASSISTANCE.

\*\*\*\*\*

@05/30-ZNS909N

RCAS-NS CALLED C ON DAY PHONE AT 4:38 PM EST, 05.30.08 AND SPOKE WITH C.

RCAS-NS ADVISED C THAT AFTER FURTHER REVIEW, AND LOOKING INTO THE POSSIBILITY  
OF SPECIAL FINANCIAL, NNA IS NOT IN THE POSITION TO ASSIST C WITH THE REPAIR.

C STATES NNA IS NOT GOING TO COVER THE REPAIR UNDER WARRANTY. RCAS-NS ADVISED  
C THAT THIS PARTICULAR COMPONENT IS COVERED UNDER BASIC WARRANTY, WHICH IS  
36 MONTHS OR 36,000 MILES, WHICHEVER COMES FIRST. RCAS-NS ADVISED C THAT C IS  
OOW FOR BOTH TIME AND MILEAGE. RCAS-NS APOLOGIZED. C UNDERSTOOD AND THANKED  
RCAS-NS FOR ASSISTANCE.

RCAS-NS UPDATED TREAD ACT CODES AND OOW MILEAGE.

RCAS-NS CLOSING FILE AS NO FURTHER ASSISTANCE IS NEEDED. @05/30-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                               |                           |                     |
|-------------------------------|---------------------------|---------------------|
| SATISFIED: Y                  | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3397                | EFFECTIVE: 05 / 29 / 08   | 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: ZAS846N        |                     |
| HISTORY:                      | UPDATE BY: ZNS909N        |                     |
| SVC CALL#:                    | UPDATE DATE: 05 / 31 / 08 |                     |
| CLOSE: Y (Y/N)                | CLOSE DATE: 05 / 30 / 08  | MICROFILM: N        |
| RESP CAA: SOUVANASANNE, NALIE | OLM: SMIT AGNES           | DOM: JANES, PATRICK |
| PHONE: 0000041492             | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                              |
| STREET:               | [REDACTED] | VIN: JN8AZ08W54W [REDACTED] Y         |
| CITY: PLANTATION      |            | YR/MDL: 2004.0 MUR MILEAGE: 24755     |
| ST/ZIP: FL [REDACTED] | VCAN: N    | IN SVC DATE: 05 / 02 / 05             |
| DAY PH: [REDACTED]    | PAID: 1    | RTL DLR: 3489 MAROONE NISSAN/PEMBROKE |
| EVE PH: [REDACTED]    | SUSP: 0    | SVC DLR: 2831 WESTON NISSAN           |
| DLR PH: 954 888 6800  | DENY: 0    | RESP DLR: 2831 WESTON NISSAN          |
|                       |            | REGION: 34 DIST: SL/SV/PT: 03 03 33   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 2831 WESTON NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 02 / 08     | XFER/RSPNSBLTY: 34 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 3      | CLOSE DATE: 07 / 18 / 08    | DATANET (Y/N): 06 / 04 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YE     | MULTIPLE REPAIR ATTEMPTS            |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |



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C. A. R. COMMENTS

FILE OPENED-ZSK000N 06/02/2008

PREVIOUS RELATED FILES:NONE

@06/02-ZSK000N

PREVIOUS UNRELATED FILES FOUND: 5227675 ,5320914,4927371

CRR-SK VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR

CRR-SK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 10/18/05 3489

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 05/03/06 3489

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 05/03/06 3489

CRR-SK ADVISED C THERE IS NO OPEN RECALLS: 86 SEN

PREVIOUS NISSAN VEH AND INFINITI: COUPLE OF SENTRAS

CRR-SK RECIEVED CALL FROM C:

@06/02-ZSK000N

C STATES THE DRIVER SEAT HAS THE MOTORIZED POWER TO IT BUT INSTEAD OF GOING  
FORWARD OR BACKWARDS IT GOES SIDE TO SIDE AND IS MAKING A CLICKING NOISE. C  
HAD BROUGHT THE VEH INTO THE DLRSHIP A NUMEROUS OF TIMES BUT THEY CONSISTANTLY  
SAID THAT THERE WAS NOTHING WRONG WITH VEH. NOW C'S WARRANTY IS 3WEEKS OUT OF  
WARRANTY AND NOW THE SEAT IS TOTALLY BROKEN.

@06/02-ZSK000N

C STATES THE DLRSHIP NOW STATES THAT C HAS TO PAY \$125.00 FOR A DIAGNOSTIC FEE

THEN WILL C IF NNA WILL COVER THE CHARGES

@06/02-ZSK000N

C STATES WANTS NNA TO PAY TO HAVE THIS VEH FIXED

@06/02-ZSK000N

CRR-SK ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-SK ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUISINESS DAY

C UNDERSTANDS

CRR-SK OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-SK GAVE NAME, EXTENSION AND FILE NUMBER

C-THANKED CRR-SK FOR ASSISTANCE, C SATISFIED

C AWAITING RESPONSE FROM RCAS

@06/02-ZSK000N

\*\*\*\*\*

RCAS-HM DATANETTED FILE ON 06/03/08.

RCAS-HM UPDATED WARRANTY PARAMETERS ON 06/03/08.

@06/03-ZHM943N

RCAS-HM LEFT VMX FOR SM-DENNY MCGEE ON 06/03/08 AT 2:10 PM EST. @06/03-ZHM943N

RCAS-HM LEFT VMX ON C'S DAY PHONE ON 06/03/08 AT 4:22 PM EST.

RCAS-HM LEFT VMX ON C'S EVE PHONE ON 06/03/08 AT 4:23 PM EST. @06/03-ZHM943N

RCAS-HM RECEIVED CALL FROM SM-DENNY MCGEE ON 06/04/08 AT 10:26 AM EST. SM  
STATES THAT C IS OUT OF WARRANTY AND C HAS NO VSC. SM STATES THAT C HAS BEEN  
TO SEVERAL DIFFERENT DLRSHIPS AROUND FL FOR WARRANTY. SM STATES THAT C DROPPED  
THE VEH OFF LAST WEEK TO HAVE THE SEAT REPAIRED BUT C WOULD NOT AUTHORIZE FOR  
THE DLRSHIP TO DO THE DIAGNOSTIC. SM STATES THAT SM WILL RUN GRT FOR C BUT C  
HAS TO PAY THE DIAGNOSTIC FEE. SM STATES THAT C HAS MAINTAINED AT THE DLRSHIP.  
SM STATES THAT C HAS DONE A FEW OIL CHANGES, C HAD JUST DONE A RECOMMENDED  
SERVICE IN 03/08 AND HAD A WHEEL ALIGNMENT LAST YEAR. SM STATES THAT SM CANNOT  
RUN GRT WITHOUT THE VEH BEING DIAGNOSED FIRST.

@06/04-ZHM943N

RCAS-HM ATTEMPTED TO CONTACT C ON C'S DAY PHONE ON 06/04/08 AT 4:04 PM EST.

RCAS-HM WAS INFORMED THAT RCAS-HM HAD THE WRONG NUMBER. RCAS-HM UPDATED PHONE  
NUMBER TO EVENING PHONE NUMBER.

@06/04-ZHM943N

RCAS-HM LEFT VMX ON C'S EVE PHONE ON 06/04/08 AT 4:05 PM EST. @06/04-ZHM943N

RCAS-HM RECEIVED VMX FROM C ON 06/09/08 AT 4:34 PM EST. C PROVIDED RCAS-HM

WITH A CELL PHONE NUMBER OF [REDACTED]

@06/09-ZHM943N

RCAS-HM LEFT VMX ON NUMBER PROVIDED ON 06/09/08 AT 1:20 PM EST.

RCAS-HM LEFT VMX ON C'S DAY/EVE PHONE ON 06/09/08 AT 1:21 PM EST.

RCAS-HM RECEIVED VMX FROM C ON 06/10/08 AT 1:26 PM EST. @06/11-ZHM943N

RCAS-HM LEFT VMX ON C'S PROVIDED NUMBER ON 06/11/08 AT 11:00 AM EST.

RCAS-HM LEFT VMX ON C'S DAY/EVE PHONE ON 06/11/08 AT 11:05 AM EST.

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RCAS-HM RECEIVED VMX FROM C ON 06/11/08 AT 12:04 PM EST. @06/11-ZHM943N  
RCAS-HM CONTACTED C ON C'S PROVIDED NUMBER ON 06/11/08 AT 12:08 PM EST.  
RCAS-HM ADVISED C THAT IN ORDER FOR RCAS-HM TO LOOK INTO THE POSSIBILITY OF  
FINANCIAL ASSISTANCE, C WOULD HAVE TO HAVE THE VEH DIAGNOSED BY THE DLRSHIP  
FIRST. C STATES THAT C DOES NOT REALLY WANT TO PAY THE \$125 DIAGNOSTIC FEE.  
RCAS-HM ADVISED C THAT RCAS-HM UNDERSTANDS BUT THE VEH REALLY DOES HAVE TO BE  
DIAGNOSED IN ORDER FOR RCAS-HM TO ASSIST. C UNDERSTOOD AND STARTED CRYING AND  
STATES THAT C WILL THINK ABOUT IT AND GET BACK TO RCAS-HM. RCAS-HM ADVISED C  
THAT IF C DOES WANT GOODWILL ASSISTANCE C SHOULD HAVE THE VEH DIAGNOSED AND  
THEN C CAN CONTACT RCAS-HM. C AGREED. @06/11-ZHM943N  
RCAS-HM UPDATED THE TREAD ACT ON 06/11/08. @06/11-ZHM943N  
RCAS-HM CLOSING FILE PENDING CALLBACK FROM C. @06/11-ZHM943N

\*\*\*\*\*

RCAS-SM ASSISTING RCAS-HM. RCAS-SM NOTES THAT RCAS-HM RECEIVED VMX FROM C ON  
06/23/08 STATING THAT C IS GOING TO PAY FOR THE DIAGNOSTIC FEE AND HAS AN  
APPOINTMENT FOR 06/25/08. C PROVIDED NUMBERS FOR CONTACT AS 954 797 2291 OR  
954 257 3179. RCAS-SM PLACED CALL TO 954 797 2291 AT 10:00 AM EST ON 06/24/08  
AND SPOKE TO C. RCAS-SM ASKED C IF C IS HAVING THE VEH INSPECTED ON 06/25/08.  
C STATES THAT C DOES HAVE AN APPOINTMENT TOMORROW AND THAT C WILL BRINGING THE  
VEH INTO THE DLRSH TONIGHT. C STATES THAT THE DLRSHIP ADVISED C THAT THE VEH  
MAY HAVE TO STAY AT THE DLRSHPS FOR A FEW DAYS TO AUTHORIZE THE REPAIRS  
THROUGHT NNA. RCAS INFORMED C THAT DOES DEPEND ON THE NATURE OF THE REPAIRS  
NEEDED. C UNDERSTOOD. RCAS INFORMED C THAT RCAS WILL FOLLOW UP WITH C ON  
06/27/08 AFTER THE DIAGNOSIS AND ONCE RCAS CONTACTS DLRSHIP. C AGREED AND  
ENDED CALL. @06/24-ZSM191N

\*\*\*\*\*

RCAS-SM PLACED OUTBOUND CALL TO SM-DENNY MCGEE AT 2:28 PM EST ON 06/26/08 AND  
SPOKE TO SM. SM STATES THAT C CAME IN AND HAD VEH INSPECTED ON 06/25/08.  
SM STATES THAT C HAD BATTERY WORK DONE AND HAD THE SEATS DIAGNOSISED. SM  
STATES THAT THE SEAT MOTOR HAS FAILED AND THAT C WILL NEED A NEW SEAT TRACK  
ASSEMBLY. RCAS INQUIRED IF THAT WILL BE COVERED AT ALL. SM STATES THAT C  
IS OUTSIDE BY WARRANTY. RCAS ADVISED BY ONE MONTH. SM STATES WILL RUN GRT FOR  
C. RCAS INQUIRED IF C IS A GOOD SERVICING CUSTOMER. SM STATES THAT C HAS HAD  
A FEW SERVICES DONE AT THE DLRSHIP AND SOME WARRANTY WORK, AND SM WILL SEE  
WHAT CAN BE DONE. RCAS THANKED SM. @06/26-ZSM191N

\*\*\*\*\*

RCAS-SM PLACED OUTBOUND CALL TO C'S DAY/EVE NUMBER AT 3:25 PM EST ON 06/26/08  
AND LEFT VMX. @06/26-ZSM191N

\*\*\*\*\*

@06/27-ZSM191N

RCAS-SM ACCESSED HOST SYSTEM CPIA AND NOTES THAT GRT WAS DECLINED.  
\*\*\*\*\* @06/27-ZSM191N

RCAS-HM RECEIVED CALL FROM SM-DENNY MCGEE ON 06/27/08 AT 9:18 AM EST. SM  
STATES THAT C CAME INTO THE DLRSHIP AND THE GRT WAS NOT RECOMMENDED FOR THE  
FULL AMOUNT. SM STATES THAT SM RAN THE GRT AGAIN FOR \$460 AND C PAY \$300 AND  
IT WAS APPROVED. SM STATES THAT C WAS ORIGINALLY GIVEN AN ESTIMATE OF \$900 SO  
C SHOULD BE HAPPY WITH THAT. SM STATES THAT SM WILL CONTACT C TODAY.

\*\*\*\*\*

RCAS-SM ASSISTING RCAS-HM. RCAS-SM PLACED OUTBOUND CALL TO C'S DAY NUMBER AT  
10:03 AM EST ON 06/27/08 AND LEFT VMX. @06/27-ZSM191N

RCAS-SM ASSISTING RCAS-HM. RCAS-SM RECEIVED EMAIL FROM RCAS-HM STATING C  
CALLED AND WOULD LIKE A CALL BACK. RCAS-SM PLACED OUTBOUND CALL TO C'S DAY/EVE  
NUMBER AT 3:01 PM EST ON 06/27/08 . RCAS NOTES LINE RANG FOR A MINUTE THEN  
CALL WAS DISCONNECTED. @06/27-ZSM191N

\*\*\*\*\*

RCAS-SM PLACED OUTBOUND CALL TO C'S WORK NUMBER OF 954 797 2291 AT 9:52 AM EST  
ON 06/30/08 AND SPOKE TO C. RCAS ADVISED C THAT NISSAN IS WILLING TO COVER

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\$460 OF THE REPAIR AND C WILL HAVE TO ONLY PAY \$300. C STATES THAT IS UNACCEPTABLE. C STATES THAT C IS ONLY A MONTH OUT OF WARRANTY AND NNA SHOULD COVER THE WHOLE REPAIR. C STATES THAT C HAS ALREADY PAID \$125 FOR THE DIAGNOSTIC FEE THAT C DID NOT WANT TO PAY AND NOW C IS BEING TOLD C WILL HAVE TO PAY ANOTHER \$300. C STATES THAT C WANTS RCAS SUPERVISOR. RCAS INFORMED C THAT RCAS' SUPERVISOR ONLY MONITORS RCAS' PROFESSIONALISM AND DOES NOT WORK FILES. RCAS INFORMED C THAT A SUPERVISOR WILL NOT OVERTURN THE DECISION. C STATES THAT C WANTS TO SPEAK TO A SUPERVISOR ANYWAYS. RCAS-SM ADVISED C THAT C WILL RECEIVE A CALL BY END OF THE NEXT BUSINESS. RCAS-SM SENDING ESCALATION.

\*\*\*\*\*

@07/01-ZEH406N

RS-EH CONTACTED C AT 954 797 2291 AT 10:29 AM EST ON 07/01/08, RS-EH WAS ADVISED THAT C WAS BUSY, RS-EH LEFT CONTACT NUMBER. @07/01-ZEH406N

\*\*\*\*\*

RCAS-HM SPOKE TO RS-CH ON 07/07/08.

RCAS-HM CLOSING FILE PENDING CALLBACK FROM C.

@07/07-ZHM943N

\*\*\*\*\*

RCAS-HM RECEIVED VMX FROM C ON 07/15/08 AT 8:30 AM EST. C STATES THAT C THINKS THAT C WROTE RS-EH'S NUMBER DOWN WRONG. C STATES THAT C WOULD LIKE A CALLBACK FROM RS-EH.

RCAS-HM SENT INTERNAL MESSAGE TO RS-EH ABOUT C'S REQUEST FOR CALLBACK ON 07/15/08.

@07/15-ZHM943N

\*\*\*\*\*

@07/16-ZEH406N

RS-EH LEFT VMX FOR C ON DAY/EVE PHONE AT 10:24 AM EST ON 07/16/08.

\*\*\*\*\*

RCAS-HM UPDATED PHONE NUMBER ON 07/17/08 AS C HAS LEFT NUMBER ON RCAS-HM'S VMX ON 07/15/08 AT 4:00 PM EST.

@07/17-ZHM943N

RCAS-HM SPOKE TO RS-EH ON 07/18/08. RS-EH ADVISED THAT C HAS NOT RETURNED RS-EH'S CALL. RS-EH ADVISED RCAS-HM TO RECLOSE FILE.

RCAS-HM RECLOSING FILE AS PER RS-EH.

@07/18-ZHM943N

RCAS-HM RECEIVED CALL FROM C ON 08/11/08 AT 2:11 PM EST. C STATES THAT C HAS BEEN TRYING TO GET IN TOUCH WITH RS-EH. C STATES THAT C IS STILL TRYING TO FIGHT THE DECISION THAT WAS MADE BY NNA. RCAS-HM PROVIDED C WITH THE MAILING ADDRESS TO NNA. RCAS-HM ADVISED C THAT THE OFFER THAT WAS MADE IS NOT OFFERED FOR ETERNITY. RCAS-HM ADVISED C THAT THE OFFER WAS MADE AND IT IS UP TO THE DLRSHIP ON HOW LONG THE OFFER IS GOOD FOR. C UNDERSTOOD. RCAS-HM ADVISED C THAT RCAS-HM WILL LET RS-EH KNOW THAT C HAS BEEN TRYING TO GET IN TOUCH WITH C. C UNDERSTOOD AND THANKED RCAS-HM.

@08/11-ZHM943N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CALL HEATHER AT 866-799-1690 EXT 1404, THANKS

DEALER ACTION:

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## CONTACT(S):

|                               |                           |                     |
|-------------------------------|---------------------------|---------------------|
| SATISFIED: N                  | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0          | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0         | DATE: 07 / 15 / 08        | USERID:             |
| NEW INFO #: 1                 | DATE: 06 / 24 / 08        | USERID: ZSM191N     |
| OTHER #: 0                    | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 1           | DATE: 08 / 11 / 08        | USERID: ZHM943N     |
| RESP DLR: 2831                | EFFECTIVE: 06 / 02 / 08   | 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: ZSK000N        |                     |
| HISTORY:                      | UPDATE BY: ZHM943N        |                     |
| SVC CALL#:                    | UPDATE DATE: 08 / 11 / 08 |                     |
| CLOSE: Y (Y/N)                | CLOSE DATE: 07 / 18 / 08  | MICROFILM: N        |
| RESP CAA: MCALLISTER, HEATHER | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041509             | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08T95W [REDACTED] Y       |
| CITY: LOUISBURG       | YR/MDL: 2005.0 MUR MILEAGE: 120000  |
| ST/ZIP: NC [REDACTED] | IN SVC DATE: 01 / 07 / 05           |
| DAY PH: [REDACTED]    | RTL DLR: 2003 GABE ROWE NISSAN      |
| EVE PH: [REDACTED]    | SVC DLR: 2003 GABE ROWE NISSAN      |
| DLR PH: 252 977 9600  | RESP DLR: 2003 GABE ROWE NISSAN     |
| VCAN: N               | REGION: 36 DIST: SL/SV/PT: 10 10 40 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 2003 GABE ROWE NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 84000 (PT) MONTHS: MILES: 60000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 03 / 08     | XFER/RSPNSBLTY: 36 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 04 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 06 / 03 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZHN000N 06/03/2008

PREVIOUS UNRELATED/RELATED FILES FOUND: NONE.

CRR-HN VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE,  
AND RESPONSIBLE DEALER.

CRR-HN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/03-ZHN000N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 08/17/06 2003

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 08/17/06 2003

CRR-HN ADVISED C THERE ARE NO OPEN RECALLS.

PREVIOUS NISSAN/INFINITI VEHICLES:

CRR-HN RECEIVED A CALL FROM

C STATES C'S SEAT FRAME BROKE ON THE DRIVERSIDE.

C STATES C IS NOT 300LBS, C DOES NOT UNDERSTAND WHY THE FRAME WOULD BREAK  
LIKE THAT. @06/03-ZHN000N

C STATES C CONTACTED 2003\_ GABE ROWE NISSAN AND WAS ADVISED TO TAKE VEH INTO  
A RE-UPHOLSTERY SHOP TO HAVE THE SHOP TAKE DOWN THE SEAT AND WELD THE FRAME  
BACK TOGETHER.

C STATES C UNDERSTANDS C HAS A LOT OF MILEAGE OF C'S VEH BECAUSE C DRIVES  
AN HOUR TO AND BACK FROM WORK EVERYDAY BUT C TAKES VEH INTO 2003\_ GABE ROWE  
NISSAN FOR ALL SERVICING.

C STATES C IS NOT SATISFIED WITH 2003\_ GABE ROWE NISSAN'S ANSWER TO C'S  
CONCERN, C WOULD JUST LIKE THE DLRSH TO ASSIST C WITH C'S SEAT FRAME.

CRR-HN ADVISED C TO CONTACT THE DLRSH TO SET UP AN APPOINTMENT TO HAVE VEH  
PHYSICALLY TAKEN INTO THE DLRSH TO HAVE SEAT FRAME LOOKED AT TO SEE IF  
DLRSH CAN ASSIST C IN ANYWAY.

C STATES C UNDERSTANDS.

CRR-HN ADVISED C THAT C CAN CALL BACK IF C NEEDS FURTHER ASSISTANCE.

C SATISFIED.

CRR-HN OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-HN GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-HN CLOSING FILE.

@06/03-ZHN000N

@06/03-ZHN000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT8G         | 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: 2003         | EFFECTIVE: 06 / 03 / 08   | 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: ZHN000N        |                     |
| HISTORY:               | UPDATE BY: ZHN000N        |                     |
| SVC CALL#:             | UPDATE DATE: 06 / 03 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 06 / 03 / 08  | MICROFILM: N        |
| RESP CAA: NGUYEN, HONG | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08T73W [REDACTED] Y     |                          |
| CITY: DANVILLE        |         | YR/MDL: 2003.0 MUR MILEAGE: 75000 |                          |
| ST/ZIP: CA [REDACTED] |         | IN SVC DATE: 05 / 03 / 03         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 2190                     | COURTESY NISSAN          |
| EVE PH: [REDACTED]    | PAID:   | SVC DLR: 5130                     | DUBLIN NISSAN            |
| DLR PH: 925 452 8000  | SUSP:   | RESP DLR: 5130                    | DUBLIN NISSAN            |
|                       | DENY:   | REGION: 48                        | DIST: SL/SV/PT: 05 05 35 |

LETTER RECEIVED 06 / 02 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 06 / 03 / 08     | XFER/RSPNSBLTY: 48 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 20 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 20 / 08    | DATANET (Y/N): 06 / 10 / 08 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: DANVILLE CA [REDACTED]  
VIN: JN8AZ08T73W [REDACTED] MODEL LINE/YEAR: MUR 2003.0

G/L VALUE CODE: 48GDWIL ACCOUNT: [REDACTED]  
G/L DESCRIPTION: NORTHWEST GOODWIL  
CHECK AMOUNT: \$ 581.01

|                            |                         |         |
|----------------------------|-------------------------|---------|
| CHK REQUEST DATE: 08/18/08 | REQUESTED BY: CORTE FRA | ZFC233N |
| CHECK APPROVED: 08/18/08   | APPROVED BY: CLEME EVA  | KEC038R |
| CHECK ISSUE DATE: 08/19/08 | CHECK NUMBER: 128693    |         |

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

| CONCERN AND CATEGORY |                     | SUBCATEGORY AND SYMPTOM |                                       |
|----------------------|---------------------|-------------------------|---------------------------------------|
| OA                   | VEHICLE CONCERNS    | 196500                  | POWER SEAT (SEAT/SWITCH/CONTROLLER)   |
| AV                   | INTERIOR ELECTRICAL | VF                      | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA                   | VEHICLE CONCERNS    | 196500                  | POWER SEAT (SEAT/SWITCH/CONTROLLER)   |
| AV                   | INTERIOR ELECTRICAL | ZB                      | BROKEN/CRACKED                        |



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C. A. R. COMMENTS

FILE OPENED-ZTL158N 06/03/2008

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

C LETTER WAS RECEIVED ON 06/02/08

DATED 05/23/08 LETTER WAS REC'D VIA REGULAR MAIL

MT TL IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW  
AND ASSISTANCE @06/03-ZTL158N

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

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 06/02/08 TO NNA CA,  
DATED 05/23/08.

CRR-TM VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR AND VIN.

C DID NOT PROVIDE MILEAGE AND DAY/EVENING PHONE.

CRR-TM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 12/29/05 3448

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/09/06 3448

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/09/06 3448

C STATED C BOUGHT MUR IN MAY 2003 AND HAVE BEEN PLEASED WITH IT. PRIOR TO THE  
MUR C HAD A MAX WHICH HAD BEEN A GREAT VEH. C LOOKS AFTER C'S VEHS. HAVING  
VEHS SERVICED AT NNA AND DOING REGULAR OIL CHANGES. THIS WEEK C'S DAUGHTER WAS  
DRIVING HOME ALONG THE INTERSTATE WHEN THE DRIVERS SEAT MOUNTING BROKE ON ONE  
SIDE CAUSING THE SEAT TO TILT AND DROP SEVERAL INCHES WHICH IN TURN CAUSED C'S  
DAUGHTER TO PULL THE STEERING WHEEL TO ONE SIDE. THE VEH SWERVED, FORTUNATELY  
INTO A CLEAR LANE, BEFORE C'S DAUGHTER REGAINED CONTROL AND PULLED OVER ONTO  
THE HARD SHOULDER. C WAS ABLE TO TALK C'S DAUGHTER THROUGH THE SITUATION AND  
THEN WENT TO COLLECT C'S DAUGHTER AND THE VEH. C HAS SINCE TAKEN THE VEH TO  
THE DLRSHIP WHO CONFIRMED THAT THE BACK LHS MOUNTING ON THE SEAT HAD LITERALLY  
SNAPPED IN TWO. C LOOKED AT THE BROKEN SEAT MOUNTING WHEN C PICKED UP THE VEH  
AND WAS AMAZED. THE VEH HAS NOT BEEN IN ANY ACCIDENTS AND C'S DAUGHTER WEIGHS  
ABOUT 130 POUNDS AND NONE OF THE FAMILY WEIGHS OVER 190 POUNDS, SO THE SEAT  
HAS NOT BEEN STRESSED. C IS AN ENGINEER BY TRAINING AND BELIEVES THAT THERE  
IS A POTENTIALLY SIGNIFICANT DESIGN FAULT AND/OR A FATIGUE ISSUE THAT COMES  
TO LIGHT AS THE VEH GETS OLDER. C CANNOT IMAGINE WHAT WOULD HAVE HAPPENED TO  
THE OCCUPANTS IF THE VEH HAD BEEN IN A CRASH. THE COST TO FIX THE DESIGN  
ISSUE IS \$898.85 WHICH C FEELS IS EXCESSIVE. THE BRACKET COULD NOT BE REPLACED  
WITHOUT REPLACING THE WHOLE SEAT BASE AND BEING AN ELECTRIC SEAT THIS MEANT  
THE MOTORS AS WELL. THE EXTENDED WARRANTY C TOOK OUT HAS EXPIRED BUT SOMETHING  
LIKE THIS SHOULD NEVER HAPPEN AND C HOPES NNA WILL RECOGNIZE THE SERIOUSNESS  
AND REPLACE THE BASE AT NO CHARGE TO C. C IS ALSO INTERESTED IN HEARING BACK  
ON THE TEST/ANALYSIS THAT HOPEFULLY WILL BE DONE ON THE SEAT DESIGN AS C  
STILL OWNS THE VEH AND IS WONDERING IF C SHOULD SELL IN CASE ITS ONLY A MATTER  
OF TIME BEFORE THE OTHER SEAT GIVES WAY OR THE IMPLICATIONS OF AN ACCIDENT.  
C ATTACHED RECEIPT FROM REPAIRS AS WELL AS A PICTURE. WHICH WAS UNCLEAR.  
CRR-TM UNABLE TO CONTACT C TO COMPLETE PROBE DUE TO TIME CHANGE.

CRR-TM TO CONTACT C LATER ON 6/5.

@06/05-ZTM124N

CRR-TM CONTACTING C AT DAY, 3:03 PM EST.

@06/05-ZTM124N

CRR-TM LEFT VMX STATING CRR-TM IS CALLING IN REGARDS TO C'S LETTER ABOUT C'S  
DAUGHTER'S INCIDENT WITH THE SEAT, CA NEEDS C OR C'S DAUGHTER TO ANSWER  
DETAILED QUESTIONS. PLEASE CONTACT 1-800-647-7261 AT C'S EARLIEST CONVENIENCE.  
PROVIDED FILE NUMBER, C MAY SPEAK WITH ANY REPRESENTATIVE.

CRR-TM TO CONTACT C ON 6/9 IF NO CALLBACK.

@06/05-ZTM124N

\*\*\*\*\*

@06/06-ZLQ000N

CRR-LQ RECEIVED CALL FROM C.

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DATE: 1/26/2009  
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CRR-LQ UPDATED OWNERS INFORMATION

@06/06-ZLQ000N

PREVIOUS UNRELATED/RELATED FILES: NONE

CRR-LQ VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER

CRR-LQ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/06-ZLQ000N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 12/29/05 3448

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/09/06 3448

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/09/06 3448

CRR-LQ ADVISED C THAT THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH: NONE

CRR-LQ RECEIVED CALL FROM C

@06/06-ZLQ000N

C STATES SITUATION IS CLEARLY STATED ON THE MAIL LOG.

C STATES C FEELS THAT VEH SHOULD NOT HAVE BROKEN SINCE C STATES C IS AWARE  
THAT INDIVIDUALS THAT DRIVE VEH DRIVE IN A SAFELY MANNER.

C STATES C WOULD LIKE TO OBTAIN FINANCIAL ASSISTANCE FOR REPAIRS ON VEH.

CRR-LQ OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-LQ GAVE NAME, EXTENSION AND FILE NUMBER.

C THANKED CRR-LQ FOR ASSISTANCE, C SATISFIED.

CRR-LQ LEAVING FILE OPEN PENDING RCAS RESOLUTION.

@06/06-ZLQ000N

@06/06-ZLQ000N

CRR-TM REVIEWING FILE, NOTING PROBE WAS NOT COMPLETED AS PER SOP 7.13A.

CRR-TM SENT INTERNAL MESSAGE TO TL-PD.

@06/09-ZTM124N

CRR-TM WAS ADVISED BY TL-PD TO COMPLETE PROBE, CRR-TM UNABLE TO CONTACT DUE  
TO TIME CHANGE, CRR-TM TO CONTACT C ON 6/9.

@06/09-ZTM124N

CRR-TM CONTACTING C AT DAY, 3:22 PM EST.

@06/09-ZTM124N

CRR-TM SPOKE TO C'S HUSBAND.

CRR-TM APOLOGIZED AND INFORMED C THAT THERE WERE SOME QUESTIONS THAT NEEDED  
TO BE ANSWERED THAT PREVIOUS AGENT DID NOT ASK.

C'S HUSBAND UNDERSTOOD, C'S HUSBAND REFERRED TO AS C FOR PROBE.

CRR-TM BEGAN INCIDENT PROBE AS PER SOP 7.13.A

CLAIMANT INFORMATION

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

C STATES [REDACTED] 12/06/88.

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

C STATES [REDACTED] (C), 208 DOVE CREEK LN, DANVILLE CA [REDACTED]

AND 925 736 2625.

VEHICLE INFORMATION

1. CURRENT MILEAGE. (IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER.)

C STATES 75000 MILES APPROXIMATELY.

2. VEHICLE LICENSE NUMBER.

C STATES C DOES NOT KNOW.

3. STATE WHERE VEHICLE IS REGISTERED.

C STATES CA.

4. SPECIAL EQUIPMENT OR ACCESSORIES.

C STATES ONLY WHAT IT CAME WITH, LIKE DVD PLAYER.

5. ALL RECALL CAMPAIGNS/SERVICE CAMPAIGNS LISTED ON THE ZCA1 VEHICLE  
INFORMATION SCREEN.

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 12/29/05 3448

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/09/06 3448

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/09/06 3448

6. WAS VEHICLE PURCHASED NEW OR USED? (IF PURCHASED USED, DATE AND PLACE OF  
PURCHASE; AND REQUEST A COPY OF THE PURCHASE AGREEMENT.)

C STATES NEW.

DESCRIPTION OF INCIDENT & CLAIM

1. DATE AND TIME OF ACCIDENT/INCIDENT.

C STATES MAY 21, AFTERNOON.

2. EXACT LOCATION OF ACCIDENT/INCIDENT.

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C STATES ON THE 680 INTERSTATE.

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

C STATES NICE DAY OUT, NO OBSTRUCTIONS.

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

C STATES C'S DAUGHTER WAS DRIVING ALONG THE INTERSTATE AND SEAT COLLAPSED, C'S DAUGHTER TURNED THE WHEEL AND WENT INTO THE OTHER LANE, C'S DAUGHTER WAS ABLE TO PULL OVER TO THE SIDE OF THE ROAD. C WENT TO PICK UP C'S DAUGHTER AND VEH.

C STATES C BROUGHT VEH TO DLRSHIP TO REPLACE WHOLE SEAT.

5. WHAT WAS THE ESTIMATED SPEED OF THE VEHICLE AT TIME OF ACCIDENT?

C STATES 50-60 MILES PER HOUR, C DOES NOT KNOW.

6. IF ANOTHER VEHICLE WAS INVOLVED, WHAT WAS THE SPEED OF THAT VEHICLE?

C STATES NO OTHER VEHICLES INVOLVED.

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

C STATES NO PASSENGERS/WITNESSES.

8. NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CURRENT LOCATION OF THE VEHICLE.

C STATES WITH C'S DAUGHTER IN SAN DIEGO.

9. HAS THE VEHICLE BEEN REPAIRED?

C STATES YES.

A. IF NO, HAVE REPAIRS BEEN SCHEDULED? IF SCHEDULED, FOR WHAT DATE?

C STATES N/A.

B. IF YES OR THE CUSTOMER CANNOT WAIT FOR US TO INSPECT THE VEHICLE, HAVE THE CUSTOMER SUPPLY PRE-REPAIR PHOTOS AND REPAIR ORDERS.

10. WAS A POLICE/FIRE REPORT FILED? REQUEST COPIES OF THE REPORTS AND RECORD IN THE FILE.

C STATES NO.

A. WHAT WAS THE REPORTING OFFICER'S NAME? C STATES N/A.

B. WHAT IS THE POLICE/FIRE REPORT NUMBER? C STATES N/A.

C. WHAT IS THE NAME OF THE AGENCY WHERE THE POLICE/FIRE REPORT WAS FILED?

(EXAMPLE: CALIFORNIA HIGHWAY PATROL, LAKEWOOD SHERIFF DEPARTMENT.)

C STATES N/A.

11. WHAT IS CUSTOMER REQUESTING OF NISSAN NORTH AMERICA, INC.?

C STATES C WOULD LIKE TO BE REIMBURSED FOR THE COST OF THE REPAIRS, AND WANTS SOMEONE TO LOOK AT THE SEAT, JUST SNAPPED WHICH SHOULD NOT HAPPEN.

VEHICLE OCCUPANTS

1. IN WHAT SEAT POSITIONS WERE THE OCCUPANTS SEATED?

A. DRIVER: C STATES C'S DAUGHTER, SITTING UPRIGHT.

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A.

2. DETERMINE IF SEATBELT/RESTRAINT WAS USED BY:

A. DRIVER: C STATES YES.

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

F. OTHER: C STATES N/A.

3. WHAT ARE THE WEIGHT AND HEIGHT OF EACH OF THE OCCUPANTS?

A. DRIVER: C STATES 5'4, 140 LBS.

B. RIGHT FRONT PASSENGER: C STATES N/A.

C. LEFT REAR: C STATES N/A.

D. CENTER REAR: C STATES N/A.

E. RIGHT REAR: C STATES N/A.

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F. OTHER: C STATES N/A.

INJURIES AND INSURANCE INFORMATION

1. WAS ANYONE INJURED?

C STATES NO.

A. IF YES, REQUEST A COPY OF THE MEDICAL RECORDS/REPORTS.

B. RECORD DETAILED DESCRIPTION OF THE EXTENT OF INJURIES. C STATES N/A.

C. WAS HOSPITALIZATION REQUIRED? C STATES N/A.

D. WHERE, WHEN, AND BY WHOM WERE THE INJURED TREATED? C STATES N/A.

2. HAS THE CUSTOMER CONTACTED THEIR INSURANCE COMPANY? C STATES NO.

IF YES, RECORD:

A. INSURANCE COMPANY'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A.

B. INSURANCE AGENT'S NAME. C STATES N/A.

C. INSURANCE CLAIM NUMBER. C STATES N/A.

OTHER PROPERTY DAMAGE

1. WERE ANY OTHER VEHICLES INVOLVED IN THE ACCIDENT?

C STATES NO.

IF YES, RECORD:

A. MAKE, MODEL, AND YEAR OF OTHER VEHICLE(S). C STATES N/A.

B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A.

C. NATURE AND EXTENT OF DAMAGE TO THE OTHER VEHICLE(S). C STATES N/A.

2. WAS PROPERTY OTHER THAN A VEHICLE DAMAGED?

C STATES NO.

IF YES, RECORD:

A. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY. C STATES N/A.

B. OWNER'S NAME, ADDRESS, AND TELEPHONE NUMBER. C STATES N/A.

C. REQUEST COPY OF ANY ESTIMATES TO REPAIR PROPERTY DAMAGE. C STATES N/A.

3. DESCRIPTION OF THE PROPERTY AND DAMAGE TO THE PROPERTY.

C STATES N/A.

CRR-TM THANKED C'S HUSBAND FOR TAKING TIME TO COMPLETE PROBE WITH CRR-TM.

C'S HUSBAND UNDERSTOOD. @06/09-ZTM124N

CRR-TM INFORMED C THAT C WOULD BE CONTACTED BY END OF NEXT BUSINESS DAY.

CRR-TM VERIFIED BEST CONTACT NUMBER: DAY PHONE.

CRR-TM FORWARDED LETTER TO RCAS-WL. @06/09-ZTM124N

=====

RCAS-WL SENT IIR REQUEST TO ORM-EC ON 6/9/08 AT 5:12PM EST. @06/09-ZWL695N

=====

RCAS-WL CALLED C ON 925-980-0639 ON 6/9/08 AT 7:14PM EST AND LEFT VMX FOR C.

@06/09-ZWL695N

=====

RCAS-WL CALLED C ON 925-980-0639 ON 6/10/08 AT 1:00PM EST AND LEFT VMX FOR C.

@06/10-ZWL695N

=====

RCAS-WL CALLED C ON 925 736 2625 ON 6/10/08 AT 5:58PM EST AND LEFT VMX FOR C.

@06/10-ZWL695N

=====

@06/10-ZWL695N

RCAS-WL RECEIVED EMAIL FROM ORM-EC ON 6/10/08 INQUIRING IF C IS IN POSSESSION

OF THE SEAT THAT WAS REPLACED, OR THE PART THAT WAS REPLACED. RCAS-WL

REPLIED BACK RCAS-WL HAS BEEN UNABLE TO CONTACT C AS OF YET. @06/10-ZWL695N

=====

RCAS-WL RECEIVED VMX FROM C ON 6/11/08 STATING THAT C DOES NOT HAVE THE SEAT

ANY LONGER OR PARTS INVOLVED, HOWEVER C DOES HAVE PICTURES, AND ALSO, C

STATED THAT C THINKS THAT THE DLR MAY STILL HAVE THE SEAT. @06/11-ZWL695N

=====

RCAS-WL CALLED DLR ON 6/11/08 AT 6:56PM EST AND SPOKE WITH SERVICE SUPERVISOR-

STEVE MARVEL AND SERVICE MANAGER-LES SKIVO. RCAS-WL INQUIRED IF DLR STILL HAD

C'S SEAT BY ANY CHANCE. RCAS-WL WAS INFORMED THAT DLR NO LONGER HAD THE

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ORIGINAL SEAT ANY LONGER. RCAS-WL THANKED SERVICE SUPERVISOR-STEVE MARVEL AND SERVICE MANAGER-LES SKIVO AND ENDED CALL. @06/11-ZWL695N

RCAS-WL SENT EMAIL TO ORM-EC ON 6/11/08 AT 7:01PM EST TO INFORM ORM-EC THAT DLR NO LONGER HAS THE SEAT. @06/11-ZWL695N

RCAS-WL CALLED C ON 6/11/08 AT 925-980-0639 AT 7:03PM EST AND LEFT VMX FOR C. @06/11-ZWL695N

RCAS-WL RECEIVED EMAIL FROM ORM-EC STATING THAT WITHOUT THE SEAT TO INSPECT NO IIR WOULD BE NECESSARY. EMAIL RECEIVED ON 6/12/08

RCAS-WL RECEIVED EMAIL FROM DPSM-JB STATING THAT DPSM-JB WILL REIMBURSE FOR PARTS ONLY. EMAIL RECEIVED ON 6/12/08. @06/12-ZWL695N

RCAS-WL CALLED SERVICE MANAGER-LES SKIVO ON 6/12/08 AT 2:00PM EST AND INQUIRED IF DLR COULD FAX RCAS-WL C'S REPAIR ORDER. SERVICE MANAGER-LES SKIVO SAID YES. AND WILL BE FAXING REPAIR ORDER. RCAS-WL THANKED SERVICE MANAGER-LES SKIVO AND ENDED CALL. @06/12-ZWL695N

RCAS-WL RECEIVED REPAIR ORDER FROM DUBLIN NISSAN ON 6/12/08 VIA FAX. REPAIR ORDER IS FOR WORK PERFORMED TO THE DRIVER SEAT AND GENERAL MAINTAINENCE . LABOR AMOUNT IS \$267.00 AND PARTS AMOUNT IS \$581.01. SALES TAX IS \$50.84 TOTAL AMOUNT PAID IS \$898.85 @06/12-ZWL695N

RCAS-WL SENT EMAIL TO ORM-EC AND DPSM-JB INQUIRING IF RCAS-WL SHOULD MAKE A CHECK REQUEST FOR THE PARTS AMOUNT WHICH IS \$581.01 EMAIL SENT ON 6/12/08. RCAS-WL RECEIVED A EMAIL BACK FROM ORM-EC STATING YES TO MAKE A CHECK REQUEST FOR \$581.01 @06/12-ZWL695N

RACS-WL CONTACTED C'S FATHER NIGEL WHO CALLED IN AND MADE THE FILE. ON 6/12/08 AT 4:23PM EST AND SPOKE WITH C. RCAS-WL INFORMED C THAT RCAS-WL APOLOGIZES THAT C'S DAUGHTER HAD TO GO THROUGH THIS ISSUE AND INFORMED C THAT SAFETY IS NISSANS PRIMARY CONCERN WITH C'S VEH. RCAS-WL INFORMED C THAT CURRENTLY RCAS-WL IS REVIEWING FILE WITH REGIONAL PERSONEL, AT THIS TIME NISSAN WOULD LIKE TO OFFER C REIMBURSEMENT FOR THE PART THAT C PAID FOR THE REPAIR WHICH IS \$581.01. C STATES THAT C WOULD BE GREAT. C STATED THAT C WANTED TO BRING THIS TO NISSANS ATTENTION AS PRIMARLY A SAFETY CONCERN AND THEN TO SEE ABOUT POSSIBLE REIMBURSEMENT. RCAS-WL THANKED C FOR INFORMATION AND INFORMED C THAT RCAS-WL WILL CONTACT C WITH MORE INFO AS IT BECOMES AVAILABLE AND ENDED CALL. @06/12-ZWL695N

RCAS-WL CALLED C ON 6/18/08 AT 7:50PM EST AND INFORMED C THAT RCAS-WL WOULD LIKE TO FAX C A RELEASE OF LIABILITY CONTRACT. C AGREED AND PROVIDED RCAS-WL C'S FAX NUMBER WHICH IS 925-736-2625. RCAS-WL THANKED C AND PROVIDED RCAS-WL'S FAX NUMBER AND THANKED C AND ENDED CALL. @06/18-ZWL695N

RCAS-WL CALLED C ON 6/18/08 AT 7:08PM EST AND SPOKE WITH C. RCAS-WL INQUIRED IF RCAS-WL HAD THE RIGHT FAX NUMBER AS RCAS-WL TRIES TO FAX LETTER TO C BUT IT NEVER GOES THROUGH PROPERLY. C STATES C IS ON THE PHONE WHILE TRYING TO FAX AND THAT 925-736-2625 IS THE CORRECT FAX NUMBER AND TO FAX LETTER AFTER 7:30PM EST ON 6/20/08. RCAS-WL THANKED C AND ENDED CALL. @06/20-ZWL695N

RCAS-WL ATTEMPTED TO FAX DOCS TO C ON 6/23/08 AT 7:40PM EST HOWEVER LINE WAS BUSY AGAIN. @06/23-ZWL695N

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RCAS-WL FAXED LETTER TO C ON 6/24/08 AT 3:10PM EST AND WAS ABLE TO SEND FAX THROUGH. RCAS-WL AWAITING SIGNED LETTER BACK FROM C VIA FAX. @06/24-ZWL695N

=====

RCAS-WL CALLED C ON 6/26/08 AT 5:29PM EST AND LEFT VMX FOR C ON DAY NUMBER.  
@06/26-ZWL695N

=====

RCAS-WL CALLED C ON 7/1/08 AT 4:58PM EST AND SPOKE WITH C. RCAS-WL INQUIRED IF C HAD A CHANCE TO REVIEW THE RELEASE OF LIABILITY LETTER. C STATED YES AND THAT C DID NOT FEEL COMFORTABLE SIGNING IT WITHOUT C'S LAWYER SEEING IT FIRST, C'S LAWYER IS TELLING C THAT C SHOULD ASK FOR MORE MONEY. C STATES C WOULD BE HAPPY IF C WOULD BE REIMBURSED FOR THE FULL AMOUNT OF THE REPAIR (PARTS AND LABOR) WHICH WAS \$898.85 AND THEN C WOULD SIGN THE RELEASE OF LIABILITY LETTER . RCAS-WL INFORMED C THAT RCAS-WL WOULD LOOK INTO MATTER AND CONTACT C BACK WITH MORE INFO BY 7/3/08. C UNDERSTANDS. RCAS-WL THANKED C AND ENDED CALL.  
@07/01-ZWL695N

=====

RCAS-WL RECEIVED EMAIL FROM ORM-EC STATING THAT C CAN ACCEPT REIMBURSEMENT FOR PART OR NOT ACCEPT ANYTHING AS NNA WILL ONLY REIMBURSE C FOR PART ONLY.  
EMAIL RECEIVED ON 7/1/08 @07/01-ZWL695N

RCAS-WL CALLED C ON 7/7/08 AND LEFT VMX FOR C ON DAY NUMBER. @07/07-ZWL695N

=====

RCAS-WL CALLED C ON 7/9/08 AT 1:08PM EST AND LEFT VMX FOR C ON DAY NUMBER  
RCAS-WL CALLED C ON 7/9/08 AT 1:10PM EST AND LEFT VMX FOR C ON EVE NUMBER.  
@07/09-ZWL695N

=====

RCAS-WL CALLED C ON DAY NUMBER ON 7/10/08 AT 3:12PM EST AND LEFT VMX FOR C.  
@07/10-ZWL695N

=====

RCAS-WL CALLED C ON 7/16/08 AT 1:08PM EST AND WAS UNAABLE TO CONTACT C ON DAY NUMBER NOR ABLE TO LEAVE A VOICEMESSAGE FOR C.

=====

RCAS-WL CALLED C ON 7/16/08 AT 1:10PM EST AND LEFT VMX FOR C ON EVE NUMBER.  
@07/16-ZWL695N

RCAS-ER ASSISTING WITH FILE.

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 5:07 PM EST ON 07/18/08. RCAS-ER ADVISED C THAT REGIONAL STAFF HAD ADVISED THAT C WILL ONLY BE REIMBURSED FOR THE COST OF THE PART. C STATES THAT C IS STILL REVIEWING C'S RELEASE LETTER WITH C'S LAWYER BUT THAT C BELIEVES THAT C WILL BE SENDING THE RELAESE FORM BACK TO NNA. RCAS-ER PROVIDED C WITH THE MAILING ADDRESS FOR NNA. RCAS-ER AND C AGREED ON FOLLOW UP FOR 07/25/08.

@07/18-ZER229N

\*\*\*\*\*

RCAS-AH CALLED DAY/EVE NUMBER AT 2:40 PM EST ON 07/25/08 AND LEFT VMX.

\*\*\*\*\*

@08/04-ZSR768N

RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 08/04/08 4:59PM EST @08/04-ZSR768N  
RCAS-SR LEFT VMX @08/04-ZSR768N

RCAS-SR PLACED CALL TO C ON EVENING PHONE 08/04/08 5:00PM EST @08/04-ZSR768N  
LEFT MESSAGE WITH C'S DAUGHTER @08/04-ZSR768N

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 1:37 PM EST ON 08/07/08 AND LEFT VMX WITH RCAS-ER'S AND RCAS-FC'S NUMBER. @08/07-ZER229N

RCAS-ER CONTACTED C AT EVENING NUMBER AT 1:40 PM EST ON 08/07/08 AND LEFT VMX.  
@08/07-ZER229N

RCAS-ER NOTING THAT IF C HAS NOT CALLED RCAS-ER OR RCAS-FC BEFORE THE END OF 08/08/08, FILE SHOULD BE CLOSED PENDING CALL BACK. @08/07-ZER229N

RCAS-ER RECIEVED CALL FROM C AT 4:03 PM EST ON 08/08/08. C STATES THAT C HAS SENT C'S LETTER BACK TO THE TENNESSEE ADDRESS ABOUT THREE WEEKS AGO AFTER HAVING THE RELEASE LETTER NOTARIZED. RCAS-ER ADVISED C THAT RCAS-ER WOULD

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CHECK TO SEE IF LETTER HAD BEEN RECIEVED BY MAIL TEAM AND WOULD CONTACT C  
BEFORE THE END OF 08/15/08.

@08/08-ZER229N

RCAS-ER SENT INTERNAL MESSAGE TO RS-DD ON 08/08/08 FOR ASSISTANCE WITH  
LOCATING RELEASE LETTER.

@08/08-ZER229N

\*\*\*\*

RCAS-FC LETTER WAS RECEIVED AND COPY WAS FORWARDED TO RCAS-FC.  
RCAS-FC NOTING LETTER WAS FORWARDED TO ORM-EC TO REQUEST ASSISTANCE ON WHETHER  
RCAS-FC SHOULD GO AHEAD WITH CHECK REQUEST OR IF LEGAL DEPARTMENT SHOULD BE  
ADDRESSING REIMBURSEMENT. RCAS-FC SENDING INTERNAL MESSAGE ON 08/15/08 AND  
WAITING FOR REPLY.

@08/15-ZFC233N

\*\*\*

RCAS-FC CALLED C AT DAY TIME PHONE ON 08/15/08 AT 4:43PM EST AND LEFT VMX.

@08/15-ZFC233N

RCAS-FC CALLED C AT EVENING PHONE ON 08/15/08 AT 4:45PM EST AND LEFT VMX

@08/15-ZFC233N

\*\*\*\*\*

RCAS-FC NOTING ORM-EC REPLIED ADVISING TO GO AHEAD WITH CHECK REQUEST AND  
SUGGESTED TO CHECK WITH RS-DD TO FIND OUT ABOUT MAINTENANCE/STORAGE OF  
RELEASED LETTER RECEIVED FROM C.

@08/18-ZFC233N

\*\*\*\*

RCAS-FC CALLED C AT DAY TIME PHONE ON 08/18/08 AT 11:49AM EST AND LEFT VMX.

RCAS-FC CALLED C AT EVENING TIME PHONE ON 08/18/08 AT 11:52AM EST AND SPOKE

TO MRS. WENDEN WHO CONFIRMED CURRENT ADDRESS ON FILE.

@08/18-ZFC233N

\*\*\*

RCAS-FC PUTTING CHECK REQUEST FOR 581.01 AND SENDING INTERNAL MESSAGE TO  
ORM-EC

@08/18-ZFC233N

\*\*\*\*

@08/18-ZFC233N

RCAS-FC SENDING COPY OF RELEASE OF LIABILITY SIGNED BY C TO PRODUCT LIABILITY  
AS PER RS-DD'S DIRECTION FOR PROPER MAINTENANCE AND STORAGE OF DOCUMENTATION  
REGARDING C'S CASE.

@08/18-ZFC233N

\*\*\*\*

RCAS-FC NOTING ORM-EC REPLIED CONFIRMING APPROVAL ON 08/18/08

@08/18-ZFC233N

\*\*\*\*

RCAS-FC CALLED C AT DAY TIME PHONE ON 08/18/08 AT 1:51PM EST LEFT VMX.

RCAS-FC CALLED C AT EVENING TIME ON 08/18/08 AT 1:53PM EST LEFT VMX.

@08/18-ZFC233N

\*\*\*

RCAS-FC CALLED C AT DAY TIME PHONE NUMBER AT 08/20/08 AT 6:45PM EST AND SPOKE  
TO C AND RCAS-FC ADVISED THAT A CHECK FOR 581.01 WAS SENT AND C SHOULD BE  
GETTING CHECK WITH THE NEXT FEW WEEKS. C UNDERSTOOD.

@08/20-ZFC233N

RCAS-FC CLOSING FILE.

@08/20-ZFC233N

SPECIAL REMARKS:

REQUEST CANCELLED - AGE  
@07/14-KT

@07/14-KT

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CUSTOMER BROUGHT VEHICLE IN BECAUSE SEAT HAD BROKE WHILE DRIVING. RCAS-WAYNE  
LAVALLEE TO REQUEST A IIR INSPECTION OF THE VEHICLE.

DEALER ACTION:

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## CONTACT(S):

|                             |                           |                      |
|-----------------------------|---------------------------|----------------------|
| SATISFIED: Y                | ACTION CODE: NT2B         | ROOT CAUSE: SNFA     |
| 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: 5130              | EFFECTIVE: 06 / 03 / 08   | CHANGED BY:          |
| IIR-DATE: 00 / 00 / 00      | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES |
| 3RD PRY:                    | PART#:                    | CHECK ISSUED: YES    |
| BYBACK ST:                  | OPENED BY: ZTL158N        |                      |
| HISTORY:                    | UPDATE BY: ZFC233N        |                      |
| SVC CALL#:                  | UPDATE DATE: 08 / 21 / 08 |                      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 08 / 20 / 08  |                      |
| RESP CAA: CORTES, FRANCISCO | OLM: SMIT AGNES           | MICROFILM: N         |
| PHONE: 0000040000           | OWNER FIRST:              | DOM: HUDSON, ROD     |
|                             |                           | LANGUAGE: E ENGLISH  |



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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:57 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN: JN8AZ08T73W [REDACTED]  
IN SCV DATE: 5/3/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 266       | RCDI01463873 | 2190 TX             | 5/3/2003          | 5/3/2008       | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                              |               |              |        |
|------------------------------|---------------|--------------|--------|
| -----+-----                  |               |              |        |
| CONTRACT: RCDI01463873       |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |               | OWNER NAME:  |        |
| PLAN TYPE: C                 |               | PLAN TYPE:   |        |
| PLAN TERM: I                 |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50            |               | DEDUCTABLE:  |        |
| EFFECTIVE: 05/03/03          |               | EFFECTIVE:   |        |
| EXPIRES: 05/03/08            | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                      | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                    |               | TRANSFER:    |        |
| TRANSACTION: 5/14/2003       |               | TRANSACTION: |        |
| PRINTED: 05/16/03            |               | PRINTED:     |        |
| DEALER NO: 2190              | STATE: TX     | DEALER NO:   | STATE: |
| DEALER NAME: COURTESY NISSAN |               | DEALER NAME: |        |
| -----+-----                  |               |              |        |

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|                       |            |                                      |
|-----------------------|------------|--------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                             |
| STREET:               | [REDACTED] | VIN: JN8AZ08W05W [REDACTED] Y        |
| CITY: CHICAGO         |            | YR/MDL: 2005.0 MUR MILEAGE: 26000    |
| ST/ZIP: IL [REDACTED] |            | IN SVC DATE: 02 / 09 / 05            |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 2160 MID CITY NISSAN, INC.  |
| EVE PH: [REDACTED]    | PAID: 6    | SVC DLR: 2160 MID CITY NISSAN, INC.  |
| DLR PH: 773 282 6200  | SUSP: 0    | RESP DLR: 2160 MID CITY NISSAN, INC. |
|                       | DENY: 0    | REGION: 24 DIST: SL/SV/PT: 02 02 32  |

|                                             |                             |                               |
|---------------------------------------------|-----------------------------|-------------------------------|
| 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)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00           | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI           | MILES                       | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: INDEPENDANT FACILITY |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES:                      | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                            | OPEN DATE: 06 / 05 / 08     | XFER/RSPNSBLTY: 24 02 S       |
| CONTACT (S):                                | FOLLOWUP DATE: 06 / 20 / 08 | DATANET (Y/N): 0              |
| SEVERITY: 9                                 | CLOSE DATE: 06 / 20 / 08    | DATANET (Y/N): 00 / 00 / 00   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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CA6175741N

C. A. R. COMMENTS

FILE OPENED-ZJT775N 06/05/2008

PREVIOUS FILES FOUND:NONE.

CRR-JT VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-JT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/05-ZJT775N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 12/21/06 V9085

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 12/21/06 V9085

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 00/00/00

CRR-JT ADVISED C THERE IS ONE RECALL.

PREVIOUS NISSAN VEH:

CRR:JT RECIEVED INBOUND CALL FROM C

C STATES THERE ARE A FEW MINOR ITEMS THAT ARE NO LONGER UNDER WARRANTY.775N

C STATES C UNDERSTANDS THAT C IS OUT OF WARRANTY. @06/05-ZJT775N

C STATES DRIVERS SIDE SEAT TRACK BROKE. @06/05-ZJT775N

C STATES THAT SERVICE ADVISOR STATED LEFT SIDE OF SEAT PUSHES FORWARD AND  
DOES NOT SIT RIGHT. @06/05-ZJT775N

C STATES C HAS TO PAY 900 DOLLARS. @06/05-ZJT775N

C STATES MONDAY WAS WHEN C NOTICED THIS CONCERN. @06/05-ZJT775N

C STATES THE SERVICE ADVISOR WAS ANNA. @06/05-ZJT775N

C STATES THAT FRONT GRILL CROME PORTION IS BUBBLING ALSO AND C WOULD LIKE  
NNA TO COVER THE GRILL BUBBLING UP ALSO. @06/05-ZJT775N

C STATES C WOULD LIKE NNA TO COVER THE SEAT TRACK TO BE COVERED BY NISSAN  
ALSO AS C FEELS CONCERNS ARE DEFECT IN MATERIAL. @06/05-ZJT775N

CRR-JT ADVISED C THAT CRR-JT WOULD SEND FILE TO RCAS FOR FURTHER REVIEW.

CRR-JT OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JT GAVE NAME, EXTENTION AND FILE NUMBER. @06/05-ZJT775N

CRR-JT SENDING FILE TO RCAS PENDING FURTHER REVIEW. @06/05-ZJT775N

RCAS FL CALLED C ON DAY # AT 4:55 CST ON 6/6. RCAS FL APOLOGIZED TO THE C FOR  
THE C CONCERN WITH THE SEAT AND ADVISED WILL CONTACT THE DEALER AND WILL  
FOLLOW UP WITH THE C NEXT WEEK. @06/06-ZFL946N

RCAS FL CONTACTED DEALER SM TONY BONNO AT 3:00 CST ON 6/16. SM ADVISED C SEAT  
MOTOR IS BROKEN. C IS OUT WARRANTY.C DOES NOT SERVICE THE VEH. SM ADVISED  
C WAS EXPLAINED REASON FOR DENIAL. @06/16-ZFL946N

RCAS FL CALLED C ON C EVE # AT 3:14 CST ON 6/16. C THANKED RCAS FL FOR CALLING  
AND ADVISED SEAT CONCERN IS PREMATURE. @06/16-ZFL946N

RCAS FL ADVISED THE C UNDERSTAND HOW C MUST FEEL BUT RCAS FL WILL NOT BE IN  
A POSITION TO ASSIST THE C WITH THE REPAIR. C STATED WILL TAKE TO THE VEH TO  
STAR FOR A 2ND OPINION. C THANKED RCAS FL FOR CALLING.. @06/16-ZFL946N

FILE CLOSED. @06/16-ZFL946N

\*\*\*\*\* @06/19-ZDM000N

CRR-DM RECEIVED CALL FROM STAR NISSAN-MARCEL.

CRR-DM VERFIED NAME AND ADDRESS.

CRR-DM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @06/19-ZDM000N

DLR STATES THAT C TOLD DLRSHp THAT NISSAN TOLD C TO TAKE IT TO THE DLRSHp TO  
VERIFY THAT C NEEDS A SEAT BRACKET. @06/19-ZDM000N

CRR-DM TRANSFER DLRSHp TO RCAS-CR EXTENSION. @06/19-ZDM000N

CRR-DM SENT AN INTERNAL MESSAGE TO RCAS-CR. @06/19-ZDM000N

CRR-DM EXITING FILE. @06/19-ZDM000N

RCAS-CR CALLED DLR 3345 AT 3:13 PM EST ON 06/20/08. RCAS-CR SPOKE WITH  
SA-MARCEL. RCAS-CR INFORMED THE SA THAT C HAS BEEN DENIED BY NISSAN TO COVER  
THE REPAIRS. RCAS-CR INFORMED THE SA THAT RCAS-FL ADVISED C TO GET A SECOND  
OPINION BUT IN REGARDS TO NISSAN COVERING THE REPAIR IT HAD COME BACK DECLINED  
SA THANKED RCAS-CR FOR THE IMFORMATION. RCAS-CR RECLOSING FILE AS DECISION HAS

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BEEN REDERED TO C.

@06/20-ZCR000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNCP    |
| CALLBACK: (Y/N) #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1             | DATE: 06 / 19 / 08        | USERID: ZDM000N     |
| OTHER #: 0                | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 2160            | EFFECTIVE: 06 / 05 / 08   | 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: ZJT775N        |                     |
| HISTORY:                  | UPDATE BY: ZCR000N        |                     |
| SVC CALL#:                | UPDATE DATE: 06 / 20 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 06 / 20 / 08  | MICROFILM: N        |
| RESP CAA: ROTSTEIN, CARLY | OLM: SMIT AGNES           | DOM: FENTON JOE     |
| PHONE: 0000041687         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08W46W [REDACTED] Y     |                          |
| CITY: INDIANAPOLIS    |         | YR/MDL: 2006.0 MUR MILEAGE: 57416 |                          |
| ST/ZIP: IN [REDACTED] |         | IN SVC DATE: 11 / 18 / 05         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 3504                     | NISSAN OF FAIRFIELD      |
| EVE PH: [REDACTED]    | PAID:   | SVC DLR: 3202                     | ED MARTIN NISSAN         |
| DLR PH: 317 359 9231  | SUSP:   | RESP DLR: 3202                    | ED MARTIN NISSAN         |
|                       | DENY:   | REGION: 24                        | DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 06 / 04 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: ANDY MOHR NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 06 / 09 / 08     | XFER/RSPNSBLTY: 24 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 20 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 20 / 08    | DATANET (Y/N): 06 / 13 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                          |        |                 |
|----|--------------------------|--------|-----------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO          |
| AZ | NISSAN PRODUCT INQUIRIES | ZR     | GENERAL INQUIRY |

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C. A. R. COMMENTS

FILE OPENED-ZTL158N 06/09/2008

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

C LETTER WAS RECEIVED ON 06/24/08

DATED 06/02/08 LETTER WAS REC'D VIA REGULAR MAIL

MT TL IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW  
AND ASSISTANCE

@06/09-ZTL158N

\*\*\*\*\*

@06/11-ZVG588N

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

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

METHOD OF CONTACT: LETTER ADDRESSED TO: NNA

DATE RECEIVED:06/5/08 DATE CREATED:06/11/08

CRR-VG VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, DAY PHONE,  
AND MILEAGE.

CRR-VG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:NONE

C STATES ON APRIL 30/08, C HAD TO PAY \$950.39 FOR A NEW DRIVERS SEAT.

C STATES THE DIAGNOSIS WAS THAT THE SEAT FRAME WAS BROKEN INTO TWO.

C STATES C HAD TO REPLACE THE FRONT PADS,CLEAN AND LUBE SLIDERS,TURN THE FRONT  
SLIDERS,TURN THE THE FRONT ROTORS,HAD TO INSTALL REAR PADS AND CLEAN HARDWARE,  
SLIDERS,INSTALL AN ALTERNATOR,INSTALL AN AC BELT.

@06/11-ZVG588N

C STATES ALL THIS COST C \$449.86.

@06/11-ZVG588N

C INQUIRED WHAT IS THE MATTER WITH C'S VEH THAT IT WOULD NEED THOSE REPAIRS  
AFTER ONLY 41,000 MILES.

@06/11-ZVG588N

C STATES C MADE SURE TO BUY IT FROM A DLRSHIP AND WITHIN EIGHT MONTHS C HAS  
HAD A TOTAL OF \$1,400.25 AFTER PAYING \$21,119.04.

@06/11-ZVG588N

C WAS WONDERING HOW C WILL BE COMPENSATED.

@06/11-ZVG588N

CRR-VG FORWARDING FILE TO RCAS FOR FURTHER REVIEW.

CRR-VG SENDING INTERNAL MESSAGE TO RCAS.

@06/11-ZVG588N

CRR-VG EXITING FILE.

@06/11-ZVG588N

\*\*\*\*\*

@06/11-ZVG588N

RCAS-AM RECEIVED, REVIEWED AND DATANETTED FILE TO DLR ON 06/12/08.

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 5:05PM EST ON 06/12/08. TO INQUIRE WHAT  
SPECIFICALLY C WAS SEEKING FROM NNA, BUT LEFT VMX INSTEAD, WITH RCAS-AM  
CONTACT INFO FOR CALLBACK.

RCAS-AM LEAVING FILE OPEN PENDING CUSTOMER CALLBACK.

@06/12-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 5:21PM EST ON 06/16/08 AND SPOKE WITH  
C'S WIFE.

C'S WIFE STATED THAT C WOULD BE CALLING RCAS-AM TOMORROW, ON 06/17/08 BECAUSE  
C WAS OUT TODAY.

RCAS-AM ENSURED THAT C'S WIFE HAD RCAS-AM CONTACT INFO.

RCAS-AM THANKED C'S WIFE.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT FROM C AND CONTACT WITH DLRSHIP.

RCAS-AM CALLED DLR AT 4:15PM EST ON 06/17/08 AND SPOKE WITH SERVICE ADVISOR-  
P.J ROSS, IN LIEU OF SERVICE MANAGER'S NOT BEING AVAILABLE AND WAS ADVISED

THAT THIS WAS ONLY TIME C HAD EVER BEEN TO DLR AND THAT GRT HAD NOT BEEN RUN  
BECAUSE C WAS AT 57,416 MILES, NOT 41,000 AS DOCUMENTED IN [FILE. @06/17-ZAM269N](#)

RCAS-AM UPDATED MILEAGE IN ZCA1 FILE.

RCAS-AM THANKED SA-PR FOR UPDATE ON C'S VEH.

RCAS-AM WAS ADVISED FURTHER THAT REPAIR WAS COMPLETED TO LOWER SEAT FRAME AND  
WAS NOT JUST PEDESTAL, BUT ALSO LOWER FRAME ADJUSTMENT ASSEMBLY.

RCAS-AM UNDERSTOOD AND DOCUMENTED.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH C.

@06/17-ZAM269N

RCAS-AM RECEIVED VMX FROM C ON 06/18/08, REQUESTING CALLBACK. @06/18-ZAM269N

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RCAS-AM CALLED C AT DAY/EVE NUMBER AT 12:14PM EST ON 06/18/08 AND LEFT VMX WITH RCAS-AM CONTACT INFO FOR CALLBACK.

RCAS-AM LEAVING FILE OPEN PENDING CALLBACK FROM C. @06/18-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 2:40PM EST ON 06/20/08 AND EXPLAINED THAT NNA WOULD NOT BE IN A POSITION TO ASSIST WITH C'S REQUEST, AS DLR HAD DIAGNOSED CAUSE OF CONCERN TO BE WEAR AND TEAR AND, ALTHOUGH IRREGULAR CONCERN, EVEN WHILE WITHIN WARRANTY PARAMETERS, NNA ONLY OFFERED WARRANTY ON DEFECTS. C STATED THAT C UNDERSTOOD, BUT THAT C FELT THAT SEAT DID HAVE A DEFECT BECAUSE SEAT SHOULD WITHSTAND SOME WEAR AND TEAR.

RCAS-AM APOLOGIZED FOR C'S FEELINGS AND EXPLAINED THAT NNA RELIES ON AUTHORIZED DLR TO PROVIDE ACCURATE DIAGNOSIS INFO TO NNA AND THUS, WOULD NOT BE IN A POSITION TO COVER SEAT.

RCAS-AM OFFERED FURTHER ASSISTANCE; C DECLINED.

RCAS-AM CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @06/20-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3202           | EFFECTIVE: 06 / 09 / 08   | 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: ZTL158N        |                     |
| HISTORY:                 | UPDATE BY: ZAM269N        |                     |
| SVC CALL#:               | UPDATE DATE: 06 / 20 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 06 / 20 / 08  | MICROFILM: N        |
| RESP CAA: MURRAY, AMANDA | OLM: SMIT AGNES           | DOM: ROCHE PATRICK  |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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

CA6179047

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:58 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 12/16/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 268       | PEDQ04091476 | 2141 NC             | 12/16/2006        | 11/18/2012     | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: PEDQ04091476         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: E                   |                | PLAN TYPE:   |        |
| PLAN TERM: Q                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/16/06            |                | EFFECTIVE:   |        |
| EXPIRES: 11/18/12              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 12/26/2006        |                | TRANSACTION: |        |
| PRINTED: 12/30/06              |                | PRINTED:     |        |
| DEALER NO: 2141                | STATE: NC      | DEALER NO:   | STATE: |
| DEALER NAME: WILMINGTON NISSAN |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

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|                       |            |                                      |
|-----------------------|------------|--------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                             |
| STREET:               | [REDACTED] | VIN: JN8AZ08W56W [REDACTED] Y        |
| CITY: DUBLIN          |            | YR/MDL: 2006.0 MUR MILEAGE: 38732    |
| ST/ZIP: OH [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 24 / 06            |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 22047 BUCKEYE NISSAN, INC.  |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 22047 BUCKEYE NISSAN, INC.  |
| DLR PH: 614 771 2345  | DENY:      | RESP DLR: 22047 BUCKEYE NISSAN, INC. |
|                       |            | 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: 22047 BUCKEYE NISSAN, INC  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 2732 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 10 / 08     | XFER/RSPNSBLTY: 24 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 20 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 24 / 08    | DATANET (Y/N): 06 / 19 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |

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C. A. R. COMMENTS

FILE OPENED-ZEM495N 06/10/2008  
PREVIOUS FILES FOUND UNRELATED:NONE  
PREVIOUS FILES FOUND RELATED:NONE  
CRR-EM VERIFIED C'S NAME, ADDRESS, MILEAGE, VIN, DAY AND EVENING  
PHONE NUMBER AND RESPONSIBLE DEALER.  
CRR-EM UPDATED OWNER DATABASE:N/A  
CRR-EM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE  
CRR-EM ADVISED C THERE ARE NO OPEN RECALLS:NONE  
CRR-EM ADVISED C THERE IS AN OPEN RECALL(S):NONE  
PREVIOUS NISSAN VEH: @06/10-ZEM495N  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 05/30/07 22047  
CRR-EM RECEIVED CALL FROM C STATING THAT C TOOK VEH FOR SERVICING AND WAS  
INFORMED BY DLR THE C NEEDS A SEAT BRACKET NEEDS TO BE REPLACED AT THE COST  
OF \$1,600.00. C STATES THAT THE DLR INFORMED C THAT C WAS OOW.C STATES THAT  
DLR INFORMED C TO CALL NNA CA TO START A FILE AND REQUEST THAT THE REPAIR  
BE COVERED BY NNA. C STATES THAT C'S WIFE WAS SEATING IN THE DRIVER SIDE AND  
THE SEAT CAME APART. DLR STATED THAT THE ONLY THING HANDLING C IS POSITION  
IS THE SEATBELT.C STATES THAT THE DLR ADVISE C NOT TO DRIVE THE VEH IN THAT  
CONDITION. @06/10-ZEM495N  
C STATES THAT THE VEH IS LEASED AND C HAD INTENSIONS OF LEASING THE VEH UP TO  
39 MONTHS FOR 48000 MILES AND C PURCHASED AN VSC THROUGH THE DLR. DLR IS  
22047 BUCKEYE NISSAN, INC. @06/10-ZEM495N  
C STATES THAT C WOULD LIKE ASSISTANCE FROM NNA TO FIX THE REPLACEMENT OF THE  
SEAT. @06/10-ZEM495N  
CRR-EM ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.  
CRR-EM ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS  
DAY.  
CRR-EM OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-EM GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-EM TRANSFERING FILE TO RCAS AGENT. @06/10-ZEM495N

\*\*\*\*\*  
RCAS-PP MADE AN OUT BOUND CALL TO C ON C'S DAY PHONE NUMBER [REDACTED] AT  
10:10AM EST ON 06/11/08. RCAS-PP LEFT VMX STATING RCAS-PP WOULD LIKE TO FOLLOW  
UP WITH C'S CONCERN. RCAS-PP LEFT NAME, NUMBER AND EXTENSION, AND FILE NUMBER.  
RCAS-PP MADE AN OUT BOUND CALL TO C ON C'S EVENING PHONE NUMBER [REDACTED]  
AT 10:14AM EST ON 06/11/08. C STATED C IS JIM BROWN, C'S HUSBAND, AND THE C  
WHO CONTACT NNA. C STATED THE ONLY THING HOLDING THE SEAT IN PLACE, IS THE  
SEAT BELT. C STATED THE VEH IS ONLY THREE YEARS OLD, AND SHOULD NOT BE ACTING  
THIS WAY. C STATED C WOULD LIKE NNA TO STAND BY THEIR PRODUCT AND ASSIST WITH  
THE REPAIR COSTS. RCAS-PP ADVISED C THAT RCAS-PP WILL HAVE C'S REQUEST FOR  
ASSISTANCE REVIEWED WITH REGIONAL STAFF, AND WILL CONTACT C WITH THEIR  
DECISION AS SOON AS POSSIBLE. C STATED THAT C UNDERSTANDS. RCAS-PP LEFT NAME,  
NUMBER AND EXTENSION, AND FILE NUMBER. C THANKED RCAS-PP, AND DISCONNECTED THE  
CALL. @06/11-ZPP435N

\*\*\* @06/18-ZTP481N  
RCAS-TP CONTACTED ALMA UNTEREINER THE SERVICE MANAGERS ASSISTANCE AT  
12:11 PM EST ON 06/18/08 AND WAS INFORMED THAT THE GRT WAS RAN AND DENIED  
C HAS A AFTERMARKET VSC THAT DOES NOT COVER THIS PART. GOOD SERVICING CUSTOMER  
HAS DONE EVERYTHING BUT THE 30,000 MILE MAINTENACNE. @06/18-ZTP481N

\*\*\* @06/19-ZTP481N  
RCAS-TP LEFT VMX FOR C ON DAY/EVE NUMBER REQUESTING CALL BACK ON 06/19/08 AT  
3:15 PM EST @06/19-ZTP481N  
\*\*\* @06/19-ZTP481N

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CA6180403N

RCAS-TP LEFT VMX FOR C ON DAY/EVE NUMBER REQUESTING CALL BACK ON 06/23/08  
AT 4:03 PM EST. @06/23-ZTP481N

\*\*\* @06/24-ZTP481N  
RCAS-TP LEFT VXM FOR C ON DAY/EVE NUMBER AT 12:12 PM EST ON 06/24/08 AND  
REQUESTED CALL BACK. @06/24-ZTP481N

\*\*\* @06/24-ZTP481N  
RCAS-TP CLOSING FILE PENDING C CALL BACK. @06/24-ZTP481N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
PLEASE REVIEW AND CONTACT ME AT 1-866-799-1690 EXT 1595

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT4B         | ROOT CAUSE: SNFA    |
| 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: 06 / 10 / 08   | 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: ZEM495N        |                     |
| HISTORY:                   | UPDATE BY: ZTP481N        |                     |
| SVC CALL#:                 | UPDATE DATE: 06 / 24 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 06 / 24 / 08  | MICROFILM: N        |
| RESP CAA: PINNOCK, PATRICE | OLM: SMIT AGNES           | DOM: PARSONS HARRY  |
| PHONE: 0000041503          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                  |
| STREET: [REDACTED]    | VIN: JN8AZ08W36W [REDACTED] Y             |
| CITY: WARNER ROBINS   | YR/MDL: 2006.0 MUR MILEAGE: 80000         |
| ST/ZIP: GA [REDACTED] | IN SVC DATE: 03 / 06 / 06                 |
| DAY PH: [REDACTED]    | RTL DLR: 3332 NISSAN SOUTH UNION CITY     |
| EVE PH: [REDACTED]    | SVC DLR: 5121 FIVE STAR NISSAN            |
| DLR PH: 478 987 5030  | RESP DLR: 5121 FIVE STAR NISSAN           |
|                       | DENY: REGION: 34 DIST: SL/SV/PT: 07 07 37 |

|                                   |                             |                                           |
|-----------------------------------|-----------------------------|-------------------------------------------|
| 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)             | AIRBAG: (Y/N)                             |
| PREVIOUSLY REPAIRED: 00 / 00 / 00 | WHERE:                      | SENT TO LEGAL: N (Y/N)                    |
| VEHICLE PURCHASED: NEW            | PREOWNEI X                  | MILES 76000 # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY:            |                             |                                           |
| OUTSIDE WARRANTY BY (B) MONTHS:   | MILES: 44000                | (PT) MONTHS: MILES: 20000                 |
| ORIG CODE: CT 11                  | OPEN DATE: 06 / 12 / 08     | XFER/RSPNSBLTY: 34 07 S                   |
| CONTACT (S):                      | FOLLOWUP DATE: 07 / 11 / 08 | DATANET (Y/N): 1                          |
| SEVERITY: 9                       | CLOSE DATE: 07 / 11 / 08    | DATANET (Y/N): 07 / 14 / 08               |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZAP190N 06/12/2008  
PREVIOUS RELATED FILES FOUND: NONE.  
PREVIOUS UNRELATED FILES FOUND: 6090857.  
CRR-AP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.  
CRR-AP UPDATED OWNER DATABASE.  
CRR-AP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE. @06/12-ZAP190N  
CRR-AP ADVISED C THERE ARE NO OPEN RECALLS. @06/12-ZAP190N  
PREVIOUS NISSAN/INFINITI VEHICLES: NONE.  
CRR-AP RECEIVED CALL FROM C.  
CRR-AP INFORMED C OF WARRANTY PARAMETERS.  
C STATES C PURCHASED THE VEH PRE-OWNED AT THE END OF MARCH, AND C STATES THE  
SEAT IS BROKEN. @06/12-ZAP190N  
C STATES C WENT TO PUT THE COMPUTER BAG IN THE BACKSEAT, AND C TOUCHED THE  
DRIVER'S SEAT, AND IT WAS UNSTABLE AND UNSECURE. @06/12-ZAP190N  
C STATES THE VEH WAS STILL ON THE TRACKS, AND C CAN STILL USE THE POWER SEAT,  
BUT THERE IS A ROD OR A BAR UNDERNEATH THE SEAT THAT HAS 2 ATTACHING POINTS  
ON EITHER SEAT, AND ONE SIDE OF THE BAR'S BROKE. @06/12-ZAP190N  
C STATES WHEN C SITS IN THE SEAT, IT LEANS TO THE LEFT. @06/12-ZAP190N  
C STATES THE ROD IS ATTACHED TO PROVIDE SUPPORT, AND NOW THAT IT IS DETACHED  
ON ONE SIDE, IT IS A LITTLE SKINNY ROD THAT HAS ALMOST LIKE A LIP ON IT, AND  
IT IS HORIZONTAL, AND THERE IS A STRAIGHT DOWN PIECE THAT IS WELDED TO THE  
FOOT OF THE SEAT, CREATING SUPPORT. @06/12-ZAP190N  
C STATES RIGHT WHERE THE JOINT WHERE THE ROD ATTACHES TO THE FOOTING, IT IS  
BROKEN. @06/12-ZAP190N  
C STATES C READ ONLINE THAT ALOT OF NISSAN VEH'S ARE HAVING THE SAME VEH.  
C STATES C HAS NOT BROUGHT THE VEH TO THE DLRSHIP, THIS HAPPENED YESTERDAY BUT  
FROM WHAT C UNDERSTANDS, IT IS GOING TO CAUSE \$1000 TO REPAIR. @06/12-ZAP190N  
CRR-AP ADVISED C THAT C HAS TO BRING THE VEH TO THE DLRSHIP FOR A DIAGNOSIS  
BEFORE CRR-AP CAN ESCALATE THE FILE TO RCAS FOR GOODWILL. @06/12-ZAP190N  
CRR-AP ADVISED C THAT ONCE C HAS HAD THE VEH DIAGNOSED, C CAN CALL BACK INTO  
CA REFERENCING THE FILE NUMBER, AND PUT IN A GOODWILL REQUEST. @06/12-ZAP190N  
C UNDERSTOOD. @06/12-ZAP190N  
CRR-AP OFFERED FURTHER ASSISTANCE, C DECLINED. @06/12-ZAP190N  
CRR-AP GAVE NAME, EXTENSION AND FILE NUMBER. @06/12-ZAP190N  
CRR-AP CLOSING FILE. @06/12-ZAP190N  
\*\*\*\*\* @06/20-ZSS792N-COMMENT  
CRR-SS RECEIVED INBOUND CALL FROM. @06/20-ZSS792N-COMMENT  
C VERIFIED'S C'S NAME, VIN, ADDRESS AND PHONE NUMBERS. @06/20-ZSS792N-COMMENT  
C STATED REQUESTING FOR A CALLBACK FROM THE PREVIOUS REPRESENTATIVE THAT C  
SPOKE WITH. CRR-SS TOLD C THAT CRR-SS WILL BE SENDING AN INTERNAL MESSAGE TO  
THE REPRESENTATIVE AND WILL REQUEST FOR A CALLBACK. @06/20-ZSS792N-COMMENT  
C UNDERSTOOD. @06/20-ZSS792N-COMMENT  
CRR-SS EXITING FILE. @06/20-ZSS792N-COMMENT  
\*\*\*\*\* @07/01-ZAP190N  
CRR-AP REOPENING THE FILE. @07/01-ZAP190N  
CRR-AP RECEIVED VMX FROM C STATING THAT C HAD VEH DIAGNOSED. @07/01-ZAP190N  
CRR-AP CONTACTED C ON 07/01/08, AT 1:55 PM EST, ON DAYTIME NUMBER, AND LEFT  
VMX REQUESTING CALLBACK. @07/01-ZAP190N  
CRR-AP CONTACTED C ON EVENING NUMBER, BUT CALL WAS [DISCONNECTED.](#) @07/01-ZAP190N  
CRR-AP LEAVING FILE OPEN PENDING CONTACT WITH C. @07/01-ZAP190N  
@07/01-ZAP190N  
\*\*\*\*\* @07/03-ZAP190N

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CRR-AP IN REVIEW OF FILE. @07/03-ZAP190N  
CRR-AP RECEIVED VMX FROM C ON 07/03/08. @07/03-ZAP190N  
CRR-AP CONTACTED C ON 07/03/08, AT 1:18 PM, EST AND LEFT VMX REQUESTING CALL BACK. @07/03-ZAP190N  
CRR-AP LEAVING FILE OPEN PENDING CONTACT WITH C. @07/03-ZAP190N  
\*\*\*\*\* @07/09-ZAP190N  
CRR-AP IN REVIEW OF FILE. @07/09-ZAP190N  
CRR-AP WAITING FOR CALLBACK FROM C RE:DIAGNOSIS. @07/09-ZAP190N  
CRR-AP LEAVING FILE. @07/09-ZAP190N  
\*\*\*\*\* @07/10-ZAP190N  
CRR-AP IN REVIEW OF FILE. @07/10-ZAP190N  
CRR-AP CONTACTED C ON DAYTIME NUMBER ON 07/10/08, AT 2:33 PM, EST, AND LEFT VMX REQUESTING CALLBACK. @07/10-ZAP190N  
CRR-AP LEAVING FILE PENDING CONTACT FROM C. @07/10-ZAP190N  
\*\*\*\*\* @07/10-ZAP190N  
CRR-AP RECEIVED CALLBACK FROM C. @07/10-ZAP190N  
C STATE THE ENTIRE SEAT TRACK NEEDS TO BE REPLACED. @07/10-ZAP190N  
C STATES THE DLR QUOTED C \$568 FOR PARTS ONLY, AND C WOULD LIKE GOODWILL FROM NNA. @07/10-ZAP190N  
CRR-AP ADVISED C THAT CRR-AP WILL ESCALATE FILE TO RCAS AND RCAS WILL CONTACT C BY THE END OF NEXT BUSINESS DAY. @07/10-ZAP190N  
C UNDERSTOOD, AND THANKED CRR-AP. @07/10-ZAP190N  
CRR-AP TRANSFERRING FILE TO RCAS, AND SENDING INTERNAL MESSAGE. @07/10-ZAP190N  
RCAS-MC SPOKE TO SM-MIKE HEARD AT 3:28PM EST ON 7/11/08. @07/11-ZMC854N  
SM STATED THAT THIS IS THE SECOND TIME THAT C HAS BEEN TO THE DLR.  
SM STATED THAT THERE IS NO REASON TO ASSIST C, AS WELL AS THE FACT THAT THE ISSUE IS ONLY A BASIC WARRANTY ITEM AND IS OVER 40000 MILES OUTSIDE OF WARRANTY. @07/11-ZMC854N  
RCAS-MC AGREED AND STATED THAT CONSIDERING THERE ARE NO WARRANTY CLAIMS AT ALL ON THE VEHICLE. C HAS NOT HAD TO BE IN THE SHOP FOR ANYTHING BESIDES MAINTENANCE. RCAS-MC WILL BE DENYING C. @07/11-ZMC854N  
\*  
RCAS-GM CONTACTED C ON DAY NUMBER ON 07/11/08 AT 4:07PM EST AND ADVISED C THAT NNA IS NOT IN A POSITION TO ASSIST C AS C IS OOW AND THE SEAT BROKE DOWN FROM REGULAR WEAR AND TEAR. RCAS-GM ADVISED C THAT ALL FACTS HAVE BEEN REVIEWED AND IF C GETS NEW INFORMATION FROM A DIFFERENT NISSAN DLRSHIP ON THE CONCERN THEN C IS TO CONTACT RCAS-GM, OTHERWISE THE DECISION STANDS. C UNDERSTANDS. RCAS-GM CLOSING FILE, NO FURTHER ACTION REQUIRED. @07/11-ZGM000N  
RCAS-MC RECEIVED A MESSAGE FROM C STATING THAT C WANTS NNA TO RECONSIDER. RCAS-MC CALLED DPSM-FB AT 2:58PM EST ON 7/14/08. DPSM-FB REVIEWED THE INFORMATION WITH RCAS-MC AND AGREED WITH RCAS-MC ON THE DECISION. DPSM-FB STATED THAT NNA IS NO LONGER RESPONSIBLE FOR THE VEHICLE ONCE OUTSIDE OF THE WARRANTY PERIOD, SAFETY CONCERN OR NOT. DPSM-FB STATED THAT IN THE END THE RESPONSIBILITY ENDS UP BEING LEFT TO C. @07/14-ZMC854N-COMMENT  
RCAS-MC THANKED DPSM-FB AND ENDED THE CALL. @07/14-ZMC854N-COMMENT  
RCAS-MC LEFT VMX FOR C AT DAYTIME NUMBER AT 3:18PM EST ON 7/14/08.  
RCAS-MC CALLED C AT EVENING NUMBER AT 3:19PM EST ON 7/14/08.  
RCAS-MC ADVISED C THAT UNFORTUNATELY NNA WILL STILL NOT BE ASSISTING. RCAS-MC ADVISED C THAT ONCE OUTSIDE OF THE WARRANTY PERIODS NISSAN NO LONGER IS RESPONSIBLE FOR THE REPAIRS TO THE VEHICLE. @07/14-ZMC854N-COMMENT  
C STATED THAT C UNDERSTANDS BUT C IS NOT PLEASED. C THANKED RCAS-MC FOR INQUIRING FOR C AND ENDED THE CALL. @07/14-ZMC854N-COMMENT  
RCAS-MC CLOSING FILE. @07/14-ZMC854N-COMMENT

SPECIAL REMARKS:



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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: N                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1               | DATE: 07 / 01 / 08        | USERID: ZAP190N     |
| OTHER #: 0                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 2         | DATE: 07 / 14 / 08        | USERID: ZMC854N     |
| RESP DLR: 5121              | EFFECTIVE: 06 / 12 / 08   | 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: ZAP190N        |                     |
| HISTORY:                    | UPDATE BY: ZGM000N        |                     |
| SVC CALL#:                  | UPDATE DATE: 07 / 14 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 07 / 11 / 08  | MICROFILM: N        |
| RESP CAA: CARBERRY, MICAINE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041434           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: CHICAGO  
ST/ZIP: IL [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 708 720 4800

VIN: JN8AZ08T95W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 53640  
IN SVC DATE: 03 / 28 / 05  
VCAN: Y  
PAID: 1  
SUSP: 1  
DENY: 0

RTL DLR: 3802 HAWKINSON NISSAN, L.L.C.  
SVC DLR: 3802 HAWKINSON NISSAN, L.L.C.  
RESP DLR: 3802 HAWKINSON NISSAN, L.L.C.  
REGION: 24 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3802 HAWKINSON NISSAN.  
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 17640 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 12 / 08 XFER/RSPNSBLTY: 24 01 S  
CONTACT (S): FOLLOWUP DATE: 06 / 18 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 06 / 18 / 08 DATANET (Y/N): 06 / 16 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZDW606N 06/12/2008  
PREVIOUS RELATED FILES FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: 5015349  
CRR-WD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.  
CRR-WD UPDATED OWNER DATABASE.  
CRR-WD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @06/12-ZDW606N  
CRR-WD ADVISED C NO OPEN RECALLS ON VEHICLE.  
PREVIOUS NISSAN/INFINITI VEHICLES: NONE  
CRR-WD RECEIVED CALL FROM C.  
C STATES THAT C HAS HAD NISSANS FOR THE 25 YEARS. @06/12-ZDW606N  
C STATES THAT C'S VEH'S SEAT IS BROKEN AND IS NOT COVERED UNDER WARRANTY.  
C STATES THAT C KNOWS THERE IS SOMETHING DEFECTIVE WITH THE SEAT.  
C STATES THAT DLR ADVISED C TO CALL NNA BECAUSE C IS SUCH A LOYAL COSTUMER AND DLR WAS SURPRISED THAT THE SEAT IS NOT COVERED UNDER C'S VSC. @06/12-ZDW606N  
C STATES THAT DLR ADVISED C TO GIVE NNA THE DLR'S NAME. @06/12-ZDW606N  
C STATES SA-WILL ATIQ WANTS NNA TO CALL AND SPEAK WITH SA-WILL ATIQ.  
C STATES THAT THIS IS A SAFETY CONCERN. @06/12-ZDW606N  
CRR-WD ASKED C WHAT NNA CAN DO TO KEEP C SATISFIED. @06/12-ZDW606N  
C STATES THAT C WANTS NNA TO COVER THE COST OF THE SEAT AND REPAIR/SERVICE.  
C STATES C IS TAKING THE BUS UNTIL THIS ISSUE IS RESOLVED. @06/12-ZDW606N  
C STATES THAT C PURCHASED AN EXPENSIVE VSC AND THIS SHOULD BE COVERED.  
C STATES C WOULD LIKE TO BE REIMBURSED FOR ANY RENTAL OR TRANSPORTATION COSTS WHILE C'S VEH IS OUT OF COMISSION. @06/12-ZDW606N  
C STATES THAT C MISSED A DAY OF WORK AND WOULD LIKE TO BE REIMBURSED \$280 FOR THE DAY OF WORK C MISSED (\$35/HOUR, 8 HOUR DAY). @06/12-ZDW606N  
CRR-WD ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.  
CRR-WD OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-WD GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-WD TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @06/12-ZDW606N  
---  
RCAS-LA LEFT MESSAGE FOR SM-PHIL WILLIG 06/13/08, 2:09PM EST REQUESTING CALLBACK. @06/13-ZLA999N  
---  
RCAS-LA CALLED C AT DAY PHONE 06/13/08, 2:12PM EST WHO REQUESTED CALLBACK TO EVE PHONE.  
---  
RCAS-LA CALLED C AT EVE PHONE 06/13/08, 2:13PM EST AND CONFIRMED C REQUEST.  
RCAS-LA ADVISED C THAT NNA WOULD NOT BE IN A POSITION TO REIMBURSE C FOR DAY OFF WORK BUT WOULD BE ABLE TO REVIEW REQUEST FOR ASSISTANCE WITH REPAIRS. C STATES THIS HAS BEEN A GREAT INCONVENIENCE AND THAT DLR TOLD C THIS WAS A MANUFACTURER'S DEFECT. C STATES THIS IS A SAFETY HAZARD AND CANNOT DRIVE VEH. C STATES HAS HAS TO TAKE BUS TO WORK AND NOW WILL HAVE TO MISS MORE DAYS OF WORK TO GO BACK TO DLRSHIP TO PICK UP VEH AFTER REPAIRS.  
RCAS-LA STATED UNDERSTOOD INCONVENIECE. RCAS-LA STATED ONCE REPAIRS HAVE BEEN VERIFIED BY DLR, REGIONAL STAFF WILL REVIEW REQUEST AND RCAS-LA WILL CONTACT C BACK WITH INFORMATION. RCAS-LA ADVISED C WILL FOLLOW UP 06/17/08. C REQUESTED RCAS-LA FULL NAME, NUMBER, EXTENSION: RCAS-LA PROVIDED INFORMATION.  
C STATES EXPECTS CALL 06/17/08 AND ENDED CALL. @06/13-ZLA999N  
---  
@06/13-ZLA999N  
RCAS-LA RECEIVED INBOUND CALL FROM SM-PHIL WILLIG 06/13/08, 2:58PM EST WHO STATES VEH REQUIRES DRIVER'S SIDE SEAT FRAME \$882. C IS A VERY GOOD MAINTENANCE CUSTOMER. @06/13-ZLA999N

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-->DPSM-JD WAS CONFERENCED INTO CALL WHO REVIEWED ISSUE AND APPROVED REPAIRS  
TO BE COMPLETED UNDER GOODWILL. @06/13-ZLA999N

\*\*\*\*\*

@06/17-ZLA999N

RCAS-LA CALLED C AT DAY PHONE 06/17/08, 5:58PM EST AND INQUIRED IF DLR HAD  
CONTACTED C: C STATES NO. RCAS-LA ADVISED C THAT REQUEST HAD BEEN REVIEWED BY  
REGIONAL STAFF AND HAD BEEN APPROVED. C STATES WILL NEED A RENTAL VEH: RCAS-LA  
STATED WOULD LOOK INTO THAT AS WELL AND CALL C BACK 6/18/08. C STATES WILL  
EXPECT CALL TOMORROW AND ENDED CALL. @06/17-ZLA999N

\*\*\*\*\*

RCAS-LA SPOKE WITH SM-PHIL WILLIG 06/18/08, 11:05AM EST WHO STATES LEFT VMX  
FOR C BUT HAS NOT RECEIVED CALLBACK. RCAS-LA INQUIRED IF RENTAL VEH COULD BE  
PROVIDED: SM-PHIL STATES WILL RUN GRT AND WILL PROVIDE C WITH VEH. REPAIRS  
WILL BE AROUND 2 DAYS. RCAS-LA STATED WOULD CALL C AND ADVISED C CAN EXPECT  
CALL FROM DLR TO MAKE APPT. SM-PHIL AGREED.

---

@06/18-ZLA999N

RCAS-LA CALLED C AT DAY PHONE 06/18/08, 11:25AM EST AND LEFT MESSAGE WITH  
WITH FEMALE: GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. RCAS-LA INQUIRED IF  
EVE PHONE COULD BE CALLED: FEMALE STATED YES.

---

RCAS-LA CALLED C AT EVE PHONE 06/18/08, 11:26AM EST AND ADVISED DLR HAD BEEN  
CONTACTED IN REGARDS TO RENTAL VEH: DLR WILL BE ABLE TO PROVIDE VEH AND  
REPAIRS WILL TAKE AROUND 2 DAYS. C STATES DLR HAS NOT CONTACTED C. RCAS-LA  
STATED DLR WILL CONTACT C TO MAKE APPT. C STATES WILL CALL RCAS-LA BACK IF  
THERE ARE OTHER CONCERNS. C REQUESTED NAME, NUMBER, EXTENSION: RCAS-LA GAVE  
INFORMATION. C ENDED CALL.

>RCAS-LA NOTES C WILL CALL BACK IF THERE ARE FURTHER CONCERNS.

>>>RCAS-LA CLOSING FILE AS NO FURTHER ACTION NEEDED/PENDING C CALLBACK.

@06/18-ZLA999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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## CONTACT(S):

|                          |                           |                      |      |
|--------------------------|---------------------------|----------------------|------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SNFA     | SCRR |
| 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: 3802           | EFFECTIVE: 06 / 12 / 08   | 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: ZDW606N        |                      |      |
| HISTORY:                 | UPDATE BY: ZLA999N        |                      |      |
| SVC CALL#:               | UPDATE DATE: 06 / 18 / 08 |                      |      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 06 / 18 / 08  | MICROFILM: N         |      |
| RESP CAA: AREVALO, LINDA | OLM: SMIT AGNES           | DOM: HAFERTEPE, MIKE |      |
| PHONE: 0000041597        | OWNER FIRST:              | LANGUAGE: E ENGLISH  |      |

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

CA6184060

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:58 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 3/28/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 271       | RCDI03378039 | 3802 IL             | 3/28/2005         | 3/28/2010      | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |               |              |        |
|---------------------------------------|---------------|--------------|--------|
| -----+-----                           |               |              |        |
| CONTRACT: RCDI03378039                |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                |               | OWNER NAME:  |        |
| PLAN TYPE: C                          |               | PLAN TYPE:   |        |
| PLAN TERM: I                          |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                     |               | DEDUCTABLE:  |        |
| EFFECTIVE: 03/28/05                   |               | EFFECTIVE:   |        |
| EXPIRES: 03/28/10                     | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                               | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                             |               | TRANSFER:    |        |
| TRANSACTION: 8/6/2007                 |               | TRANSACTION: |        |
| PRINTED: 08/10/07                     |               | PRINTED:     |        |
| DEALER NO: 3802                       | STATE: IL     | DEALER NO:   | STATE: |
| DEALER NAME: HAWKINSON NISSAN, L.L.C. |               | DEALER NAME: |        |
| -----+-----                           |               |              |        |

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|                       |                                        |
|-----------------------|----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                               |
| STREET: [REDACTED]    | VIN: JN8AZ08WX5W [REDACTED] Y          |
| CITY: MURRIETA        | YR/MDL: 2005.0 MUR MILEAGE: 74000      |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 04 / 30 / 05              |
| DAY PH: [REDACTED]    | RTL DLR: 3774 QUALITY NISSAN/TEMECULA  |
| EVE PH: [REDACTED]    | SVC DLR: 3774 QUALITY NISSAN/TEMECULA  |
| DLR PH: 951 676 6601  | RESP DLR: 3774 QUALITY NISSAN/TEMECULA |
|                       | REGION: 44 DIST: SL/SV/PT: 01 01 31    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT  
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 38000 (PT) MONTHS: MILES: 14000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 12 / 08     | XFER/RSPNSBLTY: 44 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 17 / 08    | DATANET (Y/N): 06 / 19 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YO     | PART MISSING/LOOSE/FELL OFF     |



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C. A. R. COMMENTS

FILE OPENED-ZJI791N 06/12/2008

PREVIOUS FILES FOUND: NONE

@06/12-ZJI791N

CRR-JI VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0614 MURANO STR LOCK NTB06-091

CRR-JI ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-JI RECEIVED CALL FROM C.

C STATED THAT C'S VEH IS HAVING PROBLEMS WITH THE FRAME OF THE SEAT AND  
IS UPSET BECAUSE C BELIEVES THAT THE PROBLEM IS A SAFETY ISSUE

C STATED THAT C HAD BROUGHT VEH TO QUALITY NISSAN BUT DLR REFUSED TO  
FIX VEH AND REFERRED C TO CALL NNA CONSUMER AFFAIRS. @06/12-ZJI791N

CRR-JI ADVISED C THAT C WILL BE CONNECTED TO NEXT LEVEL AGENT.

C THANKED CRR-JI FOR ASSISTANCE. C SATISFIED.

CRR-JI OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-JI GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-JI TRANSFERRING CALL TO C GROUP, LEAVING FILE OPEN. @06/12-ZJI791N

\*\*\*\*\*

CRR-WD TAKING OVER FILE FOR AB GROUP.

@06/12-ZDW606N

C STATES THAT C HAS PURCHASED 2 VEH FROM THE NISSAN DLR. @06/12-ZDW606N

C STATES THAT ONE OF THE VEH WAS A LEMON BUT C DIDN'T HAVE THE TIME TO FILE  
A LEMON LAW CLAIM. @06/12-ZDW606N

C STATES THAT DLR IS VERY SHADY AND C KNOWS THE DLR'S PERSONALLY AND KNOWS THE  
OWNERS ARE SHADY. @06/12-ZDW606N

C STATES THAT C LOVES C'S MAXIMA AND MURANO AND WILL BE PURCHASING MORE VEH'S  
IN THE FUTURE. @06/12-ZDW606N

C STATES THAT C'S FRAME OF C'S SEAT IS BROKEN AND IT IS A SAFETY CONCERN.

C STATES THE SEAT FRAME SNAPPED AS C WAS ON THE FREEWAY AND C FELL AND SWIRVED

C STATES THAT DLR WON'T EVEN LOOK AT THE VEH UNLESS C PAID \$110.

C STATES THAT THIS IS A SAFETY CONCERN AND THAT DLR SHOULD HAVE TAKEN C VERY  
SERIOUSLY. @06/12-ZDW606N

C STATES THAT C WANTS NNA TO STEP UP AND KEEP C SATISFIED BECAUSE C HAS BOUGHT  
AND WILL BE BUYING MORE NISSAN VEH'S IN THE FUTURE. @06/12-ZDW606N

CRR-WD ASKED C WHAT NNA CAN DO TO KEEP C SATISFIED. @06/12-ZDW606N

C STATES THAT C WANTS NNA TO COVER THE COST OF THE PART AND THE REPAIR.

C STATES THAT C COULD HAVE KILLED SOMEONE OR C. @06/12-ZDW606N

C STATES THAT C CANNOT LIVE WITHUOT A VEH AND WOULD LIKE NNA TO COVER THE COST  
OF A RENTAL WHILE C DOESN'T HAVE C'S VEH. @06/12-ZDW606N

C STATES THAT NNA IS LUCKY THAT NOBODY WAS KILLED OR NNA WOULD BE SPEAKING WIT  
H C'S ATTORNEY. @06/12-ZDW606N

C STATES RIGHT NOW C DOESN'T FEEL SAFE DRIVING C'S VEH. @06/12-ZDW606N

C STATES THAT C WANTS TO TALK TO SOMEONE WHO CAN HELP C AND C IS VERY

FRUSTRATED AND DOESN'T FEEL CRR-WD IS DOING A GOOD JOB. @06/12-ZDW606N

C STATES THAT THIS IS NOT ROCKET SCIENCE. @06/12-ZDW606N

C STATES THAT C WANTS THIS FILE SENT TO RCAS WITH A "RED FLAG". @06/12-ZDW606N

CRR-WD ASSURED C THAT C'S FILE IS TOP PRIORITY. @06/12-ZDW606N

CRR-WD ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-WD OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-WD GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-WD TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @06/12-ZDW606N

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RCAS-VH DATANETTED FILE.

RCAS-VH UPDATED OOW FIELDS.

RCAS-VH CALLED CUSTOMER SERVICE MANAGER-FREDDIE VILLEGAS AT 12:48PM EST ON 06/13/08. FREDDIE STATES C WAS LAST AT THE DLE AT 7,700 MILES. C BROUGHT VEH TO THE DLR AT 6PM AND THERE WERE NO TECHNICIANS TO LOOK AT THE VEH. FREDDIE LOOKED AT VEH FOR C AND VERRIFIED THAT SET IS BROKEN AND OOW. FREDDIE INFORMED C THAT FREDDIE IS NOT TECHNICIAN AND CAN NOT BE SURE WHAT NEEDS TO BE REPAIRED ON THE VEH. C WAS TOLD REPAIR WOULD BE CUSTOMER PAY. C WAS VERY RUDE AND VERBALLY ABUSIVE TO DLR. C STATES C WOULD TAKE THE VEH TO ANOTHER DLR FOR SERVICE. C FELT REPAIR SHOULD BE COVERED BY THE SEATBELT WARRANTY. FREDDIE STATES REPAIR IS NOT RELATED TO THE SEATBELT, IT IS THE SEAT BRACKET ON THE BOTTOM. VEH HAS NOT BEEN DIAGNOSED BY A TECHNICIAN. @06/13-ZVH038N  
RCAS-VH CALLED C ON DAY NUMBER AT 1:00PM EST ON 06/13/08 AND LEFT VMX.  
@06/13-ZVH038N

\*\*\*\*\*

CRR-JY RECEIVED CALL FROM C.

CRR-JY VERIFIED C'S NAME.

C STATED C WOULD LIKE TO GET IN TOUCH WITH THE RESPONSIBLE RCAS, BUT C COULD NOT UNDERSTAND THE NUMBER RCAS-VH LEFT FOR C ON C'S VMX, AS THAT PART OF THE MESSAGE WAS GARBLED.

CRR-JY OFFERED TO SEND RCAS-VH AN INTERNAL MESSAGE, C ACCEPTED. @06/13-ZJY805N  
C THANKED CRR-JY FOR ASSISTANCE, C SATISFIED.

CRR-JY OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JY GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-JY LEAVING FILE OPEN. @06/13-ZJY805N

RCAS-VH CALLED C ON DAY NUMBER AT 1:34PM EST ON 06/13/08. RCAS INFORMED C THAT RCAS HAS REVIEWED ALL THE INFORMATION WITH THE APPROPRIATE PARTIES AND NNA IS NOT IN THE POSITION TO ASSIST C FINANCIALLY WITH THE COST OF THE REPAIRS. RCAS INFORMED C THAT C IS OUTSIDE WARRANTY FOR THE REPAIRS BY 38,000 MILES.

C STATES C WOULD LIKE TO SPEAK TO A SUPERVISOR RIGHT NOW. RCAS INFORMED C THAT RCAS CAN SEND A MESSAGE TO A SUPERVISOR TO CALL C BACK. RCAS INFORMED C THAT C WILL RECIEVE A CALL BACK FROM A SUPERVISOR BEFORE THE END OF THE NEXT BUSINESS DAY. @06/13-ZVH038N

RCAS-VH SENT ESCALATION TO RD-DD ON 06/13/08. @06/13-ZVH038N

@06/13-ZVH038N

RS-TS CALLED C AT DAY/EVENING PHONE AND LEFT A VMX WITH CONTACT INFORMATION

@06/16-ZTS999N

FOR RS-DD. @06/16-ZTS999N

RCAS-VH NOTES C HAS BEEN CONTACTED BY SUPERVISOR.

RCAS-VH UDPATED TREAD ACT AND CLOSING FILE PENDING CALLBACK FROM C AS DIRECTED BY RS-DD @06/18-ZVH038N

\*\*\*\*\*

RS-DD RECEIVED CALL FROM C ON 7/8/2008 AT 7:36PM EST. @07/08-ZSD591N-COMMENT  
C STATES C STILL LOOKING FOR ASSISTANCE WITH DRIVER SEAT. C WILL NOT GO BACK TO RESPONSIBLE DLR. C STATES C HAS NOT YET HAD VEH DIAGNOSED. RS-DD INFORMED C TO GO TO THE DLR TO HAVE VEH DIAGNOSED AND ONCE VEH HAS BEEN DIAGNOSED TO FAX RO TO RS-DD FOR REVIEW. RS-DD INFORMED C THAT ASSISTANCE IS NOT GUARENTEED BUT RS-DD AND RCAS CAN LOOK INTO IT ONCE VEH HAS BEEN DIAGNOSED. C UNDERSTOOD. RS-DD PROVDED CALL BACK NUMBER FOR C TO CALL BACK ONCE VEH HAS BEEN DIAGNOSED. C ADVISED C CAN FAX RO TO RS-DD FOR REVIEW. RS-DD AGREED AND PROVIDED C WITH FAX NUMBER OF 310 771 4027. RS-DD LEAVING FILE OPEN PENDING C

@07/08-ZSD591N-COMMENT

DOCS. @07/08-ZSD591N-COMMENT

C ADVISED C SCHEDULE APPOINTMENT. RS-DD SET FOLLOW UP WITH C FOR 7/16/2008.

@07/08-ZSD591N-COMMENT

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RCAS-VH RECEIVED FAX FROM C WITH RO FROM DLR3774. @07/09-ZVH038N  
RCAS-VH CALLED CUSTOMER RELATIONS MANAGER - FREDDIE VILLEGAS AT 12:48PM EST  
ON 07/10/08 AND LEFT VMX. @07/10-ZVH038N  
RCAS-VH CALLED CUSTOMER RELATIONS MANAGER - FREDDIE VILLEGAS AT 5:07PM EST ON  
07/10/08. SM STATES C CAME IN FOR THE SEAT HARNESS BEING REPAIRED. C DELCINED.  
C ALSO HAS AN EXHAUST LEAK. C DECLINED REPAIRS \$700. DLR STATES C HAS NOT DONE  
ANY OIL CHANGES AND HAS NOT SPENT ANY MONEY AT THE DLR. DLR STATES LAST TIME  
C WAS AT THE DLR WAS 7700 IN 2005. DLR STATES C NOW HAS 77,000 MILES AND C HAS  
NOT SPENT ANY MONEY AT THE DLR. NOT A GOOD CANDIDATE FOR GOOD WILL.  
DLR STATES DLR WILL FAX PART NUMBER AND ESTIMATE TO RCAS. @07/10-ZVH038N  
RCAS-VH REVIEWED FILE WITH RS-DD ON 07/10/08. RS-DD STATES TO HAVE DLR RUN GRT  
TO ASSURE NNA IS TAKING ALL THE NECESSARY STEPS TO ASSIST C. @07/10-ZVH038N  
RCAS-VH CALLED CUSTOMER SERVICE MANAGER FREDDIE VILLEGAS. RCAS INQUIRED IF  
DLR CAN RUN GRT FOR C. FREDDIE STATES WHEN C CAME IN AGAIN C WAS VERBALLY  
ABUSIVE TO THE SERVICE TECHNICIANS AND EVERYONE AT THE DLR. DLR WILL BE  
REQUESTING C NOT COME BACK TO THE DLR. DLR WILL NOT RUN GET AS DLR TRIED TO  
ASSIST C BUT C WAS VERBALLY ABUSIVE TO EVERYONE.  
RCAS-VH REVIEWED FILE WITH RS-DD AS DLR WILL NOT RUN GRT. @07/10-ZVH038N

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RCAS-VH CALLED C ON DAY NUMBER AT 5:47PM EST ON 07/10/08 AND LEFT VMX.  
@07/10-ZVH038N  
RCAS-VH NOTES C DOES NOT SERVICE AT DLR AND IS OUTSIDE OF WARRANTY FOR REPAIRS  
NNA IS NOT IN THE POSITION TO ASSIST FINANCIALLY WITH THE COST OF REPAIRS.  
@07/14-ZVH038N  
RCAS-VH CALLED C ON DAY NUMBER AT 4:44PM EST ON 07/14/08 AND LEFT VMX.  
RCAS-VH CALLED C ON DAY NUMBER AT 12:27PM EST ON 07/15/08. C STATES C WOULD  
LIKE TO BE CALLED BACK ON OFFICE NUMBER 951-271-3810.  
RCAS-VH CALLED C ON 951-271-3810 AT 12:29PM EST ON 07/15/08. RCAS-VH INFORMED  
C THAT AFTER REVIEWING ALL THE INFORMATION WITH THE APPROPRIATE PARTIES NNA IS  
NOT IN THE POSITION TO FINANCIALLY ASSIST WITH THE COST OF REPAIRS. C STATES  
C IS WAITING C'S TIME SPEAKING WITH RCAS-VH AND WILL TALK TO RS-DD. RCAS  
INFORMED C THAT FILE HAS ALREADY BEEN REVIEWED WITH RS-DD. C STATES C DOES NOT  
CARE, C HAS RS-DD'S CONTACT INFORMATION AND WILL CALL RS-DD DIRECTLY. C  
HUNG UP.  
RCAS-VH LEAVING FILE OPEN PENDING C CALLING RS-DD.  
RCAS SENT INTERNAL MESSAGE TO RS-DD. @07/15-ZVH038N  
RCAS-VH UPDATED TREAD ACT AND CLOSING CODES.  
RCAS-VH SENT DENIAL LETTER TO RS-DD FOR REVIEW AND SENDING. @07/15-ZVH038N  
@07/15-ZVH038N

\*\*\*\*\*

@07/16-ZSD591N

RS-DD CONTACTED C ON DAY PHONE ON 7/16/2008 AT 7:27PM EST. C STATES C WENT TO  
DLR FOR DIAGNOSIS AND REPAIR WAS NOT COVERED C ADVISED C PAID \$900.00 FOR  
REPAIR. C WAS NOT HAPPY. C INQUIRED AS TO WHY RCAS-VH FOLLOWED UP WITH DLR.  
RS-DD ADVISED C THAT RS-DD DOES NOT WORK FILES AND RCAS-VH WAS FOLLOWING UP  
WITH DLR TO ENSURE C WAS BEING ASSISTED AND EVERYTHING WAS DONE POSSIBLE IN  
ORDER TO ASSIST C. RS-DD INQUIRED ABOUT C'S VISIT TO DLR. C ADVISED C WAS  
A BIT IRATE AT DLR AS DLR ADVISED C THAT REPAIR WAS OVER \$900.00. RS-DD  
ADVISED C THAT UNFORTUNATELY NNA WAS NOT IN POSITION TO ASSIST C WITH REPAIR  
AND THIS WAS ADVISED TO C THAT THERE WAS NO GAURANTEE THAT NNA WOULD BE IN  
POSITION TO COVER COST OF REPAIR BEFORE C EVEN WENT TO DLR. C UNDERSTOOD.  
C ADVISED C STILL NOT HAPPY WITH DECISION AND UNDERSTANDS RCAS-VH AND RS-DD HA  
S ATTEMPTED TO ASSIST C, HOWEVER C WOULD LIKE TO ESCALATE SITUATION FURTHER.  
RS-DD ADVISED C RS-DD WOULD ESCALATE FILE TO EXECUTIVE TEAM AND C WOULD  
RECEIVE A CALL BEFORE END OF NEXT BUSINESS DAY. C UNDERSTOOD AND THANKED  
RS-DD FOR FOLLOWING UP WITH C AND RETURNING CALL PROMPTLY. @07/16-ZSD591N

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RS-DD SENT INTERNAL MESSAGE TO EXEC RS-NA. @07/16-ZSD591N  
SREXEC-NA FORWARDED FILE TO EXEC-AN FOR HANDLING. @07/17-ZNA510N

\*\*\*\*

EXEC-AN REVIEWED THE FILE.  
OPENED NEW FILE 6223297, ANY ADDITIONAL INFO DOCUMENT IN NEW FILE.  
@07/17-ZAN790N

\*\*\*\*\*

MT LT MAILED LETTER TO CUSTOMER  
MT LT CLOSING FILE @07/18-ZLT233N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                         |
|---------------------------|---------------------------|-------------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA        |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:                 |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:                 |
| NEW INFO #:               | 1 DATE: 07 / 08 / 08      | USERID: ZSD591N         |
| OTHER #:                  | 0 DATE: 00 / 00 / 00      | USERID:                 |
| COMMENTS ONLY: #:         | 2 DATE: 07 / 18 / 08      | USERID: ZLT233N         |
| RESP DLR: 3774            | EFFECTIVE: 06 / 12 / 08   | 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: ZJI791N        |                         |
| HISTORY:                  | UPDATE BY: ZAN790N        |                         |
| SVC CALL#:                | UPDATE DATE: 07 / 18 / 08 |                         |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 17 / 08  |                         |
| RESP CAA: HANSEN, VALERIE | OLM: SMIT AGNES           | MICROFILM: N            |
| PHONE: 0000041442         | OWNER FIRST:              | DOM: MORRELL, ANN MARIE |
|                           |                           | LANGUAGE: E ENGLISH     |

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SC: ONE CONTRACT

|         |               |              |                        |                          |
|---------|---------------|--------------|------------------------|--------------------------|
| NAME:   | [REDACTED]    | VIN:         | JN8AZ08T53W [REDACTED] | Y                        |
| STREET: | [REDACTED]    | YR/MDL:      | 2003.0                 | MUR MILEAGE: 83000       |
| CITY:   | BEAUMONT      | IN SVC DATE: | 07 / 21 / 03           |                          |
| ST/ZIP: | TX [REDACTED] | VCAN:        | Y                      | RTL DLR: 3531            |
| DAY PH: | [REDACTED]    | PAID:        | 3                      | MCDavid NISSAN           |
| EVE PH: | [REDACTED]    | SUSP:        | 0                      | SVC DLR: 3924            |
| DLR PH: | 409 727 7600  | DENY:        | 0                      | TWIN CITY NISSAN         |
|         |               |              |                        | RESP DLR: 3924           |
|         |               |              |                        | TWIN CITY NISSAN         |
|         |               |              |                        | REGION: 32               |
|         |               |              |                        | DIST: SL/SV/PT: 07 07 37 |

|                                 |                   |           |              |                             |              |
|---------------------------------|-------------------|-----------|--------------|-----------------------------|--------------|
| 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)      | AIRBAG:                     | (Y/N)        |
| PREVIOUSLY REPAIRED:            | 00 / 00 / 00      | WHERE:    |              | SENT TO LEGAL:              | N (Y/N)      |
| VEHICLE PURCHASED:              | NEW X PREOWNEI    | MILES     |              | # NISSAN/INFINITI VEHICLES: | 3            |
| VEHICLE MAINTAINED BY:          | MIKE SMITH NISSAN |           |              |                             |              |
| OUTSIDE WARRANTY BY (B) MONTHS: | 23                | MILES:    | 47000        | (PT) MONTHS:                |              |
|                                 |                   |           |              | MILES:                      | 23000        |

|                  |                             |                 |              |
|------------------|-----------------------------|-----------------|--------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 13 / 08     | XFER/RSPNSBLTY: | 32 07 S      |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 24 / 08 | DATANET (Y/N):  | 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 24 / 08    | DATANET (Y/N):  | 07 / 02 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |

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C. A. R. COMMENTS

FILE OPENED-ZSZ808N 06/13/2008

PREVIOUS FILES FOUND: @06/13-ZSZ808N

CRR-SZ VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-SZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-SZ ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 2 (NOT SPECIFIED)

CRR-SZ RECEIVED A CALL FROM:

C STATED THAT C HAS A PROBLEM WITH C'S DRIVERS SEAT.C WANTED TO VERIFY THE  
INFORMATION.CRR-SZ INFORMED C THAT THERE IS NO OPEN RECALL NOR ANY RECALL  
THAT HAD BEEN DONE WITH C'S VEH.C STATED THAT C'S SEAT NEEDS TO BE REWELDED  
BUT SINCE ITS AN ELECTRIC SEAT THE REPAIR WOULD CAUSE A LOT.C WANTED TO ASK  
FOR SOME ASSISTANCE FOR THE REPAIR.

CRR-SZ ADVISED C TO GO FIRST TO THE DLRSHF FOR THE VEH TO BE CHECKED BY THE  
DLRSHF AND HAVE AN ESTIMATED PRICE FOR THE REPAIR THEN C WOULD CALL NISSAN  
BACK TO ASK FOR SOME ASSISTANCE FOR THE REPAIR.

C THANKED CRR-SZ FOR ASSISTANCE. C SATISFIED.

CRR-SZ OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-SZ GAVE C NAME. EXTENSION AND FILE NUMBERS.

CRR-SZ CLOSING FILE. @06/13-ZSZ808N

\*\*\*\*\* @06/16-ZST800N-COMMENT

CRR-ST RECEIVED CALL FROM C ASKING TO BE TRANSFERED TO EXTENSION 41565.

CRR-ST TRANSFERED CALL. @06/16-ZST800N-COMMENT

CRR-ST EXITING FILE. @06/16-ZST800N-COMMENT

\*\*\*\*\*

CRR-CM RECEIVED CALL FROM C

C WANTS TO BE TRANSFERRED AT CRR-SZ'S EXTENSION NUMBER.

C WANTS TO GET HOLD OF CRR-SZ WITH C'S CONCERN

C DOESNT WANT TO GO INTO DETAILS AND ASKING TO TRANSFER THE CALL RIGHT AWAY

CRR-CM TRANSFERRING CALL TO CRR-SZ'S EXTENSION NUMBER @06/16-ZCM798N-COMMENT

CRR-CM LEAVING FILE @06/16-ZCM798N-COMMENT

CRR-JA UPDATING FILE

C STATED C WANTED TO KNOW STATUS OF CONCERN.

CRR-JA INFORMED C THAT AN INTERNAL MESSAGE WILL BE SENT TO CRR-SZ TO UPDATE  
C OF STATUS ON C'S CONCERN.

CRR-JA EXITING FILE. @06/16-ZJA775N

\*\*\*\*\*

CRR-AO RECEIVED CALL FROM C.

CRR-AO VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR. @06/17-ZAO808N

C STATED THAT C HAD ALREADY OBTAINED THE QOUTE FROM THE DLR AND C IS CALLING  
IN TO VERIFY WHAT ACTION TO TAKE.

CRR-AO PUT C ON HOLD TO VERIFY INFORMATION FROM CRR-SZ

CRR-AO ABLE TO VERIFY FROM CRR-SZ THAT CONCERN IS FOR GOODWILL ASSISTANCE FROM  
NNA AND CRR-SZ REQUESTED CRR-AO TO TRANSFER CALL TO GROUP C IF C HAS THE  
PRICE QUOTATION FROM THE DLR.

CRR-AO VERIFIED FROM C ABOUT THE DLR PRICE QUOTATION AND C STATED THAT DLR  
PRICE QUOTATION IS \$768.33.

CRR-AO ADVISED C THAT CRR-AO WILL HAVE TO TRANSFER THE CALL TO A NEXT LEVEL  
AGENT FOR FURTHER ADVISE AND RESOLUTION.

CRR-AO TRANSFERRING CALL TO GROUP C. @06/17-ZAO808N

\*\*\*\*\*

CRR-KL RECEIVED INBOUND CALL FROM AB-GROUP, AB-GROUP TRANSFERRING C TO CRR-KL.

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CRR-KL OPENING FILE AT C'S REQUEST. @06/17-ZKL035N  
C STATES C IS REQUESTING GOODWILL ASSISTANCE FOR THE REPAIR OF C'S DRIVERS  
SIDE SEAT.  
C STATES THERE IS NOTHING WRONG WITH THE ELECTRICAL PART OF THE SEAT, THE  
PROBLEM IS THE TRACK IN WHICH THE SEAT IS IN.  
C STATES IT IS BECOMING UNWELD, C STATES THIS SHOULD NOT BE GOING ON.  
C STATES C WEIGHT 155 LBS AND THERE HAS BEEN NO ABUSE TO VEH. @06/17-ZKL035N  
C STATES C BROUGHT TO SCOTT'S IMPORT AND SERVICE INCORPORATED AND ADVISED C  
THAT TWO OTHER VEH'S HAD THE SAME PROBLEM.  
C STATES SCOTT'S IMPORT AND SERVICE INCORPORATED ADVISED C THAT THE REPAIR  
WOULD COST &768.33. @06/17-ZKL035N  
C STATES C DOES NOT FEEL C HAS TO PAY FOR THIS SINCE NOTHING IS WRONG WITH  
VEH. @06/17-ZKL035N  
CRR-KL ADVISED C MUST GO TO A REGISTERED NISSAN DLRSHIP FOR INSPECTION AND IF  
C IS UNHAPPY WITH WHAT DLRSHIP CAN DO TO ASSIST C THAN C CAN CALL NNA BACK  
FOR FURTHER ASSISTANCE. @06/17-ZKL035N  
CRR-KL OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-KL GAVE NAME, EXT. AND FILE NUMBER.  
CRR-KL CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @06/17-ZKL035N  
\*\*\*\*\* @06/26-ZLQ000N  
CRR-LQ RECEIVED CALL FROM C. @06/26-ZLQ000N  
C STATES C WAS ASKED TO PROVIDE A QUOTE FOR SEAT PRICE. @06/26-ZLQ000N  
C STATES DLRSHIP ADVISED C THAT DLRSHIP IS AWARE THAT SEVERAL CUSTOMERS HAVE  
HAD SAME PROBLEMS. @06/26-ZLQ000N  
C STATES DLRSHIP QUOTED C \$619.55 FOR REPAIRS. @06/26-ZLQ000N  
C STATES DLRSHIP ADVISED C THAT DLRSHIP HAS TO ORDER PART 128NIZZ03 INTERIOR  
TRIM. @06/26-ZLQ000N  
C STATES DLRSHIP ADVISED C THAT LEFT FRONT POWER AND ADJUSTOR NEED TO BE  
REPLACED. @06/26-ZLQ000N  
C STATES INVOICE NUMBER FROM DLRSHIP IS NICS230517.  
CRR-LQ ADVISED C THAT FILE HAS BEEN ESCALATED TO RCAS.  
CRR-LQ ADVISED C THAT RCAS WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.  
CRR-LQ OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-LQ GAVE NAME, EXTENSION AND FILE NUMBER.  
C THANKED CRR-LQ FOR ASSISTANCE, C SATISFIED.  
CRR-LQ LEAVING FILE OPEN PENDING RCAS RESOLUTION.  
CRR-LQ SENT INTERNAL MESSAGE TO RCAS-AB ADVISING RCAS-AB THAT FILE HAS BEEN  
REOPENED AND SENT TO RCAS-AB'S NAME. @06/26-ZLQ000N  
CRR-LQ UPDATED WARRANTY INFORMATION. @06/26-ZLQ000N  
CRR-LQ EXITING FILE. @06/26-ZLQ000N  
\*\*\*\*\* @06/30-ZJP000N  
CRR-JP RECEIVED CALL FROM C.  
CRR-JP VERIFIED NAME AND ADDRESS.  
CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
NONE.  
CRR-JP ADVISED C NO OPEN RECALLS ON VEHICLE.  
C STATES C HAS NOT RECEIVED CONTACT FROM C'S REGIONAL SPECIALIST.  
C STATES DLR INFORMED C THAT C WAS NOT THE FIRST TO HAVE THIS PROBLEM.  
C EXPRESSED FRUSTRATION. @06/30-ZJP000N  
CRR-JP ADVISED C THAT AN INTERNAL MESSAGE WILL BE SENT TO RCAS-AB.  
CRR-JP SENDING INTERNAL MESSAGE TO RCAS-AB. @06/30-ZJP000N  
CRR-JP EXITING FILE. @06/30-ZJP000N  
RCAS-AB CALLED TWIN CITY NISSAN AT 1:37 PM EST ON 07/01/08 AND SPOKE TO  
SA-CLINT RICE AS SM-CHRIS NELSON IS AT LUNCH. SA-CLINT STATED THAT NO PART WAS  
ORDERED FOR C AS C DECLINED THE REPAIR. SA-CLINT STATED THAT SA-CLINT DID NOT  
ASSIST C AS SA-CLINT WAS AWAY FOR 2 DAYS LAST WEEK. SA-CLINT STATED THAT

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SM-CHRIS ASSISTED C AND WOULD GET SM-CHRIS TO CONTACT RCAS.

\*\*\*\*\*

RCAS-AB CALLED C ON DAY PHONE AT 1:43 PM EST ON 07/01/08 AND SPOKE TO C. RCAS INFORMED C THAT RCAS HAD SPOKEN TO SA AT DLRSHIP AND WAS INFORMED THAT NO PART HAD BEEN ORDERED FOR C, AS C HAD DECLINED THE REPAIR.

C STATED THAT C WAS INFORMED THAT C WOULD HAVE TO GET A QUOTE FROM THE NISSAN DLRSHIP, AND C DID GET A QUOTE. C STATED THAT THE QUOTE WAS FOR THE LABOR AND MATERIAL. C STATED THAT C MADE AN APPOINTMENT WITH THE DLRSHIP TO HAVE VEH LOOKED AT AND WAS GIVEN A QUOTE AT THAT TIME. C STATED THAT C DID HAVE VEH LOOKED AT DLRSHIP AND AT ALTERNATE FACILITY. C STATED THAT C FOUND OUT THROUGH DLRSHIP THAT THERE HAVE BEEN SEVERAL VEH WITH THE SAME ISSUE THAT HAVE THE SAME ISSUE AS C'S VEH. C STATED THAT C HAS AN EXTENDED WARRANTY THAT EXPIRES AT 75,000 MILES. C STATED THAT THERE IS MALFUNCTION IN THE SEAT. C STATED THAT C FEELS THAT C SHOULD GET ASSISTANCE AS C FEELS THIS IS A SAFETY CONCERN. C STATED THAT THE CONCERN WITH C'S VEH IS NOT ABUSE, AS C IS WEIGHS ABOUT 155 POUNDS. THE ONLY DRIVER. C STATED THAT THE SEAT IS COMING OUT OF THE TRACK AND THAT THE SEAT DOES MOVE ON THE TRACK. RCAS INFORMED C THAT RCAS WILL CONTACT C ON 07/03/08 AFTER RCAS CONTACTS DLRSHIP AND REGIONAL STAFF. RCAS INQUIRED OF C IF C HAD PREVIOUS NISSAN/INFINITI VEH? C STATED THAT C HAS HAD A DATSUN PICKUP AS WELL AS 2 SENTRAS, ONE WAS A 1984 4 DOOR SENTRA, AND THE OTHER SENTRA WAS A 1979 2 DOOR SENTRA. C STATED THAT C LOVES NISSAN VEH AND THAT C BOUGHT THIS VEH AS C FEELS THAT NISSAN IS A DEPENDABLE VEH. C THANKED RCAS FOR CALLING C AND DISCONNECTED.

\*\*\*\*\*

@07/01-ZAB000N

RCAS UPDATED TREAD ACT CODE.

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@07/01-ZAB000N

SM-CHRIS NELSON FROM TWIN CITY NISSAN CALLED RCAS AT 9:39 AM EST ON 07/03 AND LEFT VMX FOR RCAS.

C CALLED RCAS AT 10:07 AM EST ON 07/03 AND LEFT VMX FOR RCAS.

\*\*\*\*\*

@07/03-ZAB000N

RCAS-AB CALLED TWIN CITY NISSAN AT 10:48 AM EST ON 07/03/08 AND SPOKE TO SM-CHRIS NELSON. RCAS INQUIRED ABOUT C'S ISSUES WITH THE SEAT COMING OUT OF THE TRACK. SM-CHRIS STATED THAT THE SEAT IS MAKING A RATTLING NOISE AND IS COMING OUT OF THE TRACK. RCAS INQUIRED IF SM-CHRIS HAD RUN A GRT? SM-CHRIS STATED THAT SM-CHRIS HAS NOT, BUT WILL RUN A GRT AND WILL CALL RCAS BEFORE NOON TO LET RCAS KNOW WHAT THE OUTCOME IS. RCAS THANKED SM-CHRIS AND DISCONNECTED.

\*\*\*\*\*

@07/03-ZAB000N

SM-CHRIS NELSON FROM TWIN CITY NISSAN CALLED RCAS AT 11:59 AM EST ON 07/03/08 AND LEFT VMX FOR RCAS. SM-CHRIS STATED THAT GRT WAS DENIED FOR C.

\*\*\*\*\*

@07/03-ZAB000N

RCAS-AB CALLED C ON DAY PHONE AT 5:24 PM EST ON 07/03/08 AND LEFT VMX FOR C TO RETURN CALL.

RCAS-AB CALLED C ON EVE PHONE AT 5:25 PM EST ON 07/03/08 AND SPOKE TO C. C INQUIRED IF RCAS COULD CONTACT ON 409 860 5224 AS C'S CELL PHONE IS LOSING POWER. RCAS INFORMED C THAT RCAS WILL CALL ON THE OTHER NUMBER. C THANKED RCAS.

RCAS-AB CALLED C ON 409 860 5224 AT 5:28 PM EST ON 07/03/08 AND SPOKE TO C. RCAS INFORMED C THAT RCAS HAD SPOKEN TO THE SM OF DLRSHIP AND HAD TRIED TO CONTACT HIGHER REGIONAL STAFF BUT HAVE NOT BEEN ABLE TO DO SO, AS RCAS WAS TRYING TO FIND OUT IF THE REPAIR ON C'S SEAT WOULD BE APPROVED. RCAS INFORMED C THAT RCAS WILL CONTACT C ON 07/07 TO LET C KNOW IF REPAIR HAS BEEN APPROVED. C STATED THAT WOULD BE FINE AND TO CONTACT C AT WORK ON 07/07. C THANKED RCAS AND DISCONNECTED.

\*\*\*\*\*

@07/03-ZAB000N

RCAS-AB CALLED ORM-DG AT 9:36 AM EST ON 07/09/08 AND LEFT VMX FOR ORM.



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RCAS-AB CALLED DPSM-LC AT 9:46 AM EST ON 07/09/08 AND LEFT VMX FOR DPSM.

\*\*\*\*\*

@07/09-ZAB000N

RCAS RECEIVED AN INBOUND CALL FROM DPSM-LC AT 10:15 AM EST ON 07/09 AND SPOKE TO DPSM. RCAS INFORMED DPSM OF C'S ISSUE WITH THE SEAT COMING OUT OF THE TRACK RCAS INFORMED DPSM THAT SM OF DLRSHIP HAD INFORMED RCAS THAT SM WOULD REPAIR C'S VEH IF GRT WOULD BE APPROVED BY NNA. RCAS INFORMED DPSM THAT C HAS HAD 3 PREVIOUS NISSANS, AND THAT C'S VSC DID EXPIRE, AND THAT THE SEAT WOULD BE COVERED UNDER C'S VSC. DPSM STATED THAT IF C PAYS FOR LABOR, NNA WILL PAY FOR PARTS. RCAS THANKED DPSM.

\*\*\*\*\*

@07/09-ZAB000N

RCAS-AB CALLED TWIN CITY NISSAN AT 6:20 PM EST ON 07/11/08 AND SPOKE TO SM-CHRIS NELSON. SM-CHRIS STATED THAT SM-CHRIS HAD SPOKEN TO DPSM-LC AND WILL ORDER THE PARTS ON 07/14. RCAS INQUIRED IF SM-CHRIS HAD CONTACTED THE C? SM-CHRIS STATED THAT IF RCAS WANTS TO CONTACT C. THAT WOULD BE FINE WITH SM-CHRIS. RCAS THANKED SM-CHRIS AND DISCONNECTED.

@07/11-ZAB000N

RCAS-AB CALLED C ON DAY PHONE AT 6:23 PM EST ON 07/11/08 AND LEFT VMX FOR C TO RETURN CALL.

RCAS-AB CALLED C ON EVE PHONE AT 6:25 PM EST ON 07/11/08 AND SPOKE TO C. RCAS APOLOGIZED TO C FOR NOT CALLING EARLIER. RCAS INFORMED C THAT THE REPAIR OF THE SEAT HAS BEEN APPROVED AND THAT SM WILL ORDER THE PART ON 07/14/08. C INQUIRED IF C COULD GET A RENTAL VEH? RCAS INFORMED C THAT RENTAL VEH ARE UP THE DLRSHIP'S DISCRETION AS DLRSHIPS ARE INDEPENDENTLY OWNED AND OPERATED. C THANKED RCAS AND NISSAN CORPORATE FOR GETTING APPROVAL FOR THE REPAIR OF C'S SEAT. RCAS INFORMED C THAT RCAS WILL CONTACT C ON 07/16 AFTER RCAS CONTACTS DLRSHIP TO FIND OUT ABOUT RENTAL AND IF PART HAS ARRIVED AT DLRSHIP. C STATED THAT WOULD BE FINE AND DISCONNECTED.

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@07/11-ZAB000N

RCAS-AB CALLED TWIN CITY NISSAN AT 4:46 PM EST ON 07/17/08 AND SPOKE TO SA-CLINT RICE AS SM-CHRIS NELSON ON VACATION. SA-CLINT STATED THAT THE SEAT FOR C HAS NOT COME INTO DLRSHIP YET AND WAS ORDERED ON 07/14. RCAS INQUIRED ABOUT A RENTAL VEH FOR C? SA-CLINT STATED THAT SM PROBABLY WOULD NOT GRT A RENTAL FOR C. RCAS INFORMED SA-CLINT THAT RCAS HAD INFORMED C THAT RENTALS ARE UP TO DLRSHIP'S DISCRETION TO PROVIDE A RENTAL VEH. RCAS THANKED SA-CLINT AND DISCONNECTED.

RCAS-AB CALLED C ON DAY PHONE AT 4:52 PM EST ON 07/17/08 AND LEFT VMX FOR C TO RETURN CALL.

RCAS-AB CALLED C ON EVE PHONE AT 4:54 PM EST ON 07/17/08 AND LEFT VMX FOR C TO RETURN CALL.

\*\*\*\*\*

@07/17-ZAB000N

RCAS-AB CALLED TWIN CITY NISSAN AT 12:47 PM EST ON 07/21/08 AND SPOKE TO SA-CLINT RICE AS SM-CHRIS NELSON IS AWAY UNTIL 07/22. RCAS INQUIRED IF THE SEAT FOR C HAS ARRIVED AT DLRSHIP? SA-CLINT STATED THAT THE SEAT HAS NOT ARRIVED AT DLRSHIP YET. RCAS THANKED SA-CLINT AND DISCONNECTED.

\*\*\*\*\*

@07/21-ZAB000N

RCAS-AB CALLED TWIN CITY NISSAN AT 10:53 AM EST ON 07/23/08 AND SPOKE TO SA-CLINT RICE AS SM-CHRIS NELSON IS NOT AVAILABLE RIGHT NOW. SA-CLINT INFORMED RCAS TO CALL BACK IN THE AFTERNOON AS SM-CHRIS WAS HANDLING THE SERVICE ON THE VEH. RCAS THANKED SA-CLINT AND DISCONNECTED.

\*\*\*\*\*

@07/23-ZAB000N

RCAS-AB CALLED TWIN CITY NISSAN AT 1:33 PM EST ON 07/24/08 AND SPOKE TO SM-CHRIS NELSON. RCAS INQUIRED ABOUT C AND IF C HAD BEEN CONTACTED IN REGARDS TO THE REPAIR? SM-CHRIS STATED THAT C HAS AN APPOINTMENT FOR NEXT MONTH. RCAS INQUIRED IF C WOULD GET A RENTAL AND IF C WOULD NEED TO PAY FOR THE LABOR? SM-CHRIS INFORMED RCAS THAT NNA WILL PAY FOR THE FULL REPAIR, AND THAT SM-CHRIS HAD INFORMED C THAT A RENTAL HAS NOT BEEN APPROVED FOR C. RCAS THANKED SM-CHRIS.

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@07/24-ZAB000N

RCAS-AB CALLED C ON DAY PHONE AT 1:42 PM EST ON 07/24/08 AND SPOKE TO C. RCAS INQUIRED OF THE DAY FOR THE APPOINTMENT? C STATED THAT C WILL CONTACT DLRSHIP ON 08/04/08 IN REGARDS TO THE APPOINTMENT. C INQUIRED IF REPAIR WILL TAKE THE WHOLE DAY OR LONGER? RCAS INFORMED C THAT RCAS DID NOT KNOW, BUT C COULD CONTACT DLRSHIP IN THAT REGARDS. C STATED THAT C WOULD CONTACT DLRSHIP RIGHT NOW AND PUT RCAS ON HOLD. C STATED THAT THE REPAIR WILL ONLY BE FOR A DAY, AS C HAD JUST SPOKEN TO SERVICE MANAGER. C STATED THAT DLRSHIP WILL DROP C OFF AT WORK AND THEN PICK C UP AFTER REPAIR IS FINISHED. RCAS INQUIRED IF C COULD CONTACT RCAS AFTER REPAIR TO LET RCAS KNOW HOW VEH IS PERFORMING? C INFORMED RCAS THAT C WILL CONTACT RCAS AFTER THE REPAIR. C INQUIRED IF NNA WOULD BE PAYING FOR THE WHOLE REPAIR? RCAS ASSURED C THAT NNA WOULD BE PAYING FOR THE REPAIR OF THE SEAT. C THANKED RCAS AND DISCONNECTED. RCAS CLOSING FILE PENDING C'S CALLBACK.

@07/24-ZAB000N

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@07/24-ZAB000N

C CALLED RCAS AT 3:25 PM EST ON 08/11/08 AND LEFT VMX FOR RCAS. C STATED THAT VEH HAS BEEN REPAIRED AND THAT ALSO DLRSHIP HAD DETAILED THE VEH. C STATED THAT C IS VERY PLEASED WITH VEH, AND FEELS THAT THE SEAT BEING REPAIRED MAKES FOR A TOTALLY DIFFERENT RIDE. C STATED THAT C WILL CONTINUE TO BE A NISSAN OWNER. C THANKED RCAS FOR RCAS'S ASSISTANCE IN GETTING SEAT REPAIRED AND IS VERY PLEASED WITH DLRSHIP.

\*\*\*\*\*

@08/13-ZAB000N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | 2 DATE: 06 / 26 / 08      | USERID: ZLQ000N     |
| OTHER #:               | 1 DATE: 06 / 16 / 08      | USERID: ZJA775N     |
| COMMENTS ONLY: #:      | 3 DATE: 08 / 13 / 08      | USERID: ZAB000N     |
| RESP DLR: 3924         | EFFECTIVE: 06 / 13 / 08   | 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: ZSZ808N        |                     |
| HISTORY:               | UPDATE BY: ZAB000N        |                     |
| SVC CALL#:             | UPDATE DATE: 08 / 13 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 07 / 24 / 08  | MICROFILM: N        |
| RESP CAA: BAILEY, ALKA | OLM: SMIT AGNES           | DOM: COIRO PHILLIP  |
| PHONE: 0000041598      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:59 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 7/21/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 273       | NCDI01791967 | 3531 TX             | 7/21/2003         | 7/21/2008      | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                             |               |              |        |
|-----------------------------|---------------|--------------|--------|
| -----+-----                 |               |              |        |
| CONTRACT: NCDI01791967      |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]      |               | OWNER NAME:  |        |
| PLAN TYPE: C                |               | PLAN TYPE:   |        |
| PLAN TERM: I                |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50           |               | DEDUCTABLE:  |        |
| EFFECTIVE: 07/21/03         |               | EFFECTIVE:   |        |
| EXPIRES: 07/21/08           | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                     | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                   |               | TRANSFER:    |        |
| TRANSACTION: 7/28/2003      |               | TRANSACTION: |        |
| PRINTED: 08/01/03           |               | PRINTED:     |        |
| DEALER NO: 3531             | STATE: TX     | DEALER NO:   | STATE: |
| DEALER NAME: MCDAVID NISSAN |               | DEALER NAME: |        |
| -----+-----                 |               |              |        |

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|                       |                                      |
|-----------------------|--------------------------------------|
| NAME: [REDACTED]      | SC: NONE                             |
| STREET: [REDACTED]    | VIN: JN8AZ08T23W [REDACTED] Y        |
| CITY: WEST COVINA     | YR/MDL: 2003.0 MUR MILEAGE: 54000    |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 10 / 23 / 03            |
| DAY PH: [REDACTED]    | RTL DLR: 3602 POWER NISSAN EL MONTE  |
| EVE PH: [REDACTED]    | SVC DLR: 3602 POWER NISSAN EL MONTE  |
| DLR PH: 626 350 8868  | RESP DLR: 3602 POWER NISSAN EL MONTE |
| VCAN: N               | REGION: 44 DIST: SL/SV/PT: 03 03 33  |
| PAID:                 |                                      |
| SUSP:                 |                                      |
| DENY:                 |                                      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3602 POWER NISSAN EL MC  
 OUTSIDE WARRANTY BY (B) MONTHS: 20 MILES: 18000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 17 / 08     | XFER/RSPNSBLTY: 44 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 19 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 19 / 08    | DATANET (Y/N): 06 / 20 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZMM816N 06/17/2008  
PREVIOUS UNRELATED FILES FOUND: NONE  
CRR-MM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,  
AND RESPONSIBLE DEALER.  
CRR-MM UPDATED OWNER DATABASE.  
CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/17-ZMM816N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 01/09/06 3602  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 07/09/07 3602  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 04/04/06 3602  
CRR-MM ADVISED C THERE NO OPEN RECALLS  
PREVIOUS NISSAN/INFINITI VEH: NONE  
CRR-MM RECEIVED INBOUND CALL FROM C.  
C STATES C HAS AN ISSUE ABOUT A WARRENTY @06/17-ZMM816N  
C STATES C WOULD LIKE TO SEE HOW TO GO ABOUT GETTING THIS ISSUE REPAIRED.  
C STATES C'S SEAT BROKE, IT WAS THE DRIVERS SEAT AND NOW C SWAYS SIDE TO  
SIDE WHILE DRIVING. @06/17-ZMM816N  
CRR-MM ASKED C IF C HAS TAKEN THE VEH INTO THE DLRSH YET. @06/17-ZMM816N  
C STATES C TOOK THE VEH IN BUT THE DLRSH REFUSED TO LOOK AT THE VEH DUE TO T  
THE REASON THE SEATS ARE NOT UNDER WARRENTY. @06/17-ZMM816N  
CRR-MM ADVISED C THAT C NEEDS TO TAKE THE VEH INTO THE DLRSH AND GET THE SEAT  
DIAGNOSED. @06/17-ZMM816N  
C STATES THAT C WILL NOT PAY TO HAVE THIS FIXED, THIS IS A SAFETY ISSUE.  
CRR-MM ADVISED UNFORTENTLY THERE IS NOTHING CRR-MM CAN DO ABOUT THIS FEE. C  
NEEDS TO GET THE VEH DIAGNOSED IN ORDER TO APPLY FOR GOODWILL ASSISTANCE.  
C STATED WHERE CAN C FIND OUT ABOUT THE SEATS AND THE WARRENTY ON C'S VEH.  
CRR-MM REFERRED C TO THE OWNERS MANUAL AND THE WARRENTY BOOKLET. @06/17-ZMM816N  
C STATED SO C WILL HAVE TO PAY FOR THE DIGNOSIC FEE. @06/17-ZMM816N  
CRR-MM STATED THAT IS TRUE. IF C THEN WISHES TO CALL BACK TO GO FURTHER WITH  
THIS THEN C CAN AT THAT TIME. @06/17-ZMM816N  
C STATED IF ANYTHING HAPPENS TO C THEN C'S FAMILY WILL SUE NISSAN.  
CRR-MM ADVISED C IF THE VEH AND THE SEAT IS THAT UNSAFE MAYBE C SHOULDN'T BE  
DRIVING THE VEH TILL THE SEAT IS FIXED. @06/17-ZMM816N  
C STATED C DDNT LIKE THE DLRSH C WENT TO. @06/17-ZMM816N  
CRR-MM ADVISED C THAT C IS FREE TO TRY ANOTHER DLRSH. @06/17-ZMM816N  
C STATED OK. @06/17-ZMM816N  
CRR-MM OFFERED FURTHER ASSISTANCE TO C, C DECLINED.  
CRR-MM GAVE NAME, EXTENSION, AND FILE NUMBER. @06/17-ZMM816N  
CRR-MM CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @06/17-ZMM816N  
\*\*\*\*\* @06/18-ZAP190N  
CRR-AP RECEIVED CALL FROM C.  
CRR-AP VERFIED NAME AND ADDRESS.  
CRR-AP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE. @06/18-ZAP190N  
CRR-AP ADVISED C THERE ARE NO OPEN RECALLS. @06/18-ZAP190N  
C STATES C WOULD LIKE TO REQUEST GOODWILL ASSISTANCE TO HAVE THE SEATS  
REPAIRED. @06/18-ZAP190N  
C STATES C DID BRING THE VEH TO THE DLRSHIP, AND THE DLR STATED THAT C WOULD  
NEED TO PAY TO HAVE THE SEATS REPAIRED. @06/18-ZAP190N  
C STATES C BELIEVES THIS IS A DEFECT, AND C FEELS AS THOUGH C SHOULD NOT HAVE  
TO PAY. @06/18-ZAP190N  
C STATES THE VEH IS WITH C, AND IT IS OPERABLE. @06/18-ZAP190N  
C STATES C IS REQUESTING GOODWILL ASSISTANCE. @06/18-ZAP190N  
CRR-AP ADVISED C THAT CRR-AP WILL ESCALATE FILE TO RCAS AND RCAS WILL CONTACT  
C BY THE END OF NEXT BUSINESS DAY. @06/18-ZAP190N

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C UNDERSTOOD. @06/18-ZAP190N  
CRR-AP OFFERED FURTHER ASSISTANCE, C DECLINED. @06/18-ZAP190N  
CRR-AP GAVE NAME, EXTENSION AND FILE NUMBER. @06/18-ZAP190N  
CRR-AP TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @06/18-ZAP190N

\*\*\*\*\*

RCAS-VH DATANETTED FILE TO DLR. @06/19-ZVH038N  
RCAS-VH CALLED SM-MARK HIMBERT AT 3:20PM EST ON 06/19/08. SM STATES WAS LAST  
AT THE DLR IN FEB 2008. THERE ARE NO CURRENT OPEN TICKETS. RCAS INQUIRED IF C  
IS A GOOD SERVICING CUSTOMER. SM STATES C DID AN OIL CHANGE ON 02/29/08.  
SM STATES C WAS ADVISED THAT BRAKES NEEDED TO BE REPLACED AND TIRES NEEDED TO  
BE REPLACED. DLR RECOMMENDED SERVICE. C DECLINED ALL WORK. C CAME IN PRIOR IN  
07/05/07 FOR VEH DYING, RECALL AND 30,000K SERVICE. SM STATES C HAS NOT BEEN  
TO DLR FOR THE SEATS. SM CHECKED FOR TSB FOR SEATS ON 2003 MURANO. SM STATES  
THERE IS A TSB FOR THE VEH DRIVERS SEAT NOISE OR ROCK. SM STATES DLR WOULD  
NEED TO LOOK AT THE VEH INORDER TO DETERMIN IF ISSUE CAN BE REPAIRED. SM  
STATES DLR CAN LOOK INTO GRT FOR C ONCE VEH HAS BEEN TO DLR. SM STATES TSB  
IS NTB05-043C. @06/19-ZVH038N

RCAS-VH CALLED C ON DAY NUMBER AT 4:07PM EST ON 06/19/08. C STATES C BROUGHT  
THE VEH TO THE DLR AND SPOKE TO ALFRED. RCAS-VH INFORMED C THAT RCAS CAN NOT  
LOOK INTO FINANCIAL ASSISTANCE UNTILL ISSUE IS DIAGNOSED AT THE DLR. RCAS  
INFORMED C THAT AS C IS OUTSIDE WARRANTY RCAS CAN NOT LOOK INTO ASSISTANCE  
UNTILL THE VEH HAS BEEN DIAGNOSED. C STATES C DOES NOT WANT TO PAY A DIAGNOSIS  
FEE. RCAS INFORMED C THAT RCAS CAN NOT WAIVE THE DIAGNOSTIC FEE AS THE  
DIAGNOSTIC IS A SERVICE THE DLR PROVIDES. C STATES C HAS SPOKE WITH ALFRED  
MIRANDO A FEW TIMES. A FEW WEEKS AGO AND SPOKE TO ALL RAWAL-FINANACING MANAGER  
AT DLR ON 06/12/08. RCAS INFORMED C THAT RCAS WOULD NEED THE ISSUE TO BE  
DIAGNOSED BEFORE RCAS CAN LOOK INTO FINANCIAL ASSISTANCE. C STATES C FEELS  
UNSAFE IN THE VEH. C STATES C WILL BE GOING TO THE PRESS. C INQUIRED WHAT RCAS  
SUGGESTS C DOES. RCAS INFORMED C THAT IF C IS LOOKING FOR ASSISTANCE C WOULD  
NEED TO GET THE VEH DIAGNOSED. C STATES ISSUE IS WITH THE DRIVERS SEAT.  
RCAS INFORMED C THAT C MAY HAVE TO PAY FOR THE DIAGNOSTIC FEE. C UNDERSTOOD.  
C STATES IF NNA DOES NOT ASSIST C WILL BE GOING TO THE PRESS. RCAS-VH INFORMED  
C THAT ONCE VEH HAS BEEN DIAGNOSED TO CALL BACK IF FURTHER ASSISTANCE IS  
NEEDED. RCAS-VH UPDATED TREAD ACT AND CLOSED FILE. @06/19-ZVH038N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                      |
|---------------------------|---------------------------|----------------------|
| SATISFIED: Y              | ACTION CODE: NT3H         | ROOT CAUSE: SNFA     |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:              |
| REOPEN: CALLBACK #:       | 0 DATE: 06 / 18 / 08      | 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: 3602            | EFFECTIVE: 06 / 17 / 08   | 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: ZMM816N        |                      |
| HISTORY:                  | UPDATE BY: ZVH038N        |                      |
| SVC CALL#:                | UPDATE DATE: 06 / 19 / 08 |                      |
| CLOSE: Y (Y/N)            | CLOSE DATE: 06 / 19 / 08  | MICROFILM: N         |
| RESP CAA: HANSEN, VALERIE | OLM: SMIT AGNES           | DOM: BRICKETT, JERRY |
| PHONE: 0000041442         | OWNER FIRST:              | LANGUAGE: E ENGLISH  |



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|                       |                                       |
|-----------------------|---------------------------------------|
| NAME: [REDACTED]      | SC: NONE                              |
| STREET: [REDACTED]    | VIN: JN8AZ08W45W [REDACTED] Y         |
| CITY: BROCKPORT       | YR/MDL: 2005.0 MUR MILEAGE: 40000     |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 05 / 21 / 05             |
| DAY PH: [REDACTED]    | RTL DLR: 3976 GREECE RIDGE NISSAN     |
| EVE PH: [REDACTED]    | SVC DLR: 07156 HOSELTON NISSAN, INC.  |
| DLR PH: 585 385 3560  | RESP DLR: 07156 HOSELTON NISSAN, INC. |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 07 07 37   |
| PAID:                 |                                       |
| SUSP:                 |                                       |
| DENY:                 |                                       |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 07156 HOSELTON CHRYSLEF  
 OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 4000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 19 / 08     | XFER/RSPNSBLTY: 26 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 21 / 08    | DATANET (Y/N): 06 / 23 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZPM016N 06/19/2008

PREVIOUS RELATED/UNRELATED FILE(S) FOUND: NONE

CRR-PM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE  
AND RESPONSIBLE DLR.

CRR-PM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/19-ZPM016N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 09/12/06 3471

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 09/08/06 3471

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 02/28/07 07156

CRR-PM ADVISED C THERE ARE NO OPEN RECALLS ON VEH.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE.

CRR-PM RECEIVED CALL FROM C.

C STATES C STARTED HAVING ISSUES WITH THE DRIVERS SEAT FOR A COUPLE OF WEEKS.  
C STATES C TOOK VEH TO DLRSHIP TODAY. C STATES C WAS ADVISED BY THE DLR THAT  
THE ISSUE IS THAT THE SEAT FRAME IS BROKEN, C STATES C DOES NOT BELIEVE THE  
ISSUE WAS CAUSED BY C, C STATES C WOULD LIKE NISSAN TO PAY FOR THE REPAIR  
C STATES VEH IS NOT OLD, C STATES C FOUND A SERVICE BULLETIN #5043 WHICH THE  
SUMMARY STATES THE DRIVERS SEAT NOISE AND/OR SLACH BACK AND FORTH. C STATES  
C'S ISSUE SOUNDS LIKE THE BULLETIN, C STATES VEH IS CURRENTLY AT DLRSHIP HAVING  
BREAKS WORK. CRR PM ADVISED C THAT FILE HAS BEEN TRANSFERRED TO RCAS AND ASSUR  
ED C THAT BY THE END OF THE NEXT BUSINESS DAY RCAS WILL CONTACT C BACK,  
CRR PM GAVE NAME FILE NUMBER, CRR PM TRANSFERRED FILE TO RCAS, PENDING FURTHER  
ASSISTANCE. @06/19-ZPM016N

@06/20-ZCB442N

RCAS-CB MADE OUTBOUND CALL TO C ON DAYTIME NUMBER 06/20/08 12:54PM EST. LEFT  
VMX, RCAS-CB ADVISED TO LOOK INTO THIS FURTHER AND WILL FOLLOW UP WITH C NO  
LATER THAN END OF BUSINESS DAY 06/24/08

@06/20-ZCB442N

RCAS-CB MADE OUTBOUND CALL TO SM-AL GLACOCK 06/25/08 9:24AM EST LEFT VMX  
RCAS-CB WAITING ON SM'S CALLBACK

@06/25-ZCB442N

\*\*\*\*\*  
CRR-RR UPDATING FILE AT C'S REQUEST. @06/27-ZRJ509N  
CRR-RR VERIFIED NAME ASD FILE NUMBER. @06/27-ZRJ509N  
CRR-RR RECEIVED INBOUND CALL FROM C. @06/27-ZRJ509N  
CRR-RR ADVISED C CRR-RR WILL SEND INTERNAL MESSAGE TO RCAS-CB. @06/27-ZRJ509N  
CRR-RR OFFERED FURTHER ASSISTANCE, C DECLINED. @06/27-ZRJ509N  
CRR-RR SENDING INTERNAL MESSAGE AND EXITING FILE. @06/27-ZRJ509N

@06/27-ZCB442N

RCAS-CB MADE OUTBOUND CALL TO SM-AL GLACOCK 06/27/08 10:00AM EST LEFT VMX  
RCAS-CB WAITING ON SM'S CALLBACK

RCAS-CB RECIVED VMX FROM SM-AL GLACOCK 06/27/08  
RCAS-CB MADE OUTBOUND CALL TO SM-AL GLACOCK 06/27/08 3:45PM EST LEFT VMX  
RCAS-CB WAITING ON SM'S CALLBACK

@06/27-ZCB4

CRR-JI RECEIVED A CALL FROM C.  
CRR-JI VERIFIED C'S NAME AND ADDRESS.  
CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: THREE CLOSED  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 09/12/06  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 09/08/06  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 02/28/07  
CRR-JI ADVISED C OF NO OPEN RECALLS. @06/30-ZJI411N  
C STATES C WOULD LIKE TO KNOW THE STATUS ON THE FILE.

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CRR-JI ADVISED C THAT RCAS IS ACTIVELY WORKING ON THE FILE.  
CRR-JI ADVISED C THAT CRR-JI IS GOING TO SEND AN INTERNAL MESSAGE TO RCAS REQUESTING A CALL BACK.  
C STATES C NEEDS TO FIND OUT WHAT C IS GOING TO DO.  
C STATES THE PARTS HAVE COME IN TO REPAIR THE VEH.  
C STATES C DOES NOT KNOW IF C SHOULD GO AHEAD AND HAVE THE SEAT REPAIRED.  
CRR-JI INFORMED C THAT C CAN HAVE THE VEH REPAIRED AND MAY GET REIMBURSED.  
C STATES C THINKS NISSAN SHOULD HELP OUT SOME.  
CRR-JI ADVISED C THAT CRR-JI IS GOING TO SEND AN INTERNAL MESSAGE TO RCAS.  
CRR-JI INQUIRED THE BEST TIME FOR RCAS TO CONTACT C.  
C STATES 2:00 EASTERN TIME AT 585 267 5267.  
CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.  
CRR-JI GAVE C NAME AND EXTENSION. @06/30-ZJI411N

----- @06/30-ZCB442N  
RCAS-CB RECIEVED VMX 06/30/08 FROM SM-AL GLACOCK 06/30/08  
SM STATED HAD RUN GRT BUT IT WAS DECLINED. SM STATED C DID NOT BUY VEH AT THIS DLR. SM STATED C IS A REGULAR SERVICING C BUT OOW.

----- @06/30-ZCB442N  
RCAS-CB SENT EMAIL TO DPSM FOR ASSISTANCE.  
RCAS-CB WAITING ON RESPONSE

----- @06/30-ZCB442N  
RCAS-CB MADE OUTBOUND CALL TO C ON DAYTIME NUMBER 06/30/08 2:38PM EST.  
RCAS-CB APPOLOGIZED FOR DELAY. RCAS-CB ADVISED STILL LOOKING INTO THIS FOR C AND WILL HAVE A UPDATE NO LATER THEN END OF BUSINESS DAY 07/02/08  
C AGREED AND THANKED FOR THE CALL

----- @06/30-ZCB442N  
RCAS-CB RECIEVED EMAIL FROM DPSM  
NNA IS IN A POSITION TO ASSIST WITH REPAIR. @07/07-ZCB442N

----- @07/07-ZCB442N  
RCAS-CB MADE OUTBOUND CALL TO C ON DAYTIME NUMBER 07/07/08 4:15PM EST. LEFT VMX. RCAS-CB WAITING ON C'S CALLBACK

----- @07/07-ZCB442N  
RCAS-CB RECIEVED VMX 07/08/08 @07/09-ZCB442N  
RCAS-CB CALLED C ON DAYTIME NUMBER 07/09/08 4:53PM EST. LEFT VMX  
RCAS-CB WAITING ON C'S CALLBACK @07/09-ZCB442N

----- @07/09-ZCB442N  
CRR-HS RECEIVED CALL FROM C. @07/11-ZHS475N  
C STATES THAT C HAS BEEN WAITING FOR REGIONAL SPECIALSIT TO CONTACT C.  
C STATES THAT IT SEEMS THAT C AND REGIONAL SPECIALIST ARE JUST PLAYING PHONE TAG.  
CRR-HS APOLOGIZED TO C FOR DELAY AND INFOMRED C WILL SEND INTERNAL MESSAGE FOR C TO BE CONTACTED.  
C THANKED CRR-HS FOR ASSISTANCE, C SATISFIED  
CRR-HS GAVE NAME, EXTENSION, AND FILE NUMBER  
CRR-HS SENDING INTERNAL MESSAGE.

\*\*\*\*\* @07/11-ZHS475N  
RCAS-CB CALLED C ON DAYTIME NUMBER 07/15/08 9:55AM EST. LEFT VMX  
RCAS-CB WAITING ON C'S CALLBACK

----- @07/15-ZCB442N  
RCAS-CB RECIEVED VMX FROM C 07/15/08 @07/15-ZCB442N  
RCAS-CB CALLED C ON DAYTIME NUMBER 07/15/08 4:24PM EST  
C STATED C ALREADY PAID FOR REPAIR AND NOW NEEDS TO BE REIMBURSED.  
RCAS-CB ADVISED WOULD LOOK INTO THIS AND FOLLOW UP WITH C NO LATER THAN END OF BUSINESS DAY 07/17/08  
C UNDERSTOOD

----- @07/15-ZCB442N

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RCAS-CB SENT EMAIL TO DPSM

----- @07/15-ZCB442N

RCAS-CB RECIEVED EMAIL FROM DPSM 07/16/08

DPSM STATED DLR WILL BE REIMBURSING C AND NNA WILL BE REIMBURSING DLR

----- @07/16-ZCB442N

RCAS-CB CALLED C ON DAYTIME NUMBER 07/16/08 10:17AM EST. LEFT VMX

RCAS-CB ADVISED DLR WILL BE REIMBURSING C AND TO REFER TO DLR. RCAS-CB ASKED

C TO CALL RCAS-CB BACK IF FURTHER ASSISTANCE REQUESTED.

----- @07/16-ZCB442N

RCAS-CB RECIEVED VMX FROM C 07/18/08

C ASKED FOR REIMBURSMENT OF RENTAL. @07/21-ZCB442N

RCAS-CB CALLED C ON DAYTIME NUMBER 07/21/08 4:17PM EST.

RCAS-CB APPOLOGIZED FOR DELAY IN GETTING BACK TO C. RCAS-CB ADVISED WANTED TO

MAKE SURE DLR REIMBURSED C FOR REPAIR.

C STATED YES. C STATED WHAT C REALLY WANTED WAS SOME REIMBURSMENT FOR RENTAL  
OF 2 DAYS.

RCAS-CB APPOLOGIZED AND ADVISED THAT C WOULD NEED TO REFER TO DLR FOR THIS.

C STATED DLR ADVISED C NEEDED TO CALL NNA

RCAS-CB ADVISED NNA DOES NOT ASSIST WITH RENTAL. RCAS-CB ADVISED IF C HAD A  
VSC THIS WOULD COVER THIS CIRCUMSTANCE BUT RCAS-CB IS NOT SHOWING C HAS THIS  
RCAS-CB ADVISED AT THIS POINT C NEEDS TO REFER TO DLR AS NNA HAS ASSISTED WITH  
GOOD WILL OF REPAIR AND CANNOT ASSIST WITH RENTAL

C UNDERSTOOD AND THANKED FOR HELP

RCAS-CB CLOSING FILE AS NO FURTHER CONTACT NEEDED.

----- @07/21-ZCB442N

RCAS-CB UPDATED OUTSIDE WARRANTY PERAMITERS @07/21-ZCB442N

RCAS-CB UPDATED THREAD ACT @07/21-ZCB442N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: N              | ACTION CODE: NT2C         | ROOT CAUSE: SNFA    |
| 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: 07156           | EFFECTIVE: 06 / 19 / 08   | 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: ZPM016N        |                     |
| HISTORY:                  | UPDATE BY: ZCB442N        |                     |
| SVC CALL#:                | UPDATE DATE: 07 / 21 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 21 / 08  | MICROFILM: N        |
| RESP CAA: BLOM, CATHERINE | OLM: ROYSTER KAREN        | DOM: GROOMS BOB     |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID: CA6195627N  
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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: PURCELLEVILLE  
ST/ZIP: VA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 703 948 1100

VIN: JN8AZ08WX5W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 52000  
IN SVC DATE: 04 / 29 / 05  
RTL DLR: 3871 EXTON NISSAN  
SVC DLR: 3731 BROWN'S STERLING NISSAN  
RESP DLR: 3731 BROWN'S STERLING NISSAN  
REGION: 36 DIST: SL/SV/PT: 05 05 35

VCAN: Y  
PAID: 4  
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) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 52000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: BROWN'S STERLING NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 16000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 06 / 23 / 08 XFER/RSPNSBLTY: 11 00 S  
CONTACT (S): FOLLOWUP DATE: 06 / 23 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 06 / 23 / 08 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZR     | GENERAL INQUIRY              |

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C. A. R. COMMENTS

FILE OPENED-ZSS792N 06/23/2008  
PREVIOUS FILES FOUND: NONE @06/23-ZSS792N  
CRR-SS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING  
PHONE NUMBERS AND RESPONSIBLE DLR. CRR-SS UP-DATED OWNER'S  
INFORMATION(NAME,ADDRESS, PHONE NUMBERS). @06/23-ZSS792N  
CRR-SS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0511 MURANO SB PROTECT NTB06-024  
CLSD R0516 MURANO TANK PROTECT NTB06023  
CRR-SS ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE  
CRR-SS RECEIVED CALL FROM C.  
C STATED WANTED TO KNOW IF A CERTAIN PART IS COVERED. C STATED THAT THE  
DRIVER SEAT IS BROKEN. C WANTED TO KNOW IF THE PART IS STILL COVERED UNDER  
WARRANTY.  
CRR-SS INFORMED C THAT THE DLR WOULD BE THE ONE WHO WILL DETERMINE IF  
A CERTAIN PART IS COVERED OR NOT.  
CRR-SS INFORMED C THAT THE THE SEAT ARE UNDER BASIC WARRANTY AND THE  
SAID PART IS NOT COVER ANYMORE BECAUSE OF THE MILEAGE AND THE DATE.  
C IS AT THE DLR ALREADY AND THE DLR TOLD C THAT THE SAID PART IS NOT COVERED  
ANYMORE.  
C UNDERSTAND.  
CRR-SS ALSO INFORMED THAT THE VSC IS EXPIRED AS WELL. C UNDERSTAND.  
C ASKED IF THE C WANTED TO PURCHASE ANOTHER VSC.  
CRR-SS ADVISED C THAT THE DLR WOULD BE THE ONE TO ASSIST C IF C WANTS TO  
AVAIL ANOTHER VSC. C UNDERSTOOD.  
C ALSO WANTED TO KNOW IF THE VSC CAN BE TRANSFERED AND CAN BE USE IN AFRICA  
SPECIFICALLY NIGERIA.  
CRR-SS INFORMED C UNFORTUNATELY THE VSC WILL NOT TAKE EFFECT IN NIGERIA.  
C ASKED FOR THE PHONE NUMBER OF CONSUMER AFFAIR IN NIGERIA.  
CRR-SS PROVIDED 1-2661744 @06/23-ZSS792N  
C UNDERSTOOD. @06/23-ZSS792N  
C THANKED CRR-SS FOR ASSISTANCE. C SATISFIED.  
CRR-SS OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-SS GAVE C NAME. EXTENSION AND FILE NUMBERS.  
CRR-SS CLOSING FILE. @06/23-ZSS792N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

|                                |                           |                     |
|--------------------------------|---------------------------|---------------------|
| SATISFIED: Y                   | ACTION CODE: NT8G         | 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: 3731                 | EFFECTIVE: 06 / 23 / 08   | 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: ZSS792N        |                     |
| HISTORY:                       | UPDATE BY: ZSS792N        |                     |
| SVC CALL#:                     | UPDATE DATE: 06 / 23 / 08 |                     |
| CLOSE: Y (Y/N)                 | CLOSE DATE: 06 / 23 / 08  | MICROFILM: N        |
| RESP CAA: SACDALAN, STIFFANNIE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000              | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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

CA6195627

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:48:59 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 4/29/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 276       | RCDJ02577326 | 3871 PA             | 4/29/2005         | 4/29/2007      | 40.000            |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                           |               |              |        |
|---------------------------|---------------|--------------|--------|
| -----+-----               |               |              |        |
| CONTRACT: RCDJ02577326    |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]    |               | OWNER NAME:  |        |
| PLAN TYPE: C              |               | PLAN TYPE:   |        |
| PLAN TERM: J              |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50         |               | DEDUCTABLE:  |        |
| EFFECTIVE: 04/29/05       |               | EFFECTIVE:   |        |
| EXPIRES: 04/29/07         | MILES: 40,000 | EXPIRES:     | MILES: |
| CANCEL:                   | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                 |               | TRANSFER:    |        |
| TRANSACTION: 4/30/2005    |               | TRANSACTION: |        |
| PRINTED: 05/06/05         |               | PRINTED:     |        |
| DEALER NO: 3871           | STATE: PA     | DEALER NO:   | STATE: |
| DEALER NAME: EXTON NISSAN |               | DEALER NAME: |        |
| -----+-----               |               |              |        |

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REQUESTED BY: lattad

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|                       |                                   |
|-----------------------|-----------------------------------|
| NAME: [REDACTED]      | SC: NONE                          |
| STREET: [REDACTED]    | VIN: JN8AZ08W16W [REDACTED] Y     |
| CITY: LA GRANGEVILLE  | YR/MDL: 2006.0 MUR MILEAGE: 45000 |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 02 / 24 / 06         |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 07132            |
| EVE PH: [REDACTED]    | PAID: 4 SVC DLR: 07132            |
| DLR PH: 845 297 4314  | SUSP: 1 RESP DLR: 07132           |
|                       | DENY: 1 REGION: 26                |
|                       | DIST: SL/SV/PT: 01 01 31          |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 07132 POUGHKEEPSIE NISS/  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 25 / 08     | XFER/RSPNSBLTY: 26 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 06 / 26 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 06 / 26 / 08    | DATANET (Y/N): 06 / 27 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZMA966N 06/25/2008

PREVIOUS FILES FOUND: NONE.

@06/25-ZMA966N

CRR-MA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,  
AND RESPONSIBLE DEALER.

CRR-MA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @06/25-ZMA966N

CRR-MA ADVISED C THERE ARE NO OPEN RECALLS.

@06/25-ZMA966N

PREVIOUS NISSAN/INFINITI VEH: NONE.

@06/25-ZMA966N

CRR-MA RECEIVED INBOUND CALL FROM C.

@06/25-ZMA966N

C STATES C HAS A LOOSE FRONT DRIVER SEAT.

C STATES C WENT TO DLR.

C STATES DLR TOLD C THAT C NEEDS A NEW TRACK.

C STATES C THINKS THIS IS A STRUCTURAL DEFECT.

C STATES C'S DLR HAS BEEN TRYING TO CONTACT NISSAN TO SEE

IF C CAN BE COVERED UNDER WARRANTY.

C STATES C NEEDS ASSISTANCE ON SEAT REPAIR.

@06/25-ZMA966N

C STATES C IS DRIVING AROUND WITH AN UNSAFE VEH.

C STATES C SPOKE WITH SM-DALE WHITE.

C STATES C NEEDS THE DRIVERS SIDE SEAT TRACK REPAIRED.

@06/25-ZMA966N

C STATES C WANTS THE REPAIR COVERED AND NEEDS GOODWILL ASSISTANCE.

CRR-MA OFFERED FURTHER ASSISTANCE, C DECLINED.

@06/25-ZMA966N

CRR-MA GAVE NAME, EXT AND FILE NUMBER.

@06/25-ZMA966N

CRR-MA ADVISED C WILL FORWARD TO RCAS FOR FURTHER REVIEW.

@06/25-ZMA966N

RCAS-KM IN REVIEW OF FILE 6/26/08.

RCAS-KM DATA NETTING FILE TO DLR.

@06/26-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 1:35 PM EST 6/26/08. C STATED DLR HAS

RECEIVED AUTHORIZATION FOR OOW GOODWILL FOR REPAIRS AND VEHICLE IS

BEING REPAIRED PRESENTLY. C STATED WILL CONTACT RCAS IF FURTHER ASSISTANCE

REQUIRED.

@06/26-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR.

@06/26-ZKM698N

RCAS-KM UPDATING TREAD ACT CODES.

@06/26-ZKM698N

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED.

@06/26-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 07132        | EFFECTIVE: 06 / 25 / 08   | 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: ZMA966N        |                     |
| HISTORY:               | UPDATE BY: ZKM698N        |                     |
| SVC CALL#:             | UPDATE DATE: 06 / 26 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 06 / 26 / 08  | MICROFILM: N        |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: YAKIM DAVID N  |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

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|                       |                                       |
|-----------------------|---------------------------------------|
| NAME: [REDACTED]      | SC: MULTI CONTRACT                    |
| STREET: [REDACTED]    | VIN: JN8AZ08T45W [REDACTED] Y         |
| CITY: MARION          | YR/MDL: 2005.0 MUR MILEAGE: 62355     |
| ST/ZIP: SC [REDACTED] | IN SVC DATE: 03 / 25 / 05             |
| DAY PH: [REDACTED]    | RTL DLR: 19082 LAKE NISSAN SALES, INC |
| EVE PH: [REDACTED]    | SVC DLR: 16018 PALMETTO NISSAN INC    |
| DLR PH: 843 665 8467  | RESP DLR: 16018 PALMETTO NISSAN INC   |
| VCAN: Y               | REGION: 34 DIST: SL/SV/PT: 07 07 37   |
| PAID:                 |                                       |
| SUSP:                 |                                       |
| DENY:                 |                                       |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 20465 # NISSAN/INFINITI VEHICLES: 4  
VEHICLE MAINTAINED BY: 16018 PALMETTO NISSAN INC  
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 26355 (PT) MONTHS: MILES: 2355

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 26 / 08     | XFER/RSPNSBLTY: 34 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 07 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 07 / 08    | DATANET (Y/N): 06 / 30 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZDP019N 06/26/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE.

CRR-DP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE & RESPONSIBLE DLRSH. P.

CRR-DP UPDATED C'S DAY PHONE NUMBER.

CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 05/30/06 16018

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 05/30/06 16018

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 03/16/07 16018

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 1982 SENTRA, STANZA 19??, 1995 MAXIMA.

CRR-DP RECEIVED INBOUND CALL FROM C.

C STATES TOOK C'S VEH INTO THE DLRSH. P (06/26/08) YESTERDAY AND WAS TOLD THE DLRSH. P NEEDED TO REPLACE TRACK UNDERNEATH THE DRIVER SEAT.

C STATES C'S SEAT BROKE AND THAT THE DLRS NEEDED TO ORDER ADJUSTER ASSEMBLY \$602.90. @06/26-ZDP019N

C STATES NEVER HAD THIS PROBLEM OCCUR BEFORE.

C STATES IS THAT C IS THE ONLY DRIVER AND THAT C DOES NOT HAVE ANY KIDS.

C STATES NOTICE THE PROBLEM ON MONDAY 06/23/08.

C STATES WHEN C TOOK C'S VEH IN C WAS NOTIFIED IT BROKE AND NEEDED TO BE FIXED.

C STATES INFORMED C'S FRIEND AND WAS TOLD BY C'S FRIEND THAT C IS NOT A ROUGH DRIVER.

CRR-DP APOLOGIZE FOR THE INCONVENIENCE. CRR-DP STATES THAT C'S SATISFACTION WITH C'S VEH & DLRS ARE NNA'S PRIMARY CONCERN. CRR-DP STATES WHAT IS C REQUESTING FROM NNA?

C STATES WOULD LIKE TO KNOW IF THERE WAS A DEFECT AND THAT C THINK THE PROBLEM SHOULD HAVE NOT BROKE.

C STATES THAT C IS NOT A ROUGH DRIVER AND THAT THIS IS C'S FIRST TIME CALLING INTO NNA-CA.

C STATES WOULD LIKE TO BE REIMBURSE FOR THE PART.

CRR-DP STATES SINCE C IS REQUESTING FOR ASSISTANCE. CRR-DP INFORMED C FILE WILL BE FORWARDED TO A RCAS AGENT FOR FURTHER REVIEW.

C THANKED CRR-DP FOR ASSISTANCE. C SATISFIED.

CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.

C DECLINED.

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.

CRR-DP LEAVING FILE OPEN RCAS ACTION FOR OOW GOODWILL ASSISTANCE.

@06/26-ZDP019N

RCAS-MC CALLED THE DLR AND SPOKE TO SA-\*\*\*\*\* ABOUT C AT 9:30PM EST ON 6/27/08. RCAS-MC INQUIRED ON WHAT WAS DONE TO THE VEHICLE.

SA-STATED THAT THE PREVIOUS CONCERNS WERE.

AUG 06 - CHECK ENGINE LIGHT, RESCHEDULED INSPECTION

SEPT 06 - CHECK ENGINE LIGHT, NOTHING FOUND

DEC 06 - 30000 MILE SERVICE. MARCH 07 - RECALL. JAN 08 - 45000. JUNE 25 - SEAT

RCAS-MC ADVISED SA TO INFORM SM-STACY WRIGHT TO RUN A GRT FOR 50% OF THE COST

AND IF THE GRT DECLINES, RUN A GRT FOR THE COST OF THE LABOR. @06/27-ZMC854N

SA STATED THAT SM WILL BE INFORMED AS TO WHAT TO DO ON MONDAY. RCAS-MC THANKED SA AND ENDED THE CALL. @06/27-ZMC854N

RCAS-GM LEFT VMX FOR C ON 6/27/08 AT 4:24PM EST ON BEHALF OF RCAS-MC.

RCAS-GM STATED THAT RCAS-MC WILL CALL C AGAIN ON THURSDAY 7/3/08.

@06/27-ZMC854N

RCAS-MC CALLED DLR AND SPOKE TO SM-STACY WRIGHT AT 4:19PM EST. SM STATED THAT C WAS GIVEN A DISCOUNT AND C WAS PLEASED. SM STATED THAT THE VEHICLE IS REPAIRED. @07/03-ZMC854N

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RCAS-MC THANKED SM AND ENDED THE CALL. @07/03-ZMC854N  
RCAS-MC CALLED C AT 4:21PM EST ON 7/3/08 AND LEFT VMX. RCAS-MC STATED THAT  
RCAS-MC WILL CALL C AGAIN ON 7/7/08. @07/03-ZMC854N  
RCAS-MC CALLED C AT 1:18PM EST ON 7/7/08. @07/07-ZMC854N  
C STATED THAT THE SEAT TRACK BROKE ON THE VEHICLE. C STATED THAT C HAS ALREADY  
PAID FOR THE RAPAIRS BUT C WAS INQUIRING AS TO WHAT EXACTLY WAS THE CAUSE OF  
THE CONCERN. RCAS-MC ADVISED C THAT AT THIS POINT NNA WOULD NOT BE ABLE TO  
EXPLAIN WHAT IS THE CAUSE. RCAS-MC INFORMED C THAT THERE HAVE NOT BEEN ENOUGH  
CASES FOR NNA TO EVEN CALL THE SITUATION A GAURANTEED MANUFACTURING DEFECT.  
RCAS-MC INFORMED C THAT IF THE SITUATION HAPPENS TO BECOME A RECALL THEN  
CUSTOMERS THAT HAVE PAID FOR THE REPAIRS WILL BE REIMBURSED.  
C THANKED RCAS-MC FOR ALL OF THE INFORMATION AND ENDED THE CALL.  
RCAS-MC CLOSING FILE. @07/07-ZMC854N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

## CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT1G         | ROOT CAUSE: SNFA    |
| 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: 16018              | EFFECTIVE: 06 / 26 / 08   | 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: ZDP019N        |                     |
| HISTORY:                     | UPDATE BY: ZMC854N        |                     |
| SVC CALL#:                   | UPDATE DATE: 07 / 07 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 07 / 07 / 08  | MICROFILM: N        |
| RESP CAA: CARBERRY, MICHAINE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041434            | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:00 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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----- CONSUMER AFFAIRS -----  
CA6199614 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:00 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 6/9/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6199614 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:00 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 3/25/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 279       | PEDQ04091502 | 16018 SC            | 6/9/2006          | 3/25/2012      | 100.000           |                |                  |
| 280       | RCDP80226509 | 19082 FL            | 3/25/2005         | 9/25/2008      | 42.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                  |                |              |        |
|----------------------------------|----------------|--------------|--------|
| -----+-----                      |                |              |        |
| CONTRACT: PEDQ04091502           |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]           |                | OWNER NAME:  |        |
| PLAN TYPE: E                     |                | PLAN TYPE:   |        |
| PLAN TERM: Q                     |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                |                | DEDUCTABLE:  |        |
| EFFECTIVE: 06/09/06              |                | EFFECTIVE:   |        |
| EXPIRES: 03/25/12                | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                          | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                        |                | TRANSFER:    |        |
| TRANSACTION: 6/15/2006           |                | TRANSACTION: |        |
| PRINTED: 06/16/06                |                | PRINTED:     |        |
| DEALER NO: 16018                 | STATE: SC      | DEALER NO:   | STATE: |
| DEALER NAME: PALMETTO NISSAN INC |                | DEALER NAME: |        |
| -----+-----                      |                |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                     |               |              |        |
|-------------------------------------|---------------|--------------|--------|
| -----+-----                         |               |              |        |
| CONTRACT: RCDP80226509              |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]              |               | OWNER NAME:  |        |
| PLAN TYPE: C                        |               | PLAN TYPE:   |        |
| PLAN TERM: P                        |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                   |               | DEDUCTABLE:  |        |
| EFFECTIVE: 03/25/05                 |               | EFFECTIVE:   |        |
| EXPIRES: 09/25/08                   | MILES: 42,000 | EXPIRES:     | MILES: |
| CANCEL:                             | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                           |               | TRANSFER:    |        |
| TRANSACTION: 3/28/2005              |               | TRANSACTION: |        |
| PRINTED: 04/01/05                   |               | PRINTED:     |        |
| DEALER NO: 19082                    | STATE: FL     | DEALER NO:   | STATE: |
| DEALER NAME: LAKE NISSAN SALES, INC |               | DEALER NAME: |        |
| -----+-----                         |               |              |        |

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|                        |            |                                     |
|------------------------|------------|-------------------------------------|
| NAME:                  | [REDACTED] | SC: NONE                            |
| STREET:                | [REDACTED] | VIN: JN8AZ08WX5W [REDACTED] Y       |
| CITY: YORKTOWN HEIGHTS |            | YR/MDL: 2005.0 MUR MILEAGE: 72000   |
| ST/ZIP: NY [REDACTED]  |            | IN SVC DATE: 06 / 29 / 05           |
| DAY PH: [REDACTED]     | VCAN: N    | RTL DLR: 07167 GEIS NISSAN, INC.    |
| EVE PH: [REDACTED]     | PAID:      | SVC DLR: 5100 CURRY NISSAN          |
| DLR PH: 914 528 4347   | SUSP:      | RESP DLR: 5100 CURRY NISSAN         |
|                        | DENY:      | REGION: 26 DIST: SL/SV/PT: 01 01 31 |

|                                          |                             |                               |
|------------------------------------------|-----------------------------|-------------------------------|
| 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)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00        | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI        | MILES                       | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 5100 CURRY NISSAN |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:          | MILES: 36000                | (PT) MONTHS: MILES: 12000     |
| ORIG CODE: CT 11                         | OPEN DATE: 06 / 27 / 08     | XFER/RSPNSBLTY: 26 01 S       |
| CONTACT (S):                             | FOLLOWUP DATE: 06 / 30 / 08 | DATANET (Y/N): 1              |
| SEVERITY: 9                              | CLOSE DATE: 06 / 30 / 08    | DATANET (Y/N): 00 / 00 / 00   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZLC161N 06/27/2008

PREVIOUS FILES FOUND: NONE.

@06/27-ZLC161N

CRR-LC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVE PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-LC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CRR-LC ADVISED C OF RECALL STATUS.

OPEN R0511 MURANO SB PROTECT NTB06-024

OPEN R0516 MURANO TANK PROTECT NTB06023

OPEN R0601 MURANO TANK R&R NTB06-025

OPEN R0614 MURANO STR LOCK NTB06-091

CRR-LC VERIFY THE PREVIOUS NISSAN / INFINITI VEH:NONE.

CRR-LC RECEIVED CALL FROM: C.

C STATED:C IS HAVING ISSUE WITH THE SEAT FRAME ASSEMBLY.

C STATED C TOOK THE VEH TO NISSAN DLR AND WAS ADVISED C THE PART NEEDS TO  
REPLACED.

@06/27-ZLC161N

C STATED C IS AWARE THAT THE PART IS NOT UNDER THE WARRANTY.

C STATED C KNOW THERE IS A RECALL ON THAT PART. THERE SHOULD BE RECALL.

CRR-LC ADVISED C THERE ARE OPEN RECALLS ON THE VEH BUT THERE IS NO  
SEAT FRAME.

C KEEP ON INSISTING THERE IS A RECALL.

CRR-LC ADVISED C CRR-LC WILL DOCUMENT THE INFORMATION AND CRR-LC WILL  
TRANSFER THE CALL TO C GROUP.

C AGREED.

@06/27-ZLC161N

\*\*\*\*\*

@06/27-ZMA966N

CRR-MA RECEIVED INBOUND CALL FROM C.

@06/27-ZMA966N

C STATES C'S DRIVER SEAT IS LOOSE.

@06/27-ZMA966N

C STATES THIS JUST OCCURED ABOUT A MONTH AGO.

@06/27-ZMA966N

C STATES C WAS AT DLR TODAY AND DLR ADVISED C THAT IT WAS SHEARED OF THE TRACK

C STATES C THINKS THERE SHOULD BE A RECALL FOR THIS.

@06/27-ZMA966N

C STATES C'S REPAIR IS GOING TO COST 920 DOLLARS.

@06/27-ZMA966N

C STATES C WANTS NISSAN TO PAY FOR THIS.

@06/27-ZMA966N

C STATES C WANTS NISSAN TO RECALL THIS SEAT ISSUE ON THE SEATS FOR THESE  
MURANOS.

@06/27-ZMA966N

C STATES C GOODWILL ASSISTANCE FROM NISSAN.

@06/27-ZMA966N

C STATES C LEVER AND SEAT TRACK IS BROKEN AND WONT ADJUST AND IS LOOSE.

C STATES C WAS JUST AT THE DLR TODAY AND THE DLR TOLD C THEY COULDNT ASSIST  
AS C IS OVER IN MILEAGE.

@06/27-ZMA966N

CRR-MA OFFERED FURTHER ASSISTANCE, C DECLINED.

@06/27-ZMA966N

CRR-MA GAVE NAME, EXT AND FILE NUMBER.

@06/27-ZMA966N

CRR-MA ADVISED C WILL FORWARD TO RCAS FOR FURTHER REVIEW.

@06/27-ZMA966N

\*\*\*RCAS-OW REVIEWED FILE ON 06/30/08 AT 2:58PM EST. RCAS UPDATED FRONT PAGE

WITH BASIC/POWERTRAIN WARRANTY INFORMATION ON FRONT PAGE.

@06/30-ZOW482N

RCAS-OW PLACED CALL TO SM-MICHEAL COATES ON 06/30/08 AT 3:02PM EST. SM

STATED THAT THE GRT WAS RUN FOR C AND CAME BACK NOT RECOMMENDED. SM STATED

THAT THE VEHICLE HAS NO VSC. SM STATED THAT THE VEHICLE HAS 2 REPAIR ORDERS

ONE WHEN THE VEHICLE WAS BROUGHT IN AT 40,000K AND THEN THE NEXT AT 75,000K.

SM AND RCAS BOTH AGREED THAT BECAUSE VEH IS OOW, NNA WOULD NOT BE IN A

POSITION TO ASSIST. RCAS THANKED SM FOR THE ASSISTANCE.

@06/30-ZOW482N

\*\*\*RCAS-OW THEN PLACED CALL TO C ON 06/30/08 AT 3:04PM EST. C STATED THAT THIS

IS A FACTORY REPAIR AND THE BOLTS ARE SHEERING OFF. C IS UPSET THAT THIS IS

NOT A RECALL ON THIS COMPONENT AND NNA WOULD NOT BE IN A POSITION TO ASSIST.

RCAS IS UPSET AND STATED THAT C KNOWS OF OTHER VEHICLES WHERE THIS INCIDENT

HAS OCCURED. C BECAME UPSET AND DEMANDED TO SPEAK WITH RCAS SUPERVISOR.

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RCAS EXPLAINED THAT IF THERE IS A RECALL PUT OUT ON THIS COMPONENT IN THE NEAR FUTURE C WILL BE NOTIFIED AND C MAY PUT IN A REQUEST FOR REIMBURSEMENT HOWEVER, UNTIL THIS OCCURS THERE IS NOTHING MORE THAT RCAS COULD DO. C STATED THAT IF THE VEHICLE LOSES CONTROL, NNA WILL HAVE A LARGE LAWSUIT AND C WILL BE CONTACTING LAWYER. C STATED THAT C WILL NEVER PURCHASE ANOTHER NISSAN AND STATED TO RCAS THAT RCAS HAS BEEN A TERRIFIC HELP. C ENDED CONVERSATION. RCAS CLOSING FILE AS NO FURTHER ACTION IS REQUIRED.  
@06/30-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: N           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 5100         | EFFECTIVE: 06 / 27 / 08   | 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: ZLC161N        |                     |
| HISTORY:               | UPDATE BY: ZOW482N        |                     |
| SVC CALL#:             | UPDATE DATE: 06 / 30 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 06 / 30 / 08  | MICROFILM: N        |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: YAKIM DAVID N  |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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**SC: ONE CONTRACT**

|                       |                                                 |
|-----------------------|-------------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W03W [REDACTED] Y                   |
| STREET: [REDACTED]    | YR/MDL: 2003.0 MUR MILEAGE: 40000               |
| CITY: OAK LAWN        | IN SVC DATE: 01 / 20 / 03                       |
| ST/ZIP: IL [REDACTED] | RTL DLR: 1864 KELLY NISSAN, INC.                |
| DAY PH: [REDACTED]    | PAID: 4 SVC DLR: 2709 ORLAND PARK NISSAN, INC.  |
| EVE PH: [REDACTED]    | SUSP: 0 RESP DLR: 2709 ORLAND PARK NISSAN, INC. |
| DLR PH: 708 403 1300  | DENY: 0 REGION: 24 DIST: SL/SV/PT: 01 01 31     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES 9 # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 2709 ORLAND PARK NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: 4000 (PT) MONTHS: 6 MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 06 / 30 / 08     | XFER/RSPNSBLTY: 24 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 16 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 14 / 08    | DATANET (Y/N): 07 / 02 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                         |
|----|-------------------------|--------|-----------------------------------------|
| OA | VEHICLE CONCERNS        | 190500 | SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST         |
| OA | VEHICLE CONCERNS        | 190500 | SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                          |

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C. A. R. COMMENTS

FILE OPENED-ZCC141N 06/30/2008

PREVIOUS FILES FOUND: (9).

RELATED:5515305,5551535,5598624,4439104,5601323,5742889.

UNRELATED: 5797234.5960981.6126504.

CRR-CC UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).

CRR-CC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS.  
AND RESPONSIBLE DLR.

CRR-CC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 11/21/05 11/14/05 1864

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 04/27/06 1864

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 05/11/06 1864

CRR-CC ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 00 SENTRA. 05 MAXIMA.

CRR-CC RECEIVED CALL FROM C.

C STATED THAT C HAS BEEN HAVING MULTIPLE ISSUES WITH THE SEATS OF THE VEH.

C STATED THAT C IS TAKING THE VEH TO KELLY NISSAN, AND DLR REPLACED THE  
FIXTURE OF THE SEATS 5 TIMES ALREADY.

C STATED THAT C THEN TOOK THE VEH TO ORLAND PARK NISSAN AND CHANGED THE  
FIXTURE ONCE.

C STATED THAT THE ISSUE WITH THE SEATS STARTED 6 MONTHS AFTER C PURCHASE THE  
VEH. C STATED THAT THE PLASTIC OF THE SEAT WHERE THE CONTROLS ARE LOCATED ARE  
BREAKING APART. C STATED THAT THE SEATS ARE MOVING FORWARD.

C STATED THAT THE WHOLE DRIVER'S SEATS NEEDS TO BE REPLACED.

C STATED THAT 2 WEEKS AGO, WHEN C HAD AN OIL CHANGED AT ORLAND PARK NISSAN,  
C ASKED THE DLR TO TAKE A LOOK AGAIN AT C'S SEATS. C WAS ADVISED TO TAKE THE  
VEH BACK TO KELLY NISSAN.

C STATED THE C TOOK THE VEH TO KELLY NISSAN BUT DLR INFORMED C THAT DLR CAN NO  
LONGER DO ANYTHING FOR C BECAUSE DLR IS CHARGING C FOR THE FIXTURE AND C  
STATES THAT C DOESN'T WANT TO PAY FOR THE FIXTURE OF THE SEATS BECAUSE C HAS  
ALREADY PAID FOR THE FIXTURES FOR 6 TIMES ALREADY AND THE ISSUES WITH THE  
SEATS IS NOT YET RESOLVED.

C STATED THAT THE WHOLE SEATS NEEDS TO BE REPLACED, AND NOT JUST THE FIXTURE.  
C STATED THAT C DOESN'T WANT TO WASTE ANY MONEY.

C STATED THAT C IS DEALING WITH SM-TOM JONES OF KELLY NISSAN.

C STATED THAT C HAS NOTHING AGAINST ORLAND PARK NISSAN.

CRR-CC VERIFIED HOW CAN NNA ASSIST C REGARDING C'S CONCERN.

C IS ASKING FOR NISSAN'S ASSISTANCE TO REPLACE THE SEATS.

CRR-CC INFORMED C THAT CALL WILL BE TRANSFERRED TO C GROUP.

C THANKED CRR-CC FOR ASSISTANCE, C SATISFIED.

CRR-CC OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-CC GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-CC TRANSFERRING CALL TO C GROUP. @06/30-ZCC141N

\*\*\*\*\* @06/30-ZJP000N

CRR-JP RECEIVED CALL FROM C.

CRR-JP VERIFIED NAME AND ADDRESS.

CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
NONE.

CRR-JP ADVISED C NO OPEN RECALLS ON VEHICLE. @06/30-ZJP000N

C STATES C WOULD LIKE THE WHOLE SEAT REPLACED BY NISSAN. @06/30-ZJP000N

C STATES DLR PUTS IT BACK TOGETHER AND IT WORKS FOR ONE OR TWO WEEKS AND THEN  
THE SEAT COMES OFF AGAIN. @06/30-ZJP000N

CRR-JP ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

CRR-JP ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.



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CRR-JP OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-JP GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-JP TRANSFERING FILE TO RCAS AGENT.

@06/30-ZJP000N

\*\*\*\*\*

@07/01-ZCB353N

RCAS-CB DATANETTED FILE.

@07/01-ZCB353N

\*\*\*\*\*

@07/01-ZCB353N

RCAS-CB CALLED C ON 07/01/08 AT 4:54 PM EST ON DAY NUMBER. LINE BUSY.

RCAS-CB LEFT VMX ON 07/01/08 AT 4:56 PM EST ON EVENING NUMBER. @07/01-ZCB353N

=====

CRR-EF RECEIVED INBOUND CALL FROM C.

CRR-EF VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.

CRR-EF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

CRR-EF INFORMED C THERE ARE NO OPEN RECALLS.

@07/07-ZEF000N

C STATES THAT C WOULD LIKE TO SPEAK WITH RCAS-CB.

CRR-EF ADVISED C THAT CRR-EF WOULD SEND AN INTERNAL MESSAGE TO RCAS-CB.

CRR-EF ADVISED C THAT RCAS-CB WOULD CONTACT C BY END OF BUSINESS TOMORROW.

C STATES OK.

CRR-EF EXITING FILE.

@07/07-ZEF000N

=====

\*\*\*\*\*

@07/10-ZCB353N

RCAS-CB CALLED 2709 ORLAND PARK NISSAN ON 07/10/08 AT 10:52 PM EST.

RCAS-CB SPOKE TO SERVICE MANAGER TOM WALKER.

@07/10-ZCB353N

SM STATES C NEEDS A SEAT SWITCH REPAIRED THAT IS COVERED UNDER THE VSC. SM

STATES ALL THE TRIM PIECES ARE BROKEN AND THE SWITCH REPAIR CAN NOT BE

COMPLETED IF THE TRIM IS NOT. SM STATES THE TRIM IS NOT COVERED UNDER THE VSC.

RCAS-CB ASKED IF IT IS COMMON FOR THE TRIM TO BREAK. SM STATES IT IS NOT

COMMON. SM STATES IT WOULD BE CAUSED BY THE CUSTOMER AS IT IS IN A SPOT WHERE  
THE TRIM COULD NOT JUST BREAK. RCAS-CB ASKED IF C IS A GOOD SERVICING DLR.

SM STATES C HAS BEEN TOT HE DLR FOR ONLY A COUPLE OIL CHANGES. SM STATES GW  
IS NOT RECOMMENDED.

@07/10-ZCB353N

\*\*\*\*\*

@07/14-ZCB353N

RCAS-CB LEFT VMX ON 07/14/08 AT 11:19 AM EST ON DAY/EVENING NUMBER.

\*\*\*\*\*CRR PM RECEIVED INBOUND FROM C, CRR PM VERIFIED C'S NAME AND ADDRESS, C

STATES C MISSED RCAS CALL TODAY C STATES C HAS BEEN TRYING TO CALL C BACK AND

VMX COMES OUT, CRR PM TRIED WARM TRANSFERRING C, VMX CAME OUT, CRR PM ADVISED

C THAT AN INTERNAL MSG WILL BE SENT TO RCAS, C STATES THE SEAT SHOULD BE

REPLACED, C VERIFIED C'S ISSUE, CRR PM OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR PM SENDING INTERNAL MSG.

@07/14-ZPM016N

\*\*\*\*\*

@07/14-ZCB353N

RCAS-CB CALLED C ON 07/14/08 AT 5:13 PM EST ON DAY/EVENING NUMBER.

RCAS-CB ADVISED C IN THIS CASE NNA WILL NOT BE COVERING THE COST OF THE TRIM

WILL NOT BE COVERED BY NNA CA. C STATES C WILL NEVER PURCHASE ANOTHER NA VEH

AND C WILL DO BAD ADVERTISING FOR NNA. C STARTED USING PROFANITY AND

DISCONNECTED CALL.

@07/14-ZCB353N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CHRISTINE BASILE 866-799-1690 EXT 1469

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID:  
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CA6204321N

CONTACT(S):

|                             |                           |                      |
|-----------------------------|---------------------------|----------------------|
| SATISFIED: N                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| 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: 2709              | EFFECTIVE: 06 / 30 / 08   | 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: ZCC141N        |                      |
| HISTORY:                    | UPDATE BY: ZCB353N        |                      |
| SVC CALL#:                  | UPDATE DATE: 07 / 14 / 08 |                      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 07 / 14 / 08  | MICROFILM: N         |
| RESP CAA: BASILE, CHRISTINE | OLM: SMIT AGNES           | DOM: HAFERTEPE, MIKE |
| PHONE: 0000040000           | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID: CA6204321N  
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----- CONSUMER AFFAIRS -----

CA6204321

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:00 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 1/20/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 282       | RCND01390169 | 24ESC CA            | 1/20/2003         | 1/20/2009      | 75.000            |                |                  |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID:  
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CA6204321N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |               |              |        |
|----------------------------------------|---------------|--------------|--------|
| -----+-----                            |               |              |        |
| CONTRACT: RCND01390169                 |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |               | OWNER NAME:  |        |
| PLAN TYPE: C                           |               | PLAN TYPE:   |        |
| PLAN TERM: D                           |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                         |               | DEDUCTABLE:  |        |
| EFFECTIVE: 01/20/03                    |               | EFFECTIVE:   |        |
| EXPIRES: 01/20/09                      | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                              |               | TRANSFER:    |        |
| TRANSACTION: 3/4/2004                  |               | TRANSACTION: |        |
| PRINTED: 03/05/04                      |               | PRINTED:     |        |
| DEALER NO: 24ESC                       | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: NORTH CENTRAL CA CONTRACT |               | DEALER NAME: |        |
| -----+-----                            |               |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID: CA6205817N  
Page 1

NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08WX5W [REDACTED] 8 Y  
CITY: DENVER YR/MDL: 2005.0 MUR MILEAGE: 37000  
ST/ZIP: CO [REDACTED] IN SVC DATE: 09 / 15 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3524 GO NISSAN ARAPAHOE  
EVE PH: [REDACTED] PAID: SVC DLR: 014C TYNAN'S NISSAN INC  
DLR PH: 303 341 7330 SUSP: RESP DLR: 014C TYNAN'S NISSAN INC  
DENY: REGION: 48 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 014C TYNAN'S NISSAN INC  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 01 / 08 XFER/RSPNSBLTY: 48 02 S  
CONTACT (S): FOLLOWUP DATE: 07 / 11 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 07 / 10 / 08 DATANET (Y/N): 07 / 04 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID:  
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CA6205817N

C. A. R. COMMENTS

FILE OPENED-ZJS802N 07/01/2008

PREVIOUS FILES FOUND: NONE

@07/01-ZJS802N

CRR-JS UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).

CRR-JS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @07/01-ZJS802N

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0614 MURANO STR LOCK NTB06-091

CRR-JS ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):\_NONE

CRR-JS RECEIVED CALL FROM C.

C STATED THAT C'S FRONT SEAT IS MOVING AND WHEN C BRING THE VEH TO A  
DEALERSHIP THE DEALERSHIP TOLD C THAT THE WELDING ON THE ROD OF THE SEAT IS  
SEPERATED SO C NEEDS TO REPLACED THE ROD SEAT FRAME. @07/01-ZJS802N

C IS ALSO AWARE THAT C'S BASIC WARRANTY IS ALREADY EXPIRED AND C STATED THAT  
NISSAN MUST COVER THE REPAIR ON C'S VEH BECAUSE ITS FOR C'S SAFETINESS.

CRR-JS ESCALATE C TO C GROUP.

C THANKED CRR-JS FOR ASSISTANCE. C SATISFIED.

CRR-JS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JS GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-JS TRANSFERRING CALL TO C GROUP. @07/01-ZJS802N

\*\*\*\*\*

CRR-AS RECEIVED TRANSFER CALL FROM AB GROUP. @07/01-ZAS846N

C STATES THE ROD OF C'S DRIVER'S SEAT SNAPPED AND BROKE ABOUT A MONTH AGO.

C STATES THE LEFT SIDE OF THE SEAT SAGS AND MOVES WHEN C BRAKES AND DRIVES.

C STATES THE DLR SAID THAT THE ROD IN THE SEAT FRAME IS REPLACED.

C STATES THE BROKEN ROD IS A SAFETY ISSUE. @07/01-ZAS846N

C STATES THE CALVIN SCOTT-SM TOLD C THAT C IS OUTSIDE THE BASIC WARRANTY.

CRR-AS ASKED WHAT NNA CAN DO FOR C. @07/01-ZAS846N

C STATES C WANTS TO HAVE THE REPAIRS COVERED UNDER WARRANTY. @07/01-ZAS846N

CRR-AS ADVISED C THAT CRR-AS IS ESCALATING FILE TO RCAS, AND C WILL BE  
CONTACTED BY RCAS BY THE END OF THE NEXT BUSINESS DAY.

C STATES C UNDERSTANDS.

CRR-AS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AS GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-AS TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @07/01-ZAS846N

\*\*\*\*\*

@07/03-ZSR768N

RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 07/03/08 6:20PM EST @07/03-ZSR768N

RCAS-SR LEFT VMX @07/03-ZSR768N

RCAS-SR PLACED CALL TO C ON EVENING PHONE 07/03/08 6:21PM EST @07/03-ZSR768N

RCAS-SR LEFT VMX @07/03-ZSR768N

\*\*\*\*\*

@07/03-ZSR768N

RCAS-SR RECIEVED INBOUND CALL FROM C 07/03/08 6:27PM EST @07/03-ZSR768N

RCAS-SR SPOKE WITH C @07/03-ZSR768N

C STATES THAT THE SEAT FRAME IS BROKEN @07/03-ZSR768N

C STATES THAT C FEELS THAT THIS IS A SAFETY ISSUE @07/03-ZSR768N

C STATES THAT C IS JUST OUTSIDE OF THE WARRANTY AND WOULD LIKE NNA TO CONCIDER  
COVERING REPAIR UNDER WARRANTY @07/03-ZSR768N

RCAS-SR ADVISED THAT OUT OF WARRANTY ASSISTANCE CAN BE LOOKED INTO

RCAS-SR ADVISED FOR FOLLOW UP 07/08 @07/03-ZSR768N

C UNDERSTOOD @07/03-ZSR768N

\*\*\*\*\*

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

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CA6205817N

RCAS-SR PLACED CALL TO 014C TYNAN'S NISSAN INC 07/08/08 2:59PM EST  
RCAS-SR SPOKE WITH SM MIKE ALDERTON @07/08-ZSR768N  
SM STATES THAT SM AS WELL FEELS THAT THIS IS A SAFETY ISSUE @07/08-ZSR768N  
SM STATES THAT SM FEELS THAT THIS IS NOTHING THAT THE CUSTOMER MAY HAVE DONE  
SM STATES THAT C IS JUST OUTSIDE OF WARRANTY AND FEELS THAT C SHOULD BE  
ASSISTED @07/08-ZSR768N  
RCAS-SR INQUIRED HOW SM FELT ABOUT RUNNING GRT @07/08-ZSR768N  
SM STATES THAT SM BELIEVES THAT GRT WILL BE APPROVED, SM STATES THAT SM WILL  
RUN @07/08-ZSR768N  
RCAS-SR UNDERSTOOD @07/08-ZSR768N  
\*\*\*\*\* @07/08-ZSR768N  
RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 07/08/08 3:03PM EST @07/08-ZSR768N  
RCAS-SR SPOKE WITH C @07/08-ZSR768N  
RCAS-SR ADVISED THAT REGIONAL STAFF WAS STILL IN REVIEW @07/08-ZSR768N  
RCAS-SR ADVISED THAT DLR WAS CONTACTED TO DETERMINE REPAIR @07/08-ZSR768N  
RCAS-SR ADVISED THAT A DECISION SHOULD BE RENDERED BY THE END OF THE WEEK  
RCAS-SR ADVISED FOR FOLLOW UP ON OR BEFORE 07/11 @07/08-ZSR768N  
C UNDERSTOOD AND THANKED FOR UPDATE @07/08-ZSR768N  
\*\*\*\*\* @07/10-ZSR768N  
RCAS-SR PLACED CALL TO 014C TYNAN'S NISSAN INC 07/10/08 7:18PM EST  
RCAS-SR SPOKE WITH SM MIKE ALDERTON @07/10-ZSR768N  
SM STATES THAT SM RAN GRT AND WAS DENIED @07/10-ZSR768N  
SM STATES THAT SM DOES NOT FEEL A NEED TO TAKE ANY FURTHER @07/10-ZSR768N  
RCAS-SR NOTING THAT GRT WAS RAN FOR 325 AND NOT RECOMMENDED AS PER CPIA  
RCAS-SR UNDERSTOOD AND THANKED FOR ASSISTANCE @07/10-ZSR768N  
\*\*\*\*\* @07/10-ZSR768N  
RCAS-SR PLACED CALL TO C ON DAYTIME PHONE 07/10/08 7:20PM EST @07/10-ZSR768N  
RCAS-SR SPOKE WITH C @07/10-ZSR768N  
RCAS-SR ADVISED THAT REGIONAL STAFF HAD REVIEWED FILE @07/10-ZSR768N  
RCAS-SR ADVISED THAT DLR WAS CONTACTED FOR DIAGNOSTICS @07/10-ZSR768N  
RCAS-SR ADVISED THAT NNA IS NOT IN THE POSITION TO ASSIST WITH THIS REPAIR  
RCAS-SR ADVISED THAT C WAS OOW @07/10-ZSR768N  
C STATES THAT THIS IS POOR CUSTOMER SERVICE @07/10-ZSR768N  
C STATES THAT C WILL NOT BY ANOTHER NISSAN @07/10-ZSR768N  
RCAS-SR UNDERSTOOD @07/10-ZSR768N  
C ENDED CALL @07/10-ZSR768N  
RCAS-SR CLOSING FILE @07/10-ZSR768N  
@07/10-ZSR768N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID:  
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CA6205817N

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: N                 | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 014C               | EFFECTIVE: 07 / 01 / 08   | 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: ZJS802N        |                     |
| HISTORY:                     | UPDATE BY: ZSR768N        |                     |
| SVC CALL#:                   | UPDATE DATE: 07 / 10 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 07 / 10 / 08  | MICROFILM: N        |
| RESP CAA: ROBERTSON, SHANNON | OLM: SMIT AGNES           | DOM: SILVER, STEVE  |
| PHONE: 0000041491            | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID: CA6207176N  
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|                       |          |                                   |                          |
|-----------------------|----------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |          | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |          | VIN: JN8AZ08T85W [REDACTED] 6 Y   |                          |
| CITY: RULE            |          | YR/MDL: 2005.0 MUR MILEAGE: 60000 |                          |
| ST/ZIP: TX [REDACTED] |          | IN SVC DATE: 01 / 11 / 05         |                          |
| DAY PH: [REDACTED]    | VCAN: Y  | RTL DLR: 2950                     | LAMB NISSAN. INC.        |
| EVE PH: [REDACTED]    | PAID: 10 | SVC DLR: 2950                     | LAMB NISSAN. INC.        |
| DLR PH: 928 717 2289  | SUSP: 0  | RESP DLR: 2950                    | LAMB NISSAN, INC.        |
|                       | DENY: 0  | REGION: 44                        | DIST: SL/SV/PT: 09 09 39 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT  
OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: 24000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 02 / 08     | XFER/RSPNSBLTY: 11 00 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 03 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 07 / 02 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                              |
|----|--------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS         | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC)  | WZ     | WARRANTY COVERAGE INQUIRY    |
| OB | EXTENDED SERVICE CONTRAC | 241000 | GOLD PLAN (PREFERRED)        |
| BL | SECURITY PLUS            | ZE     | COMPONENT COVERAGE INQUIRY   |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID:  
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CA6207176N

C. A. R. COMMENTS

FILE OPENED-ZAA805N 07/02/2008

PREVIOUS FILES FOUND:

RELATED: 6135102

CRR-AA VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR. CRR-AA UP-DATED OWNER'S PHONE NUMBERS.

CRR-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0614 MURANO STR LOCK NTB06-091

CRR-AA ADVISED C THE STATUS OF THE RECALL.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-AA RECEIVED CALL FROM C.

C STATED THAT C WOULD LIKE TO VERIFY THE VSC COVERAGE TO C'S VEH.

C STATED THAT THE DRIVER SIDE SEAT BRACKET IS NOT WORKING PROPERLY.

C STATED THAT THE DLR (3199 MORRIE"S BROOKLYN PARK AUTOMOTIVE) AND C HAVE A  
CHARGE FOR THE \$50 DEDUCTABLE AND \$120 FOR THE SERVICE FEE.

C STATED THAT THE SEAT ON THE DRIVER SIDE IS NOT WORKING PROPERLY.

CRR-AA TREID TO VERIFY THE SPECIFIC COMPONENT C WOULD LIKE TO VERIFY.

CRR-AA ADVISED C THAT CRR-AA COULD LOOK FOR THE COMPONENT COVERAGE BUT NEED TH  
THE SPECIFIC PART TO DETERMINE, C UNDERSTAND.

C ASKED IF THE SAID PROBLEM TO C'S VEH IS COVERED UNDER THE WARRANTY C SHOULD  
NOT BECHARGED FOR THE REPAIR.

CRR-AA ADVISED C THAT IF THE ISSUE IS COVERED UNDER THE WARRANTY C WONT BE  
CHARGE AND THE DLR HAVE TO VERIFY IF THE PROBLEM IS REALLY UNDER THE WARRANTY  
OR NOT, C UNDERSTAND.

CRR-AA ADVISED C TO HAVE THE DIAGNOSTIC CHECK TO C'S VEH AND IF C NEEDED ANY  
FURTHER ASSISTANCE, C CAN CALLBACK NNA CA, C AGREED.

C THANKED CRR-AA FOR ASSISTANCE, C SATISFIED.

CRR-AA OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-AA GAVE C NAME, EXTENSION AND FILE NUMBERS. @07/02-ZAA805N

CRR-AA CLOSING FILE. @07/02-ZAA805N

@07/02-ZAA805N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID:  
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CA6207176N

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT8E         | 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: 2950             | EFFECTIVE: 07 / 02 / 08   | 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: ZAA805N        |                     |
| HISTORY:                   | UPDATE BY: ZAA805N        |                     |
| SVC CALL#:                 | UPDATE DATE: 07 / 02 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 07 / 02 / 08  | MICROFILM: N        |
| RESP CAA: ADVINCULA, ALVIN | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000000000          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID: CA6207176N  
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----- CONSUMER AFFAIRS -----

CA6207176

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:00 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 1/11/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 284       | RCDF02216787 | 2950 AZ             | 1/11/2005         | 1/11/2012      | 100.000           |                |                  |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID:  
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CA6207176N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: RCDF02216787         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: C                   |                | PLAN TYPE:   |        |
| PLAN TERM: F                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |                | DEDUCTABLE:  |        |
| EFFECTIVE: 01/11/05            |                | EFFECTIVE:   |        |
| EXPIRES: 01/11/12              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 1/13/2005         |                | TRANSACTION: |        |
| PRINTED: 01/14/05              |                | PRINTED:     |        |
| DEALER NO: 2950                | STATE: AZ      | DEALER NO:   | STATE: |
| DEALER NAME: LAMB NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

## CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:00 PM

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

CAR ID: CA6211245N  
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NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: MURFREESBORO  
ST/ZIP: TN [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 615 834 8244

VCAN: Y  
PAID: 15  
SUSP: 0  
DENY: 0

SC: MULTI CONTRACT  
VIN: JN8AZ08TX5W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 50521  
IN SVC DATE: 04 / 18 / 05  
RTL DLR: 3686 SUTHERLIN NISSAN  
SVC DLR: 5136 ACTION NISSAN  
RESP DLR: 5136 ACTION NISSAN  
REGION: 34 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 5136 ACTION NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 14521 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 07 / 08 / 08 XFER/RSPNSBLTY: 34 04 S  
CONTACT (S): FOLLOWUP DATE: 08 / 01 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 07 / 31 / 08 DATANET (Y/N): 07 / 10 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) VF NON-WARRANTY ITEM GOODWILL ASSISTANCE

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C. A. R. COMMENTS

FILE OPENED-ZJI791N 07/08/2008  
PREVIOUS FILES FOUND: NONE @07/08-ZJI791N  
CRR-JI VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
CLSD R0511 MURANO SB PROTECT NTB06-024  
CLSD R0516 MURANO TANK PROTECT NTB06023  
CRR-JI ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S):  
CRR-JI RECEIVED CALL FROM C.  
C STATED THAT C HAD BROUGHT THE VEH TO ACTION NISSAN AND HAD THE VEH DIAGNOSED  
SINCE THE VEH'S DRIVER'S SEAT IS MOVING  
C WAS ADVISED BY DLR THAT THE PART IS NOT COVERED BY VSC AND PART MENTIONED  
BY C IS SEAT BRACKET.  
CRR-JI REITERATED TO C THAT DLR IS THE BEST PEOPLE WHO CAN DETERMINE  
IF A PART IS COVERED OR NOT BY THE VSC.  
C STATED THAT C BELIEVES THAT PROBLEM WITH THE VEH IS A SAFETY ISSUE  
AND IS ASKING FOR GOODWILL ASSISTANCE, EITHER NNA FIXES OR REPLACES THE  
PART IS OK WITH C AS LONG AS PROBLEM WILL BE RESOLVED.  
CRR-JI ADVISED C THAT C WILL BE CONNECTED TO NEXT LEVEL AGENT  
C THANKED CRR-JI FOR ASSISTANCE, C SATISFIED.  
CRR-JI OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-JI GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-JI TRANSFERRING CALL TO C GROUP, LEAVING FILE OPEN. @07/08-ZJI791N  
XXXXXXXXXXXXXXXXX @07/08-ZAS349N  
CRR-AS RECEIVED INBOUND CALL FROM C @07/08-ZAS349N  
C STATES THE THE SEAT BRACKET NEEDS REPAIR @07/08-ZAS349N  
C STATES THE DLRSHIP WON'T COVER THE REPAIRS BECAUSE IT IS NOT COVER  
UNDER THE VSC @07/08-ZAS349N  
CRR-AS TRANSFERRING FILE TO RCAS @07/08-ZAS349N  
C STATES THE SEAT MOVES WHILE C DRIVES @07/08-ZAS349N  
C IS VERY WORRIED @07/08-ZAS349N  
CRR-AS ADVISED C THAT RCAS WILL CALL C BY THE END OF THE NEXT BUSINESS  
DAY @07/08-ZAS349N  
CRR-AS OFFERED FURTHER ASSISTANCE, C DECLINED @07/08-ZAS349N  
CRR-AS GAVE NAME,EXTENSION,AND FILE NUMBER @07/08-ZAS349N  
\*\*\*RCAS-MJ CALLED C AT 9:30 AT DAY NUMBER. C STATED C TOOK VEH TO DLRSHIP ON  
7/09/08 AND C WAS TOLD METAL BAR WHICH HOLDS SEAT TO FRAME OF VEH WAS BROKEN  
AND VEH CONCERN WAS NOT COVERED UNDER VSC. RCAS-MJ INFORMED C NNA OFFERS  
ASSISTANCE FOR OOW REPAIRS ON A CASE-BY-CASE BASIS.  
RCAS-MJ INFORMED C RCAS-MJ WOULD NEED TO FIND OUT FROM DLR IF C VEH CONCERN  
WAS NOT COVERED UNDER VSC AND REQUEST R/O FOR NNA TO REVIEW FOR ASSISTANCE.  
RCAS-MJ PROVIDED C WITH NAME AND PHONE NUMBER. C THANKED RCAS-MJ AND ENDED  
CALL. @07/09-ZMJ631N  
\*\*\*RCAS-MJ CALLED DLR AND SPOKE TO SM-JAMIE THOMPSON. SM-JAMIE THOMPSON  
@07/10-ZMJ631N  
STATED C VEH HAS BEEN TO DLR FOR REPLACEMENT OF 2 TIRES AND OIL CHANGE.  
SM-JAMIE THOMPSON STATED C HAS 2 OTHER OIL CHANGES DONE AT DLRSHIP AND DLR  
WOULD NOT RECOMMEND GDWL FOR C. @07/10-ZMJ631N  
RCAS-MJ THANKED SM-JAMIE THOMPSON AND ENDED CALL. @07/10-ZMJ631N  
\*\*\*LATE NOTE: RCAS-MJ SPOKE TO DPSM-JR ON 7/10/08 IN REGARDS TO C REQUEST FOR  
ASSISTANCE. DPSM-JR DENIED C REQUEST FOR ASSISTANCE FOR REPAIR.\*\*\*  
\*\*\*RCAS-MJ CALLED C AT 2:58 AT DAY NUMBER. RCAS-MJ INFORMED C NNA DENIED C

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ASSISTANCE FOR SEAT REPAIR. C STATED C WAS NOT SATISFIED WITH NNA DECISION. C STATED C FELT VEH CONCERN WAS MANUFACTURER DEFECT. C STATED IF C HAD TO PAY FOR VEH CONCERN C WOULD NOT BUY ANOTHER NNA VEH AGAIN. RCAS-MJ INFORMED NNA OFFERS ASSISTANCE ON A CASE-BY-CASE BASIS. C INQUIRED IF C COULD SPEAK TO NNA MANAGEMENT. RCAS-MJ INFORMED C NNA MANAGEMENT DO NOT SPEAK TO C IN REGARDS TO ISSUES. C STATED C DID NOT FEEL C SHOULD HAVE TO PAY FOR REPAIR THAT DLR WAS NOT ABLE TO CONFIRM AS TO HOW SEAT REPAIR WAS NEEDED.  
@07/11-ZMJ631N

C STATED DLR HAS INFORMED C DLR HAS SELDOM IF EVER RUN ACROSS VEH WITH C SEAT CONCERN. C STATED C WANTED TO KNOW WHY NNA DENIED C. RCAS-MJ INFORMED C ONE FACTOR NNA USES WAS C VEH SERVICE HISTORY. RCAS-MJ INQUIRED IF C HAD VEH SERVICED AT DLRSHF IN FLORIDA, C STATED YES. RCAS-MJ CALLED DLR3686 AND SPOKE TO SA-PERICILLA. SA-PRICILLA STATED C HAD BEEN TO DLR 6 TIMES FOR SERVICES AT DLR BETWEEN 3/26/05 AND 7/17/06. RCAS-MJ THANKED SA-PRICILLA AND ENDED CALL. RCAS-MJ INFORMED C OF DLR STATEMENT AND INQUIRED AS TO WHERE C HAD VEH SERVICED BETWEEN 2006 AND 2008. C STATED C DOES NOT NEED VEH SERVICED AS MUCH DUE TO C HAVING RETIRED AND ONLY GOING 3000 MILES IN VEH EVERY 5-6 MONTHS. C STATED IF C HAD TO PAY FOR REPAIR C WOULD TRADE OUT OF VEH AND PURCHASE ANOTHER MANUFACTURER VEH. C STATED C WOULD WRITE LETTER TO NNA ON ANOTHER LEVEL AND ATTEMPT TO RECEIVE SATISFACTION FOR VEH CONCERN BEING COVERED BY NNA AS MANUFACTURING DEFECT. C STATED IF C HAD ACCIDENT IN VEH DUE TO SEAT CONCERN C WOULD SUE NNA. C ENDED CALL.  
@07/11-ZMJ631N

\*\*\*RCAS-MJ CLOSING FILE - NO FURTHER ACTION NEEDED.\*\*\* @07/11-ZMJ631N

\*\*\*\*\*

CRR-MW RECEIVED CALL FROM C. C STATED THAT C IS NOT HAPPY WITH THE DECISION OF THE RCAS. C STATED THAT THE CLAIM REQUEST WAS DENIED BECAUSE THE DLR SAID THAT C NEVER SERVICED THE VEH AT THE DLR. C STATED THAT C RECEIVED 11 BILLS FOR SERVICE FROM ACTION NISSAN. C STATED THAT THE DLR MIGHT SAW A DIFFERENT SET OF RECORDS AND REQUESTING FOR AN ASSISTANCE. C WANTED TO SPEAK TO SOMEONE ABOVE THE RCAS. CRR-MW ADVISED C THAT CRR-MW WILL ESCALATE C'S CONCERN TO A REGIONAL SUPERVISOR AND THE REGIONAL SUPERVISOR WILL BE GIVING C A CALL BY THE END OF THE NEXT BUSINESS DAY. C UNDERSTOOD. C THANKED CRR-MW FOR ASSISTANCE, C SATISFIED. CRR-MW OFFERED FURTHER ASSISTANCE, C DECLINED @07/30-ZMW118N CRR-MW GAVE C NAME, EXTENSION AND FILE NUMBERS. CRR-MW LEAVING THE FILE OPEN. @07/30-ZMW118N

\*\*\*\*\*

@07/31-ZEH406N

RS-EH CONTACTED C ON DAY PHONE AT 4:54 PM EST ON 07/31/08. @07/31-ZEH406N C STATED C HAS BEEN TO THE DLR 11 TIMES FOR SERVICE, C THINKS RCAS-MJ HAS CONTACTED THE WRONG DLR. C STATED THAT THIS IS A SAFETY ISSUE. C STATED THAT WHEN C PUT C'S FOOT ON THE BRAKE, THE SEAT ROCKS BACK AND FORTH. C STATED C UNDERSTANDS THAT THE SEAT IS NOT A WARRANTY ITEM. C STATED DOES NOT KNOW HOW C COULD BREAK THE SEAT BRACKET. RS-EH ADVISED C THAT RS-EH IS NOT IN A POSITION TO OVERTURN THE DECISION. C STATED THAT NISSAN HAS MADE A BIG MISTAKE, C WILL NEVER BUY ANOTHER NISSAN. C STATED C WANTS TO WRITE A LETTER TO NISSAN. RS-EH PROVIDED C THA MAILING ADDRESS. C STATED C WAS PLANNING ON BUYING ANOTHER MURANO, BUT WILL NOT BE NOW. C THANKED RS-EH FOR CALLING. @07/31-ZEH406N C ENDED CALL. @07/31-ZEH406N RS-EH CLOSING FILE. @07/31-ZEH406N @07/31-ZEH406N



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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 REQUESTING GOODWILL ASSISTANCE FOR REPAIR TO DRIVER SIDE SEAT METAL BAR. RCAS-MIKE JACKSON

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 07 / 30 / 08      | USERID: ZMW118N     |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 5136             | EFFECTIVE: 07 / 08 / 08   | 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: ZJI791N        |                     |
| HISTORY:                   | UPDATE BY: ZEH406N        |                     |
| SVC CALL#:                 | UPDATE DATE: 07 / 31 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 07 / 31 / 08  | MICROFILM: N        |
| RESP CAA: JACKSON, MICHAEL | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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----- CONSUMER AFFAIRS -----  
CA6211245 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:01 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 4/18/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6211245 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:01 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 4/18/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 285       | MRNJ00379430 | 3686 FL             | 4/18/2005         | 4/18/2010      | 75.000            |                |                  |
| 286       | RCDE80191675 | 3686 FL             | 4/18/2005         | 4/18/2011      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                               |               |              |        |
|-------------------------------|---------------|--------------|--------|
| -----+-----                   |               |              |        |
| CONTRACT: MRNJ00379430        |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |               | OWNER NAME:  |        |
| PLAN TYPE: R                  |               | PLAN TYPE:   |        |
| PLAN TERM: J                  |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                |               | DEDUCTABLE:  |        |
| EFFECTIVE: 04/18/05           |               | EFFECTIVE:   |        |
| EXPIRES: 04/18/10             | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                     |               | TRANSFER:    |        |
| TRANSACTION: 4/30/2005        |               | TRANSACTION: |        |
| PRINTED: 05/06/05             |               | PRINTED:     |        |
| DEALER NO: 3686               | STATE: FL     | DEALER NO:   | STATE: |
| DEALER NAME: SUTHERLIN NISSAN |               | DEALER NAME: |        |
| -----+-----                   |               |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                               |                |              |        |
|-------------------------------|----------------|--------------|--------|
| -----+-----                   |                |              |        |
| CONTRACT: RCDE80191675        |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |                | OWNER NAME:  |        |
| PLAN TYPE: C                  |                | PLAN TYPE:   |        |
| PLAN TERM: E                  |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50             |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/18/05           |                | EFFECTIVE:   |        |
| EXPIRES: 04/18/11             | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                     |                | TRANSFER:    |        |
| TRANSACTION: 4/20/2005        |                | TRANSACTION: |        |
| PRINTED: 04/22/05             |                | PRINTED:     |        |
| DEALER NO: 3686               | STATE: FL      | DEALER NO:   | STATE: |
| DEALER NAME: SUTHERLIN NISSAN |                | DEALER NAME: |        |
| -----+-----                   |                |              |        |

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|                       |            |                                      |
|-----------------------|------------|--------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                             |
| STREET:               | [REDACTED] | VIN: JN8AZ08T56W [REDACTED] Y        |
| CITY: BUFORD          |            | YR/MDL: 2006.0 MUR MILEAGE: 36330    |
| ST/ZIP: GA [REDACTED] | VCAN: N    | IN SVC DATE: 01 / 22 / 06            |
| DAY PH: [REDACTED]    | PAID: 5    | RTL DLR: 3611 GWINNETT PLACE NISSAN  |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 3611 GWINNETT PLACE NISSAN  |
| DLR PH: 770 476 7771  | DENY: 0    | RESP DLR: 3611 GWINNETT PLACE NISSAN |
|                       |            | REGION: 34 DIST: SL/SV/PT: 01 01 31  |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 330 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 08 / 08     | XFER/RSPNSBLTY: 34 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 04 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 04 / 08    | DATANET (Y/N): 07 / 10 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZJI411N 07/08/2008  
PREVIOUS UNRELATED FILES: NONE  
PREVIOUS RELATED FILES: NONE  
CRR-JI VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR  
CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: ONE CLOSED  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 01/18/06  
CRR-JI ADVISED C OF NO OPEN RECALLS.  
PREVIOUS NISSAN/INFINITI VEH'S: NONE  
CRR-JI RECEIVED A CALL FROM C. @07/08-ZJI411N  
C STATES OVER THE WEEKEND A BOLT IN C'S SEAT BROKE OVER THE HOLIDAY WEEKEND  
C STATES C ONLY HAD 40 MILES LEFT ON C'S VEH.  
C STATES C CALLED THE NISSAN DLR ON SUNDAY AND THE SERVICING DEPARTMENT  
WAS CLOSED.  
C STATES C CALLED THE NISSAN DLR YESTERDAY AND THE DLR INFORMED C THAT IT DOES  
NOT MATTER IF C IS ONE MILE OVER C'S WARRANTY NISSAN WILL NOT HONOUR THE  
WARRANTY.  
C STATES C HAD NO OTHER OPTION TO DRIVE THE VEH BACK HOME.  
C STATES C BROUGHT C'S VEH TO THE NISSAN DLR AND THE DLR INFORMED C THAT  
THE THE DRIVER SIDE SEAT NEEDS A NEW SEAT ASSEMBLY.  
C STATES THE COST OF THE REPAIR IS APPROXIMATELY \$1100.  
C STATES THE DLR DID SUBMIT THE CLAIM AND THE COMPUTER REJECTED THE REPAIR  
C STATES C CAN NOT BELIEVE THAT NISSAN WOULD NOT ASSIST.  
C STATES C ONLY HAD 40 MILES LEFT ON WARRANTY WHEN THIS HAPPEN C WOULD  
LIKE NISSAN TO HONOR THE WARRANTY.  
THIS REPAIR HAPPENDED OVER THE HOLIDAY WEEKEND AND C WAS UNABLE TO GET  
THE VEH TO THE DLR FOR REPAIR  
C STATES C HAS OWNED GENERAL MOTORS VEH BEFORE AND GENERAL MOTORS HELPED C  
WITH ISSUES.  
C STATES THE DLR CAN'T ONLY REPLACE THE BOLT THE ENTIRE SEAT ASSEMBLY NEEDS  
TO BE REPLACED.  
CRR-JI ADVISED C THAT CRR-JI IS GOING TO TRANSFER THE FILE TO RCAS AND RCAS  
WILL BE IN CONTACT WITH C BY THE END OF BUSINESS DAY TOMORROW.  
CRR-JI INQUIRED THE BEST TIME FOR RCAS TO CONTACT C.  
C STATES ANYTIME.  
CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.  
CRR-JI GAVE C NAME, FILE NUMBER AND EXTENSION.  
CRR-JI TRANSFERRING FILE TO RCAS. @07/08-ZJI411N  
\*\* @07/09-ZMW999N  
RCAS-MW CONTACTED SM JERRY BOOKER, 07/09, 8:22AM EST, LEFT MESSAGE.  
\*\*\*  
RCAS-MW SPOKE WITH SM JERRY BOOKER, 07/09, 12:40PM EST. SM ADVISED GRT  
DECLINED. SM ADVISED C IS NOT GOOD AT DLR. SM ADVISED SEES NO REASON TO  
TAKE TO DPSM-SR.  
\*\* @07/09-ZMW999N  
RCAS-MW CONTACTED DAY/EVENING NUMBER, 2:19PM EST, 07/09. RCAS-MW ADVISED C  
RCAS-MW IS LOOKING INTO FINANCIAL ASSISTANCE FOR C. RCAS-MW INQUIRED IF VEH  
HAD BEEN REPAIRED AS OF YET. C STATED NO. RCAS-MW ADVISED WILL FOLLOW UP WITH  
C BY 07/14 AT LATEST. C THANKED RCAS-MW FOR CALLING.  
\*\*\* @07/09-ZMW999N  
RCAS-MW SENT MESSAGE TO SM JERRY BOOKER, 07/09, 2:20PM EST.  
\*\* @07/09-ZMW999N  
RCAS-MW DATANETTED FILE, 07/09.

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\*\*\* @07/09-ZMW999N  
RCAS-MW RECEIVED MESSAGE FROM SM JERRY BOOKER, 07/09, 3:01PM EST.

\*\* @07/09-ZMW999N  
RCAS-MW SENT MESSAGE TO DPSM-SR, 07/09, 3:01PM EST.

\*\* @07/09-ZMW999N  
RCAS-MW LEFT VMX FOR DPSM-SR, 07/14, 9:15AM EST.

\*\*\* @07/14-ZMW999N  
RCAS-MW SPOKE WITH DPSM-SR, 07/14, 10:30AM EST. DPSM-SR ADVISED WILL SPEAK WITH SM JERRY BOOKER. DPSM-SR ADVISED WILL CONTACT RCAS-MW BACK ONCE THAT IS DONE.

\*\* @07/14-ZMW999N  
RCAS-MW CONTACTED DAY/EVENING NUMBER, 1:31PM EST, 07/14. RCAS-MW ADVISED FILE IS STILL BEING REVIEWED. C INQUIRED WHY IS TAKING SO LONG. RCAS-MW ADVISED REGIONAL PERSONNEL ARE IN REVIEW OF FILE. RCAS-MW ADVISED PROCESS CAN TAKE A FEW DAYS. C STATED UNDERSTOOD. RCAS-MW THANKED C FOR C'S PATIENCE. RCAS-MW ADVISED WILL FOLLOW UP WITH C AGAIN ON 07/16 AT LATEST. C THANKED RCAS-MW FOR UPDATE.

\*\* @07/14-ZMW999N  
RCAS-MW CONTACTED DPSM-SR, 07/16, 9:30AM EST. DPSM-SR ADVISED IS SPEAKING WITH DLR NOW.

\*\* @07/16-ZMW999N  
RCAS-MW SENT EMAIL TO DPSM-SR, 07/16, 2:30PM EST, REQUESTING DECISION FOR C. RCAS-MW CONTACTED DAY/EVENING NUMBER, 4:07PM EST, 07/16. RCAS-MW ADVISED HAS NOT RECEIVED DECISION FROM NNA AS OF YET. RCAS-MW ADVISED WILL FOLLOW UP WITH C AGAIN ON 07/18 REGARDLESS OF IF DECISION HAS BEEN PROVIDED. C THANKED RCAS-MW FOR UPDATE.

\*\* @07/16-ZMW999N  
RCAS-MW RECEIVED VMX FROM DPSM-SR, 07/16, 4:25PM EST. DPSM-SR ADVISED WILL AUTHORIZE REPAIR AS ONE TIME GESTURE OF GOODWILL. @07/16-ZMW999N

\*\* @07/16-ZMW999N  
RCAS-MW CONTACTED DAY/EVENING NUMBER, 07/16, 4:26PM EST. RCAS-MW ADVISED NNA WILL BE COMPLETING REPAIR AT NO CHARGE. C STATED C WILL CONTACT DLR TO SET UP APPOINTMENT TIME. RCAS-MW SETTING FOLLOW UP TIME FOR REPAIR COMPLETION AS 07/29.

\*\* @07/16-ZMW999N  
RCAS-HM CONTACTED C ON C'S DAY PHONE ON 07/29/08 AT 2:57 PM EST. C STATES THAT C HAD TO CHANGE THE APPT TO 08/01/08. RCAS-HM ADVISED C THAT RCAS-HM WOULD FOLLOW UP WITH C ON 08/04/08. C UNDERSTOOD. @07/29-ZHM943N

RCAS-HM CONTACTED C ON C'S DAY PHONE ON 08/04/08 AT 2:06 PM EST. C STATES THAT EVERYTHING WENT WELL AND THE SEAT IS REPAIRED. RCAS-HM OFFERED ADDITIONAL ASSISTANCE. C DECLINED.

RCAS-HM CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @08/04-ZHM943N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT MELISSA, NISSAN CONSUMER AFFAIRS, TO DISCUSS THIS FILE, THANKS.  
866-799-1690 EXT 1478

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
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REQUESTED BY: lattad

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3611            | EFFECTIVE: 07 / 08 / 08   | 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: ZJI411N        |                     |
| HISTORY:                  | UPDATE BY: ZHM943N        |                     |
| SVC CALL#:                | UPDATE DATE: 08 / 04 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 08 / 04 / 08  | MICROFILM: N        |
| RESP CAA: WATSON, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041478         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

DATE: 1/26/2009  
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REQUESTED BY: lattad

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W76W [REDACTED] Y       |
| CITY: BENICIA         |            | YR/MDL: 2006.0 MUR MILEAGE: 43000   |
| ST/ZIP: CA [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 14 / 06           |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3504 NISSAN OF FAIRFIELD   |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 246 VALLEJO NISSAN, INC.   |
| DLR PH: 707 643 8291  | DENY:      | RESP DLR: 246 VALLEJO NISSAN, INC.  |
|                       |            | REGION: 48 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 PREOWNEI X MILES 27000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDANT SERVICE  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 09 / 08     | XFER/RSPNSBLTY: 48 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 16 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 14 / 08    | DATANET (Y/N): 07 / 11 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZPM510N 07/09/2008

PREVIOUS FILE(S) FOUND:

RELATED FILE(S): NONE

UNRELATED FILE(S): NONE

CRR-PM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE NUMBERS  
AND RESPONSIBLE DEALERSHIP.

CRR-PM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE

CRR-PM ADVISED C THAT THERE ARE NO OPEN RECALLS.

PREVIOUS NISSAN / INFINITI VEHICLES: NONE.

CRR-PM RECEIVED CALL FROM: C.

C STATED THAT C'S CHAIR WAS WOBBLING SO C TOOK VEH TO HAVE THE VEH INSPECTED  
AND WAS INFORMED THAT C WOULD HAVE TO PAY AROUND \$1000 TO HAVE SEAT FIXED.

C STATED THAT C WENT ONLINE AND FOUND OUT THAT ALMOST EVERYONE WHO OWNS A  
MURANO IS HAVING THE SAME PROBLEM.

C WOULD LIKE TO KNOW IF THERE IS A RECALL ON THIS. @07/09-ZPM510N

CRR-PM INFORMED C THAT THERE ARE NO RECALLS.

C STATED THAT C IS IN SHOCK BECAUSE THE VEH IS A TWO YEAR OLD VEH AND THE SEAT  
IS WOBBLING LIKE CRAZY.

CRR-PM APOLOGIZED AND ASKED C WHAT C WOULD LIKE NISSAN TO DO FOR C.

C STATED THAT C WOULD LIKE NISSAN TO PAY FOR REPAIRS BECAUSE IT'S GOING TO

COST C A BUNCH OF MONEY TO HAVE THE REPAIRS DONE.

CRR-PM INFORMED C THAT C WILL BE TRANSFERRED TO A NEXT LEVEL REPRESENTATIVE.

C AGREED.

C THANKED CRR-PM FOR ASSISTANCE. C SATISFIED.

CRR-PM GAVE C NAME, EXTENSION NUMBER AND FILE NUMBER.

CRR-PM TRANSFERRING C TO C GROUP. @07/09-ZPM510N

\*\*\*\*\* @07/09-ZJW936N

C RECEIVED INBOUND CALL FROM AB GROUP. @07/09-ZJW936N

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE. @07/09-ZJW936N

CRR-JW ADVISED C THERE ARE NONE. @07/09-ZJW936N

C STATES WHEN C MOVED THE DRIVERS POWER SEAT, C HEARD A NOISE AND THE LEFT  
SIDE OF THE SEAT DROPPED ABOUT SEVERAL INCHES LAST WEEK. @07/09-ZJW936N

C STATES C TOOK VEH TO DLR AND THE TECHNICIAN STATES TO C THAT TECHNICAIN HAS

SEEN THIS PROBLEM BEFORE AND THAT IT IS A WEAK SPOT IN THE WELDS OF FRAME.

C STATES C WAS TOLD THAT THE FRAME WOULD HAVE TO BE REPLACES. @07/09-ZJW936N

C STATES C HAS GONE ON-LINE TO EDMONDS CAR SPACE AND UNDER THE REVIEWS FOR THE  
VEH IT LISTS THE MURANO AS HAVING A PROBLEM WITH WELDS HOLDING SEAT TO FRAME

BREAKING. @07/09-ZJW936N

C STATES C IS JUST OVER THE MILES ON C'S VEH'S BASIC WARRANTY AND IS

REQUESTING FINANCIAL ASSISTANCE FROM NNA TO REPAIR ISSUE. @07/09-ZJW936N

CRR-JW OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @07/09-ZJW936N

\*\*\*

RCAS-MW PHONED C ON DAY NUMBER ON 7/10/08 AT 7:00PM EST. RCAS-MW SPOKE WITH C  
C STATES THAT C WILL CONTACT ALL MEDIA AND LAWYER IF NNA DO NOT MAKE THIS ISSU

A RECALL. C STATES THAT C FOUND MANY OTHER C'S WITH THE SAME ISSUE. AND C WILL  
LIKE NNA TO FIX THE SEAT FOR NO CHARGE. @07/10-ZMW744N

C STATES THAT THE SEAT START MOVING FEW WEEKES AGO. C TOOK C'S VEH TO NNA DLR  
FOR 45000 MILES INSPECION AND TO HAVE DLR TO CHECK THE SEAT SHIFTING.

RCAS-MW GAVE C NAME AND NUMBER AND CALL BACK DATE FOR 7/14/08, C UNDERSTOOD.

\*\*\*

RCAS-MW VMX FROM SM SCOTT INFORMING THAT GOOD WILL IS NOT RECOMENDED AT THIS

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TIME. @07/11-ZMW744N  
\*\*\* @07/11-ZMW744N

RCAS-MW PHONED DLR ON 7/11/08 AT 3:25PM EST. RCAS-MW SPOKE WITH SM SCOTT AND RCAS-MW WAS INFORMED THAT C WAS ONLY ONCE AT THE DLR FOR 45000 MILES INSPECTION AND THAT WAS ONLY TIME C WAS AT NNA DLR. SM STATES THAT THE SEAT WILL COST \$ 708.16 (PARTS, LABOUR PLUS 1 DAY RENTAL) @07/11-ZMW744N

\*\*\* @07/14-ZMW744N  
RCAS-MW RECIVED INTERNAL MESSAGE FROM THE DPSM-RV DECLINING ANY FINACIAL ASSOSTACE FOR THE SEAT REPAIRS AT THIS TIME. @07/14-ZMW744N

\*\*\*  
RCAS-MW PHONED C ON DAY NUMBER ON 7/14/08 AT 5:16PM EST. RCAS-MW LEFT A VMX. RCAS-MW PHONED C ON EVE NUMBER ON 7/14/08 AT 5:16PM EST. RCAS-MW LEFT A VMX.

\*\*\*  
RCAS-MW PHONED C ON DAY NUMBER ON 7/14/08 AT 7:43PM EST. RCAS-MW SPOKE WITH C AND INFORMED C THAT NNA IS NOT ABLE TO OFFER C FINACIAL HELP AT THIS TIME AND THAT C SHOULD TAKE C VEH TO ANY NNA DLR AND HAVE REPAIERD. C UNDERSTOOD.

\*\*\*  
RCAS-MW CLOSING FILE @07/14-ZMW744N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 246                | EFFECTIVE: 07 / 09 / 08   | 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: ZPM510N        |                     |
| HISTORY:                     | UPDATE BY: ZMW744N        |                     |
| SVC CALL#:                   | UPDATE DATE: 07 / 14 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 07 / 14 / 08  | MICROFILM: N        |
| RESP CAA: WEGLEWSKI. MATTHEW | OLM: SMIT AGNES           | DOM: INMAN. GARY    |
| PHONE: 0000041660            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W96W [REDACTED] Y  
CITY: HERNDON YR/MDL: 2006.0 MUR MILEAGE: 36000  
ST/ZIP: VA [REDACTED] IN SVC DATE: 08 / 09 / 06  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3731 BROWN'S STERLING NISSAN  
EVE PH: [REDACTED] PAID: 6 SVC DLR: 3731 BROWN'S STERLING NISSAN  
DLR PH: 703 948 1100 SUSP: 0 RESP DLR: 3731 BROWN'S STERLING NISSAN  
DENY: 0 REGION: 36 DIST: SL/SV/PT: 05 05 35

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

ORIG CODE: CT 11 OPEN DATE: 07 / 09 / 08 XFER/RSPNSBLTY: 36 05 S  
CONTACT (S): FOLLOWUP DATE: 07 / 31 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 07 / 31 / 08 DATANET (Y/N): 07 / 11 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZJA775N 07/09/2008

PREVIOUS FILES FOUND: NONE

@07/09-ZJA775N

CRR-JA VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-JA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 00/00/00

CRR-JA ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):

CRR-JA RECEIVED CALL FROM C.

C STATED C'S VEH IS AT THE DLR BECAUSE OF THE TRACKING ON THE DRIVER SEAT IS  
DEFECTIVE.

C STATED THAT C'S VEH JUST WENT OUT OF WARRANTY AND IS REQUESTING FOR  
A GOODWILL ASSISTANCE.

CRR-JA INFORMED C THAT C WILL BE TRANSFERRED TO ANEXT LEVEL AGENT TO PROVIDE  
FURTHER ASSISTANCE.

C THANKED CRR-JA FOR ASSISTANCE, C SATISFIED.

CRR-JA OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-JA GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-JA TRANSFERRING CALL TO C GROUP.

@07/09-ZJA775N

@07/09-ZJA775N

\*\*\*\*\*

@07/09-ZLW668N

CRR-LW RECEIVED TRANSFER CALL FROM AB GROUP.

@07/09-ZLW668N

C STATES VEH IS STILL AT DLRSHIP NOW.

C STATES DLRSHIP ADVISED C THAT TRACKING ON DRIVERS SEATBELT IS DEFECTIVE.

C STATES C BROUGHT VEH INTO DLRSHIP THIS MORNING.

@07/09-ZLW668N

CRR-LW ASKED C WHAT C IS REQUESTING OF NNA.

@07/09-ZLW668N

C STATES C WOULD LIKE TO REQUEST GOODWILL ASSISTANCE IN REGARDS TO C'S  
CONCERNS.

@07/09-ZLW668N

C STATES C HAS BEEN SPEAKING WITH JAMES AT DLRSHIP.

@07/09-ZLW668N

CRR-LW ADVISED C THAT CRR-LW WILL TRANSFER FILE TO RCAS FOR FURTHER REVIEW.

CRR-LW ADVISED C THAT RCAS WILL CONTACT C BY THE END OF NEXT BUSINESS DAY.

C AGREED.

CRR-LW OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-LW PROVIDED NAME, EXTENSION AND FILE NUMBER.

CRR-LW TRANSFERRING FILE.

@07/09-ZLW668N

\*\*\*

RCAS-MF CONTACTED SM-TONY BEAKES ON 07/10. RCAS-MF LEFT VMX.

\*\*\*

@07/10-ZMF628N

RCAS-MF CONTACTED C ON 07/10 AT 1030AM EST. RCAS-MF SPOKE WITH C. C STATES  
THE TRACKING ON THE FRONT SEAT IS OFF. C SATTES C JUST ROLLED OOW. C SATETS C  
IS LOOKING FOR GOODWILL ASSISTANCE TO COVER THE REPAIR. C STATES C IS DRIVING  
AROUND WITH A REJECTION STICKER ON C'S WINDSHEILD AS THE VEH DID NOT PASS  
STATES INSPECTION. RCAS-MF ADVISED C THAT RCAS-MF WILL LOOK INTO C'S  
REQUEST AND FOLLOW UP WITH C.

\*\*\*

@07/10-ZMF628N

RCAS-MF SPOKE WITH SM-TONY BEAKES ON 07/11. SM STATES C WAS LAST IN 7/9. SM  
STATES NO NOTES IN HISTORY REGARDING SEAT TRACK OR VEH NOT PASSING INSPECTION.  
SM STATES WILL CHECK WITH SA AND CONTACT RCAS-FM BACK.

@07/11-ZMF628N

\*\*\*

@07/11-ZMF628N

RCAS-MF SPOKE WITH SM ON 07/14. SM STATES THERE IS A BROKEN SEAT TRACK. SM  
STATES VEH DID FAIL STATE INSPECTION. SM STATES GRT WAS NOT RECOMMENDED. SM  
STATES C DOES ALL SERVICE AND MAINTENANCE AND RECOMMENDS ASSISTANCE. RCAS-MF  
ADVISED SM THAT RCAS-MF WILL EMAIL DPSM-DM. SM STATES WARRANTY COST IS

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ESTIMATED \$600 RCAS-MF REVIEWED AND CONFIRMED GRT IS NOT RECOMMENDED.

\*\*\* @07/14-ZMF628N  
RCAS-MF EMAILED DPSM-DM. @07/14-ZMF628N  
\*\*\* @07/14-ZMF628N  
RCAS-MF CONTACTED C BACK ON 07/14 AT 307PM EST. RCAS-MF LEFT VMX.  
\*\*\* @07/14-ZMF628N  
RCAS-MF RECEIVED VMX BACK FROM C ON 07/15. @07/16-ZMF628N  
\*\*\*

RCAS-MF CONTACTED C ON 07/16. RCAS-MF ADVISED C THAT RCAS-MF HAS NOT RECEIVED  
A DECISION BACK FROM DPSM. C UNDERSTOOD. RCAS-MF ADVISED C THAT RCAS-MF WILL  
FOLLOW UP WITH C BY 07/22. @07/16-ZMF628N

\*\*\*RCAS-MF SPOKE WITH SM ON 07/18. SM STATES DPSM CONTACTED SM AND SM IS  
ALSO WILLING TO CONTRIBUTE SOME FOR GOODWILL. SM STATES DPSM HAS NOT GOT BACK  
TO SM WITH DEFINITE RESPONSE.  
\*\*\* @07/18-ZMF628N

RCAS-ED CONTACTED C AT 3:55 PM EST. RCAS-ED ADVISED C THAT FILE IS UNDER  
REVIEW AND C WILL BE CONTACTED BY 07/29. C UNDERSTOOD. @07/22-ZMF628N  
\*\*\*

RCAS-MF CONTACTED SM ON 07/24. LEFT VMX. @07/24-ZMF628N  
\*\*\*

RCAS-MF CONTACTED SM ON 07/25. RCAS-MF LEFT VMX. @07/25-ZMF628N  
\*\*\* @07/28-ZMF628N

RCAS-MF CONTACTED SM ON 07/28. RCAS-MF LEFT VMX REQUESTING ROS.  
\*\*\* @07/28-ZMF628N

RCAS-MF LEFT VMX FOR SM ON 07/29 TO SEND ROS AS RCAS-MF HAS NOT RECEIVED THEM.  
\*\*\*

RCAS-MF CONTACTED C BACK ON 07/29 AT 339PM EST. LEFT VMX. @07/29-ZMF628N  
\*\*\*

RCAS-MF SPOKE WITH SM ON 07/31. SM STATES VEH IS REPAIRED.  
\*\*\*

RCAS-MF CONTACTED C ON 07/31 AT 1148AM EST. RCAS-MF SPOKE WITH C. C STATES VEH  
IS FINE. RCAS-MF OFFERED ADDITIONAL ASSISTANCE, C DECLINED. @07/31-ZMF628N  
RCAS-MF CLOSING FILE. @07/31-ZMF628N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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DATE: 1/26/2009  
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REQUESTED BY: lattad

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1A         | ROOT CAUSE: SNFA    |
| 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: 3731            | EFFECTIVE: 07 / 09 / 08   | 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: ZJA775N        |                     |
| HISTORY:                  | UPDATE BY: ZMF628N        |                     |
| SVC CALL#:                | UPDATE DATE: 07 / 31 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 31 / 08  | MICROFILM: N        |
| RESP CAA: FORGIE, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041657         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
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REQUESTED BY: lattad

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|                       |            |                                         |
|-----------------------|------------|-----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                |
| STREET:               | [REDACTED] | VIN: JN8AZ08T15W [REDACTED] Y           |
| CITY: RICHARDSON      |            | YR/MDL: 2005.0 MUR MILEAGE: 42000       |
| ST/ZIP: TX [REDACTED] |            | IN SVC DATE: 10 / 24 / 05               |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 872A BANKSTON NISSAN OF DALLAS |
| EVE PH: [REDACTED]    | PAID: 4    | SVC DLR: 2190 COURTESY NISSAN           |
| DLR PH: 972 231 2600  | SUSP: 1    | RESP DLR: 2190 COURTESY NISSAN          |
|                       | DENY: 0    | REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDANT/2190 COURTE  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 14 / 08     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 01 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 31 / 08    | DATANET (Y/N): 07 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                     |
|----|-------------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)        |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS        | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL     | YI     | OOW GOODWILL ASSISTANCE REQUEST     |



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C. A. R. COMMENTS

FILE OPENED-ZLR000N 07/14/2008  
PREVIOUS RELATED FILES FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: NONE  
CRR-LR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR  
CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @07/14-ZLR000N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 07/12/06 2190  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 07/12/06 2190  
CRR-LR ADVISED C THERE ARE NO OPEN RECALLS  
PREVIOUS NISSAN/INFINITI VEH: NONE  
CRR-LR RECEIVED CALL FROM C  
C STATES IT OUT OF C'S BASIC WARRANTY AND IS HAVING A CONCERN WITH C'S SEAT  
C STATES SOMETHING UNDERNEATH THE SEAT FEELS LOOSE AND ROCKY  
CRR-LR ASKS C IF C HAS TAKEN THE VEH TO A NISSAN DLR SHP FOR A DIAGNOSIS  
C STATES YES, DLR SHP STATED NEED TO REPLACE THE WHOLE SEAT STRUCTURE AND  
REPAIR THE UNDERNEATH OF THE SEAT @07/14-ZLR000N  
CRR-LR ASKS C WHAT C IS REQUESTING FROM NNA  
C STATES WOULD LIKE FOR NNA TO EXTEND C'S BASIC WARRANTY TO GET THE REPAIRS  
COVERED FOR C  
CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW  
CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY END OF THE NEXT BUSINESS DAY  
C UNDERSTANDS  
CRR-LR OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-LR GAVE NAME, FILE NUMBER AND EXTENSION  
C THANKED CRR-LR FOR ASSISTANCE, C SATISFIED  
C AWAITING RESPONSE FROM RCAS @07/14-ZLR000N  
\*\*\*\*\*  
RCAS-JK DATANETTING FILE TO DLR. @07/15-ZJK000N  
RCAS-JK LEFT A VMX FOR C ON DAY NUMBER AT 4:47PM EST. 07/15/08. RCAS PROVIDED  
RCAS-KN'S NAME, NUMBER AND EXTENTION. RCAS ADVISED VIA VMX THAT RCAS WILL  
CONTACT C BACK NO LATER THAN 07/21/08 WITH STATUS/RESOLUTION TO THE FILE.  
@07/15-ZJK000N  
RCAS-JK ATTEMPTED TO CONTACT C ON EVENING PHONE NUMBER AT 4:48PM EST.  
07/15/08 HOWEVER PHONE RANG BUSY. @07/15-ZJK000N  
\*\*\*\*\* @07/22-ZKN032N  
RCAS-KN CONTACTED C AT DAY NUMBER AT 3:40PM EST ON 07/22/08 AND LEFT VMX.  
RCAS-KN CONTACTED C AT EVENING NUMBER AT 3:41PM EST ON 07/22/08 AND LEFT VMX.  
\*\*\*\*\* @07/22-ZKN032N  
RCAS-KN CONTACTED SM-CHARLIE SMYTH AT DLR 2190 AT 1:41PM EST ON 07/24/08 AND  
LEFT VMX. @07/24-ZKN032N  
\*\*\*\*\* @07/24-ZKN032N  
RCAS-KN CONTACTED SM-CHARLIE SMYTH AT DLR 2190 AT 12:02PM EST ON 07/25/08. SM  
STATES THAT C WAS LAST IN ON 05/27/08 AT 41.764 MILES. SM STATES THAT C  
BROUGHT VEH IN AS FRONT SEAT FRAME HAD COME APART. SM STATES THAT THE FRAME  
WAS CRACKED. SM STATES THAT GRT WAS RAN AND DECLINED. SM STATES THAT C DOES  
SOME SERVICING AT THE DLR. SM STATES THAT C REQUIRES A NEW FRONT DRIVERS SEAT.  
\*\*\*\*\* @07/25-ZKN032N  
RCAS-KN CONTACTED DPSM-RM AT 12:32PM EST ON 07/25/08 AND LEFT VMX.  
\*\*\*\*\* @07/25-ZKN032N  
CRR-EF RECEIVED INBOUND CALL FROM C.  
CRR-EF VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.  
CRR-EF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.  
CRR-EF INFORMED C THERE ARE NO OPEN RECALLS.

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C STATES THAT C WOULD LIKE TO SPEAK WITH RCAS-KN. @07/25-ZEF000N  
CRR-EF ADVISED C THAT CRR-EF WOULD SEND AN INTERNAL MESSAGE TO RCAS-KN.  
C STATES OK.  
CRR-EF OFFERED FURTHER ASSISTANCE, C DECLINED.  
C THANKED CRR-EF FOR ASSISTANCE, C SATISFIED.  
CRR-EF EXITING FILE.

===== @07/25-ZEF000N  
RCAS-KN CONTACTED DPSM-RM AT 3:13PM EST ON 07/25/08. NNA APPROVES REPAIR AS  
PER DPSM-RM. @07/25-ZKN032N

\*\*\*\*\* @07/25-ZKN032N  
RCAS-KN CONTACTED C AT DAY NUMBER AT 3:25PM EST ON 07/25/08 AND LEFT VMX.  
RCAS-KN CONTACTED C AT EVENING NUMBER AT 3:26PM EST ON 07/25/08 AND LEFT VMX.

\*\*\*\*\* @07/25-ZKN032N  
RCAS-KN CONTACTED SM-CHARLIE SMYTH AT DLR 2190 AT 3:28PM EST ON 07/25/08 AND  
LEFT VMX STATING THAT DPSM-RM HAS APPROVED THE REPAIR. @07/25-ZKN032N

\*\*\*\*\* @07/25-ZKN032N  
RCAS-KN RECEIVED VMX FROM SM-CHARLIE SMYTH AT DLR 2190 ON 07/25/08 STATING  
THAT SM RECEIVED THE MESSAGE AND WILL GO AHEAD AND ORDER THE SEAT FRAME TODAY.  
\*\*\*\*\* @07/25-ZKN032N

RCAS-KN RECEIVED VMX FROM C ON 07/25/08 REQUESTING A CALLBACK. @07/25-ZKN032N  
\*\*\*\*\* @07/25-ZKN032N  
\*\*\*\*\* @07/25-ZKN032N

RCAS-KN CONTACTED C AT EVENING NUMBER AT 3:59PM EST ON 07/25/08. RCAS-KN  
ADVISED C THAT NISSAN HAS APPROVED THE REPAIR FOR THE SEAT FRAME. RCAS-KN  
ADVISED C THAT COURTESY NISSAN HAS BEEN NOTIFIED AND THE FRAME WILL BE ORDERED  
TODAY. C STATES C UNDERSTANDS AND THANK YOU. C STATES C WILL CONTACT THE DLR  
AND SET UP AN APPOINTMENT. RCAS-KN ADVISED C THAT RCAS-KN WILL CONTACT C ON  
08/01/08 TO SEE HOW THE REPAIR WENT. C STATES C UNDERSTANDS AND THANK YOU.  
\*\*\*\*\* @07/25-ZKN032N

RCAS-KN CONTACTED C AT DAY NUMBER AT 2:19PM EST ON 07/31/08 AND LEFT VMX.  
RCAS-KN CONTACTED C AT EVENING NUMBER AT 2:20PM EST ON 07/31/08. C STATES THAT  
THE VEH IS REPAIRED AND IS ON C'S WAY TO PICK IT UP. C STATES THAT C WILL  
CONTACT RCAS-KN IF C REQUIRES ANY FURTHER ASSISTANCE. RCAS-KN CLOSING FILE,  
PENDING C CALLBACK FOR FURTHER ASSISTANCE. @07/31-ZKN032N  
\*\*\*\*\* @07/31-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE  
CUSTOMER.  
CAN A GRT BE RUN FOR THIS?

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 2190            | EFFECTIVE: 07 / 14 / 08   | 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: ZLR000N        |                     |
| HISTORY:                  | UPDATE BY: ZKN032N        |                     |
| SVC CALL#:                | UPDATE DATE: 07 / 31 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 31 / 08  | MICROFILM: N        |
| RESP CAA: NOVACOVSCI, KIM | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                         |
|-----------------------|------------|-----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                |
| STREET:               | [REDACTED] | VIN: JN8AZ08W13W [REDACTED] Y           |
| CITY: PORTLAND        |            | YR/MDL: 2003.0 MUR MILEAGE: 42000       |
| ST/ZIP: OR [REDACTED] |            | IN SVC DATE: 06 / 14 / 04               |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 2267 ROYAL MOORE NISSAN/SUBARU |
| EVE PH: [REDACTED]    | PAID: 8    | SVC DLR: 3607 RON TONKIN NISSAN         |
| DLR PH: 503 251 3352  | SUSP: 0    | RESP DLR: 3607 RON TONKIN NISSAN        |
|                       | DENY: 0    | REGION: 48 DIST: SL/SV/PT: 08 08 38     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3607 RON TONKIN NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: 6000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 14 / 08     | XFER/RSPNSBLTY: 48 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 17 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 17 / 08    | DATANET (Y/N): 07 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZEC787N 07/14/2008

PREVIOUS FILES FOUND:NONE

@07/14-ZEC787N

CRR-EC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-EC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 10/24/05 12/01/06 3968

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/28/06 3968

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/28/06 3968

CRR-EC ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):NONE

CRR-EC RECEIVED CALL FROM C.

C STATED TO CRR-EC THAT HAS PROBLEM WITH DRIVER SEAT BRACKET ITS BEEN BROKEN  
ON THE BACK AND VERY LOOSEN C'S FEET TENDS TO ROCK. C ALREADY BRING THE VEH TO  
NEAREST NISSAN DEALERSHIP AND HAVE IT DIAGNOSE. C WERE TOLD BY THE DEALERSHIP  
TO PAY FOR \$623 TO HAVE IT FIXED. C IS ASKING NISSAN TO PAY FOR THE REPAIR.

CRR-EC CHECKED C MANUFACTURED WARRANTY:

BASIC WARRANTY 06/14/07/36,000.

POWERTRAIN 06/14/09/60,000.

C VEHICLE IS OUTSIDE OF ALL APPLICABLE WARRANTIES.

CRR-EC ADVISED C TO BE TRANSFERRED TO C GROUP FOR GOODWILL ASSISTANCE.

C UNDERSTOOD.

C THANKED CRR-EC FOR ASSISTANCE, C SATISFIED.

CRR-EC OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-EC GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-EC TRANSFERRING CALL TO C GROUP.

@07/14-ZEC787N

@07/14-ZEC787N

\*\*\*\*\*

CRR-JI RECEIVED A CALL FROM C.

@07/14-ZJI411N

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

CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: THREE CLOSED.

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 10/24/05 12/01/06

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/28/06

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/28/06

CRR-JI ADVISED C OF NO OPEN RECALLS.

C STATES C IS HAVING AN ISSUE WITH THE DRIVER SIDE SEAT.

C STATES THE BRAKET HAS BROKE WHICH HAS CAUSED THE SEAT TO BECOME LOOSE.

C STATES C'S FEET IS NOW ROCKING BACK AND FORTH.

C STATES C WENT TO THE NISSAN DLR.

C STATES THE NISSAN DLR INFORMED C THAT THE REPAIR WILL COST APPROXIMATELY  
\$630.00.

C STATES THE RESPONSIBLE DLR IS\_3607\_ RON TONKIN NISSAN.

C STATES C WOULD LIKE FINANCIAL ASSISTANCE FROM NISSAN.

CRR-JI ADVISED C THAT CRR-JI IS GOING TO TRANSFER THE FILE TO RCAS AND RCAS

WILL BE IN CONTACT WITH C BY THE END OF BUSINESS DAY TOMORROW. @07/14-ZJI411N

CRR-JI INQUIRED THE BEST TIME FOR RCAS TO CONTACT C. @07/14-ZJI411N

C STATES ANYTIME PACIFIC STANDARD TIME.

CRR-JI ASKED C IF C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.

CRR-JI GAVE C NAME, FILE NUMBER AND EXTENSION.

CRR-JI TRANSFERRING FILE TO RCAS.

@07/14-ZJI411N

RCAS-ER DATANETTING FILE TO RESPONSIBLE DLR ON 07/15/08. @07/15-ZER229N

RCAS-ER CONTACTED DLR AT 12:52 PM EST ON 07/15/08 AND SPOKE TO SHOP FOREMAN  
JEFF KELLY AS SERVICE MANAGER JEFFERY SMITH IS CURRENTLY ON VACATION.\_SHOP

FOREMAN ADVISED THAT C HAS ONLY BEEN TO THE DLRSHIP ONE TIME, LAST AUGUST AT

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31000 MILES FOR WARRANTY WORK FOR A POPPING NOISE IN THE FRONT END AS WELL AS A CP FUEL DOOR THAT WAS STUCK. C HAS NOT HAD ANY MAINTENANCE COMPLETED AT THE DLRSHIP. C IS NOT A GOOD CANDIDATE FOR THE GRT. RCAS-ER THANKED SHOP FOREMAN AND ENDED CALL.  
@07/15-ZER229N

RCAS-ER CONTACTED C AT DAY/EVENING NUMBER AT 1:11 PM EST ON 07/15/08 AND SPOKE TO C. C STATES THAT THE PROBLEM WITH C'S SEAT IS A SAFETY ISSUE. C STATES THAT C FEELS THAT THE REPAIR NEEDED IS A SAFETY ISSUE. C STATES THAT C FEELS THAT NISSAN SHOULD COVER THE COST OF THE REPAIR BECAUSE THERE IF C IS IN AN ACCIDENT, THE SEAT WON'T WORK PROPERLY AND C COULD BECOME INJURED BY THE AIR BAG. RCAS-ER ADVISED C THAT NNA COVERS DEFECTS IN MATERIALS OR WORKMANSHIP FOR THE FIRST 36 MONTHS, 36000 MILES AND THAT C IS OUTSIDE OF THAT WARRANTY PERIOD BY TIME AND MILEAGE. RCAS-ER ADVISED C THAT RCAS-ER WOULD TAKE C'S REQUEST TO REGIONAL STAFF AND WOULD CONTACT C BEFORE THE END OF 07/17/08. C UNDERSTANDS AND THANKED RCAS-ER.  
@07/15-ZER229N

RCAS-ER SENT INTERNAL MESSAGE TO DPSM-AM ON 07/15/08. @07/15-ZER229N

RCAS-ER CONTACTED DPSM-AM ON 07/17/08 AT 4:57 PM EST. DPSM-AM REVIEWED CONCERN, ADVISED THAT DPSM DOES NOT FEEL THE NEED TO OFFER ANY GOODWILL ASSISTANCE AT THIS TIME. RCAS-ER THANKED DPSM AND ENDED CALL.  
@07/17-ZER229N

RCAS-ER CONTACTED C AT DAY/EVENING NUMBER AT 4:58 PM EST ON 07/17/08 AND SPOKE TO C. RCAS-ER ADVISED C THAT C'S CONCERN HAD BEEN REVIEWED BY REGIONAL STAFF AND THAT C'S REQUEST FOR FINANCIAL ASSISTANCE HAD BEEN DECLINED. C STATES THAT THIS CONCERN IS A SAFETY ISSUE AND THAT C DOES NOT FEEL THAT C SHOULD HAVE TO PAY WHEN C'S LIFE IS IN MORTAL PERIL. RCAS-ER ADVISED C THAT C'S WARRANTY COVERS REPAIRS DUE TO DEFECTS IN MATERIALS OR WORKMANSHIP WITHIN THE FIRST 36 MONTHS/36000 MILES OF THE VEH. RCAS-ER ADVISED C THAT C IS OUTSIDE OF C'S BASIC WARRANTY PERIOD BY TIME AND MILEAGE. RCAS-ER ADVISED C THAT C'S REQUEST WAS REVIEWED BY REGIONAL STAFF AND THAT C'S REQUEST HAD BEEN DECLINED. C UNDERSTANDS AND THANKED RCAS-ER. RCAS-ER OFFERED FURTHER ASSISTANCE. C DECLINED.

RCAS-ER UPDATING OOW INFORMATION: CLOSING FILE. @07/17-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3607          | EFFECTIVE: 07 / 14 / 08   | 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: ZEC787N        |                     |
| HISTORY:                | UPDATE BY: ZER229N        |                     |
| SVC CALL#:              | UPDATE DATE: 07 / 17 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 07 / 17 / 08  | MICROFILM: N        |
| RESP CAA: REID, EMA LEA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041646       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SC: NONE

NAME: [REDACTED] VIN: JN8AZ08WX5W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2005.0 MUR MILEAGE: 84000  
CITY: BELLE VERNON IN SVC DATE: 11 / 19 / 05  
ST/ZIP: PA [REDACTED] VCAN: N RTL DLR: 09087 JOHN SISSON MOTORS, INC.  
DAY PH: [REDACTED] PAID: 4 SVC DLR: 09087 JOHN SISSON MOTORS, INC.  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 09087 JOHN SISSON MOTORS, INC.  
DLR PH: 724 223 8600 DENY: 0 REGION: 36 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 09087 JOHN SISSON MOTOR  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 48000 (PT) MONTHS: MILES: 24000

ORIG CODE: CT 11 OPEN DATE: 07 / 15 / 08 XFER/RSPNSBLTY: 36 02 S  
CONTACT (S): FOLLOWUP DATE: 08 / 01 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 08 / 01 / 08 DATANET (Y/N): 07 / 16 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |



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C. A. R. COMMENTS

FILE OPENED-ZSK000N 07/15/2008

PREVIOUS RELATED FILES:NONE

@07/15-ZSK000N

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-SK VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
RESPONSIBLE DLR AND WARRANTY INFORMATION.

CRR-SK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 05/03/06 09087

CRR-SK ADVISED C THERE IS NO OPEN RECALLS:

PREVIOUS NISSAN VEH: INFINITI: NONE

CRR-SK RECIEVED CALL FROM C:

@07/15-ZSK000N

C STATES THAT C LEANED OVER TO REACH SOMETHING FROM THE PASSENGER DOOR AND THE  
DRIVER SEAT BROKE. C STATES DOES NOT HAVE ANY KIDS, DOES NOT JUMP AROUND ON IN  
THE VEH. C STATES BROUGHT THE VEH INTO THE DLRSHIP AND THE DLRSHIP TOLD C THAT  
IT IS GOING TO COST C BETWEEN \$700-\$800 TO HAVE IT FIXED. C STATES THIS IS A  
LITTLE OUTRAGEOUS BECAUSE C DOES ADJUST C EVERYDAY AND JUST LETS IT BE.

C WANTS NNA TO HELP PAY FOR SOME OF THE COVERAGE FOR THIS SEAT TO BE FIXED

CRR-SK ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-SK ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUISINESS DAY

C UNDERSTANDS

CRR-SK OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-SK GAVE NAME, EXTENSION AND FILE NUMBER

C-THANKED CRR-SK FOR ASSISTANCE, C SATISFIED

C AWAITING RESPONSE FROM RCAS

@07/15-ZSK000N

\*\*\*\*\*

RCAS-SM ASSISTING RCAS-TC.

RCAS-SM DATANETTED FILE TO DEALERSHIP.

RCAS-SM LEFT VMX ON DAYTIME NUMBER ON 07/15/08 AT 3:26PM EST. @07/15-ZSM684N

\*\*\*\*\*

@07/17-ZTC759N

RCAS-TC PLACED CALL TO C AT DAYTIME NUMBER ON 07/17/08 AT 2:27 PM EST.

RCAS-TC LEFT VMX FOR C. RCAS-TC WILL FOLLOW UP ON 07/21/08. @07/17-ZTC759N

\*\*\*\*\*

@07/21-ZTC759N

RCAS-TC RECEIVED VMX FROM C.

RCAS-TC PLACED CALL TO C AT DAYTIME NUMBER ON 07/21/08 AT 10:17 AM EST.

C STATES THAT C TOOK THE VEH TO THE DLRSHIP AND THE DLRSHIP INFORMED C THAT  
THE FRAME IS BROKEN. C STATES THAT C IS NOT A BIG MAN AND HAS NO CHILDREN.

C FEELS THAT THIS SEAT SHOULD NOT JUST SNAP OFF. RCAS-TC ADVISED C THAT THE  
DLR WILL BE CONTACTED AND RCAS-TC WILL SUBMIT A GOODWILL REQUEST TO REGIONAL  
MANAGMENT. CALL ENDED.

@07/21-ZTC759N

\*\*\*\*\*

@07/30-ZTC759N

RCAS-TC PLACED CALL TO THE DLR ON 07/30/08 AT 1:30 PM EST.

RCAS-TC SPOKE WITH SM-TOM MCRORY. SM STATES THAT THIS IS A VERY COMMON  
PROBLEM IN THE MURANO AND RECOMMENDS GOODWILL. SM ALSO STATES THAT C IS  
AN EXCELLENT SERVICING AND MAINTENANCE C. SM RECOMMENDED THE ENIRE AMOUNT.  
CALL ENDED.

@07/30-ZTC759N

INTERNAL MESSAGE SENT TO ORM-BC ON THE MATTER FOR APPROVAL ON 07/30/08.

RCAS-TC PLACED CALL TO C AT EVENING NUMBER ON 07/30/08 AT 2:19 PM EST.

RCAS-TC LEFT VMX FOR C. RCAS-TC WILL FOLLOW UP ON 08/01/08. @07/30-ZTC759N

\*\*\*\*\*

@08/01-ZTC759N

RCAS-TC RECEIVED APPROVAL FROM ORM-BC FOR A 50/50 SPLIT.

RCAS-TC PLACED CALL TO THE DLR ON 08/01/08 AT 1:10 PM EST.

RCAS-TC SPOKE WITH SM-TOM MCRORY. RCAS-TC ADVISED THE SM OF THE APPROVAL.  
CALL ENDED.

@08/01-ZTC759N

RCAS-TC PLACED CALL TO C AT DAYTIME NUMBER ON 08/01/08 AT 1:25 PM EST.

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RCAS-TC ADVISED C THAT C HAS BEEN APPROVED FOR A 50/50 SPLIT. C ACCEPTED THIS AND WAS GRATEFUL. RCAS-TC ADVISED C TO MAKE AN APPOINTMENT AND THE DLR WILL ASSIST C. CALL ENDED. RCAS-TC CLOSING FILE. @08/01-ZTC759N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 09087           | EFFECTIVE: 07 / 15 / 08   | 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: ZSK000N        |                     |
| HISTORY:                  | UPDATE BY: ZTC759N        |                     |
| SVC CALL#:                | UPDATE DATE: 08 / 01 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 08 / 01 / 08  | MICROFILM: N        |
| RESP CAA: CROWLEY, TAMARA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |         |                                    |                          |
|-----------------------|---------|------------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: MULTI CONTRACT                 |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08T33W [REDACTED] Y      |                          |
| CITY: KELLER          |         | YR/MDL: 2003.0 MUR MILEAGE: 100000 |                          |
| ST/ZIP: TX [REDACTED] |         | IN SVC DATE: 04 / 16 / 03          |                          |
| VCAN: Y               | PAID: 3 | RTL DLR: 3620                      | URBAN NISSAN             |
| DAY PH: [REDACTED]    | SUSP: 0 | SVC DLR: 2987                      | GRUBBS NISSAN            |
| EVE PH: 999 999 9999  | DENY: 0 | RESP DLR: 2987                     | GRUBBS NISSAN            |
| DLR PH: 817 268 3121  |         | REGION: 32                         | 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 PREOWNEI X MILES 35000 # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 27 MILES: 64000 (PT) MONTHS: 3 MILES: 40000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 21 / 08     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 23 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 22 / 08    | DATANET (Y/N): 07 / 23 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                            |
|----|--------------------------|--------|----------------------------|
| OC | NISSAN DEALER ISSUES     | 222500 | SERVICE PERSONNEL (NISSAN) |
| BF | NSN DEALER SERVICE DEPT. | WL     | RUDE/DISOURTEOUS           |
| OC | NISSAN DEALER ISSUES     | 222500 | SERVICE PERSONNEL (NISSAN) |
| BF | NSN DEALER SERVICE DEPT. | YZ     | POOR TREATMENT             |
| OC | NISSAN DEALER ISSUES     | 222500 | SERVICE PERSONNEL (NISSAN) |
| BF | NSN DEALER SERVICE DEPT. | ZH     | CRITICISM                  |

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C. A. R. COMMENTS

FILE OPENED-ZDP019N 07/21/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: 5239615 (UNRELATED).

CRR-DP RECEIVED INBOUND CALL FROM C'S HUSBAND [REDACTED]

CRR-DP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE & RESPONSIBLE DLRSH. P.

CRR-DP UPDATED C'S DAY/EVENING NUMBER.

CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 08/12/05 3907

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 07/20/06 3907

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 07/20/06 3907

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 1996 STANZA.

C STATES C THOUGHT THERE WAS A LOOSE BOLT ON THE DRIVER SIDE.

C STATES TOOK C'S VEH TO THE DLRSH. P. FOR THE DRIVER PASSENGER POWER MOTOR SEAT

C STATES THE DLRSH. P. DID NOT HAVE THE PART INSTOCK AND THE DLRSH. P. HAD TO  
ORDER THE PART FROM THE WAREHOUSE.

C STATES LAST WEDNESDAY C RECEIVED A CALL THAT THE PART IS INSTOCK .

C STATES HAD THE TRACK MOTOR REPAIRED.

C STATES THE SA-JEFF WAS BEING RUDE BECAUSE C'S WIFE TOLD SA THAT THE TRIM  
PANEL IS BROKEN AND THAT SOMONE AT THE DLRSH. P. NEED TO FIX IT THE TRIM.

C STATES INFORMED THE SA THAT C IS GOING TO BRING THE VEH IN AND TO HAVE  
THE TRIM REPAIRED.

C STATES INFORMED SA-DAVE THAT THE C IS GOING TO MEET SA OUTSIDE TO DROP  
C'S VEH OFF.

C STATES SA ADVISED C TO SPEAK WITH SM.

C STATES THE SM TOLD C THAT SAME THING AND THAT THE TRIM PANEL IS BROKEN.

C STATES THE VEH HAS BEEN AT THE SHOP JULY 8TH, JULY 17TH AND THE DLRSH. P.  
HAS BEEN REPAIRING THE VEH 3 DIFFERENT OCCASIONS.

CRR-DP APOLOGIZE FOR THE INCONVENIENCE. CRR-DP STATES THAT C'S CONCERN  
HAS BEEN DOCUMENTED. CRR-DP STATES WHAT IS C REQUESTING FROM NNA?

C STATES WOULD LIKE THE DLRSH. P. INTERVINE AND HAVE THE PROBLEM RESOLVE.

CRR-DP APOLOGIZE FOR THE BAD EXPERIENCE. CRR-DP ADVISED C THAT NISSAN  
DLRSH. P. ARE INDEPENDENTLY OWNED & OPERATED.

C STATES LOVE C'S VEH BUT THE SERVICE IS TERRIBLE.

CRR-DP ASSURE C'S CONCERN WILL BE FOWARDED AS A COMPLAINT.

C UNDERSTOOD

C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED.

CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.

C DECLINED.

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.

CRR-DP FORWARDING FILE TO RCAS FOR DATANET.

@07/21-ZDP019N

\*\*\*\*\*

@07/22-ZKN032N

RCAS-KN DATANETTED FILE ON 07/22/08. RCAS-KN CLOSING FILE, DATANET ONLY.

\*\*\*\*\*

@07/22-ZKN032N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SCMV    |
| CALLBACK: (Y/N) #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 2987            | EFFECTIVE: 07 / 21 / 08   | 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: ZDP019N        |                     |
| HISTORY:                  | UPDATE BY: ZKN032N        |                     |
| SVC CALL#:                | UPDATE DATE: 07 / 22 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 07 / 22 / 08  | MICROFILM: N        |
| RESP CAA: NOVACOVSKI, KIM | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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## CA6226193

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:02 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: \_\_\_\_\_

VIN:

IN SCV DATE: 4/16/2003

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|----------------|------------------|

## CA6226193

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:02 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME: \_\_\_\_\_

VIN:

IN SCV DATE: 4/16/2003

| SEQ NO | CONTRACT NO  | DEALER NUMBER | ST | EFFECTIVE DATE | EXPIRE DATE | EXPIRE MILEAGE |
|--------|--------------|---------------|----|----------------|-------------|----------------|
| 293    | RCDC01383520 | 3620          | TX | 4/16/2003      | 4/16/2008   | 100.000        |
| 294    | RCDE02423023 | 3453          | TX | 4/16/2003      | 4/16/2009   | 100.000        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                           |                |              |        |
|---------------------------|----------------|--------------|--------|
| -----+-----               |                |              |        |
| CONTRACT: RCDC01383520    |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]    |                | OWNER NAME:  |        |
| PLAN TYPE: C              |                | PLAN TYPE:   |        |
| PLAN TERM: C              |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50         |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/16/03       |                | EFFECTIVE:   |        |
| EXPIRES: 04/16/08         | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                   | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                 |                | TRANSFER:    |        |
| TRANSACTION: 4/18/2003    |                | TRANSACTION: |        |
| PRINTED: 04/18/03         |                | PRINTED:     |        |
| DEALER NO: 3620           | STATE: TX      | DEALER NO:   | STATE: |
| DEALER NAME: URBAN NISSAN |                | DEALER NAME: |        |
| -----+-----               |                |              |        |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                            |                |              |        |
|----------------------------|----------------|--------------|--------|
| -----+-----                |                |              |        |
| CONTRACT: RCDE02423023     |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]     |                | OWNER NAME:  |        |
| PLAN TYPE: C               |                | PLAN TYPE:   |        |
| PLAN TERM: E               |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50          |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/16/03        |                | EFFECTIVE:   |        |
| EXPIRES: 04/16/09          | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                    | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                  |                | TRANSFER:    |        |
| TRANSACTION: 4/30/2005     |                | TRANSACTION: |        |
| PRINTED: 05/06/05          |                | PRINTED:     |        |
| DEALER NO: 3453            | STATE: TX      | DEALER NO:   | STATE: |
| DEALER NAME: TROPHY NISSAN |                | DEALER NAME: |        |
| -----+-----                |                |              |        |



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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08WX5W [REDACTED] Y           |
| CITY: NESCONSET       | YR/MDL: 2005.0 MUR MILEAGE: 45000       |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 02 / 28 / 05               |
| DAY PH: [REDACTED]    | RTL DLR: 3091 ATLANTIC NISSAN SUPERSTOR |
| EVE PH: [REDACTED]    | SVC DLR: 2691 SMITHTOWN NISSAN, INC.    |
| DLR PH: 631 361 9696  | RESP DLR: 2691 SMITHTOWN NISSAN, INC.   |
|                       | REGION: 26 DIST: SL/SV/PT: 02 02 32     |

|                                               |                             |                               |
|-----------------------------------------------|-----------------------------|-------------------------------|
| 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)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00             | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI             | MILES                       | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: SMITHTOWN NISSAN, INC. |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS: 5             | MILES: 9000                 | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                              | OPEN DATE: 07 / 22 / 08     | XFER/RSPNSBLTY: 26 02 S       |
| CONTACT (S):                                  | FOLLOWUP DATE: 07 / 23 / 08 | DATANET (Y/N): 1              |
| SEVERITY: 9                                   | CLOSE DATE: 07 / 23 / 08    | DATANET (Y/N): 07 / 23 / 08   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |

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C. A. R. COMMENTS

FILE OPENED-ZBV129N 07/22/2008

PREVIOUS FILES FOUND:

RELATED: NONE

UNRELATED: NONE

CRR-BV VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-BV UP-DATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE NUMBERS).

CRR-BV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-BV ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 01 ALTIMA.

CRR-BV RECEIVED CALL FROM C'S WIFE MICHELLE.

C WANTED TO KNOW IF C'S VEH WAS AFFECTED BY THE RECALL REGARDING THE SEATS OF  
THE MURANO.

CRR-BV ADVISED C THAT C'S VEH WAS NOT AFFECTED BY THAT RECALL.

C STATED THAT THE DRIVER SEAT BROKE AND IS NOW GOING BACK AND FORTH.

C STATED C GOT IT REPAIRED AT SMITH TOWN NISSAN.

DLR CHARGED C FOR \$700 FOR THE REPAIR.

C FEELS LIKE ITS A LITTLE UNFAIR THAT THE VEH'S SEAT WOULD GO OUT LIKE THAT.

C STATED C AND C'S HUSBAND IS PETITE AND ARE NOT LARGE PEOPLE.

C WANTED TO KNOW IF THE DLR OVER CHARGED.

CRR-BV ADVISED C THAT NISSAN DLR ARE INDEPENDENTLY OWNED AND NNA IS NOT  
IN THE POSITION TO INTERVENE WITH SALES AND REPAIR COST.

C UNDERSTOOD.

C IS NOW ASKING IF NNA CAN ASSIST C BY REIMBURSING HALF OF THE COST OR C  
COULD JUST NOT PAY THE LAST PAYMENT ON THE VEH AND C WILL TURN THE VEH IN.

CRR-BV WAS ABLE TO GIVE FILE NAME AND EXT.

CRR-BV ADVISED C WILL BE TRANSFERRED TO NEXT LEVEL AGENT FOR FURTHER  
ASSISTANCE.

CRR-BV WAS DOCUMENTING WHEN C'S CALL WAS DISCONNECTED.

CRR-BV CLOSING FILE PENDING C'S CALLBACK. @07/22-ZBV129N

PLEASE TRANSFER C TO CORE GROUP WHEN C CALLS BACK. @07/22-ZBV129N

\*\*\*\*

CRR-CA RECEIVED A CALL FROM C.

C REQUESTED TO BE TRANSFERRED TO CRR-BV.

CRR-CA TRANSFERRED C.

CRR-CA EXITING FILE. @07/22-ZCA500N-COMMENT

\*\*\*\*\*

CRR-TP RECEIVED CALL FROM C.

CRR-TP VERIFIED NAME AND ADDRESS DAY AND EVENING PHONE NUMBER

CRR-TP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 04/18/06 3091

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 04/18/06 3091

CRR-TP ADVISED C THAT THERE ARE NO OPEN RECALLS ON C'S VEH. @07/22-ZTP669N

C STATES C'S MURANO SEATS BECAME DISABLED AND EVENTUALLY DETACHED FROM C'S  
VEH. C STATES IT BECAME UNSAFE FOR C TO DRIVE C'S VEH BECAUSE C COULD NOT SIT  
IN THE SEAT WITHOUT RUNNING THE RISK OF BEING EJECTED. @07/22-ZTP669N

C STATES C HAD TO PAY 737.10 TO HAVE THE SEATS REPAIRED AND REPLACED AND C  
DOES NOT BELIEVE THAT THAT WAS FAIR. @07/22-ZTP669N

C STATES C WOULD APPRECIATE IT IF NISSAN WOULD TAKE THE VEH BACK AND JUST  
WAIVE THE LAST PAYMENT C HAS ON THE VEH INSTEAD OF COMPENSATING C FOR THE COST  
OF THE REPAIRS ON THE VEH. C STATES C'S LAST CAR PAYMENT WOULD BE 338.00

CRR-TP ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-TP ADVISED C THAT FILE WILL BE TRANSFERRED TO A REGIONAL SPECIALIST.

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CRR-TP ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.  
CRR-TP OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-TP GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-TP TRANSFERING FILE TO RCAS AGENT. @07/22-ZTP669N

\*\*\*\*\*

RCAS-JB CALLED SM-BILL PARKS 07/23/08 AT 11:24AM EST. @07/23-ZJB007N  
SM STATES C WAS OOW WHEN C BROUGHT THE VEH TO THE DLR. SM STATES C IS NOT A  
GOOD SERVICING C, THUS, SM WAS NOT INCLINED TO RUN A GRT WHEN THE VEH WAS AT  
THE DLR. RCAS UNDERSTANDS. CALL ENDED. @07/23-ZJB007N

\*\*\*\*\*

RCAS-JB SENT EMAIL TO DPSM-JM 07/23/08. @07/23-ZJB007N

\*\*\*\*\*

RCAS-JB RECEIVED VMX FROM DPSM-JM 07/23/08 ADVISING RCAS THAT DPSM WAS AT THE  
DLR WHEN RCAS SENT THE EMAIL TO DPSM. DPSM ADVISED RCAS THAT NNA IS NOT IN A  
POSITION TO PROVIDE ANY GOODWILL FOR C AS THE REPAIRS WERE PERFORMED OOW AND  
C IS NOT A GOOD SERVICING C. @07/23-ZJB007N

\*\*\*\*\*

RCAS-JB CALLED C ON DAY PHONE 07/23/08 AT 4:07PM EST. RCAS NOTES THAT THE  
NUMBER IS NOT IN SERVICE. @07/23-ZJB007N

\*\*\*\*

RCAS-JB CALLED C ON EVENING PHONE 07/23/08 AT 4:09PM EST. RCAS SPOKE WITH C'S  
WIFE MICHELLE GRUHAUS WHO WILL BE REFERRED TO AS C. RCAS ADVISED C THAT RCAS  
SPOKE WITH THE REGION AND THE DLR REGARDING C'S CONCERN. RCAS ADVISED C THAT  
NNA IS NOT IN A POSITION TO REIMBURSE C FOR THE REPAIR, NOR PAY C'S  
REMAINING LEASE PAYMENT. C STATES ITS NOT FAIR THAT NNA IS NOT COVERING THE  
REPAIR AS THE REPAIR IS A SAFETY CONCERN. RCAS ADVISED C THAT C'S VEH WAS  
9000 MILES OOW WHEN THE REPAIR WAS NEED. C STATES C IS GOING TO CONTACT A  
LAWYER. RCAS PROVIDED C WITH NNA'S MAILING ADDRESS. RCAS ADVISED C THAT C'S  
LAWYER NEEDS TO SEND A LETTER OF REPRESENTATION TO NNA. C UNDERSTANDS. C  
STATES C IS NOT GOING TO PURCHASE ANOTHER NISSAN. CALL ENDED. @07/23-ZJB007N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:02 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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## CONTACT(S):

|                                |                           |                        |
|--------------------------------|---------------------------|------------------------|
| SATISFIED: Y                   | ACTION CODE: NT3B         | ROOT CAUSE: SNFA       |
| CALLBACK: (Y/N) #:             | 0 DATE: 00 / 00 / 00      | USERID:                |
| REOPEN: CALLBACK #:            | 0 DATE: 07 / 22 / 08      | USERID:                |
| NEW INFO #:                    | 0 DATE: 00 / 00 / 00      | USERID:                |
| OTHER #:                       | 0 DATE: 00 / 00 / 00      | USERID:                |
| COMMENTS ONLY: #:              | 1 DATE: 07 / 22 / 08      | USERID: ZCA500N        |
| RESP DLR: 2691                 | EFFECTIVE: 07 / 22 / 08   | 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: ZBV129N        |                        |
| HISTORY:                       | UPDATE BY: ZJB007N        |                        |
| SVC CALL#:                     | UPDATE DATE: 07 / 23 / 08 |                        |
| CLOSE: Y (Y/N)                 | CLOSE DATE: 07 / 23 / 08  | MICROFILM: N           |
| RESP CAA: BRATHWAITE, JOHATHAN | OLM: ROYSTER KAREN        | DOM: ZIMMERMAN LARRY E |
| PHONE: 0000047158              | OWNER FIRST:              | LANGUAGE: E ENGLISH    |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:02 PM

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REQUESTED BY: lattad

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08WX6W [REDACTED] Y     |                          |
| CITY: OREFIELD        |         | YR/MDL: 2006.0 MUR MILEAGE: 72000 |                          |
| ST/ZIP: PA [REDACTED] |         | IN SVC DATE: 05 / 18 / 06         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 5024                     | KEN POLLOCK NISSAN, LLC  |
| EVE PH: [REDACTED]    | PAID:   | SVC DLR: 5024                     | KEN POLLOCK NISSAN, LLC  |
| DLR PH: 570 819 0730  | SUSP:   | RESP DLR: 5024                    | KEN POLLOCK NISSAN, LLC  |
|                       | DENY:   | REGION: 36                        | DIST: SL/SV/PT: 01 01 31 |

|                                             |                    |                               |
|---------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI           | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: INDEPENDENT FACILITY |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES: 36000       | (PT) MONTHS: MILES: 12000     |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 23 / 08     | XFER/RSPNSBLTY: 36 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 25 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 25 / 08    | DATANET (Y/N): 07 / 28 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZAO808N 07/23/2008

PREVIOUS FILES FOUND: NONE.

RELATED: NONE

UNRELATED: NONE

CRR-AO VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-AO CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @07/23-ZAO808N

CRR-AO ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-AO RECEIVED CALL FROM C.

C STATED THAT HAS A PROBLEM ABOUT THE DRIVER SEAT WELD THAT BROKE ON AN 06 MUR  
AND DLR QOUTED ABOUT \$1000.00 FOR THE REPAIR AND C WAS VERIFYING IF THERE ARE  
ANY ASSISTANCE NISSAN CAN PROVIDE.

CRR-AO ADVISED C THAT CRR-AO IS NOT IN A POSITION TO MAKE A DECISION ON THE  
MATTER SO CRR-AO WILL BE TRANSFERRING THE CALL TO A NEXT LEVEL AGENT FOR  
FURTHER ADVISE AND RESOLUTION.

C THANKED CRR-AO FOR ASSISTANCE. C SATISFIED.

CRR-AO OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-AO GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-AO TRANSFERRING CALL TO C GROUP. @07/23-ZAO808N

\*\*\*\*\*

@07/23-ZDB338N

CRR-DB RECEIVED A CALL FROM AB GROUP. C STATES THAT ISSUE OF THE DRIVERS  
SEAT NEEDS TO BE FIXED. C STATES DLR INFORMED C THAT THE WELDING POINTS  
NEED TO BE FIXED.

@07/23-ZDB338N

C STATES C WAS AT DLR WITHOUT VEH AND DLR SUGGESTED THAT WELDING POINTS  
MAY BE BROKEN.

@07/23-ZDB338N

CRR-DB ASKED C IF VEH WAS DIGNOSED AT DLR AND C STATES NO. CRR-DB ADVISES C  
THAT VEH MUST BE DIGNOSED AT DLR IN ORDER TO HAVE ANY POSSIBLE FINANCIAL  
ASSISTANCE FROM NISSAN. CRR-DB ADVISES C THAT VEH IS OUTSIDE OF BASIC AND  
POWERTRAIN WARRANTY.

@07/23-ZDB338N

C STATES C WILL CONTACT NNA BACK AFTER VEH DIGNOSED. @07/23-ZDB338N

CRR-DB OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-DB CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @07/23-ZDB338N

\*\*\*\*\*

CRR-PA RECEIVED AN INBOUND CALL FROM THE C

C ADVISED THAT THE C TOOK THE VEHICLE INTO THE NISSAN DEALER TO HAVE THIS  
DIAGNOISED, THE DEALERSHIP WAS KEN POLLOCK

C ADVISED THAT THE C WAS QUOTED FOR A PIECE FOR THE SEAT \$638.61 FOR THE  
PART

C ADVISED THAT THE LABOUR WILL COST \$210.00 AND WILL TAKE 3 HOURS ROUGHLY

CRR-PA ADVISED THAT THE C CONCERNS WILL BE FORWARDED TO A REGIONAL /24-ZPA624N  
SPECIALIST WHO WILL BE IN TOUCH WITH THE C BY THE END OF THE NEXT  
BUSINESS DAY

C UNDERSTOOD @07/24-ZPA624N

CRR-PA OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-PA GAVE NAME, EXTENSION AND FILE NUMBER

CRR-PA FORWARDED FILE TO RCAS AGENT FPR FURTHER REVIEW

CRR-PA SENDING INTERNAL MESSAGE TO RCAS AGENT

CRR-PA EXITING FILE @07/24-ZPA624N

\*

RCAS-GM DATANETTED FILE ON 07/25/08.

RCAS-GM UPDATED NUMBER OF NISSAN/INFINITI VEHICLES. @07/25-ZGM000N

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RCAS-GM CONTACTED SM-KEITH ATFFELFINGER ON 07/25/08 AT 1:41PM EST AND INQUIRED ON C'S CONCERN. SM-KEITH STATED THAT C HAS ONLY BEEN IN FOR 1 OIL CHANGE PREVIOUSLY AND C IS OOW AND THE ISSUE IS WEAR AND TEAR DUE TO C COMING IN AND OUT OF THE VEH. RCAS-GM UNDERSTANDS. @07/25-ZGM000N

RCAS-GM CONTACTED C ON DAY/EVE NUMBER ON 07/25/08 AT 1:48PM EST AND ADVISED C THAT NNA IS NOT IN A POSITION TO ASSIST C ON THE CONCERN AS C IS OOW AND THE ISSUE IS WEAR AND TEAR THEREFORE NO FINANCIAL ASSISTANCE WILL BE PROVIDED AT THIS POINT. C STATED C WOULD LIKE THE DECISION OVERTURNED. C REQUESTED THE NUMBER FOR THE BBB. RCAS-GM SUPPLIED C WITH THAT INFORMATION. C STATED C WILL NEVER PURCHASE ANOTHER NISSAN. C DISCONNECTED CALL. RCAS-GM CLOSING FILE. NO FURTHER ACTION REQUIRED. @07/25-ZGM000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: N                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1               | DATE: 07 / 24 / 08        | USERID: ZPA624N     |
| OTHER #: 0                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0         | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 5024              | EFFECTIVE: 07 / 23 / 08   | 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: ZAO808N        |                     |
| HISTORY:                    | UPDATE BY: ZGM000N        |                     |
| SVC CALL#:                  | UPDATE DATE: 07 / 25 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 07 / 25 / 08  | MICROFILM: N        |
| RESP CAA: MUSHTAHA, GHASSAN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000040000           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

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

CA6228409

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:02 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 5/18/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 296       | NBNC02819671 | 5024 PA             | 5/18/2006         | 5/18/2011      | 100.000           | 5/18/2006      |                  |



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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: NBNC02819671               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: B                         |                | PLAN TYPE:   |        |
| PLAN TERM: C                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 05/18/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 05/18/11                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 05/18/06                     | MILES: 1       | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 11/7/2006               |                | TRANSACTION: |        |
| PRINTED: 06/02/06                    |                | PRINTED:     |        |
| DEALER NO: 5024                      | STATE: PA      | DEALER NO:   | STATE: |
| DEALER NAME: KEN POLLOCK NISSAN, LLC |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

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REQUESTED BY: lattad

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W75W [REDACTED] Y  
CITY: ATLANTIC CITY YR/MDL: 2005.0 MUR MILEAGE: 101000  
ST/ZIP: NJ [REDACTED] IN SVC DATE: 12 / 31 / 04  
DAY PH: [REDACTED] VCAN: N RTL DLR: 08075 ADMIRAL NISSAN INC  
EVE PH: [REDACTED] PAID: 0 SVC DLR: 08075 ADMIRAL NISSAN INC  
DLR PH: 609 646 1104 SUSP: 2 RESP DLR: 08075 ADMIRAL NISSAN INC  
DENY: 1 REGION: 26 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
VEHICLE MAINTAINED BY: 08075 ADMIRAL NISSAN INC  
OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: 65000 (PT) MONTHS: MILES: 41000

ORIG CODE: CT 11 OPEN DATE: 07 / 25 / 08 XFER/RSPNSBLTY: 26 05 S  
CONTACT (S): FOLLOWUP DATE: 07 / 28 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 07 / 28 / 08 DATANET (Y/N): 07 / 29 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZLJ790N 07/25/2008

PREVIOUS FILES FOUND: NONE @07/25-ZLJ790N

CRR-LJ UP-DATED OWNER'S INFORMATION (PHONE NUMBERS).

CRR-LJ VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-LJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

\_CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 06/26/06 08075

\_CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 06/26/06 0807

CRR-LJ ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 00 ALTIMA AND 240 XX

CRR-LJ RECEIVED CALL FROM C.

C STATED C'S METAL BRACKETS BENEATH THE DRIVER'S SEAT IS BROKEN AND C WAS  
TOLD THAT THAT IS NOT COVERED BY THE WARRANTY.

CRR-LJ ADVISED C THAT THE BASIC WARRANTY OF THE VEH WAS ALREADY EXPIRED  
THAT'S WHY C WAS TOLD THAT THAT IS NOT COVERED BECAUSE THERE ARE NO MORE  
APPLICABLE WARRANTIES FOR THE VEH.

C UNDERSTOOD AND STATED THAT C'S FAMILY WAS BUYING NISSAN VEH AND C THINKS  
THAT MAYBE NISSAN CAN DO SOMETHING REGARDING THIS, MAYBE NISSAN CAN HELP  
C REGARDING THIS PROBLEM.

C WAS ASKING FOR GOODWILL ASSISTANCE FROM NISSAN.

C THANKED CRR-LJ FOR ASSISTANCE, C SATISFIED.

CRR-LJ OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-LJ GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-LJ TRANSFERRING CALL TO C GROUP. @07/25-ZLJ790N

\*\*\*\*\* @07/25-ZSK000N

CRR-SK RECEIVED CALL FROM A B GROUP @07/25-ZSK000N

C STATES IS LOOKING FOR GOODWILL ASSISTANCE FOR THE METAL BRACKET BENEATH  
THE SEAT @07/25-ZSK000N

CRR-SK ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-SK ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY

C UNDERSTANDS

C AWAITING RESPONSE FROM RCAS @07/25-ZSK000N

C DISCONNECTED CALL @07/25-ZSK000N

CRR-SK UPDATED WARRANTY @07/25-ZSK000N

\*\*\*RCAS-SH CALLED DLR ON 07/28/08 AT 2:18 PM EST. SPOKE TO SM-RODNEY WOLF

RCAS-SH PROVIDED SM WITH THE LAST 8 DIGITS OF THE VIN

SM STATES THE VEH IS MORE THAN 100000 MILES, SM STATES C IS NOT A GOOD SERVICE  
CUSTOMER, SM STATES THE VEH IS OOW

RCAS-SH THANKED SM AND ENDED CALL

RCAS-SH CALLED C DAY NUMBER ON 07/28/08 AT 2:23 PM EST. SPOKE TO C

RCAS-SH ADVISED C, NNA IS NOT ON THE POSITION OF ASSISTING C WITH THE REPAIR  
AT THIS POINT

C THANKED RCAS-SH AND ENDED CALL

RCAS-SH CLOSING FILE @07/28-ZSH001N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CONFIDENTIAL

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DEALER ACTION:

CONTACT(S):

|                         |                           |                       |
|-------------------------|---------------------------|-----------------------|
| SATISFIED: Y            | ACTION CODE: NT3B         | ROOT CAUSE: SNFA      |
| CALLBACK: (Y/N) #:      | 0 DATE: 00 / 00 / 00      | USERID:               |
| REOPEN: CALLBACK #:     | 0 DATE: 00 / 00 / 00      | USERID:               |
| NEW INFO #:             | DATE: 00 / 00 / 00        | USERID:               |
| OTHER #:                | DATE: 00 / 00 / 00        | USERID:               |
| COMMENTS ONLY: #:       | 0 DATE: 00 / 00 / 00      | USERID:               |
| RESP DLR: 08075         | EFFECTIVE: 07 / 25 / 08   | 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: ZLJ790N        |                       |
| HISTORY:                | UPDATE BY: ZSH001N        |                       |
| SVC CALL#:              | UPDATE DATE: 07 / 28 / 08 |                       |
| CLOSE: Y (Y/N)          | CLOSE DATE: 07 / 28 / 08  | MICROFILM: N          |
| RESP CAA: HENAO, SANDRA | OLM: ROYSTER KAREN        | DOM: DEVEREAUX JOHN T |
| PHONE: 0000047107       | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

**CONFIDENTIAL**

DATE: 1/26/2009  
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REQUESTED BY: lattad

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|         |               |       |   |                                         |
|---------|---------------|-------|---|-----------------------------------------|
| NAME:   | [REDACTED]    |       |   | SC: NONE                                |
| STREET: | [REDACTED]    |       |   | VIN: JN8AZ08T74W [REDACTED] Y           |
| CITY:   | BRANDYWINE    |       |   | YR/MDL: 2004.0 MUR MILEAGE: 109000      |
| ST/ZIP: | MD [REDACTED] | VCAN: | N | IN SVC DATE: 02 / 21 / 04               |
| DAY PH: | [REDACTED]    | PAID: | 2 | RTL DLR: 3850 SHEEHY NISSAN OF WALDORF  |
| EVE PH: |               | SUSP: | 1 | SVC DLR: 3850 SHEEHY NISSAN OF WALDORF  |
| DLR PH: | 301 843 5300  | DENY: | 0 | RESP DLR: 3850 SHEEHY NISSAN OF WALDORF |
|         |               |       |   | 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: INDEPENDENT  
 OUTSIDE WARRANTY BY (B) MONTHS: 17 MILES: 73000 (PT) MONTHS: MILES: 49000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 07 / 30 / 08     | XFER/RSPNSBLTY: 36 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 07 / 31 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 07 / 31 / 08    | DATANET (Y/N): 08 / 01 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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C. A. R. COMMENTS

FILE OPENED-ZCH789N 07/30/2008

PREVIOUS FILES FOUND: NONE

@07/30-ZCH789N

CRR-CH UPDATED PHONE NUMBER.

CRR-CH VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS AND CRR-CH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 08/01/05 3850

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 07/14/06 3850

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 07/14/06 3850

CRR-CH ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 1988 STANZA AND 1998 MAXIMA

CRR-CH RECEIVED CALL FROM C.

C STATED THAT C'S DRIVER SIDE SEAT IS BROKEN WHERE THE SEAT IS ATTACHED TO THE VEHICLE. C BROUGHT THE VEHICLE TO SHEEHY NISSAN OF WALDORF PHONE:301 8435300 AND HAD THE VEHICLE DIAGNOSED, DLRSH ADVISED C THAT THE COST FOR REPAIRS WOULD COST \$430, C WENT TO AN AUTOBODY SHOP AND WAS TOLD THAT THE PROBLEM IS A SAFETY ISSUE AND THAT SEATS SHOULD NOT BREAK LIKE WHAT HAPPENED TO C'S VEHICLE. C STATES THAT C IS ALREADY 52 YEARS OLD AND HAS BEEN DRIVING ALL HIS LIFE AND NEVER SEEN A CAR SEAT LIKE WHAT HAPPENED TO C'S VEHICLE. C STATES THAT THERE IS A MAJOR DEFECT ON THE SEATS AND NISSAN SHOULD DO SOMETHING ABOUT THIS.

@07/30-ZCH789N

CRR-CH ADVISED C THAT CRR-CH WILL TRANSFER C TO C GROUP. @07/30-ZCH789N

C THANKED CRR-CH FOR ASSISTANCE, C SATISFIED.

CRR-CH OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-CH GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-CH TRANSFERRING CALL TO C GROUP.

@07/30-ZCH789N

\*\*\*\*\*

CRR-TP RECEIVED TRANSFERRED CALL.

@07/30-ZTP257N

CRR-TP UPDATED WARRANTY INFORMATION.

@07/30-ZTP257N

CRR-TP CONFIRMED CONTACT TELEPHONE NUMBERS.

@07/30-ZTP257N

C STATED BROKEN BRACKET THAT ATTACHES SEAT TO FLOOR.

@07/30-ZTP257N

C STATED C WORKED WITH SM-ZEEK-301-843-5300 AND FOUND THAT THERE WAS A BULLETIN NTB05-043C FOR THIS ISSUE.

@07/30-ZTP257N

C STATED WOULD LIKE NNA TO COVER THE COST OF THIS REPAIR. @07/30-ZTP257N

@07/30-ZTP257N

C STATED THAT C HAS NEVER HEARD OF THIS HAPPENING TO VEHICLE THAT IS NOT VERY OLD AND FEELS THIS IS A SAFETY ISSUE.

@07/30-ZTP257N

CRR-TP APOLOGIZED TO C FOR THE INCONVENIENCE.

CRR-TP ADVISED C THAT ALL INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-TP ADVISED C THAT C'S SATISFACTION WITH NISSAN VEH IS NNA'S PRIMARY CONCERN.

CRR-TP OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-TP GAVE NAME, FILE NUMBER AND EXTENSION NUMBER.

CRR-TP ADVISED C THAT THE FILE WOULD BE TRANSFERRED TO THE REGIONAL SPECIALIST REVIEW AND C WOULD RECEIVE CALL BY THE END OF THE NEXT BUSINESS DAY.

CRR-TP TRANSFERRING FILE TO RCAS FOR REVIEW.

@07/30-ZTP257N

\*\*\*

@07/31-ZED501N

RCAS-ED DATANETTED FILE 07/31.

@07/31-ZED501N

RCAS-ED CONTACTED SM-CARLOS ARZABE AT 8:44 AM ON 07/31. SM-CA STATES VEH IS NO NOT AT DLRSH NOW. SM-CA CHECKED WITH SA-ZEKE AND CONFIRMED THAT ZEKE SPOKE TO C WHEN C CAME IN 2 OR 3 DAYS AGO. SM-CA STATES BRACKET IS BROKEN ON SEAT, AND THIS COULD BE A SAFETY ISSUE. SM-CA STATES C HAS NO HISTORY OF MAINTENANCE OR SERVICE AT THIS DLRSH AT ALL. SM-CA NOT RECOMMENDING ASSISTANCE.

\*\*\*

@07/31-ZED501N

**CONFIDENTIAL**

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CA6235987N

RCAS-ED CONTACTED C ON DAY NUMBER AT 11:11 EST ON 07/31 AND SPOKE WITH C. RCAS-ED ADVISED C THAT C'S FILE HAS BEEN REVIEWED BY NISSAN AND REGIONAL PERSONNEL, BUT DUE TO HIGH MILEAGE ON VEH, NNA IS NOT IN A POSITION TO ASSIST C WITH THIS CONCERN. C STATES C DOES NOT UNDERSTAND WHY MILEAGE IS AN ISSUE WITH A PART SUCH AS A SEAT. RCAS-ED ADVISED C THAT MILEAGE DOES INDICATE USE OF VEH, WHICH COULD AFFECT PART. RCAS-ED ADVISED C THAT DLR FOUND THAT SEAT BRACKET IS BROKEN. C STATES C THINKS ISSUE IS A DEFECT. C STATES INDEPENDENT FACILITY WAS NOT WILLING TO FIX ISSUE FOR FEAR OF BEING LIABLE FOR A SAFETY ISSUE. C STATES C IS CONCERNED ABOUT SAFETY. C STATES C WILL NEVER BUY ANOTHER MURANO. C STATES C WANTS TO SPEAK TO A SUPERVISOR. RCAS-ED ADVISED C THAT SUPERVISOR MONITORS RCAS-ED'S PROFESSIONALISM, AND WILL NOT OVERTURN DECISION. C ASKS TO SPEAK TO PRESIDENT OF COMPANY. RCAS-ED ADVISED C THAT PRESIDENT OF NISSAN IS NOT AVAILABLE IN CA TO TAKE PHONE CALLS. C ASKS FOR A MAILING ADDRESS. RCAS-ED PROVIDED THE FOLLOWING ADDRESS: @07/31-ZED501N  
NISSAN NORTH AMERICA, INC. @07/31-ZED501N  
CONSUMER AFFAIRS (P-3-C) @07/31-ZED501N  
P.O. BOX 685003 @07/31-ZED501N  
FRANKLIN TN 37068-5003. @07/31-ZED501N  
RCAS-ED OFFERED FURTHER ASSISTANCE, C DECLINED. C DISCONNECTED CALL.  
RCAS-ED UPDATED TREAD ACT CODES. @07/31-ZED501N  
RCAS-ED CLOSING FILE. @07/31-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3850               | EFFECTIVE: 07 / 30 / 08   | 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: ZCH789N        |                     |
| HISTORY:                     | UPDATE BY: ZED501N        |                     |
| SVC CALL#:                   | UPDATE DATE: 07 / 31 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 07 / 31 / 08  | MICROFILM: N        |
| RESP CAA: SAYTHAVY, VISALINH | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041634            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: SPARTANBURG  
ST/ZIP: SC [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 301 843 5300

VIN: JN8AZ08W94W [REDACTED] Y  
YR/MDL: 2004.0 MUR MILEAGE: 93000  
IN SVC DATE: 06 / 25 / 04  
RTL DLR: 3850 SHEEHY NISSAN OF WALDORF  
SVC DLR: 3850 SHEEHY NISSAN OF WALDORF  
RESP DLR: 3850 SHEEHY NISSAN OF WALDORF  
REGION: 36 DIST: SL/SV/PT: 04 04 34

VCAN: Y  
PAID:  
SUSP:  
DENY:

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: SHEEHY NISSAN OF WALDO  
OUTSIDE WARRANTY BY (B) MONTHS: 13 MILES: 57000 (PT) MONTHS: MILES: 33000

ORIG CODE: CT 11 OPEN DATE: 07 / 31 / 08 XFER/RSPNSBLTY: 36 04 S  
CONTACT (S): FOLLOWUP DATE: 09 / 12 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 08 / 29 / 08 DATANET (Y/N): 08 / 04 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST



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C. A. R. COMMENTS

FILE OPENED-ZAS349N 07/31/2008

PREVIOUS RELATED OR UNRELATED FILES FOUND:NONE @07/31-ZAS349N

CRR-AS VERIFIED C'S NAME,ADDRESS,VIN,MILEGE,DAY/EVENING PHONE NUMBER

AND RESPONSIBLE DLR @07/31-ZAS349N

CRR-AS CHECKED FOR RECALL/CAMPAIGN/UPGRADE: @07/31-ZAS349N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 02/20/06 1980

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 11/17/06 1980

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 11/16/06 1980

PREVIOUS NISSAN/INFINITI VEH:MURANO 2005 @07/31-ZAS349N

CRR-AS RECEIVED INBOUND CALL FROM C @07/31-ZAS349N

C STATES THAT THE FRAME OF THE DRIVER'S SEAT BROKE @07/31-ZAS349N

C STATES C WENT TO NNA DLRSHIP AND THE DLRSHIP TOLD C THAT

THE FRAME IS BROKEN @07/31-ZAS349N

C STATES THE FRAME NEEDS TO BE REPLACED BUT THE FRAME COSTS \$900

TO REPAIR THE VEH @07/31-ZAS349N

C STATES THAT THE DLRSHIP ADVISED C THAT THERE IS A BULLETIN @07/31-ZAS349N

C IS MAKING RACIAL COMMENTS ABOUT INDIANS @07/31-ZAS349N

C STATES HINDUS CAN'T HELP @07/31-ZAS349N

CRR-AS ADVISED C TO STOP BEING RACIST @07/31-ZAS349N

C DISCONNECTED CALL @07/31-ZAS349N

CRR-AS CLOSING FILE @07/31-ZAS349N

\*\*\*\*\*

CRR-TP RECEIVED CALL FROM C.

CRR-TP VERIFIED NAME AND ADDRESS DAY AND EVENING PHONE NUMBER

CRR-TP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 02/20/06 1980

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 11/17/06 1980

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 11/16/06 1980

CRR-TP ADVISED C OF NO OPEN RECALLS @07/31-ZTP669N

CRR-TP UPDATING C'S FILE ON C'S REQUEST. @07/31-ZTP669N

C STATES C WAS DIS-CONNECTED FROM THE PREVIOUS AGENT BECAUSE AGENT DID NOT

UNDERSTAND C WHEN C WAS SPEAKING ABOUT HINDUS AND INDIANS. @07/31-ZTP669N

C STATES C WAS TRYING TO SAY THAT C DOES NOT APPRECIATE HAVING TO DEAL WITH

INDIANS BECAUSE C FEEL THAT THEY DO NOT UNDERSTAND C NOR C'S CONCERNS.

C STATES C DID NOT MEAN TO BE OFFENSIVE TO PREVIOUS AGENT. @07/31-ZTP669N

C STATES C WAS JUST TRYING TO HAVE C'S ISSUE ABOUT C'S SEAT HEARD.

C STATES C'S FRONT SEAT IS DE-TATCHING AND WHENEVER C TAKES A CORNER C'S SEAT

MOVES. @07/31-ZTP669N

C STATES C KNOWS THAT C IS OUTSIDE OF C'S BASIC AND POWERTRAIN WARRANTY BUT C

WENT ONLINE AND DISCOVERED THAT C WAS NOT THE ONLY ONE EXPERIENCING THIS ISSUE

C STATES THAT NISSAN SHOULD STAND BEHIND ITS PRODUCT AND HELP C WITH C'S \$930

SEAT REPAIR. C STATES NISSAN SHOULD BE ABLE TO SEE THAT THE SEAT IS DEFECTIVE

AND THAT NISSAN SHOULD STILL COVER THE ISSUE. @07/31-ZTP669N

C STATES C OWNS 2 MURANOS AND COMES FROM A FAMILY OF NISSAN OWNERS SO NISSAN

SHOULD FIND NO TROUBLE IN HELPING OUT C AS A LOYAL NISSAN CUSTOMER.

CRR-TP ADVISED C THAT ALL THE INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-TP ADVISED C THAT FILE WILL BE TRANSFERED TO A REGIONAL SPECIALIST.

CRR-TP ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-TP OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-TP GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-TP TRANSFERING FILE TO RCAS AGENT. @07/31-ZTP669N

\*\*\* @08/01-ZED501N

RCAS-ED ATTEMPTED TO CONTACT SM-CARLOS ARZABE AT 11:05 AM EST ON 08/01, AND

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WAS ADVISED THAT SM-CA IS NOT AVAILABLE. RCAS-ED LEFT MESSAGE WITH HAROLD IN SERVICE DEPT, ASKING FOR CALLBACK. @08/01-ZED501N

\*\*\* @08/01-ZED501N  
RCAS-ED CONTACTED C ON DAY NUMBER AT 11:33 AM EST ON 08/01 AND SPOKE WITH C. C STATES THIS IS A MAJOR SAFETY ISSUE. C STATES C HAS BULLETIN THAT SEATS ARE FAILING BECAUSE OF SEAT COMPONENT. C STATES C BOUGHT 2 BRAND NEW MURANOS, AND IS VERY UPSET WITH TREATMENT C HAS RECEIVED. RCAS-ED ADVISED C THAT FILE IS UNDER REVIEW AND RCAS-ED WILL FOLLOW UP WITH C ON 08/05. @08/01-ZED501N

\*\*\* @08/01-ZED501N  
RCAS-ED CONTACTED SM-CARLOS ARZABE AT 11:42 AM EST ON 08/01. SM-CA STATES THAT ISSUE IS A RESULT OF FAILURE IN SEAT BRACKET. SM-CA STATES THAT C HAS NOT COME IN FOR ANY SERVICE SINCE C BOUGHT VEH. SM-CA STATES THAT SM-CA WILL RUN GRT FOR PARTS BUT NOT LABOR. @08/01-ZED501N

\*\*\* @08/01-ZED501N  
RCAS-ED RECEIVED VMX FROM SM-CARLOS ARZABE AT 1:42 PM EST. SM-CA STATES THAT GRT WAS RUN FOR SEAT BRACKET AND GOODWILL WAS RECOMMENDED. SM-CA STATES THAT C'S COST IN LABOR WOULD BE 249.90 FOR INSTALLATION. @08/01-ZED501N

\*\*\* @08/01-ZED501N  
RCAS-ED CONTACTED SM-CARLOS ARZABE AT 1:57 PM EST ON 08/01. SM-CA STATES THAT SM-CA WILL CONTACT C THIS AFTERNOON TO ADVISE C OF DECISION. RCAS-ED WILL FOLLOW UP WITH C ON 08/04 TO VERIFY THAT C HAS BEEN ADVISED. @08/01-ZED501N

\*\*\* @08/04-ZED501N  
RCAS-ED CONTACTED C AT DAY NUMBER ON 08/04 AT 11:40 AM EST AND LEFT A VMX. RCAS-ED CONTACTED C AT EVE NUMBER ON 08/04 AT 11:43 AM EST AND LEFT A VMX.

\*\*\* @08/04-ZED501N  
RCAS-ED CONTACTED C AT DAY NUMBER ON 08/05 AT 2:09 PM EST AND LEFT A VMX. RCAS-ED CONTACTED C AT EVE NUMBER ON 08/05 AT 2:12 PM EST AND LEFT A VMX.

\*\*\* @08/05-ZED501N  
RCAS-ED RECEIVED VMX FROM C AT 3:42 PM EST ON 08/05. C STATES C CAN BE REACHED AT 864-573-8723. RCAS-ED NOTES THAT THIS IS DAY NUMBER ALREADY ON FILE.

\*\*\* @08/05-ZED501N  
RCAS-ED CONTACTED C AT DAY NUMBER ON 08/06 AT 10:32 AM EST. C STATES C HAS HEARD FROM DLR, ADVISING C OF DECISION TO COVER PARTS BUT NOT LABOR. C STATES C WILL TAKE VEH TO DLRSHIP FOR REPAIR WITHIN THE NEXT COUPLE OF WEEKS AND ASKS FOR RCAS-ED TO FOLLOW UP ON 08/31. RCAS-ED ADVISED C THAT 08/31 IS A SUNDAY, SO RCAS-ED WILL FOLLOW UP ON 08/29. C AGREED. @08/06-ZED501N

\*\*\* @08/06-ZED501N  
RCAS-ED CONTACTED C ON DAY NUMBER AT 12:27 PM EST ON 08/29/08. C STATES C HAS NOT HAD VEH FIXED YET, BUT WILL GET VEH FIXED SOON. C ASKS IF RCAS-ED WILL CALL C BACK IN 2 WEEKS. RCAS-ED AGREED. @08/29-ZED501N

\*\*\* @08/29-ZED501N  
RCAS-ED CONTACTED C ON DAY NUMBER AT 12:32 PM EST ON 08/29/08. RCAS-ED ADVISED C THAT SINCE C HAS NOT SET A SPECIFIC REPAIR DATE, RCAS-ED WILL TEMPORARILY CLOSE FILE. RCAS-ED ASSURED C THAT C'S FILE IS STILL IN THE SYSTEM. RCAS-ED ADVISED C TO CALL BACK ONCE C HAS SET REPAIR DATE. C AGREED. @08/29-ZED501N

\*\*\* @08/29-ZED501N  
RCAS-ED UPDATED TREAD ACT CODES. @08/29-ZED501N  
RCAS-ED CLOSING FILE PENDING CUSTOMER CALLBACK. @08/29-ZED501N  
\*\*\* @08/29-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:      | 0 DATE: 07 / 31 / 08      | 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: 3850           | EFFECTIVE: 07 / 31 / 08   | 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: ZAS349N        |                     |
| HISTORY:                 | UPDATE BY: ZED501N        |                     |
| SVC CALL#:               | UPDATE DATE: 08 / 31 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 29 / 08  | MICROFILM: N        |
| RESP CAA: DRIEDGER, ERIN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041634        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6238208

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:03 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 6/25/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 299       | RCNC02309730 | 3850 MD             | 6/25/2004         | 6/25/2009      | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                       |                |              |        |
|---------------------------------------|----------------|--------------|--------|
| -----+-----                           |                |              |        |
| CONTRACT: RCNC02309730                |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                |                | OWNER NAME:  |        |
| PLAN TYPE: C                          |                | PLAN TYPE:   |        |
| PLAN TERM: C                          |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                        |                | DEDUCTABLE:  |        |
| EFFECTIVE: 06/25/04                   |                | EFFECTIVE:   |        |
| EXPIRES: 06/25/09                     | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                               | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                             |                | TRANSFER:    |        |
| TRANSACTION: 6/26/2004                |                | TRANSACTION: |        |
| PRINTED: 06/26/04                     |                | PRINTED:     |        |
| DEALER NO: 3850                       | STATE: MD      | DEALER NO:   | STATE: |
| DEALER NAME: SHEEHY NISSAN OF WALDORF |                | DEALER NAME: |        |
| -----+-----                           |                |              |        |

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DATE: 1/26/2009  
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SC: ONE CONTRACT

|         |               |              |              |            |                                |
|---------|---------------|--------------|--------------|------------|--------------------------------|
| NAME:   | [REDACTED]    | VIN:         | JN8AZ08T34W  | [REDACTED] | Y                              |
| STREET: | [REDACTED]    | YR/MDL:      | 2004.0       | MUR        | MILEAGE: 95000                 |
| CITY:   | TEXAS CITY    | IN SVC DATE: | 08 / 30 / 04 |            |                                |
| ST/ZIP: | TX [REDACTED] | VCAN:        | Y            | RTL DLR:   | 3953 CLEAR LAKE NISSAN         |
| DAY PH: | [REDACTED]    | PAID:        | 1            | SVC DLR:   | 872A BANKSTON NISSAN OF DALLAS |
| EVE PH: | [REDACTED]    | SUSP:        | 1            | RESP DLR:  | 872A BANKSTON NISSAN OF DALLAS |
| DLR PH: | 972 450 2400  | DENY:        | 0            | REGION:    | 32 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)      |
| PROPERTY DAMAGE:                | N (Y/N)                 | INJURY:        | N (Y/N)      | AIRBAG:                     | (Y/N)        |
| PREVIOUSLY REPAIRED:            | 00 / 00 / 00            | SENT TO LEGAL: | N (Y/N)      |                             |              |
| VEHICLE PURCHASED:              | NEW X PREOWNEI          | WHERE:         |              |                             |              |
| VEHICLE MAINTAINED BY:          | 872A BANKSTON NISSAN OF |                |              | # NISSAN/INFINITI VEHICLES: | 3            |
| OUTSIDE WARRANTY BY (B) MONTHS: |                         | MILES:         | 59000        | (PT) MONTHS:                |              |
|                                 |                         |                |              | MILES:                      | 35000        |

|              |       |                |              |                 |              |
|--------------|-------|----------------|--------------|-----------------|--------------|
| ORIG CODE:   | CT 11 | OPEN DATE:     | 07 / 31 / 08 | XFER/RSPNSBLTY: | 32 04 S      |
| CONTACT (S): |       | FOLLOWUP DATE: | 09 / 22 / 08 | DATANET (Y/N):  | 1            |
| SEVERITY:    | 9     | CLOSE DATE:    | 09 / 19 / 08 | DATANET (Y/N):  | 08 / 04 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

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

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 07/31/2008

PREVIOUS UNRELATED/RELATED FILE(S) FOUND: 5961917.5979042.5041216.5275743.  
5275772.

CRR-DC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE, AND  
RESPONSIBLE DLR

CRR-DC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-DC ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.

PREVIOUS NISSAN/INFINITI VEHICLES: 07 MURANO, 04 MAX.

CRR-DC RECEIVED CALL FROM: C

C STATED THAT FRONT DRIVER'S SEAT IS ROCKING AND THAT C DOES NOT FEEL SAFE  
WITH VEH. C STATES THAT THIS IS OF GREAT CONCERN WITH C IN THE EVEN THAT IF C  
IS INVOLVED IN AN ACCIDENT, THAT C DOESN'T BELIEVE THE SEATBELT WOULD  
PROTECT. @07/31-ZDC161N

C STATES THAT C IS ALSO WITH 05 MUR, WHICH IS DISPLAYING THE SAME ISSUES.

CRR-DC INQUIRED IF C HAD VIN FOR 05 MUR. @07/31-ZDC161N

C STATED NO AND THAT C DOES NOT HAVE THE INFORMATION RIGHT NOW. @07/31-ZDC161N

C STATED HOWEVER, THAT FOR THE 04 MUR, VEH IS TAKEN TO BANKSTON NISSAN AND  
FOR THE 05 MUR, VEH IS TAKEN TO CLEAR LAKE NISSAN.

C STATED THE NAME OF THE SA IS DRU ACKENSON.

CRR-DC THANKED C FOR PROVIDING INFORMATION.

CRR-DC ASSURED C THAT FILE WILL BE FORWARDED TO AN RCAS AGENT WHO WILL REVIEW  
C'S FILE AND CONTACT C WITHIN THE NEXT BUSINESS DAY.

CRR-DC REPEATED C'S CONTACT NUMBER AND INQUIRED IF BOTH NUMBERS ARE CORRECT.  
C STATED YES.

C THANKED CRR-DC FOR ASSISTANCE, C SATISFIED.

CRR-DC OFFERED ADDITIONAL ASSISTANCE, WHICH C DECLINED.

CRR-DC GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-DC SENT AN INTERNAL MSG TO RCAS AGENT.

CRR-DC EXITING FILE. @07/31-ZDC161N

@07/31-ZDC161N @07/31-ZDC161N

RCAS-KN CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND ON 08/01/08:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 08/26/05 872A

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 05/26/06 872A

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 05/26/06 872A

\*\*\*\*\* @08/01-ZKN032N

RCAS-KN CONTACTED C AT DAY/EVENING NUMBER AT 2:29PM EST ON 08/01/08 AND LEFT  
VMX. @08/01-ZKN032N

\*\*\*\*\* @08/01-ZKN032N

RCAS-TM CALLED DLR 08/04/08 4:00 PM EST AND SPOKE WITH SERVICE MANAGER DREW  
ATKINSON. SM ADVISED THAT VEH WAS LAST AT THE DLR 07/31/08 FOR OIL CHANGE RCAS  
INQUIRED IF C BROUGHT UP THE SEAT ISSUE. C STATES NO. RCAS INQUIRED IF C BROUG  
HT IT UP ON ANY PRIOR VISITS. SM STATES NO. RCAS THANKED SM FOR THE INFO  
PROVIDED TO RCAS. @08/04-ZTM853N

=====

RCAS-TM CALLED C ON DAY NUMBER 08/05/08 3:56PM EST AND GOT MESSAGE THAT C'S  
VMX IS FULL AND NOT ABLE TO LEAVE A MESSAGE. @08/05-ZTM853N

RCAS-TM CALLED C ON DAY/EVENING NUMBER 08/05/08 3:59 PM EST AND LEFT VMX FOR  
C TO CALL BACK. @08/05-ZTM853N

=====

RCAS-TM CALLED C ON DAY NUMBER 08/07/08 12:29 PM EST AND LEFT VMX FOR C TO  
CALL BACK. @08/07-ZTM853N

RCAS-TM CALLED C ON EVENING NUMBER 08/07/08 12:30 PM EST AND LEFT VMX FOR C  
TO CALL BACK. @08/07-ZTM853N

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=====  
RCAS-TM NOTES THAT RCAS WAS NOT ABLE TO FOLLOW UP WITH C 08/11/08 AS SYSTEMS WERE DOWN.  
@08/12-ZTM853

=====  
RCAS-TM CALLED C ON DAY NUMBER 08/12/08 11:42 PM EST AND SPOKE WITH C. RCAS ADVISED C THAT RCAS HAS SPOKE WITH THE DLR AND WAS ADVISED THAT C HAS NOT HAD THE VEH DIAGNOSED FOR A SEAT ISSUE. RCAS ADVISED C THAT C NEEDS TO TAKE THE VEH TO THE DLR TO HAVE IT DIAGNOSED FOR TEH ISSUE AND IF C NEEDS FURTHER ASSISTANCE TO CALL BACK.  
@08/12-ZTM853N

C THANKED RCAS FOR THE INFO.  
RCAS-TM CLOSING FILE PENDING CALL BACK ONCE C HAAS BEEN TO THE DLR.  
@08/12-ZTM853N

=====  
RCAS-TM RECEIVED CALL FROM SERVICE MANAGER DREW ATKINSON 08/28/08 11:06 AM EST AND WAS ADVISED THAT C HAS BEEN TO THE DLR AND THAT DLR DIAGNOSED THE VEH. SM ADVISED THAT THERE IS A TSB FOR THE SEAT ROCKING. THE SEAT NEEDS THE LIFTER LINK ASSEMBLY ON BOTH SIDES OF THE SEAT. C'S CURRENT MILEAGE IS 111542. SM STATES THAT GRT WAS RUN AND WAS ADVISED TO CALL APPROVALS FOR FINAL AUTHORIZATION AND SM WAS ADVISED THAT GOOD WILL IS DECLINED. SM STATES THAT REPAIR WAS COVERED ON C'S 2005 MURANO. AND C WANTS IT COVERED . RCAS-TM SPOKE WITH RCAS-JK IN REGARDS TO C. RCAS WAS ADVISED REPAIR WAS COVERED BY GOODWILL.  
@08/28-ZTM853N-COMMENT  
RCAS ADVISED C DOES NOT SERVICE AT THE DLR IN REGION 2 AND IS ALWAYS COMING IN FOR GOOD WILL.  
@08/28-ZTM853N-COMMENT

=====  
PREVIOUS FILES @08/28-ZTM853N-COMMENT  
5512331- CALLED CHECKING FOR RECALLS. @08/28-ZTM853N-COMMENT  
5565041- CALLED CHECKING FOR RECALLS. @08/28-ZTM853N-COMMENT  
5838909- CALLED WANTING GOOD WILL FOR DAMAGE DONE WHEN ROCK HIT C'S VEH C WAS DECLINED. @08/28-ZTM853N-COMMENT  
5979042- CALLED BACK BECAUSE C DID NOT LIEK DECISION. @08/28-ZTM853N-COMMENT  
6108053- CALLED IN FOR GOOD WILL ON VEH REPAIR AS C DID NOT WANT TO HAVE TO PAY FOR REPAIR GRT ARRPOVED THE REPAIR. @08/28-ZTM853N-COMMENT  
5961917- CALLED WANTING GOOD WILL ON COMPONENT THAT WAS NOT COVERED BY VSC FOR THE VEH. WANTED STEREO REPLACED C WAS DECLINED. @08/28-ZTM853N-COMMENT  
5041216- CALLED FOR RECALL INFO. @08/28-ZTM853N-COMMENT  
5041252- CALLED FOR RECALL INFOR AND STATED THAT C WANTS TO BE SENT SURVEYS  
5275772-C CALLED IN TO COMPLAIN THAT NO RECALL LETTER WAS RECEIVED FOR THE 2004 MURANO AND ESCALATED TO A SUPERVISOR SINCE C HAS NOT RECEIVED A RECALL LETTER. @08/28-ZTM853N-COMMENT  
5282194- CALLED WANTING TO KNOW RECALL INFO. @08/28-ZTM853N-COMMENT  
5290113- C CALLED TO FIND OUT WHY RECALL LETTER WAS NOT SENT TO C AND WANTED TO KNOW HOW LONG IT WOULD TAKE FOR THE PARTS TO COME IN.  
@08/28-ZTM853N-COMMENT

RCAS-JK CONTACTED SERVICE MANAGER BOB GORE TO FIND OUT WHAT THE MILEAGE ON THE 2005 MURANO IS THAT WAS COVERED. MILEAGE WAS 80000 @08/28-ZTM853N-COMMENT

=====  
RCAS-TM SPOKE WITH DPSM-RM IN REGARDS TO C'S CONCERN. DPSM ADVISED THAT IN C'S CASE THAT NNA WILL NOT BE COVERING THE REPAIR NEEDED ON THE VEH. DPSM ADVISED THAT THE 2005 THAT C GOT COVERED WAS A NEWER VEH AND THAT HAS LESS MILEAGE ON THE VEH. IS FULL. DPSM ADVISED THAT C DOES NOT SERVICE AT TEH DLR AND THAT C IS WELL OOW AND THAT NNA WILL NOT BE ASSISTING IN THE REPAIR THAT C NEEDS.  
@09/10-ZTM853N @09/10-ZTM853N

\*\*\*\*\*

CRR-IC RECEIVED A CALL FROM C.  
C STATED THAT C RECEIVED A CALL FROM RCAS-TM AND WAS ADVISED THAT REQUEST FOR



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COVERING THE REPAIRS FOR THE SEATS WILL NOT BE COVERED.  
C IS NOT SATISFIED WITH THE DECISION AND ASKED FOR A SUPERVISOR.  
CRR-IC ADVISED FILE WILL BE ESCALATED AND ADVISED C TO ALLOW 4-8 BUSINESS HOURS OR UNTIL THE END OF THE NEXT BUSINESS DAY TO RECEIVE A CALL FROM THE SUPERVISOR. C UNDERSTOOD.  
CRR-IC OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-IC GAVE C NAME AND EXTENSION.  
CRR-IC ADVISED C TO KEEP THE SAME FILE NUMBER.  
CRR-IC LEAVING FILE. @09/10-ZIC502N

=====

RCAS-TM NOTES THAT RCAS WAS UPDATING FILE WHEN CRR-IC WENT IN FILE AND TYPED OVER ALL OF RCAS-TM NOTES. @09/10-ZTM853N  
RCAS-TM ENTERING NOTES ONCE AGAIN. @09/10-ZTM853N  
RCAS-TM CALLED C ON DAY NUMBER 09/10/08 3:08 PM EST AND GOT RECORDING THAT VMX IS FULL.  
RCAS-TM CALLED C ON EVENING NUMBER 09/10/08 3:09 PM EST AND SPOKE WITH C.  
RCAS ADVISED C THAT RCAS HAS REVIEWED C'S FILE AND THAT IN THE CASE OF C'S DAUGHTERS 2004 MURANO THAT NNA WILL NOT BE ASSISTING WITH THE REPAIR OF THE VEH AS C IS WELL OOW FOR THE REPAIR. C STATES THAT C'S 2005 WAS COVERED. RCAS ADVISED C THAT EACH CASE IS LOOKED AT ON A CASE BY CASE SITUATION AND THAT C'S 2005 MURANO IS NEWER AND LESS MILEAGE. RCAS ADVISED C THAT EACH CASE IS REVIEWED SEPERATLY. RCAS ADVISED C THAT THE RCAS DID BRING UP C'S 2005 AND RCAS WAS ADVISED THAT THEY ARE 2 SEPERATE VEH ONE BEING NEWER AND LESS MILEAGE RCAS ADVISED C THAT NNA WILL NOT BE COVEREING THE REPAIR AND THAT IT IS A C PAY ISSUE. C STATES THAT C WANTS THE CASE REVIEWED AGAIN. RCAS ADVISED C THAT C'S CASE HAS BEEN REVIEWED AND THAT IS NNA DECISION IN THIS CASE.  
C STATES THAT C DOES NOT LIKE THE ANSWER RCAS APOLOGIZED THAT DECISION WAS NOT MORE FAVORABLE TO C. @09/10-ZTM853N  
RS-TS CALLED C AT DAY PHONE AND LEFT A VMX WITH CONTACT INFORMATION. 09/16/08 @09/16-ZTS999N  
RS-TS CALLED C AT EVENING PHONE AT 4:17 PM EST AND DID NOT LEAVE VMX.

=====

RCAS-TM CLOSING FILE @09/19-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |      |
|------------------------|---------------------------|---------------------|------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SCMV    | SNFA |
| 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: 09 / 08 / 08      | USERID: ZAW448N     |      |
| COMMENTS ONLY: #:      | 1 DATE: 08 / 28 / 08      | USERID: ZTM853N     |      |
| RESP DLR: 872A         | EFFECTIVE: 07 / 31 / 08   | 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: ZDC161N        |                     |      |
| HISTORY:               | UPDATE BY: ZTM853N        |                     |      |
| SVC CALL#:             | UPDATE DATE: 09 / 19 / 08 |                     |      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 09 / 19 / 08  | MICROFILM: N        |      |
| RESP CAA: MAYNE, TAMMY | OLM: SMIT AGNES           | DOM:                |      |
| PHONE: 0000041596      | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
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MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 8/30/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 300       | NBDE02051665 | 3953 TX             | 8/30/2004         | 8/30/2010      | 100.000           |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: NBDE02051665         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: B                   |                | PLAN TYPE:   |        |
| PLAN TERM: E                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |                | DEDUCTABLE:  |        |
| EFFECTIVE: 08/30/04            |                | EFFECTIVE:   |        |
| EXPIRES: 08/30/10              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 9/10/2004         |                | TRANSACTION: |        |
| PRINTED: 09/10/04              |                | PRINTED:     |        |
| DEALER NO: 3953                | STATE: TX      | DEALER NO:   | STATE: |
| DEALER NAME: CLEAR LAKE NISSAN |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08W24W [REDACTED] Y           |
| CITY: BOYNTON BEACH   | YR/MDL: 2004.0 MUR MILEAGE: 46200       |
| ST/ZIP: FL [REDACTED] | IN SVC DATE: 03 / 24 / 04               |
| DAY PH: [REDACTED]    | RTL DLR: 3744 FISHER NISSAN/BERGENFIELD |
| EVE PH: [REDACTED]    | SVC DLR: 2291 MAROONE NISSAN OF DELRAY  |
| DLR PH: 561 278 6216  | RESP DLR: 2291 MAROONE NISSAN OF DELRAY |
|                       | REGION: 34 DIST: SL/SV/PT: 03 03 33     |

|                                               |                             |                               |
|-----------------------------------------------|-----------------------------|-------------------------------|
| 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)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00             | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI             | MILES                       | # NISSAN/INFINITI VEHICLES: 4 |
| VEHICLE MAINTAINED BY: 2291 MAROONE NISSAN OF |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS: 17            | MILES: 10200                | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                              | OPEN DATE: 08 / 01 / 08     | XFER/RSPNSBLTY: 34 03 S       |
| CONTACT (S):                                  | FOLLOWUP DATE: 08 / 08 / 08 | DATANET (Y/N): 1              |
| SEVERITY: 9                                   | CLOSE DATE: 08 / 08 / 08    | DATANET (Y/N): 08 / 05 / 08   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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FILE OPENED-ZHS475N 08/01/2008

PREVIOUS UNRELATED FILE(S) FOUND: NONE

PREVIOUS RELATED FILE(S) FOUND: NONE

CRR-HS VERIFIED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY & EVENING  
PHONE NUMBER AND RESPONSIBLE DLR

CRR-HS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-HS ADVISED C THAT THERE IS NO OPEN RECALLS ON C'S VEH @08/01-ZHS475N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 10/17/05 3744

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 06/05/06 2291

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 06/05/06 2291

PREVIOUS NISSAN/INFINITI VEH:NISSAN ALTIMA, NISSAN MAXIMA, STANZA

CRR-HS RECEIVED CALL FROM C

C STATES THAT C WAS GETTING INTO VEH. C STATES THAT SEAT FELT FUNNY. C STATES  
C GOT OUT OF VEH AND CHECKED THE MOTOR OF THE SEAT WHICH WORKS FINE. C STATES  
THAT THE VEH DRIVER SEAT IS LOOSE AND WOBBELEY.

C STATES THAT C HAD TAKEN VEH TO DLRSH, AND C STATES THAT DLRSH INFORMED C  
THAT VEH SEAT IS BROKEN HOWEVER, C STATESE C WAS INFORMED C WAS OOW AND THE  
REPAIR TO THE SEAT WOULD NOT BE COVERED.

CRR-HS APOLOGIZED TO C FOR INCONVENIENCE AND ASKED C WHAT NNA CAN DO?>

C STATES THAT C IS CONCERENED BECAUSE A VEH THAT IS BARELY 4 YRS OLD SHOULD  
NOT HAVE A BROKEN SEAT OUT OF THE BLUE. C STATES THAT C FEELS THIS IS MAJOR  
SAFTEY ISSUE. C STATES THAT C WOULD LIKE NISSAN TO COVER THE COST OF THE  
REPAIR.

CRR-HS GAVE NAME, EXTENSION, AND FILE NUMBER

C THANKED CRR-HS FOR ASSISTANCE, C UNDERSTANDS

CRR-HS TRANSFERRING FILE TO RCAS; PENDING FURTHER REVIEW

\*\*\*\*\* @08/01-ZHS475N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 08/04/08 AT 3:04PM EST. RCAS-SM  
STATED THAT RCAS-SM WILL LOOK INTO THE MATTER FOR C. RCAS-SM PROVIDED C WITH  
NAME, NUMBER AND EXTENSION AND ADVISED C THAT A FOLLOW UP CALL WILL TAKE PLACE  
ON 08/05/08. C AGREED AND THANKED RCAS-SM FOR CALLING. @08/04-ZSM684N

RCAS-SM DATANETTED FILE TO DEALERSHIP. @08/04-ZSM684N

\*\*\*\*\*

RCAS-SM CONTACTED SM-BOB NEWLAND ON 08/05/08 AT 12:01PM EST. SM-BOB STATED  
THAT C WAS LAST IN THE DEALERSHIP IN 05/08 WHERE C HAD A FREE OIL CHANGE, FREE  
IN CABIN FILTER AND FREE ALIGNMENT. SM-BOB STATED THAT C DECLINED ALL OTHER  
SERVICES. SM-BOB STATED THAT C WAS IN PRIOR TO AFORMENTIONED VISIT IN 05/07  
FOR AN OIL CHANGE AND TO HAVE RECALL COMPLETED. SM-BOB STATED THAT C WAS IN  
IN 2006 FOR WARRANTY WORK. SM-BOB STATED THAT C SHOULD BRING THE VEHICLE IN  
FOR A DIGNOSIS AND GRT WILL BE RUN AT THAT TIME. @08/05-ZSM684N

\*\*\*\*\*

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 08/05/08 AT 1:08PM EST. RCAS-SM  
STATED THAT RCAS-SM SPOKE WITH THE SERVICE MANAGER. RCAS-SM STATED THAT C  
SHOULD BRING C'S VEHICLE TO THE DEALERSHIP FOR A DIAGNOSIS. C INQUIRES AS TO  
WHO RCAS-SM SPOKE WITH AT THE DEALERSHIP. RCAS-SM STATED SM-BOB. RCAS-SM  
STATED THAT RCAS-SM WILL FOLLOW UP WITH C ON 08/08/08. C AGREED. C STATED THAT  
C WILL CONTACT THE DEALERSHIP AS SOON AS POSSIBLE. @08/05-ZSM684N

\*\*\*\*\*

RCAS-SM RECEIVED VMX FROM C ON 08/07/08 AT 1:41PM EST AND ON 08/08/08 AT  
9:21AM EST. @08/08-ZSM684N

\*\*\*\*\*

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 08/08/08 AT 10:05PM EST. C STATED  
THAT THE REPAIR IS GOING TO COST ABOUT \$400 AND THAT GOODWILL WAS DECLINED.

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RCAS-SM STATED THAT RCAS-SM WILL LOOK INTO HAVING THE DECISION OVERTURNED.  
C STATED THAT THE VEHICLE IS BEING REPAIRED TODAY. RCAS-SM STATED RCAS-SM WILL  
CONTACT THE DEALERSHIP AND FOLLOW UP WITH C AS SOON AS POSSIBLE. @08/08-ZSM684N

\*\*\*\*\*  
RCAS-SM CONTACTED SM-BOB ON 08/08/08 AT 10:11AM EST. RCAS-SM INQUIRED IF THE  
DEALERSHIP IS WILLING TO PARTICIPATE IN GOODWILL ASSISTANCE. SM-BOB STATED NO  
AS C DOES NOT DO SERVICING AT THE DEALERSHIP NOR PAID FOR ANY REPAIR WORK.  
RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 08/08/08 AT 10:41AM EST. RCAS-SM  
STATED THAT UNFORTUNATELY THE DECISION CAN NOT BE OVERTURNED. C INQUIRED IF  
C CAN SPEAK TO A SUPERVISOR. RCAS-SM STATED THAT THE SUPERVISOR CAN OVERTURN  
THE DECISION BUT TO MONITOR PROFESSIONALISM. C STATED THAT THE MATTER IS NOT  
OVER AND C WILL TAKE ALL MEASURES NECESSARY TO HAVE NNA COVER THE COST OF THE  
REPAIRS AS C FEELS THAT THE MATTER IS A SAFTY ISSUE. C STATED C WILL BE  
WRITING A LETTER TO THE CEO. RCAS-SM INQUIRED IF C HAS THE MAILING ADDRESS.  
C STATED C DOES NOT. RCAS-SM PROVIDED NNA MAILING ADDRESS. C INQUIRED AS TO  
WHY NNA WILL NOT COVER THE COST OF THE REPAIR. RCAS-SM STATED THERE ARE MANY  
FACTORS THAT ARE REVIEWED IN THE DECISION MAKING SUCH AS SERVICING AND  
DEALERSHIP PARTICIPATION. C STATED THAT C HAS BROUGHT THE VEHICLE TO  
DEALERSHIPS IN NEW JERSEY WHERE C USED TO LIVE. RCAS-SM STATED THAT RCAS-SM  
SEES THAT C DID VISIT ANOTHER DEALERSHIP HOWEVER THE IT IS THE DEALERSHIP C  
IS CURRENTY VISITING WHO PARTICIPATES. C UNDERSTOOD. C THANKED RCAS-SM FOR  
DOING ALL POSSIBLE. RCAS-SM AND C ENDED CALL. RCAS-SM CLOSING FILE.

CRR-PA RECEIVED DUPLICAE LETTER

CRR-PA NOT RESPONDING AS ISSUE HAS BEEN ADDRESSED AND DECLINED BY RCAS-SM  
CRR-PA FORWARDING LETTER AND RCAS FILE TO SEND FINAL DENIAL LETTER OUT TO C  
CRR-PA EXITING FILE AS NO FURTHER FOLLOW UP REQUIRED @09/05-ZPA624N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0      | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 0             | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #: 0                | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 1       | DATE: 09 / 05 / 08        | USERID: ZPA624N     |
| RESP DLR: 2291            | EFFECTIVE: 08 / 01 / 08   | 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: ZHS475N        |                     |
| HISTORY:                  | UPDATE BY: ZSM684N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 05 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 08 / 08 / 08  | MICROFILM: N        |
| RESP CAA: MAXWELL, SHARON | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041500         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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DATE: 1/26/2009  
TIME: 12:49:03 PM

NISSAN MOTOR CORPORATION IN U.S.A  
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|                       |                                               |
|-----------------------|-----------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                      |
| STREET: [REDACTED]    | VIN: JN8AZ08W35W [REDACTED] Y                 |
| CITY: EAST SETAUKET   | YR/MDL: 2005.0 MUR MILEAGE: 43000             |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 10 / 24 / 05                     |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 2691 SMITHTOWN NISSAN, INC.  |
| EVE PH: [REDACTED]    | PAID: 2 SVC DLR: 2691 SMITHTOWN NISSAN, INC.  |
| DLR PH: 631 361 9696  | SUSP: 0 RESP DLR: 2691 SMITHTOWN NISSAN, INC. |
|                       | DENY: 0 REGION: 26 DIST: SL/SV/PT: 02 02 32   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 7000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 05 / 08     | XFER/RSPNSBLTY: 26 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 26 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 25 / 08    | DATANET (Y/N): 08 / 06 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                         |
|----|-------------------------|--------|-----------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)            |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)            |
| AU | INTERIOR (NON-ELECTRIC) | ZO     | FINANCIAL ASSISTANCE REQUEST (CAMPAIGN, |



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C. A. R. COMMENTS

FILE OPENED-ZAA805N 08/05/2008

PREVIOUS FILES FOUND: NONE

CRR-AA VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS AND RESPONSIBLE DLR. CRR-AA UP-DATED OWNER'S PHONE NUMBERS.

CRR-AA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 1

CLSD R0516 MURANO TANK PROTECT NTB06023

OPEN R0614 MURANO STR LOCK NTB06-091

CRR-AA ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-AA RECEIVED CALL FROM C.

C STATED THAT THE SEAT FRAME OF C'S VEH ON THE DRIVER SIDE IS BROKEN.

C STATED THAT C WAS BEING CHARGE FOR \$436 FOR THE LINKAGE OF THE FRAME ONLY.

C STATED THAT IF THE WHOLE FRAME WILL BE NEEDED TO BE REPLACED. THE COST FOR THE REPAIR WILL BE \$1200.

C STATED THAT THE VEH IS CURRENTLY AT THE DLR (2691 SMITHTOWN NISSAN, INC.).

C STATED THAT C DOES NOT WANT TO PAY FOR THE REPAIR OF C'S VEH.

C STATED THAT C DOES NOT SEE WHY C HAVE TO PAY FOR THE REPAIR DUE TO THE SAFETY ISSUE.

C STATED THAT C WOULD LIKE NNA TO TELL THE DLR NOT TO CHARGE C FOR THE REPAIR OF C'S VEH.

CRR-AA ADVISED C TO CONTACT THE DLR SO THAT THE RECALL TO C'S VEH CAN BE CLOSED AND ASSURED THAT THE REPAIR IS FREE OF CHARGE.

CRR-AA ADVISED C THAT CRR-AA WILL REFFER C'S CALL TO THE NEXT LEVEL AGENT FOR THE ASSISTANCE C IS ASKING FOR.

C THANKED CRR-AA FOR ASSISTANCE, C SATISFIED.

CRR-AA OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-AA GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-AA TRANSFERRING CALL TO C GROUP.

@08/05-ZAA805N

@08/05-ZAA805N

=====

CRR-CB RECEIVED CALL FROM A/B GROUP

@08/05-ZCB383N

C STATES DOESNT KNOW HOW THIS BROKE. VEH IS DRIVEN LIKE A CAR, NOT A 4X4.

C INSPECTING THE AREA AS BEST C CAN. AND THINKS THAT IT LOOKS LIKE THE METAL HAS A CRACK IN IT. C IS NOT A LARGE MAN. WEIGHS ABOUT 200LBS. ONLY PERSON TO SIT IN THAT SEAT. THERE IS NO POSSIBLE WAY FOR THIS SEAT TO BREAK UNLESS THERE WAS A DEFECT IN THE FIRST PLACE. C DOESNT EVEN KNOW HOW SOMEONE WOULD BREAK A SEAT IF THEY WANTED TO.

@08/05-ZCB383N

CRR-CB ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

CRR-CB ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-CB OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-CB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-CB TRANSFERRING FILE TO RCAS AGENT.

@08/05-ZCB383N

\*\*\*\*\*

RCAS-JB CALLED C ON DAY PHONE 08/06/08 AT 9:08AM EST. LEFT VMX. @08/06-ZJB007N

\*\*\*\*\*

CRR-TP RECEIVED CALL FROM C.

@08/06-ZLM083N

CRR-TP VERFIED NAME AND ADDRESS AND DAY/EVENING PHONE NUMBER

CRR-TP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/06-ZLM083N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 08/07/06 2691

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 00/00/00

CRR-TP ADVISED C OF OPEN RECALLS ON VEHICLE.

CRR-TP - OPENING C'S FILE ON C'S REQUEST.

@08/06-ZLM083N

C STATES C JUST MISSED THE CALL FROM RCAS AND C WOULD LIKE TO BE CONTACTED BACK.

@08/06-ZLM083N

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CRR-TP ADVISED C THAT CRR-TP WILL SEND AN INTERNAL MSG TO RCAS FOR FOLLOW-UP  
CRR-TP SENDING INTERNAL MSG.  
CRR-TP LEAVING FILE @08/06-ZLM083N  
\*\*\*\*\*

RCAS-JB CALLED SM-BILL PARKS 08/08/08 AT 2:35PM EST. RCAS ASKED SM IF SM RAN  
THE GRT FOR C'S CONCERN. SM STATES SM COULD NOT RUN THE GRT BECAUSE C WOULD  
NOT ALLOW THE DLR TO DIAGNOSE THE PROBLEM. SM STATES C WOULD NOT PAY TO CHECK  
THE VEH OUT. SM STATES C DOES NOT COME TO THE DLR FOR ANYTHING. SM STATES SM  
IS WILLING TO RUN THE GRT IF C ALLOWS THE DIAGNOSIS. RCAS UNDERSTANDS. CALL  
ENDED. @08/08-ZJB007N  
\*\*\*\*\*

RCAS-JB CALLED C ON DAY PHONE 08/08/08 AT 2:38PM EST. RCAS SPOKE WITH C. RCAS  
ADVISED C THAT RCAS SPOKE WITH THE DLR. RCAS ADVISED C THAT THE DLR ADVISED  
RCAS THAT C DID NOT ALLOW AN INSPECTION OF C'S VEH. RCAS ADVISED C THAT IN  
ORDER FOR RCAS TO REQUEST ASSISTANCE FOR C, THE VEH NEEDS TO BE DIAGNOSED BY  
A NISSAN DLR. C STATES THAT C DOES NOT FEEL THAT C SHOULD PAY THE DIAGNOSTIC  
FEE BECAUSE THE VEH IS ONLY 3 YEARS OLD. RCAS ADVISED C THAT C IS BEYOND THE  
PARAMETERS OF THE WARRANTY BY 7,000 MILES. RCAS ADVISED C THAT THE DIAGNOSTIC  
FEE IS A FLAT RATE FEE CHARGED BY THE DLR TO COVER THE LABOR OF LOOKING AT THE  
VEH. C UNDERSTANDS. C STATES C HAS TO SPEAK WITH C'S WIFE. RCAS ADVISED C THAT  
RCAS WILL FOLLOW UP 08/12/08. C UNDERSTANDS. CALL ENDED. @08/08-ZJB007N  
\*\*\*\*\*  
@08/12-ZJB007N

RCAS-JB CALLED C ON DAY PHONE 08/12/08 AT 9:23AM EST. LEFT VMX. @08/12-ZJB007N  
\*\*\*\*\*

RCAS-JB CALLED C ON DAY PHONE 08/14/08 AT 10:44AM EST. RCAS SPOKE WITH C. RCAS  
ASKED C IF C HAS COME TO A DECISION. C STATES C IS GOING TO MAKE A SERVICE  
APPT SOMETIME SOON. RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C  
08/20/08. C UNDERSTANDS. CALL ENDED. @08/14-ZJB007N  
\*\*\*\*\*

RCAS-JB CALLED C ON DAY PHONE 08/20/08 AT 10:38AM EST. LEFT VMX. @08/20-ZJB007N  
\*\*\*\*\*

RCAS-JB CALLED C ON DAY PHONE 08/22/08 AT 10:14AM EST. LEFT VMX. @08/22-ZJB007N  
\*\*\*\*\*  
@08/25-ZTP481N

RCAS-TP CONTACTED C ON DAY TIME NUMBER AT 11:22 AM EST ON 08/25/08 AND  
WAS INFORMED THAT C TOOK THE VEH TO A INDEPENDENT TO GET FIXED. C STATED  
THAT C DID NOT LIKE THE ANSWER THAT NNA PROVIDED. RCAS-TP APPOLOGIZED.  
C THEN STATED THAT IF FURTHER ASSISTANCE IS NEEDED. @08/25-ZTP481N  
C THEN ENDED CALL. @08/25-ZTP481N  
\*\*

@08/25-ZTP481N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                               |                           |                        |
|-------------------------------|---------------------------|------------------------|
| SATISFIED: Y                  | ACTION CODE: NT8G         | ROOT CAUSE: SNFA       |
| 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: 2691                | EFFECTIVE: 08 / 05 / 08   | 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: ZAA805N        |                        |
| HISTORY:                      | UPDATE BY: ZTP481N        |                        |
| SVC CALL#:                    | UPDATE DATE: 08 / 26 / 08 |                        |
| CLOSE: Y (Y/N)                | CLOSE DATE: 08 / 25 / 08  | MICROFILM: N           |
| RESP CAA: PIETRANTUANO, TANYA | OLM: ROYSTER KAREN        | DOM: ZIMMERMAN LARRY E |
| PHONE: 0000041672             | OWNER FIRST:              | LANGUAGE: E ENGLISH    |

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**SC: ONE CONTRACT**

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08WX5W [REDACTED] Y               |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 49000           |
| CITY: MARYVILLE       | IN SVC DATE: 04 / 04 / 05                   |
| ST/ZIP: TN [REDACTED] | VCAN: Y RTL DLR: 2694 TWIN CITY NISSAN      |
| DAY PH: [REDACTED]    | PAID: 4 SVC DLR: 2694 TWIN CITY NISSAN      |
| EVE PH: [REDACTED]    | SUSP: 1 RESP DLR: 2694 TWIN CITY NISSAN     |
| DLR PH: 865 970 4132  | DENY: 0 REGION: 36 DIST: SL/SV/PT: 08 08 38 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: UNKNOWN NISSAN DLR  
 OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 13000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 06 / 08     | XFER/RSPNSBLTY: 36 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 15 / 08    | DATANET (Y/N): 08 / 08 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZMM792N 08/06/2008

CRR-MM VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS AND RESPONSIBLE DLR.

CRR-MM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-MM ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 2 03 MURANO AND 05 PTH.

CRR-MM RECEIVED CALL FROM C.

C STATED THAT THE VEH WAS TAKEN TO THE NISSAN DLRSHIP AND THE VEH WAS DIAGNOSED WITH A DRIVER SEAT FRAME AND THE DLRSHIP ADVISED C THAT THE PART IS NOT COVERED UNDER C'S VSC.

CRR-MM ADVISED C THAT THE PART IS NOT COVERED UNDER THE VSC AND THE SEAT FRAME IS ONLY COVERED UNDER THE VEH FACTORY WARRANTY WHICH IS ALREADY EXPIRED.

CRR-MM ADVISED C THAT THE VSC IS A NISSAN SECURITY PLUS GOLD PREFERRED PLAN.

C STATED THAT THE ISSUE IS RIDICULOUS SINCE THE CONCERN IS ABOUT THE VEH SAFETY MEASURES THAT NISSAN WILL HAVE TO COVER AND C STATED THAT THIS IS THE REASON WHY C PURCHASED THE VSC.

CRR-MM APOLOGIZED TO C.

C STATED THAT C WOULD LIKE TO SPEAK WITH SOMEBODY FROM NISSAN REGARDING THE CONCERN.

CRR-MM ADVISED C THAT CRR-MM WILL TRANSFER THE CALL TO THE NEXT LEVEL SERVICE TEAM BUT CRR-MM ADVISED C THAT CRR-MM CANNOT GUARANTEE C THAT NISSAN WILL PROVIDE EXTRA HELP.

C AGREED.

C THANKED CRR-MM FOR ASSISTANCE, C SATISFIED.

CRR-MM OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-MM GAVE C NAME, EXTENSION AND FILE NUMBERS.

@08/06-ZMM792N

\*\*\*\*\*

@08/06-ZJC818N

CRR-JC RECIEVED INBOUND CALL FROM AB GROUP

@08/06-ZJC818N

CRR-JC HAS UPDATED OOW PARAMITORS

@08/06-ZJC818N

C STATES:

@08/06-ZJC818N

DLR CALLED C AND ADVISED C THERE IS A BROKEN SEAT FRAME AND THE REPAIRS ARE 800 DOLLARS TO FIX. C STATES: C HAD A LEXIS AND THE DLR STOOD BEHIND IT.

AND C EXPECTS NISSAN TOO AS WELL. C HAS THE VEH RIGHT NOW. C FEELS

THE ISSUE IS SAFETY RELATED. C STATES: WHEN C MOVED THE SEAT TO THE PROPER SETTINGS THE SEAT SITS TO THE LEFT. C ADVISED CRR-JC THAT C CANNOT UNDERSTAND WHY THE BACKSEAT FRAME IS COVERED BUT NOT THE FRONT SEAT.

CRR-JC ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

CRR-JC ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-JC OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-JC GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-JC TRANSFERRING FILE TO RCAS.

@08/06-ZJC818N

\*\*\*

@08/07-ZED501N

RCAS-ED ASSISTING RCAS-KF.

@08/07-ZED501N

RCAS-ED DATANETTED FILE 08/07 AT 1:20 PM EST.

@08/07-ZED501N

RCAS-ED CONTACTED C ON DAY/EVE NUMBER AT 1:21 PM EST ON 08/07 AND LEFT A VMX.

\*\*\*

RCAS-KF CALLED DLRSHIP, 08/11 AT 2:05 PM EST. LEFT VMX FOR SERVICE MANAGER JEFF QUEEN.

\*\*\*

@08/11-ZKF621N

RCAS-KF CALLED SERVICE MANAGER JEFF QUEEN, 08/12 AT 11:23 AM EST, LEFT VMX.

\*\*\*

@08/12-ZKF621N

RCAS-KF SPOKE WITH SERVICE MANAGER JEFF QUEEN, 08/12 AT 11:33 AM EST. SM

STATED THAT THE SEAT WAS APPROVED UNDER GW AND THAT C HAS MADE AN APPOINTMENT

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WITH THE DLRSHIP AND THAT THE REPAIRS WILL BE PERFORMED FOR C. RCAS-KF  
THANKED SM.

\*\*\*

@08/12-ZKF621N

RCAS-KF NOTING THAT RCAS-KF WAS NOT ABLE TO CONTACT C, 08/11 AS THE SYSTEMS  
WERE DOWN.

\*\*\*

RCAS-KF CALLED C ON DAY/EVE NUMBER, 08/12 AT 11:37 AM EST, LEFT VMX.

\*\*\*

RCAS-KF CALLED C ON DAY/EVE NUMBER, 08/14 AT 10:50 AM EST, LEFT VMX.

\*\*\*

@08/14-ZKF621N

RCAS-KF RECEIVED VMX FROM C, 08/15 AT 12:46 PM EST. C STATED VIA VMX THAT  
THE DLR AND C HAVE WORKED OUT THE REPAIRS AND THAT THE FILE COULD BE CLOSED.  
C THANKED RCAS-KF.

RCAS-KF CLOSING FILE.

\*\*\*

@08/15-ZKF621N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |      |
|----------------------------|---------------------------|---------------------|------|
| SATISFIED: Y               | ACTION CODE: NT8E         | ROOT CAUSE: SCPP    | SNFA |
| 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: 2694             | EFFECTIVE: 08 / 06 / 08   | 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: ZMM792N        |                     |      |
| HISTORY:                   | UPDATE BY: ZKF621N        |                     |      |
| SVC CALL#:                 | UPDATE DATE: 08 / 15 / 08 |                     |      |
| CLOSE: Y (Y/N)             | CLOSE DATE: 08 / 15 / 08  | MICROFILM: N        |      |
| RESP CAA: FERREIRA, KRISTY | OLM: ROYSTER KAREN        | DOM:                |      |
| PHONE: 0000041658          | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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

CA6243437

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:03 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 4/4/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 303       | RCDI02309295 | 2694 TN             | 4/4/2005          | 4/4/2010       | 75.000            | 10/29/2008     |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                               |               |              |        |
|-------------------------------|---------------|--------------|--------|
| -----+-----                   |               |              |        |
| CONTRACT: RCDI02309295        |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |               | OWNER NAME:  |        |
| PLAN TYPE: C                  |               | PLAN TYPE:   |        |
| PLAN TERM: I                  |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50             |               | DEDUCTABLE:  |        |
| EFFECTIVE: 04/04/05           |               | EFFECTIVE:   |        |
| EXPIRES: 04/04/10             | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL: 10/29/08              | MILES: 51,274 | CANCEL:      | MILES: |
| TRANSFER:                     |               | TRANSFER:    |        |
| TRANSACTION: 11/5/2008        |               | TRANSACTION: |        |
| PRINTED: 04/30/05             |               | PRINTED:     |        |
| DEALER NO: 2694               | STATE: TN     | DEALER NO:   | STATE: |
| DEALER NAME: TWIN CITY NISSAN |               | DEALER NAME: |        |
| -----+-----                   |               |              |        |



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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W05W [REDACTED] Y  
CITY: SPRINGFIELD GARDENS YR/MDL: 2005.0 MUR MILEAGE: 57358  
ST/ZIP: NY [REDACTED] IN SVC DATE: 12 / 15 / 04  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3422 EXECUTIVE NISSAN  
EVE PH: [REDACTED] PAID: 2 SVC DLR: 07105 GREGORIS MTRS INC  
DLR PH: 516 825 8700 SUSP: 0 RESP DLR: 07105 GREGORIS MTRS INC  
DENY: 0 REGION: 26 DIST: SL/SV/PT: 03 03 33

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 44000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: SELF  
OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 21358 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 06 / 08 XFER/RSPNSBLTY: 26 03 S  
CONTACT (S): FOLLOWUP DATE: 08 / 07 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 08 / 06 / 08 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   |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:03 PM

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CA6243815N

C. A. R. COMMENTS

FILE OPENED-ZDP019N 08/06/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: 5765605 (UNRELATED). 5898137 (UNRELATE  
CRR-DP RECEIVED INBOUND CALL FROM C.

CRR-DP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY/EVENING NUMBER  
& RESPONSIBLE DLRSH. P.

CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/06-ZDP019N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 06/19/06 3265

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 06/19/06 3265

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

C STATES THE DRIVER SEAT ROCKS BACK AND FORTH WHEN C IS DRIVING.

C STATES WHEN C SPOKE WITH THE DLRSH. P. OVER THE PHONE AND C WAS  
INFORMED THE SEAT WILL COST \$595.00.

CRR-DP INFORMED C TO HAVE C'S VEH. DIAGNOSE BY THE DLRSH. P. TO SEE IF THE PROBLEM  
IS DUE TO A DEFECT. @08/06-ZDP019N

C UNDERSTOOD.

C THANKED CRR-DP FOR ASSISTANCE. C SATISFIED.

CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.

C STATES HAS A PROBLEM WITH THE STEERING AND C WAS TOLD IT WOULD BE COVERED  
UNDER WARRANTY.

CRR-DP INFORMED C FOR ANY WARRANTY COVERAGE THE BEST POSITION WOULD BE THE  
DLRSH. P.

C THANKED CRR-DP FOR ASSISTANCE. C SATISFIED.

CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.

C DECLINED.

C STATES WOULD LIKE THE NEAREST DLRSH. P. TO C.

CRR-DP STATES GREGORIS MTRS INC PHONE: 516 825 8700

C THANKED CRR-DP FOR ASSISTANCE. C SATISFIED.

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.

CRR-DP CLOSING FILE AS NO FURTHER ASSISTANCE NEEDED. @08/06-ZDP019N

@08/06-ZDP019N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NT8F         | ROOT CAUSE: SCPP     |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:              |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:              |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:              |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:              |
| COMMENTS ONLY: #:      | 1 DATE: 08 / 06 / 08      | USERID: ZDP019N      |
| RESP DLR: 07105        | EFFECTIVE: 08 / 06 / 08   | 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: ZDP019N        |                      |
| HISTORY:               | UPDATE BY: ZDP019N        |                      |
| SVC CALL#:             | UPDATE DATE: 08 / 06 / 08 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 06 / 08  | MICROFILM: N         |
| RESP CAA: PUM, DARA    | OLM: ROYSTER KAREN        | DOM: RHODES CURTIS R |
| PHONE: 0000000000      | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                              |
| STREET:               | [REDACTED] | VIN: JN8AZ08W65W [REDACTED] Y         |
| CITY: CALINA          |            | YR/MDL: 2005.0 MUR MILEAGE: 36945     |
| ST/ZIP: TN [REDACTED] | VCAN: N    | IN SVC DATE: 04 / 19 / 05             |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3403 BAY RIDGE NISSAN, INC.  |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 5052 COOKEVILLE NISSAN, LLC  |
| DLR PH: 931 528 7715  | DENY:      | RESP DLR: 5052 COOKEVILLE NISSAN, LLC |
|                       |            | REGION: 34 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 PREOWNEI X MILES 34000 # NISSAN/INFINITI VEHICLES: 4  
 VEHICLE MAINTAINED BY: 5052 COOKEVILLE NISSAN, I  
 OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 945 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 08 / 08     | XFER/RSPNSBLTY: 34 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 18 / 08    | DATANET (Y/N): 08 / 13 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZRG007N 08/08/2008

PREVIOUS FILES FOUND:NONE

@08/08-ZRG007N

RELATED:NONE

UNRELATED:NONE

CRR-RG VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS AND RESPONSIBLE DLR.

CRR-RG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/08-ZRG007N

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-RG ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):PATHFINDER, FRONTIER, MAXIMA.

CRR-RG RECEIVED CALL FROM C.

C STATED THAT C SEAT BROKE AND THIS IS A SAFETY ISSUE.

CRR-RG INFORMED C THAT CRR-RG WILL TRANSFER C TO THE NEXT LEVEL AGENT.

CRR-RG INFORMED C THAT THERE IS NO OPEN RECALL IN C'S VEH. @08/08-ZRG007N

C THANKED CRR-RG FOR ASSISTANCE, C SATISFIED.

CRR-RG OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-RG GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-RG LEAVING FILE OPEN.

\*\*\*\*\*

@08/08-ZRG007N

@08/08-ZRG007N

CRR-AB RECEIVED TRANSFERRED CALL FROM A+B GROUP

C STATED THAT THE DRIVER SEAT BROKE LOOSE FROM THE FRAME

C STATED THAT EVERY TIME C BRAKES IT THROWS C FORWARD INTO THE STEERING WHEEL

C STATED THAT THIS WILL COST C \$100.00 OUT OF POCKET

C STATED THAT C PURCHASED THIS 6 WEEKS AGO

@08/08-ZAB396N

CRR-AB INFORMED C THAT THE FILE IS GOING TO RCAS FOR C FOLLOW UP

C UNDERSTOOD, C STATED THAT C WORKS FOR COOKSVILLE NISSAN

CRR-AB SENDING INTERNAL MESSAGE TO RCAS FOR C FOLLOW UP

@08/08-ZAB396N

\*\*\*RCAS-MJ CALLED DLR AND SPOKE TO SM-ALAN GREGORY. SM-ALAN GREGORY STATED C PURCHASED VEH APPROXIMATELY 6 WEEKS AGO AND C PURCHASED VSC THAT COVERS REPAIR TO VEH THROUGH THIRD-PARTY COMPANY. SM-ALAN GREGORY STATED C WANTED TO HAVE

NNA PAY DEDUCTIBLE FOR REPAIR WHICH WAS \$100. SM-ALAN GREGORY STATED C DOES SERVICE VEH AT DLRSHIP AND DLR WOULD RECOMMEND NNA OFFER C REIMBURSEMENT OF DEDUCTIBLE. RCAS-MJ THANKED SM-ALAN GREGORY AND ENDED CALL. @08/12-ZMJ631N

\*\*\*RCAS-MJ CALLED C AT 9:27 AT EVENING NUMBER, LEFT MESSAGE.\*\*\* @08/12-ZMJ631N

\*\*\*RCAS-MJ CALLED C AT 10:26 AT DAY NUMBER, C NOT AVAILABLE, DID NOT LEAVE MESSAGE.\*\*\*

@08/14-ZMJ631N

\*\*\*RCAS-MJ CALLED C AT 10:30 AT EVENING NUMBER, LEFT MESSAGE.\*\*\*@08/14-ZMJ631N

\*\*\*RCAS-MJ CALLED C AT 8:49 AT EVENING NUMBER, C NOT AVAILABLE, UNABLE TO LEAVE MESSAGE.\*\*\*

@08/18-ZMJ631N

\*\*\*RCAS-MJ CALLED C AT 8:51 AT DAY NUMBER. C STATED C RECENTLY PURCHASED VEH AND VEH NEEDED SEAT REPAIR. C STATED C BOUGHT VSC FROM INDEPENDENT COMPANY AND REQUESTED NNA REIMBURSE C \$100 FOR DEDUCTIBLE. @08/18-ZMJ631N

RCAS-MJ INFORMED C NNA DOES NOT REIMBURSE C FOR DEDUCTIBLE PAYMENTS FOR VEH REPAIRS. RCAS-MJ INFORMED C WHEN PURCHASING VSC C ARE PROVIDED OPTIONS FOR HAVING DEDUCTIBLES AT A CERTAIN COST PER REPAIR, AND NNA WAS NOT IN POSITION TO OFFER REIMBURSEMENTS FOR DEDUCTIBLES.

C STATED C FELT NNA SHOULD REIMBURSE C SINCE C RECENTLY PURCHASED VEH.

RCAS-MJ INFORMED C ISSUE WAS ADDRESSED WITH NNA MANAGEMENT IN REGARDS TO C RECEIVING REIMBURSEMENTS FOR DEDUCTIBLES AND INFORMED C NNA WAS NOT IN

POSITION TO OFFER REIMBURSEMENTS FOR DEDUCTIBLES.

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C THANKED RCAS-MJ AND ENDED CALL. @08/18-ZMJ631N  
\*\*\*RCAS-MJ CLOSING FILE - NO FURTHER ACTION NEEDED.\*\*\* @08/18-ZMJ631N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

FOR YOUR REVIEW. RCAS-MIKE JACKSON

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT3G         | ROOT CAUSE: SCCE    |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                   | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 5052             | EFFECTIVE: 08 / 08 / 08   | 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: ZRG007N        |                     |
| HISTORY:                   | UPDATE BY: ZMJ631N        |                     |
| SVC CALL#:                 | UPDATE DATE: 08 / 18 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 08 / 18 / 08  | MICROFILM: N        |
| RESP CAA: JACKSON, MICHAEL | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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**SC: ONE CONTRACT**

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W35W [REDACTED] Y               |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 75000           |
| CITY: FLEMINGTON      | IN SVC DATE: 12 / 31 / 04                   |
| ST/ZIP: NJ [REDACTED] | VCAN: Y RTL DLR: 3181 HALDEMAN NISSAN, INC. |
| DAY PH: [REDACTED]    | PAID: 6 SVC DLR: 1880 FLEMINGTON NISSAN     |
| EVE PH: [REDACTED]    | SUSP: 1 RESP DLR: 1880 FLEMINGTON NISSAN    |
| DLR PH: 908 782 3673  | DENY: 0 REGION: 26 DIST: SL/SV/PT: 04 04 34 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 08 / 08 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 1880 FLEMINGTON NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 39000 (PT) MONTHS: MILES: 15000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 08 / 12 / 08     | XFER/RSPNSBLTY: 26 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 05 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 03 / 08    | DATANET (Y/N): 08 / 14 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZJG904N 08/12/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: 6246345

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1127367

EMAIL ADDRESS [REDACTED]

DATE RECEIVED: 08/08/08 DATE CREATED: 08/12/08

CRR-JG VERIFIED C'S NAME ,ADDRESS, PHONE NUMBER, RESPONSIBLE DLR

CRR-JG DID NOT PROVIDE MILEAGE

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES @08/12-ZJG904N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 08/11/06 1880

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/11/06 1880

C'S EMAIL READS: @08/12-ZJG904N

"RECENTLY MY DRIVER'S SEAT MADE A POPPING SOUND. MY HUSBAND NOTICED THAT THE SEAT WAS RIDING SLANTED TOWARD THE REAR OF THE DRIVER'S DOOR. AS THE END OF OUR WARRANTY WAS APPROACHING, WE CHOOSE NOT TO DRIVE THE VEHICLE UNTIL THE DEALERSHIP COULD FIX IT. WHEN I TOOK THE CAR IN THE SERVICE DEPT DIAGNOSED THE PROBLEM AS A BROKEN LIFTER LINK ASSEMBLY. THEY CHECKED WITH NISSAN AND FOUND THAT IT IS NOT COVERED UNDER THE WARRANTY. I ASKED WHY AND WAS TOLD "I DON'T KNOW. THEY COVER STEREO COMPONENTS BUT NOT THIS" I SPOKE WITH YOUR CUSTOMER SERVICE PERSON AND SHE CONFIRMED THE NON-COVERAGE, BUT COULD NOT EXPLAIN WHY OR WHO TO CONTACT FOR A BETTER EXPLANATION. PLEASE DO NOT CONFIRM THIS NON-COVERAGE, BUT PLEASE EXPLAIN WHY AND/OR WHO TO CONTACT FOR FURTHER INFORMATION. WE HAVE BEEN EXTREMELY HAPPY WITH OUR VEHICLE AND THE COVERAGE OF OUR WARRANTY UP TO THIS POINT. WE WOULD LOVE TO HAVE THIS @08/12-ZJG904N RESOLVED WITH THIS PIECE COVERED UNDER WARRANTY. THANK YOU, ~SUE FOX."

CRR-JG TRANSFERRING TO RCAS @08/12-ZJG904N

RCAS-EL REVIEWED FILE AND DATANETTED TO DLR ON 08/13/08. @08/13-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 10:16AM EST ON 08/13/08. C STATED C TOOK VEH TO DLR WHILE C WAS INSIDE WARRANTY, BUT THE DLR INFORMED C THAT THE REPAIR WAS NOT COVERED UNDER C'S VSC. RCAS ADVISED C THAT C'S VSC EXPIRED AT 75000 MILES. RCAS ADVISED C THAT C'S VSC COVERED MANY COMPONENTS, BUT NOT EVERY PART IN VEH IS COVERED. RCAS ADVISED C THAT RCAS WILL RESEARCH C'S CONCERNS AND LOOK INTO THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE. RCAS ADVISED C THAT RCAS WILL RESEARCH C'S CONCERNS AND FOLLOW UP WITH C ON 08/15/08.

@08/13-ZEL999N

RCAS-EL CALLED SA-BILL SKINNER AT 10:15AM EST ON 08/14/08. SA STATED VEH NEEDS A NEW LIFT LINK ASSEMBLE AND THE REPAIR IS GOING TO COST \$445. SA STATED THE REPAIR WOULD NOT HAVE BEEN COVERED UNDER VSC. SA STATED THE C IS A GOOD C AT @08/14-ZEL999N

THE DLR. RCAS REQUESTED THAT DLR RUN GRT. SA AGREED. @08/14-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 12:38PM EST ON 08/15/08 AND LEFT VMX WITH NAME, NUMBER AND EXT. @08/15-ZEL999N

RCAS-EL CALLED SM-STEVE BROWN AT 1:57PM EST ON 08/19/08 AND REQUESTED THAT DLR RUN GRT. SM STATED WILL RUN GRT ON 08/19/08. @08/19-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 2:19PM EST ON 08/19/08 AND LEFT VMX WITH NAME, NUMBER AND EXT. @08/19-ZEL999N



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RCAS-EL CALLED SA-BILL SKINNER AT 12:43PM EST ON 08/21/08 AND REQUESTED THAT GRT BE RUN ON 08/21/08. SA STATED WILL RUN GRT AND RCAS CAN CALL BACK LATER IN THE DAY.

@08/21-ZEL999N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 4:13 PM EST 8/21/08. @08/21-ZKM698N

RCAS-EL RECEIVED VMX FROM C ON 08/22/08.

@08/25-ZEL999N

RCAS-EL CHECKED CPIA AND THE GRT WAS DECLINED.

@08/25-ZEL999N

RCAS-EL CALLED DPSM-MB AT 11:00AM EST ON 08/25/08 AND DISCUSSED FILE. DPSM

@08/25-ZEL999N

REQUESTED THAT RCAS FIND OUT MUCH REPAIR WILL COST AT WARRANTY COST AND IF REPAIR IS GOING TO BE APPROX. \$500 THEN NNA WILL ASSIST.

@08/25-ZEL999N

RCAS-EL CALLED SM-ROB MULLIGAN AT 11:14AM EST ON 08/25/08 AND ASKED HOW MUCH REPAIR WILL BE AT WARRANTY COST. SM PLACED RCAS ON HOLD TO SPEAK TO SA-BILL SKINNER. SM INFORMED RCAS THAT DLR IS COVERING REPAIR UNDER C'S VSC AND C WILL BE GOING TO THE DLR ON 08/28/08. SM STATED AN OLD PART NUMBER WAS USED BUT NEW PART NUMBER IS COVERED UNDER VSC. RCAS ADVISED SM THAT VSC EXPIRED AT 75000 MILES. SM STATED WILL USE THE R/O THAT HAS 74945 MILES ON IT.

@08/25-ZEL999N

RCAS-EL UPDATED C'S WARRANTY INFO AND THE TREAD ACT.

@08/25-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 11:32AM EST ON 08/25/08 AND LEFT VMX WITH NAME, NUMBER AND EXT.

@08/25-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 10:55AM EST ON 08/27/08 AND LEFT VMX WITH NAME, NUMBER AND EXT.

@08/27-ZEL999N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@08/28-ZVK000N

PREVIOUS RELATED FILES FOUND: 6246345

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1140373

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 08/25/08 DATE CREATED: 08/28/08

CRR-VK VERIFIED C'S NAME. ADDRESS. VIN. DAY/EVENING PHONE.

C DID NOT PROVIDE MILEAGE, RESPONSIBLE DLR.

CRR-VK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

C'S EMAIL READS:

C STATES "RECENTLY I CONTACTED NISSAN WITH REGARD TO SOME REPAIR WORK THAT I FELT SHOULD BE COVERED UNDER OUR WARRANTY, BUT APPEARED TO NOT BE. RCAS-EL EVENTUALLY HANDLED THE SITUATION. YOU NEED TO KNOW [THAT@08/28-ZVK000N](#) NOT ONLY WAS SHE EXTREMELY APPROACHABLE ON THE PHONE, SHE HAS CALLED BACK EVERY TIME SHE SAID THAT SHE WOULD - EVEN IF IT WAS ONLY TO SAY THAT SHE WAS STILL LOOKING INTO THE SITUATION. WE ARE DELIGHTED WITH THE OUTCOME, BUT WOULD HAVE BEEN IMPRESSED WITH YOUR CUSTOMER SERVICE AND FOLLOW UP IN ANY CASE. WE HAVE BEEN DELIGHTED WITH OUR MURANO AND THE SERVICE WE HAVE RECEIVED FROM NISSAN. THIS SITUATION, AND SPECIFICALLY THE PERSONAL SERVICE FROM RCAS-EL, HAS CEMENTED HOW IMPRESSED AND DELIGHTED WE HAVE BEEN AND ARE WITH OUR NISSAN AND YOUR COMPANY. THANK YOU!"

CRR-VK RESPONSE: FILE # 6249521 DEAR SUSAN FOX, THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. WITH YOUR RECENT EMAIL. IT IS ALWAYS A PLEASURE TO HEAR FROM ONE OF OUR CUSTOMERS WHO HAS TAKEN THE TIME TO WRITE AND PROVIDE US WITH FAVORABLE COMMENTS ABOUT THE CUSTOMER SERVICE RECEIVED. WE ARE EXTREMELY GRATEFUL FOR THE COMMENTS YOU HAVE MADE ABOUT RCAS-EL, AND WE ARE HAPPY TO HEAR THAT YOUR CONCERN HAS BEEN HANDLED IN A PROMPT, PROFESSIONAL AND SATISFACTORY MANNER. THANK YOU FOR WRITING AND WE WISH YOU MANY ADDITIONAL CAREFREE MILES WITH YOUR NISSAN MURANO.

CRR-VK CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED.

@08/28-ZVK000N

RCAS-EL RECEIVED VMX FROM C ON 08/28/08.

@08/29-ZEL999N

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DATE: 1/26/2009  
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CA6249521N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 9:25AM EST ON 08/29/08 AND LEFT VMX WITH  
NAME, NUMBER AND EXT. @08/29-ZEL999N

RCAS-EL CALLED C ON DAY/EVE NUMBER AT 11:22AM EST ON 09/03/08. C STATED C'S  
VEH WAS REPAIRED AND C IS SATISFIED. C STATED C WAS VERY PLEASED WITH NNA AND  
THANKED RCAS FOR ASSISTANCE. C STATED C WILL PROBABLY BUY MORE NISSANS IN THE  
FUTURE. RCAS ADVISED C THAT IF C HAS ANY FUTURE QUESTIONS OR CONCERNS, C MAY  
CALL 1-800-NISSAN1 FOR ASSISTANCE. C THANKED RCAS. @09/03-ZEL999N

RCAS-EL CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @09/03-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 1880            | EFFECTIVE: 08 / 12 / 08   | 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: ZJG904N        |                     |
| HISTORY:                  | UPDATE BY: ZEL999N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 03 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 09 / 03 / 08  | MICROFILM: N        |
| RESP CAA: LANCASTER, EMMA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041407         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
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----- CONSUMER AFFAIRS -----

CA6249521

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:04 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 12/31/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 306       | RCNI02225737 | 3181 NJ             | 12/31/2004        | 12/31/2009     | 75.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                    |               |              |        |
|------------------------------------|---------------|--------------|--------|
| -----+-----                        |               |              |        |
| CONTRACT: RCNI02225737             |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]             |               | OWNER NAME:  |        |
| PLAN TYPE: C                       |               | PLAN TYPE:   |        |
| PLAN TERM: I                       |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                     |               | DEDUCTABLE:  |        |
| EFFECTIVE: 12/31/04                |               | EFFECTIVE:   |        |
| EXPIRES: 12/31/09                  | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                            | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                          |               | TRANSFER:    |        |
| TRANSACTION: 12/31/2004            |               | TRANSACTION: |        |
| PRINTED: 01/07/05                  |               | PRINTED:     |        |
| DEALER NO: 3181                    | STATE: NJ     | DEALER NO:   | STATE: |
| DEALER NAME: HALDEMAN NISSAN, INC. |               | DEALER NAME: |        |
| -----+-----                        |               |              |        |

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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08W63W [REDACTED] Y          |
| CITY: LUDINGTON       |            | YR/MDL: 2003.0 MUR MILEAGE: 65631      |
| ST/ZIP: MI [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 19 / 04              |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 2316 JEFFREY BUICK-NISSAN INC |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 3428 NISSAN OF MUSKEGON       |
| DLR PH: 231 799 2886  | DENY:      | RESP DLR: 3428 NISSAN OF MUSKEGON      |
|                       |            | REGION: 24 DIST: SL/SV/PT: 09 09 39    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 08 / 08 / 08  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: UNKNOWN  
OUTSIDE WARRANTY BY (B) MONTHS: 17 MILES: 29631 (PT) MONTHS: MILES: 5631

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 08 / 13 / 08     | XFER/RSPNSBLTY: 24 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 21 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 21 / 08    | DATANET (Y/N): 08 / 15 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZCS694N 08/13/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@08/13-ZCS694N

PREVIOUS RELATED FILES FOUND: 6164908

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1127219

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 08/08/08 DATE CREATED: 08/13/08

CRR-CS VERIFIED C'S NAME, ADDRESS, AND DAY PHONE NUMBER, RESPONSIBLE DLR, VIN  
C DID NOT PROVIDE MILEAGE

CRR-CS UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-CS CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES : NONE @08/13-ZCS694N

C'S EMAIL READS: I CONTACTED YOU PREVIOUSLY IN MAY CONCERNING THE  
DRIVERS SEAT FRAME ON MY 03 MURANO. THE REP THAT CALLED ME ADVISED  
ME TO HAVE A WORK ORDER OPENED FOR HER REVIEW. I HAVE LEFT @08/13-ZCS694N

MESSAGES NUMEROUS TIMES SINCE THEN AND HAVE YET TO RECIEVE A  
RETURNED CALL. MY VEHICLE IS CURRENTLY IN THE SHOP HAVING A NEW  
FRAME INSTALLED. IN CASE YOU CAN NOT FIND THE ORIGINAL CONTACT, MY  
ISSUE IS THE STEEL FRAME THAT HOLDS THE SET TO THE FLOOR HAS BROKEN  
AT THE BOLT HOLES. MY WIFE WHO DRIVES THE CAR IS A SMALL WOMAN AND  
I CAN NOT UNDERSTAND HOW THE SEAT FRAME COULD BREAK UNDER HER USE.  
I AM SEEKING SOME ASSISTANCE IN THE COST OF REPAIRING / REPLACING THIS  
PART WHICK I BELIEVE IS DEFECTIVE. MY CELL PHONE IS [REDACTED]

CRR-CS FORWARDING FILE TO RCAS @08/13-ZCS694N

CRR-CS'S RESPONSE TO C: DEAR MR TIM MCKAY, @08/13-ZCS694N  
FILE #6250975 @08/13-ZCS694N

THANK YOU FOR TAKING THE TIME TO CONTACT NISSAN NORTH AMERICA, INC.

AND SHARE YOUR VALUABLE INSIGHT WITH US. THESE COMMENTS AND  
CONCERNS WILL BE REVIEWED BY THE APPROPRIATE DEPARTMENT.

FILE NUMBER #6250975 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. @08/13-ZCS694N

PLEASE FEEL FREE TO SEND US ANOTHER E-MAIL OR CONTACT US AT 1-800-647-  
7261 (NISSAN CONSUMER AFFAIRS) WITH ANY QUESTIONS OR COMMENTS. @08/13-ZCS694N

CRR-CS FORWARDING FILE TO RCAS @08/13-ZCS694N

RCAS-AM RECEIVED, REVIEWED AND DATA NETTED FILE TO DLR ON 08/13/08, TO BE  
REVIEWED BEFORE INITIAL CALL WAS DUE TOMORROW, ON 08/14/08. @08/13-ZAM269N

RCAS-AM REVIEWED PREVIOUS FILE AND FOUND THAT C HAD BEEN ADVISED TO GO TO DLR  
FOR DIAGNOSTIC TO BE COMPLETED ON C'S SEAT.

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 11:44AM EST ON 08/14/08 AND C STATED  
THAT NO ONE HAD CONTACTED C BACK ABOUT C'S DIAGNOSTIC ALTHOUGH C HAD SPOKEN  
WITH SOMEONE AFTER DIAGNOSTIC HAD BEEN COMPLETED.

RCAS-AM ADVISED C THAT RCAS-AM DID NOT SEE ANOTHER FILE IN REFERENCE TO C'S  
CONCERN, OTHER THAN FILE WHERE C HAD BEEN ADVISED TO TAKE VEH TO DLR FOR  
DIAGNOSTIC.

C STATED THAT C TOOK VEH TO DLR AND HAD WORK PERFORMED, C DID NOT KNOW HOW  
MUCH WORK HAD COST AT THIS PARTICULAR TIME, AS C'S DOCS WERE IN VEH CURRENTLY.  
RCAS-AM PROVIDED RCAS-AM CONTACT INFO AND FAX INFO AND REQUESTED THAT C SEND  
PROOF OF OWNERSHIP, COPY OF REPAIR ORDER AND PROOF OF PAYMENT TO RCAS-AM TO  
SUBMIT FOR REVIEW, TO SEE IF NNA MIGHT BE IN POSITION TO ASSIST C WITH  
REIMBURSEMENT THAT C HAD BEEN REQUESTING.

C STATED THAT C WILL TRY TO HAVE DOCS TO RCAS-AM FOR 08/15/08 AT LATEST.

RCAS-AM THANKED C AND EXPLAINED THAT RCAS-AM WOULD BE BACK IN CONTACT BY  
08/19/08. @08/14-ZAM269N

C THANKED RCAS-AM FOR CALLING.

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CA6250975N

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DLR AND DOCS FROM C.  
RCAS-AM CALLED DLR AT 4:07PM EST ON 08/14/08 AND LEFT VMX WITH SERVICE DESK  
FOR CALLBACK WITH UPDATE ON C'S FILE.  
RCAS-AM REVIEWED CPIA TO FIND IF GRT HAD BEEN RUN FOR C'S REQUEST AND FOUND  
NO RESULTS.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DLR. @08/14-ZAM269N

\*\*\*\*\*

RCAS-PP CALLED DLR 3428 AT 4:42PM EST ON 08/19/08, AND SPOKE WITH SERVICE  
ADVISOR BRIAN RUSH, WHO ADVISED THAT SM WAS UNAVAILABLE. RCAS-PP INQUIRED  
ABOUT C'S CONCERN. SA-BR STATED THAT C WAS AT THE DLRSHPO ON 08/08/08 AT 65.631  
MILES ON THE VEH. SA-BR STATED THAT C HAD C'S SEAT BOTTOM ADJUSTER ASSEMBLY  
FOR THE LEFT FRONT SEAT REPAIRED. SA-BR STATED THAT GRT WAS NOT RUN FOR C AS C  
IS ONLY AN OK SERVICING CUSTOMER. C WAS CHARGED \$615.43 FOR THE PARTS AND  
\$225.00 FOR LABOR. SA-BR STATED THAT C IS CURRENTLY OUTSIDE OF WARRANTY SO  
NO FURTHER ASSISTANCE CAN BE PROVIDED. RCAS-PP THANKED SA-BR AND DISCONNECTED  
THE CALL. P435N @08/19-ZPP435N

\*\*\*\*\*

RCAS-PP CALLED C ON C'S DAY/EVENING PHONE NUMBER [REDACTED] AT 4:57PM EST ON  
08/19/08. RCAS-PP LEFT VMX WITH RCAS-AM CONTACT INFO FOR CALL BACK. /19-ZPP435N

\*\*\*\*\*

RCAS-PP CALLED C ON C'S DAY/EVENING PHONE NUMBER [REDACTED] AT 9:37AM EST ON  
08/21/08. RCAS-PP ADVISED C THAT C'S FILE WAS REVIEWED AND AT THIS TIME NNA  
WILL NOT BE FINANCIALLY ASSISTING C AS C IS OUTSIDE OF WARRANTY. C STATED  
THAT C UNDERSTANDS THAT POSITION, AND IS OK WITH THAT. RCAS-PP APOLOGIZED TO C  
FOR C'S INCONVENIENCE. C THANKED RCAS-PP AND DISCONNECTED THE CALL. RCAS-PP  
CLOSING FILE AS DECISION HAS BEEN GIVEN AND NO FURTHER ASSISTANCE CAN BE  
PROVIDED. 435N @08/21-ZPP435N

@08/21-ZPP435N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3428           | EFFECTIVE: 08 / 13 / 08   | 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: ZCS694N        |                     |
| HISTORY:                 | UPDATE BY: ZPP435N        |                     |
| SVC CALL#:               | UPDATE DATE: 08 / 21 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 21 / 08  | MICROFILM: N        |
| RESP CAA: MURRAY, AMANDA | OLM: SMIT AGNES           | DOM: ERWIN MARK     |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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SC: ONE CONTRACT

|                       |                             |                                     |
|-----------------------|-----------------------------|-------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T35W [REDACTED] | Y                                   |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 60000                  |
| CITY: LAKELAND        | IN SVC DATE: 04 / 08 / 05   |                                     |
| ST/ZIP: FL [REDACTED] | VCAN: Y                     | RTL DLR: 3931 JENKINS NISSAN, INC.  |
| DAY PH: [REDACTED]    | PAID: 4                     | SVC DLR: 3931 JENKINS NISSAN, INC.  |
| EVE PH: [REDACTED]    | SUSP: 1                     | RESP DLR: 3931 JENKINS NISSAN, INC. |
| DLR PH: 863 686 2800  | DENY: 0                     | REGION: 34 DIST: SL/SV/PT: 02 02 32 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 50000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3931 JENKINS NISSAN, INC.  
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 24000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 13 / 08     | XFER/RSPNSBLTY: 34 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 18 / 08    | DATANET (Y/N): 08 / 15 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                         |
|----|-------------------------|--------|-----------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)            |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                  |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)            |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)            |
| AU | INTERIOR (NON-ELECTRIC) | ZO     | FINANCIAL ASSISTANCE REQUEST (CAMPAIGN, |

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C. A. R. COMMENTS

FILE OPENED-ZRJ509N 08/13/2008

PREVIOUS RELATED FILES FOUND:NONE.

PREVIOUS UNRELATED FILES FOUND:NONE.

CRR-RR VERIFIED NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-RR CHECK FOR OPEN CAMPAIGNS/RECALLS AND FOUND:NONE. @08/13-ZRJ509N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/29/06 3931

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/25/06 3931

CRR-RR ADVISED C THERE ARE NO OPEN RECALLS ON VEH.

PREVIOUS NISSAN OR INFINITI VEH:NONE.

CRR-RR RECIEVED INBOUND CALL FROM C'S MOTHER. MOTHER WILL BE REFERRED TO AS C.

C STATES C'S DAUGHTER'S VEH THE FRONT DRIVER SEAT BROKE. WAS A TSB DUE TO  
PREVIOUS OWNER NOT AWEAR OF THE TSB THE SEAT WAS NOT FIXED.

C STATES THAT C BOUGHT VEH IN LATE MARCH.C STATES C HAS FOUND 35 C WITH THE  
SAME ISSUE OF THE FRONT SEAT BROKEN.C STATES APPARENTLY THE PREVIOUS OWNER  
DID NOT RECEIVE THE TSB.

C STATES CORPORATION IS DENING C BECAUSE THE VEH WAS OVER THE MILEAGE  
ABOUT 10 000 MILES. C STATES C SPOKE WITH THE DLRSHIP ABOUT 30 MINUTES  
AGO 08/13/08 AND C'S HUSBAND HAD THE VEH AT THE DLRSHIP.

C STATES C BROUGHT VEH TO DLRSHIP AT THE END OF MARCH AND HAD A CHECK UP  
AND C WAS NOT ADVISED THAT THERE WAS A TSB.

C STATES C'S DAUGHTER COULD HAVE DIED.

C STATES C SPOKE WITH THE SERVICE DEPT. AND JOHN MCCOY.

C STATES THE METAL ON THE SEAT WAS PAPER THIN.

C STATES LAST WEEK C'S DAUGHTER SAT IN THE SEAT THE METAL SNAPPED. C STATES  
C CALLED THE DLRSHIP AND WAS ADVISED BY THE DLRSHIP THAT THE SEAT WOULD BE  
COVERED BECAUSE THERE WAS A TSB. C STATES WHEN C'S HUSBAND BROUGHT VEH  
TO THE DLRSHIP TODAY 08/13/08 THE DLRSHIP WOULD NOT ASSIST IN THE REPAIRS OF  
THIS DEFECT.

C STATES THE PREVIOUS OWNER IS A LAWYER AND C WILL GO WHERE C HAS TO TO GET  
THE TSB NOTICED.

C STATES THAT THE DLRSHIP ASKED IF THE PREVIOUS OWNER WAS FAT BECAUSE THAT  
WAS WHY THE SEAT BROKE.

C STATES REPAIR OF THE SEAT SHOULD BE COVERED

C STATES THAT THE DLRSHIP KNOWS THAT THE SEAT SHOULD BE FIXED BUT C KNOWS  
THAT THE SEAT SHOULD BE REPAIRED BY NISSAN. @08/13-ZRJ509N

CRR-RR ADVISED C THAT AN RACS AGENT WILL BE IN CONTACT WITH C BY THE END OF  
NEXT BUSINESS DAY.

C UNDERSTOOD.

CRR-RR OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-RR GAVE NAME EXT. AND FILE NUMBER.

CRR-RR TRANSFERRING FILE TO RCAS PENDING REVIEW. @08/13-ZRJ509N

RCAS-NP DATANETTED FILE @08/13-ZNP479N

RCAS-NP CALLED C ON DAY PHONE AT 9:32 AM EST ON 08/14/08. LEFT VMX.

@08/14-ZNP479N

RCAS-NP CALLED C ON EVE PHONE AT 9:34 AM EST ON 08/14/08. LEFT VMX.

@08/14-ZNP479N

\*\*\*\*\* @08/15-ZAP190N

CRR-AP RECEIVED CALL FROM C.

CRR-AP VERFIED NAME AND ADDRESS.

CRR-AP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/15-ZAP190N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/29/06 3931

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/25/06 3931

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CRR-AP ADVISED C THERE ARE NO OPEN RECALLS. @08/15-ZAP190N  
C STATES THIS HAS ALREADY BEEN TURNED OVER TO NHTSA AS A FLAW IN THE DESIGN.  
C STATES C'S HUSBAND WAS LOOKING ONLINE, AND FOUND A BLOG WITH 35 PEOPLE  
COMPLAINING ABOUT THE SEAT. @08/15-ZAP190N  
C STATES C NEEDS TO SPEAK WITH RCAS. @08/15-ZAP190N  
C STATES C ALREADY LEFT A VMX ON RCAS-NP'S EXTENSION AND HAS HAD NO CALLBACK.  
CRR-AP ADVISED C THAT CRR-AP WILL SEND AN INTERNAL MESSAGE TO RCAS, AND RCAS  
WILL CONTACT C BY THE END OF NEXT BUSINESS DAY. @08/15-ZAP190N  
C UNDERSTOOD. @08/15-ZAP190N  
C STATES C WOULD LIKE RCAS-NP TO LEAVE MESSAGES. @08/15-ZAP190N  
C STATES C WOULD LIKE TO BE CONTACTED AROUND 3:30 PM, BECAUSE C WILL  
DEFINATELY BE HOME, AND C WOULD LIKE TO BE CONTACTED ON 863-683-1101.  
CRR-AP OFFERED FURTHER ASSISTANCE, C DECLINED. @08/15-ZAP190N  
CRR-AP GAVE NAME, EXTENSION AND FILE NUMBER. @08/15-ZAP190N  
CRR-AP SENDING INTERNAL MESSAGE. @08/15-ZAP190N  
CRR-AP LEAVING FILE. @08/15-ZAP190N

\*\*\*\*\*

RCAS-NP CALLED DLRSHIP ON 08/15/08 AT 3:30 PM EST AND SPOKE WITH  
SM-DAVE DUNCAN. SM STATED C PURCHASED THE VEHICLE OUT OF WARRANTY.  
SM STATED THERE IS A TSB BUT TSB JUST SHOW THE TECH HOW TO REPAIR THE  
VEHICLE AND SM STATED RAN GRT AND IT WAS DECLINED. RCAS-NP THANKED  
SM. \*\*\*\*\* @08/18-ZNP479N  
RCAS-NP CALLED C ON DAY PHONE AT 12:14 PM EST ON 08/18/08. RCAS-NP ADVISED  
C THAT FILE HAD BEEN REVIEWED AND AT THIS TIME NISSAN WILL NOT BE IN A  
POSITION TO ASSIST C. RCAS-NP APOLOGIZED TO C. RCAS-NP ADVISED C THE  
TSB JUST SHOWS THE TECH HOW TO REPAIR THE VEHICLE. C STATED DLR FIRST  
TOLD C THAT REPAIR WOULD BE COVERED THEN TOLD C SINCE C WAS NOT UNDER WARRANTY  
C WOULD HAVE TO PAY FOR THE REPAIR. C STATED C IS NOT GOING TO PAY FOR  
THIS REPAIR DUE TO NISSAN IS AWARE AND THIS IS A SAFETY ISSUE. C STATED  
C WILL WAIT UNTIL SOMETHING SERIOUS HAAPENS AND NISSAN GETS SUED. C STATED  
SO NNA IS NOT GOING TO ASSIST. RCAS-NP ADVISED C THAT AT THIS TIME NISSAN IS  
NOT IN A POSITION TO ASSIST C. C THANKED RCAS-NP FOR CALLING C AND ENDED  
THE CALL. RCAS-NP CLOSING FILE. @08/18-ZNP479N  
@08/18-ZNP479N @08/18-ZNP479N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:04 PM

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

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3931            | EFFECTIVE: 08 / 13 / 08   | 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: ZRJ509N        |                     |
| HISTORY:                  | UPDATE BY: ZNP479N        |                     |
| SVC CALL#:                | UPDATE DATE: 08 / 18 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 08 / 18 / 08  | MICROFILM: N        |
| RESP CAA: PINNOCK, NICOLE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041440         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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

CA6251217

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:04 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 4/8/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 308       | RCNE80204755 | 3931 FL             | 4/8/2005          | 4/8/2011       | 100.000           | 1/19/2008      |                  |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:04 PM

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

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                   |                |              |        |
|-----------------------------------|----------------|--------------|--------|
| -----+-----                       |                |              |        |
| CONTRACT: RCNE80204755            |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |                | OWNER NAME:  |        |
| PLAN TYPE: C                      |                | PLAN TYPE:   |        |
| PLAN TERM: E                      |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                    |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/08/05               |                | EFFECTIVE:   |        |
| EXPIRES: 04/08/11                 | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 01/19/08                  | MILES: 57,238  | CANCEL:      | MILES: |
| TRANSFER:                         |                | TRANSFER:    |        |
| TRANSACTION: 2/7/2008             |                | TRANSACTION: |        |
| PRINTED: 04/15/05                 |                | PRINTED:     |        |
| DEALER NO: 3931                   | STATE: FL      | DEALER NO:   | STATE: |
| DEALER NAME: JENKINS NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                       |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:04 PM

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

CAR ID: CA6251446N  
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SC: NONE

|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W35W [REDACTED] Y             |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 78000         |
| CITY: CHARLESTON      | IN SVC DATE: 02 / 26 / 05                 |
| ST/ZIP: WV [REDACTED] | RTL DLR: 3745 UNIVERSITY NISSAN           |
| DAY PH: [REDACTED]    | PAID: SVC DLR: 3809 LOVE NISSAN, INC.     |
| EVE PH: [REDACTED]    | SUSP: RESP DLR: 3809 LOVE NISSAN, INC.    |
| DLR PH: 304 727 2921  | DENY: REGION: 36 DIST: SL/SV/PT: 07 07 37 |

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

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: BT 11 | OPEN DATE: 08 / 13 / 08     | XFER/RSPNSBLTY: 36 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 13 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 08 / 26 / 08    | 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   |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

## CONFIDENTIAL

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

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CA6251446N

## C. A. R. COMMENTS

FILE OPENED-ZJJ572N 08/13/2008

PREVIOUS FILES: 6098381, 6132278, 6222151

OPEN RECALLS: NONE

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 08/15/06 3809

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/15/06 3809

&gt;&gt;&gt;NIS0846761 DRTS-JJ REC'D CCF FROM BBB ON 08/13/08 DATED SAME.

C SEEKS\_REIMBURSE \$544.46 FOR REPAIR COST PLUS \$100 F/TIME

CCF STATES: DRIVERS SEAT FRAME BROKE.

DOCS TO ARBS-MM.

-----@08/13-ZJJ572N

DRTSP-JM REVIEWING FILE

C IS OUT OF WARRANTY, SEEKING REIMBURSEMENT FOR COSTS OF REPAIR @08/14-ZJM100N

ARBS-MM CLOSING FILE. @08/26-ZMM038N

## SPECIAL REMARKS:

## DEALER INSTRUCTIONS:

## DEALER ACTION:

## CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: RL9I         | 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: 3809           | EFFECTIVE: 08 / 13 / 08   | CHANGED BY:         |
| IIR-DATE: 00 / 00 / 00   | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO |
| 3RD PRY: AL              | PART#:                    | CHECK ISSUED: NO    |
| BYBACK ST:               | OPENED BY: ZJJ572N        |                     |
| HISTORY:                 | UPDATE BY: ZMM038N        |                     |
| SVC CALL#:               | UPDATE DATE: 08 / 27 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 26 / 08  | MICROFILM: N        |
| RESP CAA: MENESE, MARSHA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 6157250000        | OWNER FIRST:              | LANGUAGE: E ENGLISH |



## CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

CAR ID: CA6254647N  
Page 1

SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: N HOLLYWOOD  
ST/ZIP: CA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 661 255 2020

VIN: JN8AZ08T55W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 29000  
IN SVC DATE: 04 / 08 / 05  
RTL DLR: 249 DOWNTOWN L.A. MOTORS  
SVC DLR: 3125 VALENCIA NISSAN  
RESP DLR: 3125 VALENCIA NISSAN  
REGION: 44 DIST: SL/SV/PT: 02 02 32

VCAN: Y  
PAID:  
SUSP:  
DENY:

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: INDEPENDANT  
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: (PT) MONTHS: MILES:  
ORIG CODE: CT 11 OPEN DATE: 08 / 15 / 08 XFER/RSPNSBLTY: 44 02 S  
CONTACT (S): FOLLOWUP DATE: 08 / 27 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 08 / 27 / 08 DATANET (Y/N): 08 / 19 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 08/15/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-LR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/15-ZLR000N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 02/27/08 3125

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 04/10/06 249

CRR-LR ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH: 92 STZ

CRR-LR RECEIVED CALL FROM C

C STATES IN CALLING IN TO CPMPAIN ABOUT THE FACT THAT THE DRIVER SEAT  
MOUNTING BRACKET, THE LEFT PORTION OF IS BROKEN. C STATES FEELS THAT CHAIR IS  
A ROCKING CHAIR. C STATES THE ELECTRONICS WORK FINE ON THE SEAT. C STATES  
CANNOT BELIEVE THAT A 3 YEAR OLD VEH SEAT BRAKES. C STATES GOING TO COST \$1100  
FOR REPAIRS, AND WAS ADVISED BY THE DLRSHIP THAT THE VEH IS NOT SAFE TO DRIVE  
C STATES IS REQUESTING THAT NISSAN DO SOMETHING ABOUT THIS FOR @08/15-ZLR000N

CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY END OF THE NEXT BUSINESS DAY

C UNDERSTANDS

CRR-LR OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-LR GAVE NAME, FILE NUMBER AND EXTENSION

C THANKED CRR-LR FOR ASSISTANCE, C SATISFIED

C AWAITING RESPONSE FROM RCAS

@08/15-ZLR000N

@08/15-ZLR000N

\*\*\*\*\*

RCAS-AH DATANET FILE, VERIFIED NO PREVIOUS FILES, UPDATED OOW INFO.

RCAS-AH UPDATED TREAD ACT. @08/18-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 5:19 PM EST ON 08/18/08 LEFT VMX FOR C.

@08/18-ZAH287N

RCAS-AH CALLED DLR AT 5:59 PM EST ON 08/19/08 SPOKE TO SM-STUART SIMMONS.

SM-SS ADVISED C CAME INTO THE DLR ON 08/15/08 AND WAS ADVISED SEAT FRAME AND  
LUMBAR SUPPORT NEED TO BE REPALCED C WAS QUOTED \$1200 C DECLINED.

SM-SS ADVISED C HAS ONLY BEEN IN THE DLR 2 TIMES BOTH FOR WARRANTY C DOES NOT  
SERVICE AT THE DLR. @08/19-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 6:42 PM EST ON 08/19/08 LEFT VMX FOR C.

@08/19-ZAH287N

RCAS-AH RECEIVED VMX FROM C AT 7:55 PM EST ON 08/20/08. @08/20-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 2:07 PM EST ON 08/21/08 LEFT VMX FOR C.

@08/21-ZAH287N

@08/21-ZAH287N

RCAS-AH CALLED DAY/EVE NUMBER AT 5:40 PM EST ON 08/22/08 LEFT VMX FOR C.

@08/22-ZAH287N

RCAS-AH RECEIVED VMX FROM C AT 11:00 AM EST ON 08/25/08. VMX ADVISED IF  
POSSIBLE TO JUST SEND C A LETTER TO EXPLAIN NNA DECISION. @08/25-ZAH287N

RCAS-AH SENDING DENIAL LETTER TO RS-DD AT 3:20 PM EST ON 08/26/08.

@08/26-ZAH287N

@08/26-ZAH287N

RCAS-AH UPDATED TREAD ACT. @08/26-ZAH287N

ATS-MS SENT DENIAL LETTER "OUTSIDE MANUFACTURER'S WARRANTY" FROM AGENT TO C  
8/27/08. @08/27-ZMS866N

RCAS-AH CLOSING FILE AS LETTER WAS SENT. @08/27-ZAH287N

SPECIAL REMARKS:

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
CUSTOMER ASSISTANCE REQUEST  
REQUESTED BY: lattad

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3125         | EFFECTIVE: 08 / 15 / 08   | 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: ZLR000N        |                     |
| HISTORY:               | UPDATE BY: ZAH287N        |                     |
| SVC CALL#:             | UPDATE DATE: 08 / 28 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 27 / 08  | MICROFILM: N        |
| RESP CAA: HANN, ASHLEY | OLM: SMIT AGNES           | DOM: BENDICK, RON   |
| PHONE: 0000041460      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:05 PM

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

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

CA6254647

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:05 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 4/8/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 310       | RCDE02487181 | 249 CA              | 4/8/2005          | 4/8/2011       | 100.000           |                |                  |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:05 PM

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

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                   |                |              |        |
|-----------------------------------|----------------|--------------|--------|
| -----+-----                       |                |              |        |
| CONTRACT: RCDE02487181            |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |                | OWNER NAME:  |        |
| PLAN TYPE: C                      |                | PLAN TYPE:   |        |
| PLAN TERM: E                      |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                 |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/08/05               |                | EFFECTIVE:   |        |
| EXPIRES: 04/08/11                 | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                         |                | TRANSFER:    |        |
| TRANSACTION: 8/17/2005            |                | TRANSACTION: |        |
| PRINTED: 08/19/05                 |                | PRINTED:     |        |
| DEALER NO: 249                    | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: DOWNTOWN L.A. MOTORS |                | DEALER NAME: |        |
| -----+-----                       |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:05 PM

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

CAR ID: CA6254786N  
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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T46W [REDACTED] Y       |
| CITY: MCKINNEY        |            | YR/MDL: 2006.0 MUR MILEAGE: 0       |
| ST/ZIP: TX [REDACTED] |            | IN SVC DATE: 12 / 31 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3939 NISSAN OF MCKINNEY    |
| EVE PH: [REDACTED]    | PAID:      | SVC DLR: 3939 NISSAN OF MCKINNEY    |
| DLR PH: 214 544 4900  | SUSP:      | RESP DLR: 3939 NISSAN OF MCKINNEY   |
|                       | DENY:      | REGION: 32 DIST: SL/SV/PT: 04 04 34 |

LETTER RECEIVED 08 / 18 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
 VEHICLE MAINTAINED BY:  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: WL 11 | OPEN DATE: 08 / 15 / 08     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 18 / 08    | DATANET (Y/N): 08 / 18 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                            |
|----|--------------------------|--------|----------------------------|
| OC | NISSAN DEALER ISSUES     | 222500 | SERVICE PERSONNEL (NISSAN) |
| BF | NSN DEALER SERVICE DEPT. | ZQ     | GENERAL COMPLIMENT         |
| OC | NISSAN DEALER ISSUES     | 223000 | SERVICE SURVEY (NISSAN)    |
| BF | NSN DEALER SERVICE DEPT. | ZR     | GENERAL INQUIRY            |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:05 PM

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

CAR ID:  
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CA6254786N

C. A. R. COMMENTS

=====

THIS CAR WAS CREATED FROM A CRITICAL COMMENT ON AN OWNER FIRST SURVEY  
NO OTHER C.A.R. EXISTS FOR THIS VIN

THE CAR WAS BEFORE TIME QUOTED. THE CAR WAS OUT OF WARRANTY. DRIVER SEAT  
BRACE BROKE. THE SEAT WOULD LIFT UP WHEN YOU SAT IN IT OR MADE TURNS. THE  
SERVICE AGENT SAID HE WOULD LOOK INTO NISSAN COVERING THIS SERVICE COST ME  
NOTHING. THANK.

RCAS-TM CALLED C ON DAY NUMBER 08/18/08 9:36 AM EST AND LEFT VMX FOR C TO CALL  
BACK.

RCAS-TM CALLED C ON EVENING NUMBER 08/18/08 9:37 PM EST AND LEFT VMX FOR C TO  
CALL BACK. @08/18-ZTM853N

RCAS-TM CLOSING FILE PENDING CALL BACK FROM C. @08/18-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE 08/18/08

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:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NL4B         | ROOT CAUSE: SCCO    |
| 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: 3939         | EFFECTIVE: 08 / 15 / 08   | 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: ZTM853N        |                     |
| SVC CALL#:             | UPDATE DATE: 08 / 18 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 18 / 08  | MICROFILM: N        |
| RESP CAA: MAYNE, TAMMY | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041596      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08W25W [REDACTED] Y     |                          |
| CITY: BOWIE           |         | YR/MDL: 2005.0 MUR MILEAGE: 60000 |                          |
| ST/ZIP: MD [REDACTED] |         | IN SVC DATE: 10 / 03 / 05         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 3038                     | PASSPORT NIS/MARLOW HGTS |
| EVE PH: [REDACTED]    | PAID: 1 | SVC DLR: 3038                     | PASSPORT NIS/MARLOW HGTS |
| DLR PH: 301 423 8400  | SUSP: 0 | RESP DLR: 3038                    | PASSPORT NIS/MARLOW HGTS |
|                       | 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)             |
| PROPERTY DAMAGE: N (Y/N)                      | INJURY: N (Y/N)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00             | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI             | MILES                       | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: 3038 PASSPORT NIS/MARL |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:               | MILES: 24000                | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                              | OPEN DATE: 08 / 18 / 08     | XFER/RSPNSBLTY: 36 04 S       |
| CONTACT (S):                                  | FOLLOWUP DATE: 09 / 03 / 08 | DATANET (Y/N): 1              |
| SEVERITY: 9                                   | CLOSE DATE: 08 / 29 / 08    | DATANET (Y/N): 08 / 19 / 08   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YE     | MULTIPLE REPAIR ATTEMPTS        |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |



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C. A. R. COMMENTS

FILE OPENED-ZPM016N 08/18/2008

PREVIOUS UNRELATED FILE(S) FOUND: 5519220.5593493.5263829.5333342

CRR-PM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE  
AND RESPONSIBLE DLR.

CRR-PM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/18-ZPM016N

CRR-PM ADVISED C CRR PM UNABLE TO CHECK FOR RECALLS AT THE MOMENT, SYSTEM DOWN  
PREVIOUS NISSAN/INFINITI VEHICLES: STANZA.

CRR-PM RECEIVED CALL FROM C.

C STATES C HAS BEEN HAVING ISSUES WITH THE DRIVERS SEAT, C STATES IT IS A  
SAFETY ISSUE C STATES IF SEAT BRAKES FROM THE BOTTOM, C IS GOING TO GET INTO  
AN ACCIDENT. @08/18-ZPM016N

C STATES SEAT WAS FIXED BEFORE ALREADY, C STATES VEH WAS TAKEN TO DLR SHP ON  
FRI AUG 15/08 C STATES C WAS ADVISED BY DLR SHP THAT MUR HAVE HAD MANY ISSUES  
WITH THE SEAT, ACCORDING TO DLR THIS IS NOT A UNUSUAL ISSUE WITH NISSAN.

C STATES DLR DIAGNOSED C THAT THE FRAME SEAT HAS TO BE REPLACED AND IS CHARGING  
C \$600 SINCE C IS ALSO OOW. @08/18-ZPM016N

C STATES C WANTS NISSAN TO PAY FOR THE REPLACEMENT. @08/18-ZPM016N

C STATES ISSUE IS SAFETY RELATED ISSUE. @08/18-ZPM016N

C STATES C WOULD ALSO LIKE AN O/M. C STATES C NEVER HAD ONE. @08/18-ZPM016N

CRR PM PLACED THE ORDER FOR THE O/M AT 3:00 PM ET. @08/18-ZPM016N

CRR PM ADVISED C THAT BY THE END OF THE NEXT BUSINESS DAY RCAS WILL CALL C  
BACK BY THE END OF THE NEXT BUSINESS DAY, CRR PM OFFERED FURTHER ASSISTANCE.

CRR PM TRANSFERRED FILE TO RCAS. @08/18-ZPM016N

\*\*\* @08/18-ZED501N

RCAS-ED IN RECEIPT OF FILE. @08/18-ZED501N

RCAS-ED DATANETTED FILE AT 4:12 PM EST ON 08/18/08. @08/18-ZED501N

RCAS-ED REVIEWED PREVIOUS FILES AND VERIFIED THAT FILES ARE UNRELATED.

\*\*\* @08/18-ZED501N

RCAS-ED CONTACTED SM-MIKE WHELAND AT 9:38 AM EST ON 08/19/08. SM-MW STATES  
THAT WHOLE SEAT IS WOBBLING. SM-MW STATES VEH HAS 64531 MILES. SM-MW REQUESTS  
THAT RCAS-ED CALL BACK IN 15 MINUTES SO SM-MW CAN CHECK AND FIND OUT WHY PART  
IS NOT COVERED UNDER VSC. RCAS-ED AGREED. @08/19-ZED501N

\*\*\* @08/19-ZED501N

RCAS-ED CONTACTED SM-MW AT 10:00 AM EST ON 08/19/08 AND LEFT A VMX.

\*\*\* @08/19-ZED501N

RCAS-ED RECEIVED INBOUND CALL FROM SM-MW AT 10:05 AM EST ON 08/19/08. SM-MW  
STATES THAT PART NEEDED IS SEAT BACK FRAME, WHICH COSTS 635 DOLLARS, AND IS  
NOT A COVERED COMPONENT UNDER C'S VSC. SM-MW STATES THAT C IS A FAIRLY GOOD  
SERVICING CUSTOMER. SM-MW STATES NOTHING C DID BROKE THE SEAT. SM-MW STATES  
THAT SM-MW WILL RUN A GRT AND CALL RCAS-ED BACK. @08/19-ZED501N

\*\*\* @08/19-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 10:14 AM EST ON 08/19/08. C STATES C  
WANTS TO SEND A LETTER OR EMAIL TO CONSUMER AFFAIRS. RCAS-ED PROVIDED EMAIL  
ADDRESS [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM). RCAS-ED ADVISED C THAT C'S FILE IS  
UNDER REVIEW. RCAS-ED ADVISED C THAT THE PART NEEDED IS A SEAT BACK FRAME, AND  
THAT THIS COMPONENT IS NOT COVERED UNDER C'S VSC. RCAS-ED ADVISED C THAT  
RCAS-ED IS LOOKING INTO THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE FOR  
C'S REPAIR. RCAS-ED ADVISED C THAT RCAS-ED WILL FOLLOW UP WITH C ON 08/22/08.  
C AGREED. @08/19-ZED501N

\*\*\* @08/19-ZED501N

RCAS-ED UPDATED MILES OOW. @08/19-ZED501N

\*\*\* @08/21-ZED501N

RCAS-ED CONTACTED SM-MIKE WHELAND AT 4:15 PM EST ON 08/21/08. SM-MW STATES

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THAT SM-MW WILL RUN GRT AND CALL RCAS-ED BACK WITHIN 10 MINUTES. @08/21-ZED501N  
\*\*\* @08/21-ZED501N

RCAS-ED RECEIVED VMX FROM SM-MW AT 5:28 PM EST ON 08/21/08. SM-MW STATES GRT  
WAS RUN AND DECLINED. @08/22-ZED501N

RCAS-ED VERIFIED IN CPIA THAT GRT WAS RUN FOR 431.66 AND WAS NOT RECOMMENDED.  
\*\*\* @08/22-ZED501N

RCAS-ED SENT EMAIL TO DPSM-AR, REQUESTING ASSISTANCE FOR C. @08/22-ZED501N  
RCAS-ED RECEIVED EMAIL FROM DPSM-AR, APPROVING GOODWILL FOR FULL AMOUNT OF  
REPAIR. @08/22-ZED501N

\*\*\* @08/22-ZED501N  
RCAS-ED CONTACTED SM-MIKE WHELAND AT 11:00 AM EST ON 08/22/08. RCAS-ED ADVISED  
SM-MW THAT DPSM-AR HAD APPROVED GOODWILL FOR FULL AMOUNT OF REPAIR. SM-MW  
STATES SM-MW WILL CONTACT C TO NOTIFY OF DECISION. RCAS-ED PROVIDED DAY AND  
EVENING NUMBERS TO SM-MW. RCAS-ED WILL CONTACT C LATER TODAY TO GIVE SM-MW A  
CHANCE TO SPEAK TO C FIRST. @08/22-ZED501N

\*\*\* @08/22-ZED501N  
RCAS-ED CONTACTED C ON DAY NUMBER AT 2:44 PM EST ON 08/22/08. C STATES C WAS  
ADVISED BY SM-MW THAT NNA WILL COVER REPAIR. C STATES C WAS TOLD PART HAS BEEN  
ORDERED AND SHOULD BE IN 08/26 OR 08/27. RCAS-ED ADVISED C THAT RCAS-ED WILL  
FOLLOW UP WITH C ON 08/29 TO CHECK IF REPAIRS HAVE BEEN DONE. C AGREED.

\*\*\* @08/22-ZED501N  
RCAS-ED CONTACTED C ON DAY NUMBER AT 9:22 AM EST ON 08/29/08 AND LEFT A VMX.  
RCAS-ED CONTACTED C ON EVE NUMBER AT 9:23 AM EST ON 08/29/08 AND LEFT A VMX.  
\*\*\* @08/29-ZED501N

RCAS-ED RECEIVED VMX FROM C AT 9:36 AM EST ON 08/29/08. C REQUESTS CALLBACK ON  
202-874-2082 OR 240-486-0713. RCAS-ED NOTES THESE ARE DAY AND EVENING NUMBERS  
ALREADY ON FILE. @08/29-ZED501N

\*\*\* @08/29-ZED501N  
RCAS-ED RECEIVED VMX FROM C AT 2:43 PM EST ON 08/29/08. C STATES C HAS GOTTEN  
REPAIRS DONE ON VEH AND VEH IS FINE NOW. @08/29-ZED501N

\*\*\* @08/29-ZED501N  
RCAS-ED CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @08/29-ZED501N  
\*\*\* @08/29-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                          |                           |                     |      |
|--------------------------|---------------------------|---------------------|------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SCMV    | SNFA |
| 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: 3038           | EFFECTIVE: 08 / 18 / 08   | 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: ZPM016N        |                     |      |
| HISTORY:                 | UPDATE BY: ZED501N        |                     |      |
| SVC CALL#:               | UPDATE DATE: 08 / 31 / 08 |                     |      |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 29 / 08  | MICROFILM: N        |      |
| RESP CAA: DRIEDGER, ERIN | OLM: ROYSTER KAREN        | DOM:                |      |
| PHONE: 0000041634        | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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

CA6255960

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:05 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] A VIN:  
IN SCV DATE: 10/3/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 312       | RCNE02659506 | 3038 MD             | 10/3/2005         | 10/3/2011      | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: RCNE02659506                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: C                           | PLAN TYPE:                           |
| PLAN TERM: E                           | PLAN TERM:                           |
| DEDUCTABLE: \$                         | DEDUCTABLE:                          |
| EFFECTIVE: 10/03/05                    | EFFECTIVE:                           |
| EXPIRES: 10/03/11    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 10/4/2005                 | TRANSACTION:                         |
| PRINTED: 05/19/06                      | PRINTED:                             |
| DEALER NO: 3038        STATE:    MD    | DEALER NO:                    STATE: |
| DEALER NAME: PASSPORT NIS/MARLOW HGTS  | DEALER NAME:                         |
| -----+-----                            |                                      |

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08W74W [REDACTED] Y     |                          |
| CITY: KING OF PRUSSIA |         | YR/MDL: 2004.0 MUR MILEAGE: 44000 |                          |
| ST/ZIP: PA [REDACTED] |         | IN SVC DATE: 05 / 07 / 04         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 3094                     | CONICELLI NISSAN         |
| EVE PH: [REDACTED]    | PAID:   | SVC DLR: 3094                     | CONICELLI NISSAN         |
| DLR PH: 610 825 4200  | SUSP:   | RESP DLR: 3094                    | CONICELLI NISSAN         |
|                       | DENY:   | REGION: 26                        | DIST: SL/SV/PT: 06 06 36 |

LETTER RECEIVED 07 / 31 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 3094 CONICELLI NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 8000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 08 / 18 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 10 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 03 / 08    | DATANET (Y/N): 08 / 20 / 08 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: KING OF PRUSSIA PA [REDACTED]  
VIN: JN8AZ08W74W [REDACTED] MODEL LINE/YEAR: MUR 2004.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 062480000411131  
G/L DESCRIPTION: NORTHEAST GOODWILL  
CHECK AMOUNT: \$ 675.98

|                            |                         |         |
|----------------------------|-------------------------|---------|
| CHK REQUEST DATE: 08/27/08 | REQUESTED BY: MELLO KYM | ZKM698N |
| CHECK APPROVED: 09/03/08   | APPROVED BY: CALIC RHO  | ZRC310R |
| CHECK ISSUE DATE: 09/04/08 | CHECK NUMBER: 133551    |         |

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

| CONCERN AND CATEGORY |                         | SUBCATEGORY AND SYMPTOM |                                 |
|----------------------|-------------------------|-------------------------|---------------------------------|
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER)    |
| AU                   | INTERIOR (NON-ELECTRIC) | YI                      | OOW GOODWILL ASSISTANCE REQUEST |
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER)    |
| AU                   | INTERIOR (NON-ELECTRIC) | ZB                      | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZVG588N 08/18/2008

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

PREVIOUS RELATED FILES FOUND:6249224

PREVIOUS UNRELATED FILES FOUND:NONE

METHOD OF CONTACT: LETTER ADDRESSED TO: NNA

DATE RECEIVED: 07/31/08 DATE CREATED:08/18/08

CRR-VG VERIFIED C'S NAME, ADDRESS, VIN, DAY PHONE,MILEAGE.

C DID NOT PROVIDE RESPONSIBLE DLR.

CRR-VG UNABLE TO CHECK FOR OPEN RECALLS/CAMPAIGNS/UPGRADES DUE TO SYSTEM ERROR

C STATES C IS A PROUD OWNER OF A 2004 NISSAN MURANO.

C STATES C PURCHASED THE VEH NEW IN MAY 2004 WITH A GOLD PREFERRED WARRANTY.

C STATES C TURNED TO NISSAN FOR THIS PURCHASE BASED ON NISSAN'S STRONG  
REPUTATION FOR BUILDING AND SUPPORTING QUALITY PRODUCTS. @08/18-ZVG588N

C STATES C'S EXPERIENCE WITH THE MURANO OVER THE LAST FOUR YEARS HAS UPHELD  
THIS REPUTATION. @08/18-ZVG588N

C STATES C HAS BEEN DEEPLY DISAPPOINTED BY A RECENT DEPARTURE FROM NISSAN'S  
QUALITY STANDARDS. @08/18-ZVG588N

C STATES SPECIFICALLY, THE DRIVER'S SEAT OF C'S MURANO BROKE LOOSE DURING  
NORMAL OPERATIONS AFTER ONLY 44,000 MILES OF SERVICE. @08/18-ZVG588N

C STATES A METAL BRACKET SHEERED APART IN THE LOWER-LEFT REAR OF THE SEAT  
FRAME. @08/18-ZVG588N

C STATES THIS WAS HIGHLY UNEXPECTED AS THE SEAT WAS USED UNDER NORMAL  
CONDITIONS (PASSENGER WEIGHT OF 210 LBS) DURING THIS PERIOD. @08/18-ZVG588N

C STATES C ONLY SERVICE C'S NISSAN AT A CERTIFIED NISSAN DLR. @08/18-ZVG588N

C STATES C BROUGHT THE VEH IN FOR THE ISSUE AND WAS INFORMED THAT NO NISSAN  
WARRANTY-NOT EVEN C'S GOLD PREFERRED WARRANTY WOULD COVER THIS DEFECT.

C STATES C IS NOW FACED WITH A \$675.98 REPAIR BILL. @08/18-ZVG588N

C STATES COMPARING THE ORIGINAL PART WITH THE REPLACEMENT, IT IS OBVIOUS THAT  
THE PART HAS BEEN REVISED TO ADDRESS THIS ISSUE. @08/18-ZVG588N

C STATES THIS IS CLEARLY A DESIGN DEFECT. @08/18-ZVG588N

C STATES C UNDERSTANDS THAT DEFECTS WILL TURN UP AND REVISIONS WILL BE  
REQUIRED.C STATES HOWEVER, AS A LOYAL CUSTOMER, C IS TRULY DISAPPOINTED THAT  
NISSAN HAS NOT OFFERED TO COVER THE EXPENSES OF CORRECTING THE DEFECT IN  
PRODUCTION VEH'S. @08/18-ZVG588N

C IS REQUESTING THAT NISSAN MAKE A GOOD FAITH EFFORT TO UPHOLD A REPUTATION OF  
QUALITY AND CUSTOMER CARE EXCELLENCE BY OFFERING A REBATE OF C'S EXPENSES LESS  
THE \$50 DEDUCTIBLE UNDER C'S EXTENDED WARRANTY TERMS. @08/18-ZVG588N

C STATES C WANTS THIS TO BE ESCALATED TO THE APPROPRIATE INDIVIDUAL TO FULLFIL  
THIS REQUEST. @08/18-ZVG588N

CRR-VG FORWARDING FILE TO RCAS FOR FURTHER REVIEW.

CRR-VG SENDING INTERNAL MESSAGE TO RCAS AND ATTACHED ORIGINAL LETTER.

CRR-VG EXITING FILE.

\*\*\*\*\*

@08/18-ZVG588N

RCAS-KM IN REVIEW OF FILE 8/19/08.

RCAS-KM DATA NETTING FILE TO DLR. @08/19-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR. @08/19-ZKM698N

RCAS-KM CHECKED FOR OPEN RECALLS: @08/19-ZKM698N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 12/12/05 12/31/05 3094

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 08/01/06 3094

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/01/06 3094

@08/19-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY PHONE 12:38 PM EST 8/19/08. @08/19-ZKM698N

RCAS-KM CONTACTED C ON EVE PHONE 12:39 PM EST 8/19/08. C STATED TAKES

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REQUESTED BY: lattad

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CA6256188N

VEHICLE TO CONICELLI NISSAN FOR MAINTENANCE. RCAS-KM UPDATED MAINTENANCE DLR. C STATED REPAIR HAS BEEN COMPLETED TO VEHICLE AND C WOULD REQUEST REIMBURSEMENT FROM NNA. RCAS-KM INFORMED WILL CONTACT DLR FOR MORE INFO AND FOLLOW UP WITH C 8/22/08. @08/19-ZKM698N

RCAS-KM CONTACTED SM-JACK DEPRE 3:00 PM EST 8/21/08. SM-JACK INFORMED C IS NOT A REGULAR SERVICING CUSTOMER AND REPAIR IS COMPLETE. @08/21-ZKM698N  
RCAS-KM LEFT VMX FOR C ON DAY PHONE 3:54 PM EST 8/21/08. @08/21-ZKM698N  
RCAS-KM TO CONTACT DPSM FOR OOW GOODWILL. @08/21-ZKM698N

RCAS-KM SENT EMAIL TO DPSM/ORM FOR OOW GOODWILL 8/21/08. @08/22-ZKM698N  
RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 1:47 PM EST 8/22/08. @08/22-ZKM698N  
RCAS-KM RECEIVED EMAIL FROM DPSM 8/22/08 APPROVING OOW GOODWILL FOR SEAT REPAIR. @08/25-ZKM698N

RCAS-KM RECEIVED EMAIL FROM ORM 8/26/08 APPROVING REIMBURSEMENT FOR REPAIR. ORM REQUESTING DOCS FOR REIMBURSEMENT - PROOF OF OWNERSHIP. R/O. PROOF OF PAYMENT. @08/26-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 1:51 PM EST 8/26/08. RCAS-KM INFORMED C NNA HAS APPROVED REIMBURSEMENT FOR SEAT REPAIR. RCAS-KM REQUESTED C TO FAX R/O AND PROOF OF OWNERSHIP TO FAX 615967-2533. C AGREED AND THANKED RCAS-KM FOR ASSISTANCE. C IS VERY HAPPY WITH NNA DECISION. @08/26-ZKM698N  
RCAS-KM SENT EMAIL TO ORM 8/26 TO APPROVE CHEQUE REQUEST. @08/26-ZKM698N  
RCAS-KM SENT EMAIL TO ORM 8/29/08 FOR REMINDER OF CHEQUE REQUEST. @08/29-ZKM698N

RCAS-TP ASSISTING IN FILE. @08/29-ZTP481N  
\*\* @08/29-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 2:55PM EST ON 08/29/08 AND INFORMED C THAT RCAS-KM WILL GET IN TOUCH WITH C WHEN A UPDATE IS KNOWN` HOWEVER NO LATER THEN 09/05/08. @08/29-ZTP481N

\*\* @08/29-ZTP481N

RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 2:56 PM EST ON 08/29/08 AND REQUESTED CALL BACK ON EXT. @08/29-ZTP481N

RCAS-KM RECEIVED EMAIL FROM ORM APPROVING CHEQUE REQUEST 9/3/08.09/03-ZKM698N  
@09/03-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY PHONE 12:48 PM EST 9/3/08. @09/03-ZKM698N  
RCAS-KM CONTACTED C ON EVE PHONE 12:48 PM EST 9/3/08 AND INFORMED CHEQUE REQUEST IS PROCESSED AND C WILL RECEIVE CHEQUE IN THE MAIL APPROX 4 WEEKS. @09/03-ZKM698N

C THANKED RCAS-KM FOR ASSISTANCE. @09/03-ZKM698N

RCAS-KM UPDATING TREAD ACT CODES. @09/03-ZKM698N

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @09/03-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:



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## CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT2A         | ROOT CAUSE: SNFA      |
| 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: 3094         | EFFECTIVE: 08 / 18 / 08   | CHANGED BY:           |
| IIR-DATE: 00 / 00 / 00 | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES  |
| 3RD PRY:               | PART#:                    | CHECK ISSUED: YES     |
| BYBACK ST:             | OPENED BY: ZVG588N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 09 / 06 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 09 / 03 / 08  | MICROFILM: N          |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

**CONFIDENTIAL**

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

CA6256188

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:05 PM  
MODEL YEAR: 2004.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN: JN8AZ08W74W [REDACTED]  
IN SCV DATE: 5/7/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 313       | RCDE02070944 | 3094 PA             | 5/7/2004          | 5/7/2010       | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                               |                |              |        |
|-------------------------------|----------------|--------------|--------|
| -----+-----                   |                |              |        |
| CONTRACT: RCDE02070944        |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |                | OWNER NAME:  |        |
| PLAN TYPE: C                  |                | PLAN TYPE:   |        |
| PLAN TERM: E                  |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50             |                | DEDUCTABLE:  |        |
| EFFECTIVE: 05/07/04           |                | EFFECTIVE:   |        |
| EXPIRES: 05/07/10             | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                     |                | TRANSFER:    |        |
| TRANSACTION: 5/7/2004         |                | TRANSACTION: |        |
| PRINTED: 05/07/04             |                | PRINTED:     |        |
| DEALER NO: 3094               | STATE: PA      | DEALER NO:   | STATE: |
| DEALER NAME: CONICELLI NISSAN |                | DEALER NAME: |        |
| -----+-----                   |                |              |        |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: LAKELAND  
ST/ZIP: FL [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 863 686 2800

VIN: JN8AZ08T35W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 64871  
IN SVC DATE: 04 / 08 / 05  
RTL DLR: 3931 JENKINS NISSAN, INC.  
SVC DLR: 3931 JENKINS NISSAN, INC.  
RESP DLR: 3931 JENKINS NISSAN, INC.  
REGION: 34 DIST: SL/SV/PT: 02 02 32

VCAN: Y  
PAID: 4  
SUSP: 1  
DENY: 0

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 08 / 15 / 08  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 50000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3931 JENKINS NISSAN INC.  
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 32871 (PT) MONTHS: MILES: 4871

ORIG CODE: CE 11 OPEN DATE: 08 / 20 / 08 XFER/RSPNSBLTY: 34 02 S  
CONTACT (S): FOLLOWUP DATE: 11 / 03 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 11 / 03 / 08 DATANET (Y/N): 08 / 28 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OA VEHICLE CONCERNS 190000 SEAT (SEAT/LEVER/POSITIONER)  
AU INTERIOR (NON-ELECTRIC) YI OOW GOODWILL ASSISTANCE REQUEST

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C. A. R. COMMENTS

FILE OPENED-ZJG904N 08/20/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1133677

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 08/15/08 DATE CREATED: 08/20/08

CRR-JG VERIFIED C'S NAME ,ADDRESS,PHONE NUMBER

C DID NOT PROVIDE MILEAGE,VIN,RESPONSIBLE DLR

CRR-JG UNABLE TO CHECK FOR RECALLS BECAUSE C DID NOT PROVIDE THE VIN.

C'S EMAIL READS:

"IF YOU ARE SO INTERESTED IN SAFETY. WHY CAN YOU NOT SEE THERE IS  
A PROBLEM WITH THE SEATS IN THE MURANO? NOBODY SEEMS TO BE  
LISTENING TO THE CONSUMER ABOUT THE SEATS BREAKING. WHEN WE @08/20-ZJG904N  
CALL THE DEALER THEY WANT US TO SPEND 500-1000 TO REPAIR THE  
PROBLEM THAT EVERYONE IS HAVING. THERE NEEDS TO BE A RECALL ON  
THIS BEFORE A FATALITY OCCURS. YOU HAVE TO BE AWARE OF THIS  
SAFETY ISSUE. IT IS ALL OVER THE INTERNET. PLEASE LOOK INTO THIS  
AND LET ME KNOW WHERE I CAN TAKE MY NIECES VEHICLE BEFORE  
SOMETHING HAPPENS TO HER WITHOUT PAYING A CENT FOR THE REPAIR.  
THIS IS A MANUFACTURE ISSUE, NOT SOMETHING THE MURANO OWNERS  
HAVE DONE. THANK YOU." @08/20-ZJG904N

CRR-JG'S RESPONSE TO C :DEAR MS. DOLORES BELL:

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. AND  
ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. WE ARE SORRY  
TO HEAR ABOUT THE EXPERIENCE YOU ARE HAVING WITH YOUR NISSAN  
VEHICLE AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE  
CAUSED YOU. PLEASE CONTACT YOUR LOCAL NISSAN DEALER AND  
SCHEDULE AN APPOINTMENT, AS THE DEALER IS IN THE BEST POSITION @08/20-ZJG904N  
TO DIAGNOSE AND REPAIR YOUR VEHICLE. YOUR NISSAN DEALER WILL  
BE MORE THAN WILLING TO ASSIST.FILE # 6258600 HAS BEEN CREATED TO  
DOCUMENT YOUR CONCERN. IF YOU HAVE ANY FURTHER QUESTIONS,  
COMMENTS OR ARE UNSATISFIED WITH YOUR DEALER EXPERIENCE.  
PLEASE FEEL FREE TO CONTACT US AT 1-800-647-7261. YOUR  
SATISFACTION WITH YOUR VEHICLE AND YOUR NISSAN DEALER IS VERY  
IMPORTANT TO US. THANK YOU FOR ALLOWING US TO BE OF ASSISTANCE.

CRR-JG CLOSING FILE AS NO FOLLOW UP NEEDED @08/20-ZJG904N

\*\*\*\*\*

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1137399

EMAIL ADDRESS: [REDACTED]

@08/21-ZJG904N

DATE RECEIVED: 08/20/08 DATE CREATED: 08/21/08

CRR-JG VERIFIED C'S NAME ,ADDRESS,PHONE NUMBER

C DID NOT PROVIDE MILEAGE,VIN, RESPONSIBLE DLR

CRR-JG UNABLE TO CHECK FOR RECALLS BECAUSE C DID NOT PROVIDE THE VIN.

C'S EMAIL READS:

" CRR-JG,AS I EXPLAINED BEFORE, WE TOOK THE VEHICLE TO OUR  
DEALER AND THEY WANTED TOCHARGE AN ENORMOUS AMOUNT OF  
MONEY FOR A REPAIR THAT SHOULD NOT HAVE BEEN

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OUR RESPONSIBILITY TO PAY. THIS IS A SERIOUS PROBLEM WITH MORE THAN JUSTOUR MURANO. IF YOU TAKE THE TIME TO LOOK ON THE INTERNET, MANY OTHERS HAVEHAD THIS PROBLEM. SOMEONE EVEN PAID THE MONEY TO HAVE THEIR VEHICLE SEATREPAIRED AND THE SAME PROBLEM OCCURRED. THERE DEFINITELY NEEDS TO BE A RECALL ON THIS AND A MORE STABLE REPLACEMENT PART INSTALLED. I WOULD REALLYAPPRECIATE SOME ASSISTANCE WITH THIS ISSUE. GO TO @08/21-ZJG904N THE NATIONAL HIGHWAYTRAFFIC SAFETY ADMINISTRATION SITE-AN OFFICIAL GOVERNMENT SITE AND READ ALLABOUT THE PROBLEMS CONSUMERS ARE HAVING WITH THIS PARTICULAR PROBLEM. YOU REALLY NEED TO TAKE THE TIME TO RESEARCH THIS AS THIS IS A VERY SERIOUSSAFETY RISK TO A LOT OF NISSAN MURANO CONSUMERS. FOR YOUR CONVENIENCE, HEREIS THE LINK TO THE GOVERNMENT SITE:" @08/21-ZJG904N  
CRR-JG'S RESPONSE TO C : DEAR MS. DOLORES BELL.  
THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. AND ALLOWING US TO BE OF ASSISTANCE.YOUR NISSAN VEHICLE IS REQUIRED TO BE DIAGNOSED BY AN AUTHORIZED NISSAN DEALERSHIP. ONCE THE VEHICLE HAS BEEN PROPERLY DIAGNOSED NISSAN NORTH AMERICA INC WILL BE IN A POSITION TO FURTHER ASSIST YOU. A VEHICLE IDENTIFICATION NUMBER (VIN) IS REQUIRED FOR ANY TYPE OF ASSISTANCE, WHETHER YOU HAVE CONCERNS WITH YOUR VEHICLE OR IF YOU HAVE ENCOUNTERED AN UNPLEASANT EXPERIENCE AT YOUR @08/21-ZJG904N SERVICING NISSAN DEALER. NISSAN ALSO REQUIRES THE VEHICLE IDENTIFICATION NUMBER (VIN) TO CHECK FOR ANY RECALLS, CAMPAIGNS AND UPGRADES.FILE NUMBER #6258600 HAS BEEN CREATED TO DOCUMENT THIS CONCERN. PLEASE FEEL FREE TO CONTACT US AT 1-800-647-7261 (NISSAN CONSUMER AFFAIRS) WITH ANY QUESTIONS OR COMMENTS.  
CRR-JG CLOSING FILE PENDING PROVIDING C PROVIDES MORE INFORMATION  
@08/21-ZJG904N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: NONE  
EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)  
METHOD OF CONTACT: EMAIL ID NO.: 1138627  
EMAIL ADDRESS: [REDACTED]  
DATE RECEIVED: 08/21/08 DATE CREATED: 08/22/08 @08/22-ZJG904N  
CRR-JG VERIFIED C'S NAME PHONE NUMBER,ADDRESS  
C DID NOT PROVIDE MILEAGE,VIN, , RESPONSIBLE DLR  
CRR-JG UNABLE TO CHECK FOR RECALLS BECAUSE C DID NOT PROVIDE THE VIN.  
C'S EMAIL READS:  
"CRR-JG,SO DOES THIS MEAN YOU ARE NOT GOING TO HELP ME? I TOLD YOU I TOOK THEVEHICLE TO OUR NISSAN DEALER AND THEY SAID IT WOULD COST ME FROM \$500-\$1000TO REPLACE THE PART THAT BROKE. I PROVIDED YOU WITH THE INTERNET ADDRESSESOF THE GOVERNMENT SITES (NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION SITE" @08/22-ZJG904N  
CRR-JG'S RESPONSE TO C : DEAR [REDACTED]  
THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR MURANO. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU.SO THAT WE MAY EXPEDITE YOUR INQUIRY AND PROVIDE YOU THE BEST SERVICE, PLEASE SEND US THE FOLLOWING ADDITIONAL INFORMATION:THE @08/22-ZJG904N  
VEHICLE IDENTIFICATION NUMBER (VIN) FOR YOUR VEHICLE  
THE CURRENT MILEAGE ON YOUR VEHICLE  
THE AUTHORIZED NISSAN DEALER YOU ARE WORKING WITH (IF ANY)YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 647 7261 .FILE

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# 6258600 HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. PLEASE  
REFERENCE THIS FILE NUMBER WHEN YOU WRITE OR CALL. WHEN WE  
RECEIVE THE REQUESTED INFORMATION FROM YOU, WE WILL FORWARD  
YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING. WE  
LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS  
IMPORTANT TO US!

@08/22-ZJG904N

CRR-JG CLOSING FILE PENDING C PROVIDES MORE INFORMATION @08/22-ZJG904N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 6258600 @08/27-ZDD908N

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 8/25/08 DATE CREATED: 8/27/08 @08/27-ZDD908N

C'S EMAIL READS: @08/27-ZDD908N

THE VEHICLE WAS BOUGHT USED:

THE VIN IS JN8AZ08T35W [REDACTED] AND THE MILEAGE IS: 64 871. THE DEALER WE  
TOOK IT TO THE WEEK OF 8/4/08 IS: THE LAKELAND NISSAN OFF OF 33 IN  
LAKELAND,  
FLORIDA.

THANK YOU,

[REDACTED] @08/27-ZDD908N

CRR-DD UPDATED C'S INFORMATION ON FILE.

CRR-DD CHECKED FOR OPEN RECALLS: @08/27-ZDD908N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/29/06 3931

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/25/06 3931

CRR-DD TRANSFERRING FILE TO RCAS PENDING REVIEW AS THE C DOES WANT TO PAY A  
CENT FOR NEW SEATS IN C'S VEH.

CRR-DD NOTES C STATES IN PREVIOUS EMAIL THAT C BELIEVE'S THE PROBLEM THE C IS  
HAVING WITH SEATS IS A SAFETY CONCERN.

CRR-DD NOTES THAT THE C STATES IN PREVIOUS EMAILS THAT C DOES NOT WANT TO PAY  
FOR THE REPLACEMENT OF THE SEAT.

@08/27-ZDD908N

@08/27-ZDD908N

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RCAS-NP DATANETTED FILE.

RCAS-NP CALLED C ON DAY/EVE PHONE AT 4:09 PM EST ON 08/28/08. LEFT VMX.

@08/28-ZNP479N

RCAS-NP CALLED C ON DAY/EVE PHONE AT 3:39 PM EST ON 09/02/08. LEFT VMX

@09/02-ZNP479N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE @09/03-ZPA624N

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1144869

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 08/28/08 DATE CREATED: 09/03/08

CRR-PA VERIFIED C'S NAME. ADDRESS. RESPONSIBLE DLR. VIN. AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-PA CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:

C EMAIL READS

C STATES I HAVE NOT HEARD FROM YOU SO I WAS CHECKING TO BE SURE  
YOU RECEIVED THE INFORMATION. THIS VEHICLE ALREADY HAD A TSB  
(SOMETHING LIKE THAT) ON IT FOR THE SAME THING. COULD YOU PLEASE

PROVIDE ME WITH THE CEO CONTACT NUMBER, EMAIL ADDRESS AND

NAME? CRR-PA NOT RESPONDING AS ISSUE IS BEING ADDRESSED BY

RCAS AGENT CRR-PA SENDING INTERNAL MESSAGE TO RCAS AGENT

CRR-PA EXITING FILE

@09/03-ZPA624N

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@09/03-ZPA624N

RCAS-NP CALLED C ON DAY/EVE PHONE AT 11:22 AM EST ON 09/04/08. LEFT VMX

@09/04-ZNP479N

\*\*\*\*\*

@09/09-ZNH850N

RCAS-NH CONTACTED C ON DAY NUMBER AT 3:43 PM EST ON 9/9/08 AND INFORMED C THAT  
RCAS-NP WILL FOLLOW UP WITH C ON 9/12/08.

@09/09-ZNH850N

C UNDERSTOOD.

@09/09-ZNH850N

C STATES C WANTS TO BE CONTACTED ON EVENING NUMBER.

@09/09-ZNH850N

RCAS-NH UNDERSTOOD.

@09/09-ZNH850N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@09/11-ZTM124N

PREVIOUS RELATED FILES FOUND: CA6251217N

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1152191

EMAIL ADDRESS [REDACTED]

DATE RECEIVED: 09/08/08 DATE CREATED: 09/11/08

CRR-TM VERIFIED C'S NAME, ADDRESS, VIN, RESPONSIBLE DLR, DAY AND EVENING  
PHONE NUMBER. C DID NOT PROVIDE MILEAGE.

CRR-TM CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/29/06 3931

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/25/06 3931

C'S EMAIL READS:

CRR-TM NOTING EMAIL IS FROM [REDACTED], [REDACTED] LAKELAND  
FL [REDACTED]

C STATES "ON APPROXIMATELY 7/25/08, MY DAUGHTER WAS SITTING IN HER 2005  
NISSAN MURANO IN THE DRIVER'S SEAT. SHE SAID SHE HEARD A POP/SNAP AND THE  
SEAT THEN TILTED TO THE LEFT TOWARDS THE DRIVER'S SIDE DOOR. THE CAR WAS  
NOT EVEN MOVING. IT WAS PARKED. I CONTACTED JENKINS NISSAN, IN LAKELAND,  
REGARDING THIS PROBLEM. DURING MY CALLS TO THEM I FOUND OUT THERE WAS A  
NISSAN TECHNICAL SERVICE BULLETIN THAT ADDRESSED THIS PROBLEM  
ACCORDING TO THE SERVICE DEPT.'S SERVICE ADVISOR. SHE SAID TO BRING IT IN  
THEIR SERVICE DEPARTMENT AND IT SHOULD BE COVERED AT NO CHARGE TO THE  
CUSTOMER. I TOOK IT INTO JENKINS NISSAN'S SERVICE DEPARTMENT ON 8/13/08 AND  
MADE SURE TO SHOW THE SERVICE ADVISOR (SUSAN NARRAMORE) THE ACTUAL  
PROBLEM WITH THE SEAT AND HOW IT WAS BROKEN. I ASKED HER AGAIN IF THE  
REPAIRS WERE FULLY COVERED AT NO CHARGE, SHE SAID THAT THEY WERE. 15  
MINUTES LATER AS I ARRIVED HOME FROM JENKINS NISSAN, I RECEIVED A CALL  
FROM SUSAN NARRAMORE TELLING ME THAT THE BROKEN SEAT FRAME WAS  
ACTUALLY NOT COVERED AND THAT I WOULD HAVE TO BE PAID FOR BEFORE THEY  
COULD REPLACE IT. I ASKED WHAT THAT REPLACEMENT COST WOULD BE AND WAS  
TOLD \$997.00. SUSAN SAID THAT SHE WAS UNDER THE ASSUMPTION THAT MY CAR  
WAS UNDER WARRANTY AND THAT'S WHY I WAS TOLD THAT THERE WOULD BE NO  
CHARGE, EVEN THOUGH THIS DEALER HAD ALL OF MY RECORDS FOR THAT CAR AND  
SHOULD HAVE KNOWN IT WAS PAST THE WARRANTY DATE. I TOLD HER THAT I  
BELIEVED THAT THIS ISSUE WAS A SAFETY RISK AND DESIGN DEFECT WHERE AS IT  
SHOULD BE DEALT WITH BY A RECALL OR THE LIKE. SOMEONE COULD BE SERIOUSLY  
INJURED OR EVEN KILLED BY THE SEAT FRAME BREAKING AND CAUSING THE  
DRIVER TO LOSE CONTROL OF THE VEHICLE. SHE AGREED THAT IT WAS A SAFETY  
ISSUE BUT SAID THAT THE ONLY WAY IT WAS GOING TO BE REPAIRED WAS FOR ME  
TO PAY THE \$997.00. I REFUSED. I RESEARCHED THIS ISSUE ON THE INTERNET AND  
FOUND DOZENS AND DOZENS OF SIMILAR EXPERIENCES AS MINE. I ALSO WENT ON  
THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION WEBSITE AND FOUND  
OVER 35 COMPLAINTS REGISTERED THAT WERE EXACTLY LIKE MINE, DEALING WITH  
THE SAME BROKEN SEAT FRAME. I WOULD REALLY LIKE TO REVIEW THE INITIAL  
CRASH TEST RESULTS FROM NISSAN TO SEE HOW THIS ESCAPED DETECTION. (MAYBE  
IT DIDN'T) WHAT I'D LIKE TO KNOW IS WHY THERE IS NOT AN INVESTIGATION ON



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THIS? A RECALL IS WARRANTED IN MY OPINION FOR THIS PROBLEM. I'VE EMAILED CRR-JG, CONSUMER RELATIONS REPRESENTATIVE, NISSAN CONSUMER AFFAIRS BUT HAVE NOT RECEIVED A REPLY. I'VE ALSO LEFT A VOICEMAIL TO HER WITHOUT GETTING A REPLY, ((800) NISSAN-1 (OR 800-647-7261) 8:00 A.M. - 5:00 P.M., EAST CENTRAL TIME / PACIFIC TIME MONDAY THROUGH FRIDAY THIS ENDS MY CUSTOMER LOYALTY TO NISSAN. I WILL NEVER PURCHASE ANOTHER ONE OR USE THEY'RE DEALERSHIP SERVICE DEPT. AGAIN."

CRR-TM NOT RESPONDING AS ISSUE IS BEING HANDLED BY RCAS.

CRR-TM NOTING C WAS DECLINED IN PREVIOUS FILE.

CRR-TM SENT INTERNAL MESSAGE TO RCAS.

@09/11-ZTM124N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1158792

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 09/16/08 DATE CREATED: 09/16/08

CRR-JG VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, RESPONSIBLE DLR, VIN  
C DID NOT PROVIDE MILEAGE @09/16-ZJG904N

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES @09/16-ZJG904N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/29/06 3931

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/25/06 3931

C'S EMAIL READS:

"CRR-JG, HELLO. I HAVE NOT RECEIVED A REPLY FROM YOU, SO I AM NOT SURE IF THE CASE IS DROPPED OR IF YOU ARE STILL WORKING ON IT. I HAVE RECEIVED SEVERAL PHONE CALLS FROM RCAS-NPWHO IS THE REGIONAL SPECIALIST FOR THE SOUTHEAST REGION DISTRICT 2. SHE HAS LEFT SEVERAL MESSAGES FOR ME TO RETURN HER CALL. I DID DO THAT, HOWEVER I CAN NEVER GET A HOLD OF HER. I DID LEAVE A HER MY

WORK NUMBER STATING I DO WORK DURING THE DAY AND THE ONLY WAY TO GET A HOLD OF ME IS TO CALL AFTER 6 OR DURING THE WEEK DAY TO CALL MY WORK NUMBER [REDACTED]. I STILL HAVE NOT

RECEIVED A CALL. I HAD AN EMERGENCY AT HOME ON 9/9/08 AND HAD @09/16-ZJG904N

TO MEET A REPAIR MAN THERE. DURING THAT TIME, I RECEIVED A PHONE

CALL FROM A LADY WHO SAID SHE WORKS WITH NICOLE AND NICOLE

WANTED HER TO CALL ME TO LET ME KNOW SHE WOULD HAVE AN

ANSWER ON MY FILE/CASE ON FRIDAY, 9/12/08. I BELIEVE SHE WAS

SURPRISED I ANSWERED THE PHONE. (BECAUSE I BELIEVE THE HOME

NUMBER IS USED SO THEY DO NOT HAVE TO SPEAK DIRECTLY TO ME

SINCE I HAVE LEFT MY WORK NUMBER OVER AND OVER AGAIN) AT THAT

TIME, I TOLD HER THAT WAS GREAT AND I WOULD BE EXPECTING THE

CALL ON FRIDAY AND ASKED HER TO PLEASE TAKE DOWN MY WORK

NUMBER SO NICOLE COULD CALL ME THERE. I HAVE VOICE MAIL AT

WORK AND THAT NUMBER GOES DIRECTLY TO ME SO I KNOW THERE HAS

BEEN NO CALL BACK. EACH DAY I WAIT, MY NIECE STILL HAS TO DRIVE

THE NISSAN MURANO WITH THE DEFECTIVE SEAT. I HAVE IN GOOD FAITH

NOTIFIED YOU ABOUT THIS ISSUE BECAUSE I WAS COMPLETELY

CONFIDENT THAT NISSAN WOULD NOT LET ME DOWN DUE TO THIS BEING @09/16-ZJG904N

AN ENORMOUS SAFETY ISSUE. I HAVE MADE MYSELF AVAILABLE BY

GIVING MY WORK, CELL, HOME AND MY NIECES' PARENTS' PHONE

NUMBER SO ANY OF THOSE NUMBERS COULD BE CALLED AND WOULD

DEFINITELY PROVIDE A WAY TO SPEAK WITH ONE OR EVEN ALL OF US. I

DO NOT UNDERSTAND WHY THIS IS SUCH A DIFFICULT TASK. THIS HAS

BEEN GOING ON SINCE BEFORE AUGUST 15, 2008. DON'T YOU THINK THAT

IS A RIDICULOUSLY LONG TIME FOR SUCH AN IMPORTANT SAFETY ISSUE

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TO BE RESOLVED? HERE ARE ALL OF MY NUMBERS ONCE AGAIN:WORK -

HOME - CELL -

DAD -  
CRR-JG SENDING INTERNAL MESSAGE TO HAVE RCAS CONTACT C @09/16-ZJG904N

-  
RCAS-JV TAKING RESPONSIBILITY OF FILE AS PER RS-NP.  
RCAS-JV MADE OUTBOUND CALL TO THE DLR AT 5:20 PM EST ON 09/17/08.  
RCAS-JV SPOKE TO SM KEITH, NO LAST NAME PROVIDED. @09/17-ZJV999N  
RCAS-JV REQUESTED INFORMATION REGARDING THE CUSTOMER.  
SM STATES THAT THE VEH DOES HAVE AN ISSUE WITH THE SEAT.  
SM STATES THAT THE C IS LOYAL TO THE DLR AND SUGGESTED FURTHER ASSISTANCE  
SINCE THE GRT WAS DENIED.

-  
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 5:30 PM EST ON 9/17/08.  
RCAS-JV APOLOGIZED FOR THE DELAY IN THE CALLS.  
RCAS-JV ADVISED C THAT RCAS-JV WILL BE INCHARGED OF C'S FILE.  
RCAS-JV ADVISED C OF NO OPEN RECALLS IN THE VEHICLE. @09/17-ZJV999N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/29/06 3931  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/25/06 3931  
RCAS-JV ADVISED C THAT RCAS-JV WILL ASSIST C THE BEST WAY AS POSSIBLE WITH  
THE CONCERN. @09/17-ZJV999N

-  
RCAS-JV SENT EMAIL TO DPSM BB ON WED 9/17/2008 5:53 PM EST. @09/17-ZJV999N  
RCAS-JV REQUESTED FURTHER ASSISTANCE FOR THE C. @09/17-ZJV999N  
RCAS-JV LEFT VMX ON 9/19/08 AT 12:44 PM EST ON DAY NUMBER. @09/19-ZJV999N  
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 2:20 PM EST 9/22/08.  
RCAS-JV ADVISED TO BE WORKING WITH REGIONAL DEP IN ORDER TO ASSIST.  
RCAS-JV ADVISED C THAT RCAS-JV WILL CALL C ON 10/01/08 TO FOLLOW UP.  
@09/22-ZJV999N  
RCAS-JV SENT EMAIL TO DPSM ON 09/23/08. REQUESTING UPDATE. @09/23-ZJV999N  
RCAS-JV LEFT VMX ON 9/23/08 AT 03:23 PM EST ON DAY NUMBER.  
RCAS-JV LEFT VMX STATING THAT RCAS-JV IS STILL UNDER REVIEW OF THE FILE.  
RCASJV ADVISED TO CALL BACK ON 10/3/08. @09/23-ZJV999N

-  
RCAS-JV RECEIVED EMAIL FROM DPSM ON WED, 09/24/08 8:20 AM EST.  
EMAIL STATES THAT DPSM WILL SPEAK WITH SM IN ORDER TO GET MORE INFORMATION.  
@09/26-ZJV999N

-  
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 5:34 PM EST 10/01/08.  
RCAS-JV ADVISED C THAT THE FILE IS STILL BEING WORKED ON.  
RCAS-JV ADVISED C THAT ONCE A RESPONSE IS PROVIDED RCAS-JV WILL CONTACT  
C BACK WITH A RESPONSE. @10/01-ZJV999N  
RCAS-JV ADVISED C THAT RCAS-JV WILL CALL C ON 10/15/08 TO FOLLOW UP.  
C UNDERSTOOD THANKED RCAS-JV AND ENDED CALL. @10/01-ZJV999N  
@10/01-ZJV999N

-  
RCAS-JV SENT EMAIL TO DPSM ON THU 10/2/2008 11:28 AM EST. @10/02-ZJV999N  
RCAS-JV REQUESTED FEEDBACK ON THE FILE. @10/02-ZJV999N

-  
RCAS-JV SEND EMAIL TO DPSM BB ON FRI 10/10/2008 1:02 PM EST.  
RCAS-JV REQUESTED UPDATES ON THE REQUEST. @10/10-ZJV999N

-  
RCAS-JV LEFT VMX ON 10/10/08 AT 2:15 PM EST ON DAY NUMBER.  
RCAS-JV LEFT VMX ON 10/10/08 AT 2:19 PM EST ON EVE NUMBER. @10/10-ZJV999N  
@10/15-ZJV999N

-  
RCAS-JV SENT EMAIL TO DPSM BB ON WED 10/15/2008 7:54 PM EST.  
RCAS-JV REQUESTED FEEDBACK ON C'S REQUEST. @10/15-ZJV999N

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RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 7:10 PM EST ON 10/15/08.  
RCAS-JV LEFT VMX. @10/15-ZJV999N

-  
RCAS-JV MADE OUTBOUND CALL TO THE DLR AT 2:47 PM EST ON 10/20/08.  
RCAS-JV SPOKE TO SM KEITH, NO LAST NAME PROVIDED.  
RCAS-JV REQUESTED UPDATES ON THE CUSTOMER'S REQUEST.  
SM STATES THAT THE GOOD WILL WAS NOT RECOMENDED AND NO MORE ACTION HAS BEEN  
TAKEN.  
RCAS-JV UNDERSTOOD THANKED SM AND ENDED CALL. @10/20-ZJV999N

-  
RCAS-JV SENT EMAIL TO ORM RD ON 10/20/08 ASKING FOR ASSISTANCE REGARDING  
C'S REQUEST. @10/20-ZJV999N  
RCAS-JV RECEIVED EMAIL FROM ORM ON MON 10/20/2008 3:15 PM EST.  
ORM ADVISED TO HAVE THE DEALER REPLACE THE PARTS AS FACTORY GOODWILL AS PER  
DPSM. @10/20-ZJV999N  
RCAS-JV MADE OUTBOUND CALL TO THE DLR ON DAY PHONE AT 4:30 PM EST 10/20/08.  
RCAS-JV REQUESTED SM KEITH.  
SA STATES SM IS ON A TEST DRIVE.  
RCAS-JV STATES TO CALL BACK.  
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 4:34 PM EST ON 12/20/08.  
RCAS-JV INFORMED C THAT THE REPAIR WILL BE COVER UNDER WARRANTY.  
RCAS-JV ADVISED C THAT RCAS-JV WILL CONTACT C AS SOON AS THE DLR ADVISED  
WHAT C NEEDS TO DO. @10/20-ZJV999N

-  
RCAS-JV MADE OUTBOUND CALL TO THE DLR AT 1:27 PM EST 10/21/08.  
RCAS-JV SPOKE TO SM KEITH.  
RCAS-JV ADVISED SM THAT THE REPAIR HAS BEEN APPROVED. @10/21-ZJV999N  
SM STATES THAT SM WILL CONTACT DPSM BB IN ORDER TO HAVE THE VEH REPAIRED.  
RCAS-JV UNDERSTOOD THANKED DLR AND ENDED CALL. @10/21-ZJV999N  
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 11:06 PM EST 10/22/08.  
RCAS-JV ADVISED C OF THE CONVERSATION WITH SM.  
RCAS-JV ADVISED C TO CONTACT SM FOR APPOINMENT.  
C UNDERSTOOD THANKED RCAS-JV FOR ASSISTANCE.  
RCAS-JV ADVISED C THAT RCAS-JV WILL CALL C ON 10/28/08 TO FOLLOW UP.  
C UNDERSTOOD THANKED RCAS-JV AND ENDED CALL. @10/22-ZJV999N

-  
RCAS-JV MADE OUTBOUND CALL TO THE DLR AT 4:19 PM EST 10/28/08.  
RCAS-JV SPOKE TO SM KEITH.  
SM STATES THAT THE VEH WAS TAKEN TO THE DLR YESTERDAY 10/27/08.  
SM STATES THAT THE PARTS HAV BEEN ORDER AND THE VEH WILL BE REPAIRED.  
RCAS-JV UNDERSTOOD THANKED SM AND ENDED CALL.  
@10/28-ZJV999N

-  
RCAS-JV MADE OUTBOUND CALL TO C ON DAY PHONE AT 4:22 PM EST ON 10/28/08.  
C STATES THAT THE VEH IS WITH C.  
C STATES THAT C HAS AN APPOINMENT WITH THE DLR ON 10/31/08 FOR THE PARTS  
INSTALLATION.  
RCAS-JV ADVISED C THAT RCAS-JV WILL CALL C ON 11/03/08 TO FOLLOW UP.  
C THANKED RCAS-JV FOR ASSISTANCE, C UNDERSTOOD AND ENDED CALL. @10/28-ZJV999N  
\*\*\*\*\*

RCAS-JV MADE OUTBOUND CALL TO C ON EVE PHONE AT 3:08 PM EST ON 11/03/08.  
RCAS-JV ASKED HOW THE APPOINTMENT WENT WITH THE DLRSHIP.  
C STATES THAT THE REPAIR WAS DONE AND C IS REALLY SATISFIED.  
RCAS-JV ASKED C IF ANY FURTHER ASSISTANCE REQUIRED, C DECLINED.  
RCAS-JV GAVE C NAME EXT AND FILE NUMBER IN CASE OF MORE ASSISTANCE REQUIRED.  
C THANKED RCAS-JV FOR ASSISTANCE. C UNDERSTOOD AND ENDED CALL.  
RCAS-JV CLOSING FILE SINCE NO MORE FOLLOW UP REQUIRED. @11/03-ZJV999N

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\* @11/14-ZJG904N-COMMENT

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1198150

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 11/14/08 CREATED: 11/14/08

CRR-JG VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, RESPONSIBLE DLR, VIN

C DID NOT PROVIDE MILEAGE

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES @11/14-ZJG904N-COMMENT

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 04/29/06 3931

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 04/25/06 3931

C'S EMAIL READS:

"CRR-JG. I WANTED TO TAKE A FEW MINUTES AND THANK YOU FOR HELPING US WITH CONTACTING A REPRESENTATIVE WHO ACTUALLY TOOK THE TIME TO HELP A CUSTOMER. RCAS-JV IS AN OUTSTANDING CUSTOMER SERVICE REPRESENTATIVE. HE NOT ONLY UNDERSTOOD THE ISSUE HE FOLLOWED IT THROUGH TO COMPLETION. WHEN HE SAID HE WAS GOING TO DO SOMETHING HE ACTUALLY DID IT. I WAS HESITANT AT FIRST WHEN HE SAID HE WOULD CALL ME BACK, BECAUSE OF THE OTHERS THAT SAID THEY WOULD, BUT HE ACTUALLY DID. RCAS-JV CHECKED ON THE STATUS ON BOTH SIDES AND LOGGED VERY GOOD NOTES EACH TIME. I AM SO GLAD I HAD THE OPPORTUNITY TO WORK WITH SUCH AN OUTSTANDING PERSON. I CERTAINLY APPRECIATE ALL HIS HARD WORK. THANK YOU FOR ALL THE HELP. "

CRR-JG'S RESPONSE TO C: @11/14-ZJG904N-COMMENT

DEAR [REDACTED]

THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. WITH YOUR RECENT LETTER. IT IS ALWAYS A PLEASURE TO HEAR FROM ONE OF OUR CUSTOMERS WHO HAS TAKEN THE TIME TO WRITE AND PROVIDE US WITH FAVORABLE COMMENTS ABOUT THEIR VEHICLE OR EXCELLENT SERVICE THEY HAVE RECEIVED. WE ARE EXTREMELY GRATEFUL FOR THE COMMENTS YOU HAVE MADE ABOUT RCAS-JV. THANK YOU AGAIN FOR CONTACTING NISSAN. WE ARE COMMITTED TO MAINTAIN THE HIGHEST STANDARDS IN OUR VEHICLES AND CUSTOMER SATISFACTION.

CRR-JG SENDING NOTIFICATION TO TL-NP OF COMPLIMENT [EMAIL@11/14-ZJG904N-COMMENT](mailto:EMAIL@11/14-ZJG904N-COMMENT)

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:             | 2 DATE: 08 / 22 / 08      | USERID: ZJG904N     |
| OTHER #:                | 1 DATE: 08 / 27 / 08      | USERID: ZDD908N     |
| COMMENTS ONLY: #:       | 1 DATE: 11 / 14 / 08      | USERID: ZJG904N     |
| RESP DLR: 3931          | EFFECTIVE: 08 / 20 / 08   | 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: ZJG904N        |                     |
| HISTORY:                | UPDATE BY: ZJV999N        |                     |
| SVC CALL#:              | UPDATE DATE: 11 / 14 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 11 / 03 / 08  | MICROFILM: N        |
| RESP CAA: VELILLA, JOSE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:06 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 4/8/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 314       | RCNE80204755 | 3931 FL             | 4/8/2005          | 4/8/2011       | 100.000           | 1/19/2008      |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                   |                |              |        |
|-----------------------------------|----------------|--------------|--------|
| -----+-----                       |                |              |        |
| CONTRACT: RCNE80204755            |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |                | OWNER NAME:  |        |
| PLAN TYPE: C                      |                | PLAN TYPE:   |        |
| PLAN TERM: E                      |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                    |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/08/05               |                | EFFECTIVE:   |        |
| EXPIRES: 04/08/11                 | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 01/19/08                  | MILES: 57,238  | CANCEL:      | MILES: |
| TRANSFER:                         |                | TRANSFER:    |        |
| TRANSACTION: 2/7/2008             |                | TRANSACTION: |        |
| PRINTED: 04/15/05                 |                | PRINTED:     |        |
| DEALER NO: 3931                   | STATE: FL      | DEALER NO:   | STATE: |
| DEALER NAME: JENKINS NISSAN, INC. |                | DEALER NAME: |        |
| -----+-----                       |                |              |        |

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SC: MULTI CONTRACT

|                       |                             |                                        |
|-----------------------|-----------------------------|----------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T34W [REDACTED] | Y                                      |
| STREET: [REDACTED]    | YR/MDL: 2004.0              | MUR MILEAGE: 115000                    |
| CITY: BATON ROUGE     | IN SVC DATE: 10 / 07 / 04   |                                        |
| ST/ZIP: LA [REDACTED] | VCAN: Y                     | RTL DLR: 3649 ALL STAR NISSAN, L.L.C.  |
| DAY PH: [REDACTED]    | PAID: 10                    | SVC DLR: 3649 ALL STAR NISSAN, L.L.C.  |
| EVE PH: [REDACTED]    | SUSP: 0                     | RESP DLR: 3649 ALL STAR NISSAN, L.L.C. |
| DLR PH: 225 272 9330  | DENY: 0                     | REGION: 32 DIST: SL/SV/PT: 03 03 33    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3649 ALL STAR NISSAN, L.L.C.  
OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: 79000 (PT) MONTHS: MILES: 55000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 20 / 08     | XFER/RSPNSBLTY: 32 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 26 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 26 / 08    | DATANET (Y/N): 09 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                   |        |                                   |
|----|-------------------|--------|-----------------------------------|
| OA | VEHICLE CONCERNS  | 134000 | GEN. ENGINE ELECTRIC COMPONENT(S) |
| AF | ENGINE ELECTRICAL | ZD     | CHARGING/PRICING CRITICISM        |
| OA | VEHICLE CONCERNS  | 224500 | AUTOMATIC TRANSMISSION            |
| BG | POWERTRAIN        | ZD     | CHARGING/PRICING CRITICISM        |



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C. A. R. COMMENTS

FILE OPENED-ZDP019N 08/20/2008

PREVIOUS RELATED/UNRELATED FILES FOUND:5782683 (UNRELATED).

5948432 (UNRELATED).

5330448 (UNRELATED).

CRR-DP RECEIVED INBOUND CALL FROM C.

CRR-DP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, & RESPONSIBLE DLRSH.

CRR-DP UPDATED C'S DAY/EVENING NUMBER.

CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 11/21/05 05/18/06 3649

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 08/10/06 3649

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 05/18/06 3649

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

C STATES JUST CAME BACK FROM THE DLRSH AND WAS TOLD C NEEDED A NEW  
TRANSMISSION AND A ELECTRICAL (IPDM) BOX. @08/20-ZDP019N

C STATES IN THE PAST C'S DRIVER SEAT HAS BROKE 3XS AND THE DLRSH HAD TO  
CHANGE THE BRACKETS.

C STATES HAD A VSC ON C'S VEH AND 3 ALTERNATORS REPLACED AND 2 CAT REPLACE.

C STATES C'S STEERING WHEEL IS FALLING APART AND ARM REST IS FALLING APART.

C STATES WHEN C DRIVES THE VEH C WOULD BE ABLE TO HEAR THE WIND COMING  
FROM THE SUN ROOF AND TOOK THE VEH TO THE DLRSH MULTIPLE TIMES

CRR-DP ASKED WHAT IS C'S ENTAIL CALL REGARDING TODAY?

C STATES ALL THE THINGS C IS TELLING CRR-DP AND C FEELS LIKE C HAS A LEMON  
VEH SINCE C HAS HAD MULTIPLE REPAIRS.

C STATES THAT C'S VEH IS A LEASE AND WOULD LIKE TO BE RELEASE FROM C'S  
LEASE CONTACT.

CRR-DP APOLOGIZE FOR THE INCONVENIENCE.

CRR-DP ASSURED C THAT C'S CONCERN HAS BEEN DOCUMENTED.

CRR-DP ASKED WHEN WAS C'S LAST VISIT TO THE DLRSH?

C STATES TODAY 08/20/08. @08/20-ZDP019N

C STATES WAS TOLD ONCE THE DLRSH HAD REPLACE THE IPDM BOX THE DLRSH  
WOULD NEED TO RUN MORE TEST.

C STATES THE SAME PROBLEM OCCURED WHEN C HAD WHEN C PICKED UP C'S VEH.

C STATES WAS TOLD C NEEDED A TRANSMISSION AND THE IPDM WILL NOT FIX THE PROBLE

CRR-DP ASKED WHAT WAS THE PROBLEM?

C STATES THE VEH WOULD NOT TO PICK UP SPEED AND FROM 20-40 MPH IT WOULD  
TAKE A LONG TIME AND C WOULD NEED TO ACCELERATE TO THE FLOOR.

C STATES WAS INFORMED C'S HIGHSPEED AND TRANSMISSION IS GONE.

CRR-DP ASKED WHEN C NOTICE THE PROBLEM?

C STATES NOTICE THE PROBLEM LAST WEEK WHEN C TOOK THE VEH IN.

CRR-DP ASKED WHOM C WAS DEALING AT THE TIME AT THE DLRSH?

C STATES SERVICE-RAY.

CRR-DP STATES WHAT DID SERVICE SAY ABOUT THE PROBLEM?

C STATES THE TECH WENT ON THE TEST DRIVE WITH C AND WAS TOLD IT WAS C'S HIGH  
GEAR TRANSMISSION AND WAS DETERMINE C NEEDED A NEW TRANSMISSION @08/20-ZDP019N  
AND IPDM BOX.

CRR-DP ASKED HOW MUCH IT WILL COST?

C STATES THE TRANSMISSION WOULD BE \$3400.00 AND THE IPDM BOX \$810.00.

CRR-DP APOLOGIZE FOR THE BAD EXPERIENCE.

CRR-DP ASKED WHAT IS C REQUESTING FROM NNA?

C STATES WOULD LIKE TO GET RELEASE FROM THE LEASE CONTACT AND C'S MONEY  
BACK FROM C'S PAYMENTS THAT C HAS BEEN PAYING C HAS BEEN HAVING  
NOTHING BUT PROBLEMS.

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CRR-DP APOLOGIZE REGARDING C'S CONCERN AND CONTRACT LEASE. CRR-DP INFORMED NISSAN DLRSHPS ARE INDEPEDENT BUSINESSES AND NISSAN IS PROHIBITED BY BOTH FEDERAL AND STATE LAW TO INTERVENE WITH ANY SALES OR CONTRACT CONCERNS.

CRR-DP ASKED IF C SPOKE WITH DLRSHP?

C STATES NO AND THOUGHT C WOULD NEED TO CALL THIS NUMBER FOR THE CONCERN.

C STATES WOULD LIKE TO BE RELEASE FROM C' CONTACT AND REIMB FOR THE MONEY

CRR-DP STATES THAT NNA IS UNABLE TO INTERVENE WITH ANY SALES OR

CONTRACT CONCERNS SINCE C HAD SIGN A CONTRACT.

C UNDERSTOOD AND WOULD LIKE TO KNOW WHAT C HAS TO DO.

CRR-DP STATES C WOULD NEED TO INQUIRE WITH THE DLRSHP FOR ANY FURTHER

ASSISTANCE AS C SIGNED A CONTRACT.

C THANKED CRR-DP FOR ASSISTANCE, C SATISFIED.

CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.

C DECLINED.

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.

CRR-DP CLOSING FILE AS NO FURTHER ASSISTANCE NEEDED. @08/20-ZDP019N

\*\*\*

CRR-HN RECEIVED A CALL FROM C.

CRR-HN VERIFIED C'S NAME, ADDRESS AND CONTACT NUMBER.

C STATES HAS ALREADY CALLED IN TO REQUEST FOR NISSAN TO BUY BACK C'S VEH.

C STATES BOTH NISSAN AND THE DLRSHP IS REFUSING TO ASSIST C, C NEEDS TO SPEAK

TO SOMEONE WHO CAN ASSIST C WITH HAVING C'S VEH BOUGHT BACK.

CRR-HN ADVISED C THAT CONCERN HAS BEEN DOCUMENTED AND FORWARDED TO RCAS WHO

WILL CONTACT C BY THE END OF THE NEXT BUSINESS DAY.

C STATES C UNDERSTANDS.

CRR-HN OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-HN GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-HN TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @09/12-ZHN000N

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RCAS-SM IN REVIEW OF FILE.

RCAS-SM DATANETTED FILE TO DLR. @09/15-ZSM191N

RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 12:39 PM EST 09/15/08. RCAS ADVISED C

THAT DUE TO THE AGE AND MILEAGE ON THE VEH THAT NNA WILL NOT BE IN A POSITION

TO BUY C'S VEH BACK. C STATES THAT C THINKS THAT NNA SHOULD BUY VEH BACK AS

C HAS HAD NUMEROUS PROBLEMS WITH THE VEH. C STATES THAT C HAS HAD THE A

ALTERNATOR REPLACED 3 TIMES, THE CATALYTIC CONVERTOR CHANGED TWICE, 3 DRIVERS

SEATS PUT IN AND NOW C NEEDS A NEW TRANSMISSION AND IPDM. C STATES THAT C

BELIEVES THAT NNA SHOULD BE RESPONSIBLE FOR BUYING THE VEH BACK. RCAS ADVISED

C THAT NNA BASES BUYBACKS ON STATE LAWS AND AS RCAS WAS EXPLAINING THE

PROCESS THE CALL WAS DISCONNECTED.

RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 12:45 PM EST ON 09/15/08 AND LEFT

VMX WITH CONTACT INFORMATION. @09/15-ZSM191N

\*\*\*\*\*

CRR-MH RECEIVED CALL FROM C STATING C WAS WAITING FOR A CALLBACK FROM

RCAS-SM AND C COULD NOT UNDERSTAND RCAS-SM VERY WELL ON THE VMX AND WOULD

LIKE A CALLBACK ASAP FROM RCAS-SM. @09/16-ZMH815N

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

CRR-MH GAVE C NAME AND EXTENSION.

CRR-MH SENDING INTERNAL MEMO TO RCAS-SM TO CALL C ASAP. @09/16-ZMH815N

\*\*\*\*\*

@09/16-ZMH815N

RCAS-SM CONTACTED C ON DAY NUMBER AT 11:28 AM EST ON 09/17/08 AND LEFT VMX.

RCAS-SM CONTACTED C ON EVE NUMBER AT 11:29 AM EST ON 09/17/08 AND LEFT VMX.

@09/17-ZSM191N

RCAS-SM CONTACTED C ON DAY NUMBER AT 12:42 PM EST ON 09/19/08 AND LEFT VMX.

RCAS-SM CONTACTED C ON EVE NUMBER AT 12:43 PM EST ON 09/19/08 AND LEFT VMX.

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RCAS-SM NOTES THAT RCAS RECIEVED A VMX FROM C AT 9:06 AM EST ON 09/19/08  
REQUESTING A CALL BACK ON DAY NUMBER BETWEEN 11:30-12:30 CST. @09/19-ZSM191N

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RCAS-SM CONTACTED C ON DAY NUMBER AT 10:54 AM EST ON 09/23/08 AND LEFT VMX.  
RCAS-SM CONTACTED C ON EVE NUMBER AT 10:55 AM EST ON 09/23/08 AND LEFT VMX.  
RCAS-SM CONTACTED C ON DAY NUMBER AT 10:17 AM EST ON 09/25/08. RCAS ADVISED C  
THAT NNA WILL NOT BUYBACK C'S VEH DUE TO THE AGE. C STATES THAT C WANTS THIS  
LOOKED AT BY SOMEONE HIGHER. RCAS ADVISED C THAT THERE IS NO ONE AT NISSAN  
WHO WILL LOOK AT THIS AND BUY C'S VEH BACK. RCAS OFFERED BBB'S NUMBER FOR  
C. C STATES THAT C DOES NOT WANT TO SPEAK TO THEM AND WANTS THE VEH BOUGHT  
BACK. RCAS ADVISED C THAT NNA WILL NOT DUE TO THE AGE AND MILEAGE ON THE  
VEH. C ADVISED RCAS THAT C IS NOT PAYING ANOTHER NOTE ON THE VEH AND WANTS  
IT REPAIRED FREE OF CHARGE, SO RCAS BETTER DO WHATEVER HAS TO BE DONE TO  
HAVE THIS TAKEN CARE OF. RCAS ADVISED C THAT NNA WILL PROBABLY NOT ASSIST  
WITH ANY REPAIRS EITHER. C DEMANDED THAT RCAS LOOK IN TO IT. RCAS ADVISED  
RCAS WILL CALL BACK ON 09/26/08 WITH AN ANSWER. @09/25-ZSM191N

RCAS-SM SPOKE TO DPSM-TW AT 11:40 AM EST ON 09/25/08. DPSM STATES THAT NNA  
WILL NOT ASSIST AS C IS OUTSIDE OF THE FACTORY WARRANTIES AS WELL AS C'S VSC  
WARRANTIES. RCAS THANKED DPSM. @09/25-ZSM191N

RCAS-SM CONTACTED C ON DAY NUMBER AT 9:36 AM EST ON 09/26/08. RCAS ADVISED C  
THAT AT THIS TIME NNA IS NOT IN A POSITION TO ASSIST C WITH THE REPAIRS. C  
STATES THAT'S FINE C IS NOT GOING TO HAVE THE VEH REPAIRED AND NNA CAN PICK  
IT UP CAUSE C IS NOT GOING TO PAY ANYTHING FURTHER ON IT.

RCAS-SM UPDATING/VERIFING TREAD AND CLOSING FILE AS NO FURTHER ACTION IS  
REQUIRED. @09/26-ZSM191N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

BETWEEN NNA AND CUSTOMER , NOT ALL STAR, WE DIDNT MAKE THE VEHICLE.

@09/15-3649

CLOSE CAIR

@09/19-3649

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## CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                | 1 DATE: 09 / 12 / 08      | USERID: ZHN000N     |
| OTHER #:                   | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3649             | EFFECTIVE: 08 / 20 / 08   | 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: ZDP019N        |                     |
| HISTORY:                   | UPDATE BY: ZSM191N        |                     |
| SVC CALL#:                 | UPDATE DATE: 09 / 26 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 09 / 26 / 08  | MICROFILM: N        |
| RESP CAA: MCGUIRE, SHANNON | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041595          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                              |              |                           |            |           |         |  |                    |          |
|------------------------------|--------------|---------------------------|------------|-----------|---------|--|--------------------|----------|
| ----- CONSUMER AFFAIRS ----- |              |                           |            |           |         |  |                    |          |
| CA6259494                    |              | SERVICE CONTRACTS SUMMARY |            |           |         |  | DATE: 1/26/2009    |          |
|                              |              |                           |            |           |         |  | TIME: 12:49:06 PM  |          |
| NAME: [REDACTED]             |              | VIN:                      |            |           |         |  | MODEL YEAR: 2004.0 |          |
|                              |              | IN SCV DATE: 12/22/2006   |            |           |         |  | MAKE:              |          |
|                              |              |                           |            |           |         |  | MODEL LINE: MUR    |          |
| SEQ                          |              | DEALER                    | EFFECTIVE  | EXPIRE    | EXPIRE  |  | CANCEL             | TRANSFER |
| NO                           | CONTRACT NO  | NUMBER ST                 | DATE       | DATE      | MILEAGE |  | DATE               | DATE     |
| 315                          | RCNA02323041 | 3649 LA                   | 1/14/2004  | 1/14/2008 | 60.000  |  |                    |          |
| 316                          | RMNU08108899 | 3649 LA                   | 12/22/2006 | 10/7/2010 | 100.000 |  | 12/22/2006         |          |
| 317                          | RMNU98108899 | 3649 LA                   | 12/22/2006 | 10/7/2010 | 100.000 |  | 7/7/2008           |          |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCNA02323041                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: A                          | PLAN TERM:                           |
| DEDUCTABLE: \$                        | DEDUCTABLE:                          |
| EFFECTIVE: 01/14/04                   | EFFECTIVE:                           |
| EXPIRES: 01/14/08    MILES:    60,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 10/19/2004               | TRANSACTION:                         |
| PRINTED: 10/22/04                     | PRINTED:                             |
| DEALER NO: 3649        STATE:    LA   | DEALER NO:                    STATE: |
| DEALER NAME: ALL STAR NISSAN, L.L.C.  | DEALER NAME:                         |
| -----+-----                           |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: RMNU08108899               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: M                         |                | PLAN TYPE:   |        |
| PLAN TERM: U                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/22/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 10/07/10                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 12/22/06                     | MILES: 59,979  | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 2/14/2007               |                | TRANSACTION: |        |
| PRINTED:                             |                | PRINTED:     |        |
| DEALER NO: 3649                      | STATE: LA      | DEALER NO:   | STATE: |
| DEALER NAME: ALL STAR NISSAN, L.L.C. |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: RMNU98108899               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: M                         |                | PLAN TYPE:   |        |
| PLAN TERM: U                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/22/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 10/07/10                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 07/07/08                     | MILES: 83,437  | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 8/6/2008                |                | TRANSACTION: |        |
| PRINTED: 02/16/07                    |                | PRINTED:     |        |
| DEALER NO: 3649                      | STATE: LA      | DEALER NO:   | STATE: |
| DEALER NAME: ALL STAR NISSAN, L.L.C. |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |



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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08TX5W [REDACTED] 5 Y     |
| CITY: FLORENCE        | YR/MDL: 2005.0 MUR MILEAGE: 91009   |
| ST/ZIP: SC [REDACTED] | IN SVC DATE: 07 / 29 / 05           |
| DAY PH: [REDACTED]    | RTL DLR: 16018 PALMETTO NISSAN INC  |
| EVE PH: [REDACTED]    | SVC DLR: 16018 PALMETTO NISSAN INC  |
| DLR PH: 843 665 8467  | RESP DLR: 16018 PALMETTO NISSAN INC |
| VCAN: N               | REGION: 34 DIST: SL/SV/PT: 07 07 37 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 08 / 05 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 16018 PALMETTO NISSAN INC  
 OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 55009 (PT) MONTHS: MILES: 31009

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 08 / 22 / 08     | XFER/RSPNSBLTY: 34 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 11 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 16 / 08    | DATANET (Y/N): 09 / 10 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZTL158N 08/22/2008

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

C LETTER WAS RECEIVED ON 08/05/08

DATED 07/04/08 LETTER WAS REC'D VIA REGULAR MAIL

MT TL IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW  
AND ASSISTANCE @08/22-ZTL158N

\*\*\*\*\*LETTER FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND:NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 08/05/08  
TO NISSAN CONSUMER AFFAIRS ,DATED 07/04/08.

CRR-AG VERIFIED C'S NAME AND ADDRESS. C DID NOT PROVIDE VIN,  
MILEAGE.DAY/EVENING PHONE NUMBER.AND RESPONSIBLE DEALER.  
CRR-AG DID NOT CHECK FOR OPEN RECALLS/ CAMPAIGNS/UPGRADES  
BECAUSE CUSTOMER DID NOT PROVIDE THE VIN. @08/26-ZAG555N

C STATED C HAD MURANO LAST AUGUST 2005.

C COMPLIMENTING THE VEH.

C STATED THAT IN AUGUST 2006 C PURCHASED 350Z FOR DAUGHTER.

C STATED THAT ON JUNE 18 C EXPERIENCED AN INCIDENT WITH DRIVER'S SEAT -  
FRAME FELT AS THOUGH SEAT BROKE RESULTING IN SHIFTING BACK AND TO THE  
LEFT.

C STATED THAT VEH WA TOOK TO PALMETTO NISSAN FOR SERVICE.

C STATED THAT SM SAT IN THE SEAT AND AGREED THE SM DID NOT FEEL RIGHT.

C STATED THAT SM - STACY WRIGHT CALLED AND TOLD C FRAME OF DRIVER 'S SEAT  
HAD BROKEN AND TO FIX THAT WOULD COST \$1100.

C STATED THAT DUE TO FACT THAT C WAS LEAVING ON VACATION ON JUNE 25, NO  
ALTERNATIVE BUT TO GET SEAT REPAIR.

C STATED THAT SM- STACY TOLD C THAT COULD NOT ADDRESS THIA ISSUE DUE TO  
MILEAGE ON VEH BEING 9100MILES, AND IRREGARDLESS THE VEH IS NOT 3 YEARS  
OLD YET. @08/26-ZAG555N

C STATED THAT C WAS REQUESTING FOR REIMBURSEMENT THE AMOUNT OF REPAIR.

CRR-AG CONTACT C AT 4:26 PM EST.UNABLE TO SPEAK TO C AND LEFT VXM.

CRR-AG INFORMED C THAT FOR REQUEST OF REIMBURSEMENT, NISSAN NEEDS PROOF OF  
DOCUMENTATION SUCH AS :

A.PROOF OF OWNERSHIP

B. PROOF OF WORK ORDER

C. PROOF OF PAYMENT

CRR-AG INFORMED TO FAX DOC TO 615-967-2376. @08/26-ZAG555N

CRR-AG WAITING FOR C RESPONSE. @08/26-ZAG555N

@08/26-ZAG555N

CRR-AG CONTACT C AT 1:31PM,UNABLE TO SPEAK TO C AND LEFT VXM. @08/28-ZAG555N

CRR-AG CONTACT C AT 5:20 PM , UNABLE TO SPEAK TO C AND LEFT VXM.

CRR-AG SEND POSTCARD TO C SINCE CONTACT C THREE TIMES AND NO RESPONSE.

CRR-AG CLOSING FILE PENDING C'S RESPONSE. @09/02-ZAG555N

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@09/03-ZKN794N

CRR-KN RECEIVED A CALL FROM C, CRR-KN RE-OPENING FILE.

CRR-KN VERIFIED C'S NAME. ADDRESS AND PHONE NUMBER.

C STATED THAT C WANTS TO KNOW THE FAX NUMBER OF CRR-AG. @09/03-ZKN794N

CRR-KN ASKED FOR WHAT FAX NUMBER C HAVE FOR CRR-AG.

C GVE 615-976-2376.

CRR-KN INFORMED C THAT THE FAX NUMBER OF CRR-AG IS 615-967-2376 NOT 615-976-  
2376.

C UNDERSTOOD.

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C STATED THAT C WILL JUST FAX THE DOCS AGAIN TO CRR-AG'S FAX NUMBER.

C THANKED CRR-KN FOR ASSISTANCE, C SATISFIED.

CRR-KN OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-KN GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-KN RE-CLOSING FILE. @09/03-ZKN794N

CRR-AG RECEIVED FAX DOCUMENT FROM C.

CRR-AG FORWARDS THE FILE TO RCAS FOR REVIEW AND SEND INTERNAL MESSAGE AND ATTACHED DOCUMENTS. @09/08-ZAG555N

RCAS-WL CONTACTED SM-STACEY WRIGHT ON 9/9/08 AT 11:46AM EST ON DAY PHONE.

SM-SW STATED C VEH HAD 91009 MILES WHEN C HAD NEEDED REPAIR'S ON C 'S VEH FOR THE FRAME OF THE DRIVER SEAT. SM-SW STATED DPSM-FB REVIEWED THE FILE WITH 16018 PALMETTO NISSAN INC AND DECLINE GOODWILL BECAUSE C'S VEH WAS OUTSIDE OF WARRANTY BY MILEAGE. @09/09-ZWL007N

CRR-MH RECEIVED CALL FROM C WHO STATED C WAS WAITING TO HEAR BACK FROM RCAS-WL. @09/12-ZMH815N

CRR-MH INFORMED C THAT AN INTERNAL MEMO TO RCAS-WL TO CALL C ASAP AS C HAS TRIED CALLING RCAS-WL 3 TIMES AND LEFT VMX'S WITH NO LUCK. @09/12-ZMH815N

CRR-MH OFFERED C ADDITIONAL ASSISTANCE, C DECLINED

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-MH SENDING INTERNAL MEMO TO RCAS-WL TO CALL C ASAP. @09/12-ZMH815N

\*\*\*

RCAS-KF ASSISTING RCAS-WL WITH FILE, 09/16 AT 4:06 PM EST. @09/16-ZKF621N

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER, 09/16 AT 4:07 PM EST. RCAS-KF ADVISE C THAT NNA WOULD NOT BE IN A POSITION TO ASSIST WITH THE REPAIRS AS THE VEH IS FAR OOW AND THE ISSUE WOULD BE A C PAY ISSUE. C STATED THAT C BELIEVES THAT THE ISSUE IS ABNORMAL AND IS DEFECTIVE. C STATED THAT C WOULD NEVER OWN ANOTHER NISSAN AS A SEAT FRAME IS NOT SUPPOSED TO BREAK. C STATED THAT C HAS OWNED MANY OTHER VEHS AND THAT A SEAT FRAME HAS NEVER BROKEN. C STATED THAT C WOULD LIKE FOR RCAS-KF TO DOCUMENT THAT NNA HAS A VERY UN-SATISFIED C AND THAT C HAS A PRETTY HIGH PROFILE JOB AND THAT C WOULD NOT BAD-MOUTH NNA BUT THAT IF SOMEONE ASKS C, C WILL BE HONEST. C THANKED RCAS-KF AND ENDED CALL. RCAS-KF CLOSING FILE.

\*\*\*

@09/16-ZKF621N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FILE BEEN REVIEWED

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | 0 DATE: 00 / 00 / 00      | USERID:             |
| OTHER #:               | 2 DATE: 09 / 08 / 08      | USERID: ZAG555N     |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 16018        | EFFECTIVE: 08 / 22 / 08   | 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: ZTL158N        |                     |
| HISTORY:               | UPDATE BY: ZKF621N        |                     |
| SVC CALL#:             | UPDATE DATE: 09 / 16 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 09 / 16 / 08  | MICROFILM: N        |
| RESP CAA: LEE, WILFRED | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041485      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                        |                                           |
|------------------------|-------------------------------------------|
| NAME: [REDACTED]       | SC: NONE                                  |
| STREET: [REDACTED]     | VIN: JN8AZ08W55W [REDACTED] Y             |
| CITY: PLYMOUTH MEETING | YR/MDL: 2005.0 MUR MILEAGE: 69196         |
| ST/ZIP: PA [REDACTED]  | IN SVC DATE: 02 / 03 / 05                 |
| DAY PH: [REDACTED]     | RTL DLR: 3458 MONTGOMERYVILLE NISSAN      |
| EVE PH: [REDACTED]     | SVC DLR: 3094 CONICELLI NISSAN            |
| DLR PH: 610 825 4200   | RESP DLR: 3094 CONICELLI NISSAN           |
|                        | DENY: REGION: 26 DIST: SL/SV/PT: 06 06 36 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 55000 # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: 33196 (PT) MONTHS: MILES: 9196

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 25 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 29 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 29 / 08    | DATANET (Y/N): 08 / 27 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZEP829N 08/25/2008

CRR-CB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DEALER.

PREVIOUS UNRELATED FILES FOUND: NONE

PREVIOUS RELATED FILES FOUND: NONE

CRR-CB INFORMED C OF C WARRANTY PARAMETERS

CRR-CB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

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. .  
. .  
. .  
CRR-CB ADVISED C THAT THERE WERE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH: NONE

CRR-CB RECEIVED INBOUND CALL FROM C, C STATES: @08/25-ZEP829N

C IS CALLING AS DRIVERS FRONT SEAT, BACK LEFT BRACKET\_HAS SNAPPED AND AND C CALLED DLRSH, WHO TOLD C THAT OF COURSE THEY NEED TO SEE IT, BUT ALREADY AS VEH IS BEYOND PARAMETERS IT WONT BE COVERED BY WARRANTY. C STATES NO ONE OVER 180LBS HAS EVER SAT IN SEAT. C IS CONCERNED AS THIS IS OBVIOUSLY A HUGE SAFETY CONCERN. WIFE IS PREGNANT AND IS USUAL DRIVER OF VEH. C STATES THIS IS A 2 PERSON FAMILY AND BOTH DRIVE NISSANS. CRR-CB EXPLAINED TO C THAT VEH WOULD NEED TO BE DIAGNOSED BY A AUTHORIZED NISSAN DLRSH. C UNDERSTOOD AND HOPES TO HAVE APPT BOOKED FOR THIS WEEK. C WILL CALL BACK AFTER APPT TO REOPEN FILE AND SUBMIT REQUEST FOR ASSISTANCE. @08/25-ZEP829N

CRR-CB ASSURED C THAT ALL THE INFORMATION AS BEEN DOCUMENTED IN THE FILE.

CRR-CB OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-CB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-CB CLOSING FILE PENDING C CALLBACK

\*\*\*\*\* @08/25-ZEP829N

CRR-KL RECEIVED CALL FROM C.

CRR-KL REVIEWING/UPDATING FILE. @08/26-ZKL035N-COMMENT

CRR-KL VERIFIED NAME, ADDRESS, DAY AND EVENING PHONE NUMBER.

CRR-KL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/10/06 2428

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/10/06 2428

CRR-KL ADVISED C THERE ARE NO OPEN RECALLS.

C STATES C WAS ADVISED BY CRR-CB TO MAKE AN APPOINTMENT WITH THE DLRSH AND THEN TO CALL NNA BACK TO SEND FILE TO RCAS FOR ASSISTANCE.

C STATES C HAS MADE AN APPOINTMENT WITH A NISSAN DLRSH TO INSPECT C'S VEH 08/27/08.

CRR-KL ADVISED C THAT THE DIAGNOSTIC HAS TO BE MADE BEFORE THE FILE IS SENT TO RCAS.

CRR-KL ADVISED C THAT THE RCAS SPECIALIST CALL THE DLRSH TO INQUIRE C'S VEH AND IF THE VEH IS NOT INSPECTED OR DIAGNOSED THEN THAT IS A ISSUE.

CRR-KL ADVISED C TO CALL NNA BACK ONCE C IS ADVISED OF A DIAGNOSIS.

CRR-KL ADVISED C THAT CRR-KL IS DOCUMENTING EVERYTHING IN FILE.

CRR-KL GAVE FILE NUMBER.

CRR-KL OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-KL EXITING FILE. @08/26-ZKL035N-COMMENT

\*\*\*\*\*

CRR-MH UPDATING FILE A C'S REQUEST.

CRR-MH UPDATED OWNER DATABASE.

CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/10/06 2428

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CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/10/06 2428

CRR-MH ADVISED C THERE ARE NO OPEN RECALLS.

CRR-MH RECEIVED INBOUND CALL FROM C.

CRR-MH ADVISED C THAT C IS OUTSIDE OF THE BASIC AND PWOERTRAIN WARRANTY.

C STATES THAT C BROUGHT THE VEH TO THE DLRSHIP AND C WAS INFORMED THAT THE DRIVERS SIDE SEAT NEEDS TO BE REPLACED, AND THIS IS GOING TO COST C \$800.

C STATES THAT C WOULD LIKE TO HAVE THIS COVERED UNDER GOODWILL ASSISTANCE.

C STATES THAT C NEEDS TO HAVE A RENTAL VEH FOR THIS AND C FEELS THAT NNA SHOULD ASSIST C WITH THIS ASWELL.

C STATES THAT C WOULD LIKE RCAS TO CONTACT C ON FRIDAY INSTEAD OF THURSDAY.

CRR-MH OFFERED FURTHER ASSISTANCE TO C, C DECLINED. @08/27-ZMH605N

CRR-MH GAVE NAME, EXTENSION, AND FILE NUMBER. @08/27-ZMH605N

CRR-MH TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @08/27-ZMH605N

CRR-MH SETTING FOLLOW-UP DATE TILL FRIDAY. @08/27-ZMH605N

RCAS-KM IN REVIEW OF FILE 8/27/08 - NOTE: CRR-MH NOTES FOLLOW UP SET FOR FRIDAY. FOLLOW UP DATE ON SCREEN 8/27/08.

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR.

RCAS-KM DATA NETTING FILE TO DLR. @08/27-ZKM698N

@08/27-ZKM698N

RCAS-KM RECEIVED CALL FROM SM-JACK DEPRE 8:45 AM EST 8/28/08 AND INFORMED C IS NOT A GOOD SERVICING CUSTOMER, PAST WARRANTY. RCAS-KM INFORMED WILL CONTACT ORM/DPSM FOR POSSIBLE OOW GOODWILL. @08/28-ZKM698N

RCAS-KM UPDATING FOLLOW UP TO C FOR 8/29/08 PER C'S REQUEST IN CRR NOTES.

@08/28-ZKM698N

RCAS-KM SENDING EMAIL TO ORM/DPSM FOR POSSIBLE OOW GOODWILL FOR SEAT TRACK REPAIR 1:40 PM EST 8/28/08. @08/28-ZKM698N

RCAS-KM RECEIVED EMAIL FROM ORM 8/28/08 INFORMING NNA UNABLE TO ASSIST WITH OOW GOODWILL FOR SEAT REPAIR. @08/28-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 1:44 PM EST 8/29/08. RCAS-KM INFORMED C NNA UNABLE TO ASSIST WITH REPAIR TO SEAT. RCAS-KM INFORMED C EACH CASE IS REVIEWED ON A CASE BY CASE BASIS BY ORM/DPSM. C STATED WILL NEVER PURCHASE ANOTHER NISSAN IF NNA DOES NOT ASSIST C WITH REPAIR. C REQUESTED NUMBER FOR BBB. RCAS-KM PROVIDED BBB PHONE NUMBER. C STATED IS NOT HAPPY THAT NNA WILL NOT STAND BEHIND NNA VEHICLE. RCAS-KM INFORMED C VEHICLE IS PAST

BASIC WARRANTY FOR REPAIR. @08/29-ZKM698N

RCAS-KM UPDATING TREAD ACT CODES.

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @08/29-ZKM698N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1145641

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 08/29/08 DATE CREATED: 09/03/08

CRR-JG VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, VIN, RESPONSIBLE DLR

C DID NOT PROVIDE MILEAGE

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES @09/03-ZJG904N-COMMENT

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/10/06 2428

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/10/06 2428

C'S EMAIL READS:

"WANTED TO INFORM NISSAN THAT I HAVE SUBMITTED THE FOLLOWING

COMPLAINT TO THE BETTER BUSINESS BUREAU AT THE

RECOMMENDATION OF YOUR NISSAN REGIONAL SPECIALIST.

EXPLANATION OF ISSUE: I RECENTLY NOTICED THAT MY 2005 NISSAN

MURANO HAD A PROBLEM WITH THE DRIVER'S SEAT. WHEN TURNING

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LEFT. THE LEFT-REAR SIDE OF THE DRIVER'S SEAT WOULD LIFT UP. I LOOKED UNDER THE SEAT AND FOUND THAT THE SEAT FRAME HAD LITERALLY SNAPPED AT THE POINT WHERE IT SHOULD CONNECT TO THE POWER RAIL, LEAVING THIS CORNER OF THE SEAT COMPLETELY UNTETHERED TO THE CAR. RECOGNIZING THE POTENTIAL DANGER THAT THIS COULD POSE I TOOK THE CAR TO CONICELLI NISSAN IN PA TO HAVE IT SERVICED. AFTER THEIR INSPECTION THEY INFORMED ME THAT THE MOTOR THAT'S RESPONSIBLE FOR RAISING AND LOWERING THE LEFT SIDE OF THE SEAT HAD BURNED OUT, AND HAD RESULTED IN "TWISTING" THE FRAME OF THE SEAT. THIS LED TO IT FINALLY SNAPPING. I WAS ALSO INFORMED THAT BECAUSE THE CAR WAS OUT OF WARRANTY (ORIGINAL WARRANTY WAS 3 YEARS / 36000 MILES AND IT HAS 69,000 MILES), NISSAN WOULD NOT COVER THE REPAIRS. I CALLED NISSAN DIRECTLY AT 1-800-NISSAN1 AND WAS CONNECTED WITH KIM, THE REGIONAL SPECIALIST WHO COVERS MY AREA, WHO INFORMED ME THAT NISSAN WOULD NOT REIMBURSE ME FOR THE REPAIR EITHER. MY ISSUE, AS I CLEARLY EXPLAINED TO KIM, IS THAT REGARDLESS OF THE SEAT MOTOR BURNING OUT, THE FRAME OF SEAT SHOULD BE STRONG ENOUGH NOT TO "TWIST" AND SNAP. THIS IS EITHER A HAZARDOUS FLAW IN THEIR DESIGN OR A PRODUCT DEFECT. IN EITHER CASE THE COST OF THIS REPAIR SHOULD BE COVERED BY NISSAN. MOTORS MAY BURN OUT, AND BECAUSE THE CAR IS OUT OF WARRANTY I WOULDN'T EXPECT NISSAN TO BE RESPONSIBLE TO REPLACE IT. THE SEAT FRAME SHOULD NEVER TWIST AND SNAP (UNLESS UNDER EXTREME FORCE). IF ANOTHER NISSAN CUSTOMER'S SEAT MOTOR SHOULD BURN OUT THEY WILL BE FACED WITH THE DECISION AS TO WHETHER OR NOT THE SEAT'S MOBILITY IS WORTH THE COST OF REPLACING THE MOTOR. WHAT THEY LIKELY WILL NOT REALIZE IS THAT BECAUSE THE SEAT FRAME LACKS SUFFICIENT STRENGTH AND QUALITY, WHICH I BELIEVE IS A REASONABLE EXPECTATION, THE FAILED MOTOR POSES A VERY REAL RISK OF COMPROMISING THE SAFETY OF THE DRIVER'S SEAT. I BELIEVE THIS DEFECT (THE WEAKNESS OF THE SEAT FRAME VS THE FORCE EXERTED BY THE POWER SEAT'S MOTORS) MAY BE CAUSE FOR A RECALL OR AT A MINIMUM A WARNING TO NISSAN CUSTOMERS. I ALSO CERTAINLY BELIEVE THAT NISSAN, HAVING RECOGNIZED THE ISSUE, IS RESPONSIBLE TO REPAIR / REPLACE ANY CUSTOMER'S SEAT THAT EXHIBITS THE PROBLEM. DESIRED OUTCOME: I CANNOT IN GOOD CONSCIENCE ALLOW MY WIFE AND CHILD TO RIDE IN THE MURANO WITHOUT REPAIRING THE SEAT, SO HAVE PAID CONICELLI NISSAN'S SERVICE DEPARTMENT TO REPLACE THE SEAT FRAME AND MOTOR AT A COST OF APPROXIMATELY \$800. I ALSO HAD TO RENT A CAR DURING THE REPAIR PROCESS (A PERIOD OF 2 DAYS), COSTING APPROXIMATELY \$100 (I WILL GLADLY PROVIDE RECEIPTS TO DETAIL THE EXACT AMOUNTS IN QUESTION). MY DESIRED OUTCOME IS FOR NISSAN TO REIMBURSE ME FOR THESE EXPENSES THAT ARE DIRECTLY RELATED TO THE PRODUCT DEFECT."

CRR-JG NOT RESPONDING AS RCAS HAS CLOSED FILE AND C HAS CONTACTED BBB @09/03-ZJG904N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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



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DEALER ACTION:

CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: N           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA      |
| CALLBACK: (Y/N) #: 0   | DATE: 00 / 00 / 00        | USERID:               |
| REOPEN: CALLBACK #: 0  | DATE: 08 / 27 / 08        | USERID:               |
| NEW INFO #: 0          | DATE: 00 / 00 / 00        | USERID:               |
| OTHER #: 0             | DATE: 00 / 00 / 00        | USERID:               |
| COMMENTS ONLY: #: 2    | DATE: 09 / 03 / 08        | USERID: ZJG904N       |
| RESP DLR: 3094         | EFFECTIVE: 08 / 25 / 08   | 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: ZEP829N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 09 / 03 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 29 / 08  |                       |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | MICROFILM: N          |
| PHONE: 0000041429      | OWNER FIRST:              | DOM: STALNAKER ROBERT |
|                        |                           | LANGUAGE: E ENGLISH   |

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SC: NONE

NAME: [REDACTED] VIN: JN8AZ08T75W [REDACTED] 4 Y  
STREET: [REDACTED] YR/MDL: 2005.0 MUR MILEAGE: 55935  
CITY: LEES SUMMIT IN SVC DATE: 04 / 30 / 05  
ST/ZIP: MO [REDACTED] VCAN: N RTL DLR: 3644 MC CARTHY OLATHE NISSAN  
DAY PH: [REDACTED] PAID: 4 SVC DLR: 5164 LEE'S SUMMIT NISSAN  
EVE PH: [REDACTED] SUSP: 1 RESP DLR: 5164 LEE'S SUMMIT NISSAN  
DLR PH: 816 251 2000 DENY: 0 REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3603 MCCARTHY BLUE SPRI  
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 19960 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 25 / 08 XFER/RSPNSBLTY: 32 10 S  
CONTACT (S): FOLLOWUP DATE: 09 / 02 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 09 / 03 / 08 DATANET (Y/N): 08 / 26 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZIC502N 08/25/2008

PREVIOUS FILES FOUND:NONE

@08/25-ZIC502N

RELATED: NONE

UNRELATED:NONE

CRR-IC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-IC UPDATED DAY PHONE NUMBER IN THE OWNER'S DATABASE.

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES AND FOUND: NONE

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-IC ADVISED C THAT THERE ARE NO OPEN RECALLS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-IC RECEIVED CALL FROM C.

C STATED THAT DRIVER'S SEAT ROCKS AND TILTS ON THE LEFT DRASTICALLY.

C STATED THAT DLR IS CHARGING C \$900.00 FOR THE REPAIRS. @08/25-ZIC502N

C SATTED THAT C HAD FOUND GROUP DISCUSSIONS ONLINE FROM CUSTOMERS WHO  
HAVE THE SAME PROBLEM.

CRR-IC ADVISED C THAT C MAY BE ELIGIBLE FOR REIMBURSEMNT WHEN TIME COMES THAT  
PART WILL BE RECALLED BY NISSAN.

CRR-IC ADVISED C THAT NNA REGULARLY REPORTS TO NHTSA FOR THE SAME KIND OF  
COMPLAINTS OR INCIDENTS.

C STATED THAT C WANTED ASSISTANCE FOR THE EXPENSE ON THE REPAIRS.

CRR-IC ADVISED C THAT CALL WILL BE TRANSFERRED TO C GROUP FOR FURTHER  
ASSISTANCE.

CRR-IC OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-IC GAVE C NAME, EXTENSION ,AND FILE NUMBER.

CRR-IC LEAVING FILE, TRANSFERRING TO C GROUP.

@08/25-ZIC502N

\*\*\*\*\*

CRR-SS RECEIVED INBOUND CALL FROM C.

C STATES THAT C'S DRIVESIDE SEAT HAS BROKEN OFF THE BASE AND C WAS INFORMED  
BY DLRSHF THAT C WOULD HAVE TO PAY OUT OF POCKET FOR REPAIRS. C STATES THAT C  
WOULD LIKE NISSAN TO ASSIST C WITH THE REPAIR CHARGES OF THIS VEH.

CRR-SS INFORMED C THAT FILE WILL BE ESCALATED TO RCAS AND THAT C SHOULD EXPECT  
A CALLBACK WITHIN THE NEXT BUSINESS DAY. C UNDERSTOOD.

CRR-SS OFFERED FURTHER ASSISTNACE, C DECLINED.

CRR-SS PROVIDED FILE NUMBER, NAME AND EXTENSION.

CRR-SS TRANSFERRING FILE TO RCAS FOR FURTHER ASSISTANCE. @08/25-ZSS743N

\*\*\*\*\*

@08/26-ZLA999N

RCAS-LA CALLED C AT DAY PHONE 08/26/08, 12:44PM EST, ADVISED FILE HAD BEEN  
RECEIVED AND CONFIRMED RESPONSIBLE DLR. RCAS-LA ADVISED DLR WILL BE CONTACTED  
FOR REPAIR INFORMATION AND FILE REVIEWED BY REGIONAL STAFF WHO WILL MAKE A  
DECISION. C UNDERSTOOD. RCAS-LA STATED WOULD FOLLOW UP WITH C 08/28/08 AND  
PROVIDED NAME, NUMBER, EXTENSION. C THANKED RCAS-LA AND ENDED CALL.

@08/26-ZLA999N

\*\*\*\*\*

@08/28-ZLA999N

RCAS-LA LEFT MESSAGE WITH SA FOR SM-CHRIS MCCAULEY 08/28/08, 11:02AM EST  
REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSION. @08/28-ZLA999N

---  
RCAS-LA RECEIVED VMX FROM SM-CHRIS 08/28/08 REQUESTING CALLBACK.

---  
RCAS-LA LEFT MESSAGE WITH SA FOR SM-CHRIS MCCAULEY 08/28/08, 12:45PM EST  
REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSION. @08/28-ZLA999N

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RCAS-LA RECEIVED VMX FOR SM-CHRIS REQUESTING CALLBACK.

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RCAS-LA SPOKE WITH SM-CHRIS MCCAULEY 08/28/08, 2PM EST WHO STATES WILL LOOK UP INFORMATION AND CALL RCAS-LA BACK. @08/28-ZLA999N

---

RCAS-LA RECEIVED VMX FROM SM-CHRIS 08/28/08 REQUESTING CALLBACK.

--- @08/28-ZLA999N

RCAS-LA SPOKE WITH SM-CHRIS MCCAULEY

08/25/08-55935 MILES-CUSTOMER STATES DRIVER'S SEAT LEANS FORWARD-->VEH

REQUIRES DRIVER'S SEAT ASSEMBLY

SM-CHRIS MCCAULEY STATES THIS IS FIRST TIME VEH HAS BEEN TO DLRSHIP BUT KNEW C FROM WORKING AT MCCARTHY BLUE SPRINGS. C WAS A GOOD MAINTENANCE CUSTOMER WITH DLR 3603. SM-CHRIS STATES WILL RUN GRT. @08/28-ZLA999N

---

RCAS-LA CALLED C AT DAY PHONE 08/28/08, 5:13PM EST: OFFICE NUMBER, NO PERSONAL VMX AVAILABLE. @08/28-ZLA999N

---

RCAS-LA CALLED C AT EVE PHONE 08/28/08, 5:14PM EST AND LEFT VMX REQUESTING CALLBACK; GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. @08/28-ZLA999N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE @08/29-ZPA624N

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1142339

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED:08/25/08 DATE CREATED:08/28/08

VIN ON FILE, VERIFIED CUSTOMER (PUT IN IF NOT IN EMAIL & FOUND)

CRR-PA VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-PA CHECKED FOR OPEN FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES FOUND:NONE

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/25/06 3603N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/25/06 3603

C EMAIL READS

C STATES THE DRIVERS SEAT BRACKET FAILED, THE SEAT WOBBLES AND

LEANS TO THE LEFT. I TOOK THE CAR TO THE DEALER AND WAS

TOLD THAT IT IS DANGEROUS TO DRIVE IN THIS STATE. THE

REPAIR COST IS IN EXCESS OF \$1000. I DO NOT THINK THIS IS @08/29-ZPA624N

NORMAL WEAR AND TEAR, IF IT IS , WE WILL NEVER BUY NISSAN

AGAIN. WE FILED A COMPLAINT WITH THE DEPARTMENT OF

TRANSPORTATION. AND WILL DO THE SAME WITH THE MISSOURI

ATTORNEY GENERAL'S OFFICE

@08/29-ZPA624N

CRR-PA NOT RESPONDING AS ISSUE IS BEING ADDRESS BY RCAS-LA

CRR-PA SENDING INTERNAL MESSAGE TO RCAS AGNET

CRR-PA EXITING FILE

@08/29-ZPA624N

\*\*\*\*\*

RCAS-LA RECEIVED VMX FROM SM-CHRIS MCCAULEY 09/02/08 STATING GRT RUN: NOT RECOMMENDED.

---

RCAS-LA CHECKED CPIA:

5164 JN8AZ08T75W [REDACTED] 4007 2 N 2008-08-28 N

DEALER NO.: 5164 VIN: JN8AZ08T75W [REDACTED] MILEAGE: 55935

COST OF REPAIR 636.56 @09/02-ZLA999N

---

RCAS-LA NOTES C COMMENTS IN EMAIL.

---

RCAS-LA SPOKE WITH DPSM-JH 09/02/08, 12:30PM EST: NNA WILL COVER REPAIR.

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:07 PM

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RCAS-LA SPOKE WITH SM-CHRIS MCCAULEY 09/02/08, 5:53PM EST AND ADVISED DPSM-JH  
HAD APPROVED REPAIR. SM-CHRIS WILL CONTACT C AND ORDER PARTS. @09/02-ZLA999N

---

@09/02-ZLA999N

RCAS-LA CALLED C AT DAY PHONE 09/02/08, 6:26PM EST: OFFICE PHONE, NO PERSONAL  
VMX.

---

@09/02-ZLA999N

RCAS-LA CALLED C AT EVE PHONE 09/02/08, 6:27PM EST. C STATES WAS CONTACTED BY  
DLR AND ADVISED NNA WILL BE COVERING PART. C STATES IS VERY PLEASED AND DID  
NOT EXPECT TO BE TAKEN CARE OF. C WOULD LIKE TO WRITE LETTER OR EMAIL WITH  
THANKS: RCAS-LA PROVIDED EMAIL ADDRESS. RCAS-LA INQUIRED IF HAD FURTHER  
CONCERNS. C STATES NO. C STATES WILL BE WORKING WITH DLRSHIP NOW AND RCAS-LA  
DOES NOT NEED TO FOLLOW UP. RCAS-LA ADVISED C WELCOME TO CALL BACK WITH  
FUTURE CONCERNS AND CONFIRMED C HAD NUMBER. EXTENSION. C THANKED RCAS-LA AND  
ENDED CALL.

>>>RCAS-LA CLOSING FILE PENDING C CALLBACK/NO FURTHER ACTION NEEDED.

@09/02-ZLA999N

\*\*\*\*\*

RCAS-LA CLOSING FILE.

@09/03-ZLA999N

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 REQUESTING NNA COVER REPAIRS: SEAT

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 5164           | EFFECTIVE: 08 / 25 / 08   | 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: ZIC502N        |                     |
| HISTORY:                 | UPDATE BY: ZLA999N        |                     |
| SVC CALL#:               | UPDATE DATE: 09 / 03 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 09 / 03 / 08  | MICROFILM: N        |
| RESP CAA: AREVALO, LINDA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041597        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:07 PM

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T66W [REDACTED] Y       |
| CITY: PHOENIX         |            | YR/MDL: 2006.0 MUR MILEAGE: 39512   |
| ST/ZIP: AZ [REDACTED] | VCAN: N    | IN SVC DATE: 02 / 20 / 06           |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3975 CAPISTRANO NISSAN     |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 3975 CAPISTRANO NISSAN     |
| DLR PH: 949 493 3375  | DENY:      | RESP DLR: 3975 CAPISTRANO NISSAN    |
|                       |            | REGION: 44 DIST: SL/SV/PT: 06 06 36 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3975 CAPISTRANO NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 3512 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 25 / 08     | XFER/RSPNSBLTY: 44 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 08 / 28 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 08 / 28 / 08    | DATANET (Y/N): 08 / 25 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

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

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C. A. R. COMMENTS

FILE OPENED-ZDC161N 08/25/2008

PREVIOUS UNRELATED/RELATED FILE(S) FOUND: 6261196

CRR-DC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE, AND RESPONSIBLE DLR

CRR-DC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-DC ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.

PREVIOUS NISSAN/INFINITI VEHICLES:\_NONE

CRR-DC RECEIVED CALL FROM: C, LARRY.

C STATED THAT DRIVER'S SEAT IS NOT WORKING PROPERLY. THE WELD ON THE SEAT IS BROKEN ON THE TRACK. @08/25-ZDC161N

C STATES THAT SEAT WOULD NOT OPERATE PROPERLY. @08/25-ZDC161N

C BROUGHT VEH TO MECHANIC AND WAS TOLD THAT THE WELD HAS BROKEN ON THE SEAT TRACK. @08/25-ZDC161N

CRR-DC UNDERSTOOD THE REASON FOR C'S CALL. @08/25-ZDC161N

CRR-DC ASSURED C THAT FILE WILL BE FORWARDED TO A REGIONAL SPECIALIST WHO WILL REVIEW C'S CASE FILE AND BE IN CONTACT WITH C WITHIN THE NEXT BUSINESS DAY.

CRR-DC INQUIRED WHICH TIME IN THE DAY IS BEST FOR THE REGIONAL SPECIALIST TO CALL C.

C STATED ANYTIME IN THE DAY AND PROVIDED TWO CONTACT NUMBERS: @08/25-ZDC161N (DAY) [REDACTED] OR (EVENING) [REDACTED]

CRR-DC THANKED C FOR PROVIDING INFORMATION.

C THANKED CRR-DC FOR ASSISTANCE, C SATISFIED.

CRR-DC OFFERED ADDITIONAL ASSISTANCE, WHICH C DECLINED.

CRR-DC GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-DC FORWARDING FILE TO RCAS DEPARTMENT FOR FURTHER FILE HANDLING.

CRR-DC SENT AN INTERNAL MSG TO RCAS AGENT.

CRR-DC EXITING FILE. @08/25-ZDC161N

\*\*\*\*\*

RCAS-NS DATANETTED FILE TO DLR ON 08/25/08 FOR REVIEW.

\*\*\*\*\*

@08/25-ZNS924N

RCAS-NS CONTACTED DLR AT 7:15PM EST 08/26/08 AND SPOKE WITH SA-JERNAM PEREZ. RCAS INQUIRED WHEN C'S VEH WAS LAST AT THE DLRSHIP AND SA STATED IN 05/06 FOR AN OIL CHANGE.

SA STATED THE VEH HAS NOT BEEN IN SINCE THAN.

RCAS INQUIRED IF THERE WAS ANY HISTORY WITH A CONCERN REGARDING A SEAT CONCERN AND SA STATED NO.

RCAS UNDERSTOOD AND THANKED SA FOR ASSISTANCE.

\*\*\*\*\*

@08/26-ZNS924N

RCAS-NS CONTACTED C ON DAY NUMBER AT 7:20PM EST 08/26/08 AND RCAS UNABLE TO LEAVE VMX AS THE NUMBER WAS INCORRECT.

RCAS CHECKED NUMBER AND RCAS DIALED CORRECT NUMBER PROVIDED\*\*

RCAS-NS CONTACTED C ON EVE NUMBER AT 7:21PM EST 08/26/08 AND LEFT VMX FOR C-LARRY.

\*\*\*\*\*

@08/26-ZNS924N

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 2:34 PM EST ON 08/28/08 BUT THE NUMBER IS NO LONGER IN SERVICE. @08/28-ZER229N

RCAS-ER CONTACTED DLR AT 2:25 PM EST ON 08/28/08 AND SPOKE TO C, LARRY. C STATES THAT THE VEH HAS BEEN REPAIRED. C STATES THAT C WAS DISAPPOINTED AT THE WELD IN THE SEAT BREAKING. C STATES THAT MOST OF THE TIME THE FLEET COMPANY WOULD HAVE JUST REPAIRED MINOR DAMAGE BUT C FEELS THAT THIS WAS SOMETHING ABNORMAL. C STATES THAT THIS WAS A TIMELY MANNER AND THE VEH HAS ALREADY BEEN REPAIRED, C JUST WANTED TO ADVISE THAT THIS CONCERN WAS SOMETHING THAT THE COMPANY FOUND ABNORMAL. C STATES THAT C NEEDS NO FURTHER ASSISTANCE.

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RCAS-ER CLOSING FILE.

@08/28-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW.

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1G         | ROOT CAUSE: SNFA    |
| 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: 3975         | EFFECTIVE: 08 / 25 / 08   | 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: ZDC161N        |                     |
| HISTORY:               | UPDATE BY: ZER229N        |                     |
| SVC CALL#:             | UPDATE DATE: 08 / 29 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 08 / 28 / 08  | MICROFILM: N        |
| RESP CAA: SYER, NADIA  | OLM: SMIT AGNES           | DOM: GARN, JIM      |
| PHONE: 0000041642      | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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SC: ONE CONTRACT

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T65W [REDACTED] Y               |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 18000           |
| CITY: EAGLEVILLE      | IN SVC DATE: 07 / 05 / 05                   |
| ST/ZIP: PA [REDACTED] | VCAN: Y RTL DLR: 3094 CONICELLI NISSAN      |
| DAY PH: [REDACTED]    | PAID: 4 SVC DLR: 3094 CONICELLI NISSAN      |
| EVE PH: [REDACTED]    | SUSP: 1 RESP DLR: 3094 CONICELLI NISSAN     |
| DLR PH: 610 825 4200  | DENY: 0 REGION: 26 DIST: SL/SV/PT: 06 06 36 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3094 CONICELLI NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 1 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 26 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 11 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 11 / 08    | DATANET (Y/N): 08 / 27 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE                |

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C. A. R. COMMENTS

FILE OPENED-ZJC818N 08/26/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-JC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/26-ZJC818N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 05/03/06 3094

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 05/03/06 3094

CRR-JC ADVISED C NO OPEN RECALLS ON VEHICLE.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE

CRR-JC RECEIVED CALL FROM C.

@08/26-ZJC818N

C STATES:

TOOK THE VEH INTO THE DLR. THE DRIVERS SEAT IS ROCKING BACK AND FORTH

C STATES: THERE WAS AN ISSUE WITH THE VEH SINCE THE C FIRST BOUGHT THE

VEH. C WAS ADVISED THAT THE SEAT REPAIR WILL BE 875 DOLLARS. C @08/26-ZJC818N

STATES: THAT DLR ADVISED C THAT THE PART IS A MANUFACTURE DEFECT, AND

ADVISED C TO CALL INTO NNA. C IS CONCERNED THAT THIS IS A HARDSHIP FOR C.

C STATES: THAT THE SEAT WOBBLED LEFT TO RIGHT, BUT NOT FRONT TO BACK. C THEN

USED THE FOWARD BACKWARD BUTTONS, AND THEN ON SAT. WHEN C WENT TO GET IN, AND

NOTICED THAT THE ENTIRE SEAT ROCKED AND WAS COMMING OFF THE TRACKING.

CRR-JC ASKED IF THE DLR EXPRESSED WHY THIS ISSUE MAY HAVE OCCURRED.

C STATES: DLR ADVISED C THAT THERE WHERE EARLIER RECALLS WITH THE BOLTS,

AND THE SEAT ON THE VEH. AND THAT C'S BOLT WORE OFF LITTLE BY LITTLE. THE

BACK LEFT HAND SIDE OF THE FRAME SHEERED OFF THE BOLT ON THE VEH.

CRR-JC ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

CRR-JC ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-JC OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-JC GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-JC TRANSFERRING FILE TO RCAS.

@08/26-ZJC818N

RCAS-KM IN REVIEW OF FILE 8/27/08.

@08/27-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR. @08/27-ZKM698N

RCAS-KM CHECKED CPIA - GRT - NOT RECOMMENDED. @08/27-ZKM698N

RCAS-KM SENDING EMAIL TO DPSM/ORM 10:52 AM EST 8/27/08 FOR OOW GOODWILL.

@08/27-ZKM698N

RCAS-KM LEFT VMX FOR SM-JACK DEPRE 10:59 AM EST 8/27/08. @08/27-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 11:02 AM EST 8/27/08. @08/27-ZKM698N

RCAS-KM RECEIVED CALL FROM C 11:44 AM EST 8/27/08. C STATED DLR SUGGESTED FOR C TO CONTACT NNA, DLR INFORMED C DLR HAS SEEN OTHER VEHICLES WITH THE SAME SEAT BRACKET DAMAGE.

@08/27-ZKM698N

C STATED C IS PRESENTLY RENTING A VEHICLE AND WOULD LIKE TO HAVE THIS ISSUE RESOLVED ASAP.

@08/27-ZKM698N

C THANKED RCAS-KM FOR NNA CONSIDERATION OF FINANCIAL ASSISTANCE FOR REPAIR.

@08/27-ZKM698N

RCAS-KM RECEIVED EMAIL FROM DPSM 8/27/08 INFORMING IF C IS A GOOD SERVICING CUSTOMER NNA WILL OFFER OOW GOODWILL FOR REPAIR. @08/28-ZKM698N

RCAS-KM CONTACTED SM-JACK DEPRE 8:45 AM EST 8/28/08. SM-JACK INFORMED C IS A VERY GOOD SERVICING CUSTOMER OF DLR. SM-JACK INFORMED DLR IS ABLE TO REPLACE REAR & FRONT SEAT LIFT WHICH WOULD BE COVERED UNDER GOLD PREFERRED VSC.

@08/28-ZKM698N

RCAS-KM CONTACTED SM-JACK TO INFORM C'S VSC IS EXPIRED 8:53 PM EST 8/28/08.

@08/28-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 9:00 AM EST 8/28/08 AND INFORMED NNA IS ABLE TO ASSIST WITH FINANCIAL ASSISTANCE FOR REPAIR TO SEAT. RCAS-KM

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INFORMED C WILL BE RESPONSIBLE FOR RENTAL VEHICLE. C STATED IS VERY HAPPY WITH NNA DECISION AND THANKED RCAS-KM FOR ASSISTANCE.  
RCAS-KM INFORMED C WILL FOLLOW UP 8/29/08 AFTER REPAIR [COMPLETE.@08/28-ZKM698N](#)  
RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 1:39 PM EST 8/29/08. @08/29-ZKM698N  
RCAS-KM RECEIVED VMX FROM C 8:48 AM EST 9/2/08. C STATED SEAT IS REPAIRED BUT TOO HIGH, THERE IS NO SWITCH TO LOWER THE SEAT AND C MUST RETURN TO DLR.  
@09/03-ZKM698N  
RCAS-KM LEFT MESSAGE FOR SM-JACK DEPRE TO RETURN CALL 1:18 PM EST 9/3/08.  
@09/03-ZKM698N  
RCAS-KM RECEIVED CALL FROM SM=JACK DEPRE 10:00 AM EST 9/4/08 INFORMING C HAS SCH APPT 9/10/08. @09/04-ZKM698N  
RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 1:05 PM EST 9/4/08. @09/04-ZKM698N  
RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 1:38 PM EST 9/9/08. @09/09-ZKM698N  
\* @09/11-ZKM698N  
RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 10:46 AM EST ON 09/11/08 AND REQUESTED CALL BACK. @09/11-ZKM698N  
\*  
RCAS-TP LEFT VMX FOR C ON ON EVE NUMBER AT 10:47 AM EST ON 09/11/08 AND REQUESTED CALL BACK. @09/11-ZKM698N  
\* @09/11-ZKM698N  
RCAS-TP CLOSING FILE PENDING C CALL BACK. @09/11-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: DR800     |
| 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: 3094         | EFFECTIVE: 08 / 26 / 08   | 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: ZJC818N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 09 / 11 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 09 / 11 / 08  |                       |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | MICROFILM: N          |
| PHONE: 0000041429      | OWNER FIRST:              | DOM: STALNAKER ROBERT |
|                        |                           | LANGUAGE: E ENGLISH   |

CONFIDENTIAL

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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

CA6265912

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:07 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 7/5/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 322       | RCDK02545617 | 3094 PA             | 7/5/2005          | 7/5/2008       | 40.000            |                |                  |

CONFIDENTIAL

DATE: 1/26/2009  
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                               |               |              |        |
|-------------------------------|---------------|--------------|--------|
| -----+-----                   |               |              |        |
| CONTRACT: RCDK02545617        |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |               | OWNER NAME:  |        |
| PLAN TYPE: C                  |               | PLAN TYPE:   |        |
| PLAN TERM: K                  |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50             |               | DEDUCTABLE:  |        |
| EFFECTIVE: 07/05/05           |               | EFFECTIVE:   |        |
| EXPIRES: 07/05/08             | MILES: 40,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                     |               | TRANSFER:    |        |
| TRANSACTION: 7/6/2005         |               | TRANSACTION: |        |
| PRINTED: 07/08/05             |               | PRINTED:     |        |
| DEALER NO: 3094               | STATE: PA     | DEALER NO:   | STATE: |
| DEALER NAME: CONICELLI NISSAN |               | DEALER NAME: |        |
| -----+-----                   |               |              |        |

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DATE: 1/26/2009  
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SC: MULTI CONTRACT

|         |               |              |              |            |                             |
|---------|---------------|--------------|--------------|------------|-----------------------------|
| NAME:   | [REDACTED]    | VIN:         | JN8AZ08T65W  | [REDACTED] | Y                           |
| STREET: | [REDACTED]    | YR/MDL:      | 2005.0       | MUR        | MILEAGE: 64500              |
| CITY:   | MADISON       | IN SVC DATE: | 01 / 17 / 05 |            |                             |
| ST/ZIP: | WI [REDACTED] | VCAN:        | Y            | RTL DLR:   | 3387 CERRITOS NISSAN        |
| DAY PH: | [REDACTED]    | PAID:        | 5            | SVC DLR:   | 3700 KAYSER NISSAN          |
| EVE PH: | [REDACTED]    | SUSP:        | 0            | RESP DLR:  | 3700 KAYSER NISSAN          |
| DLR PH: | 608 271 6000  | DENY:        | 0            | REGION:    | 24 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 PREOWNEI X MILES 28781 # NISSAN/INFINITI VEHICLES: 3  
 VEHICLE MAINTAINED BY: 3700 KAYSER NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 28500 (PT) MONTHS: MILES: 4500

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 27 / 08     | XFER/RSPNSBLTY: 24 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 10 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 08 / 08    | DATANET (Y/N): 09 / 01 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 262500 | LEFT FRONT AIRBAG               |
| BK | RESTRAINT SYSTEM        | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZRF155N 08/27/2008

PREVIOUS RELATED FILES FOUND: NONE.

CRR-RF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE, AND RESPONSIBLE DLR.

CRR-RF UPDATED OWNER NAME, ADDRESS AND PHONE NUMBERS.

CRR-RF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-RF ADVISED C THAT THERE WERE NO RECALLS FOUND.

PREVIOUS NISSAN/INFINITI VEH: 98 ALTIMA, 05 ALTIMA.

CRR-RF RECEIVED CALL FROM: C'S WIFE, YVETTE.

C STATED C HAS ANOTHER ISSUE WITH THE VEH AND IT'S REGARDING THE DRIVER'S SIDE SEAT BOTTOM REAR PIVOT. DLR DIAGNOSED THAT THE PART NEEDS TO BE REPLACED AND WOULD CHARGE C FOR ALMOST \$1000 INCLUDING LABOR. DLR STATED THAT THE ISSUE IS NOW GETTING COMMON TO MANY MURANOS AND DLR IS EXPECTING PART TO BE IN A RECALL CAMPAIGN SOON. BUT DLR CAN NOT DO ANYTHING NOW BUT TO CHARGE C. C STATED C HAS BEEN HAVING SEVERAL ISSUES ALREADY WITH THE VEH AND JUST HAD A PROBLEM WITH THE AIRBAGS AND C HAD IT FIXED IN 3 OCCASSIONS ALREADY AND NOW THIS HAPPENED. C STATED C'S LOOKING INTO BUYING ANOTHER NISSAN BUT IF THIS GOES ON UNRESOLVED THEN THIS WOULD PROBABLY BE THE LAST NISSAN C WILL HAVE. C STATED THAT DLR ADVISED C THAT C'S BASIC WARRANTY HAS EXPIRED AND CAN NOT COVER C. C STATED SINCE C'S HAVING MANY ISSUES ON VEH, NISSAN SHOULD AT LEAST ASSIST C WITH THIS LITTLE PROBLEM AND COVER ALL THE EXPENSES. CRR-RF ADVISED C THAT CRR-RF WILL TRANSFER C TO A NEXT LEVEL AGENT TO BETTER ASSIST C FURTHER WITH C'S CONCERN.

C AGREED.

CRR-RF TRANSFERRED C TO C GROUP.

@08/27-ZRF155N

=====

CRR-MG RECEIVED CALL FROM AB GROUP.

C IS SEEKING TO GET REPAIRS ON AIR BAG CONCERNS.

C IS SEEKING TO GET A NEW VEH.

DLR IS EXPECTING THE VEH TO BE RECALLED.

@08/27-ZMG445N

DLR IS CHARGING C AS THE PART IS NOT RECALLED.

DLR IS REQUESTING FOR ASSISTANCE.

@08/27-ZMG445N

AB GROUP TRIED TO TRANSFER CALL TO CRR-MG BUT AB GROUP PUT CRR-MG ON HOLD AND AB GROUP TERMINATED CALL BEFORE TRANSFER COULD BE COMPLETED.

CRR-MG EXITING FILE.

@08/27-ZMG445N

>>

CRR-DP RECEIVED INBOUND CALL FROM C.

CRR-DP VERIFIED C'S NAME.

CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 10/10/06 3700

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 10/11/06 3700

CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.

C STATES THE DLRSHIP REFUSE TO REPLACE THE AIRBAG ISSUE SINCE C IS OOW.

C STATES IS HAVING PROBLEM WITH THE DRIVER SEAT, REAR PIVOT.

C STATES THE PIVOT HAD SNAPPED AND IS LEANING TO THE LEFT. @08/27-ZDP019N

C STATES WAS TOLD BY THE DLR THAT IT IS COMMON ISSUE AND THE DLR EXPECT IT IS GOING TO BE A RECALL SOON FOR THE PROBLEM.

CRR-DP ASKED WHEN C NOTICE THE PROBLEM?

C STATES A WEEK AGO.

C STATES WAS INFORMED THE PART WILL COST \$597.00.

CRR-DP ASKED WHOM C WAS DEALING WITH AT THE DLRSHIP?

C STATES TOOK C'S VEH TO A LOCAL MECHANIC SINCE C'S APPT AT THE DLRSHIP

WILL BE ON 08/29/08.

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C STATES THE LOCAL MECHANIC IT WAS THE DRIVER SEAT BOTTON IS BROKEN FROM THE REAR PIVOT.

C STATES THE SEAT IS IMPROPER BALANCE.

CRR-DP APOLOGIZE FOR THE INCONVENIENCE.

CRR-DP ASSURED C THAT C'S CONCERN HAS BEEN DOCUMENTED.

CRR-DP ASKED WHAT IS C REQUESTING FROM NNA?

C STATES RECEIVED A DENIAL FOR THE AIRBAG ISSUE AND WOULD LIKE THE BROKEN SEAT PAID IN FULL.

C STATES THERE IS NOTHING C DID TO THE VEH OR A WEAR AND TEAR ITEM.

CRR-DP INFORMED C THAT SINCE C HAD C'S VEH DIAGNOSED BY C'S LOCAL MECHANIC C WOULD NEED TO HAVE IT C'S VEH DIAGNOSE BY AN AUTHORIZE NISSAN DLRSHF FOR ANY ASSISTANCE FROM NNA.

C STATES KNOWS WHAT THE PROBLEM IS AND THE DLRSHF GAVE C A QUOTE ON THE PRICE.

CRR-DP STATES C HAD C'S LOCAL MECHANIC LOOK AT C'S VEH.

C STATES IT DOSENT MATTER AND SHOULD NOT EFFECT ANYTHING OR ANYTHING C DONE.

CRR-DP STATES THE DLRSHF ARE THE BEST POSITION TO DETERMINE WHETHER IT IS A DEFECT OR NOT.

C UNDERSTANDS C IS OOW BUT THIS IS NOTHING C HAD DONE.

CRR-DP APOLOGIZE BUT C WOULD NEED TO HAVE C'S VEH LOOKED AT FOR ANY FURTHER ASSISTANCE FROM NNA.

@08/27-ZDP019N

C STATES WOULD LIKE TO KNOW HOW LONG C HAS TO DRIVE AROUND TO HAVE THIS PROBLEM RESOLVED.

CRR-DP INFORMED C ONCE THE PROBLEM IS DIAGNOSE CRR-DP ADVISED C TO CALL BACK TO NNA-CA.

CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.

C UNDERSTOOD AND DISCONNECTED CALL BY HANGING UP.

CRR-DP CLOSING FILE PENDING C'S VISIT TO THE DLRSHF FOR A DIAGNOSIS.

@08/27-ZDP019N

\*\*\*\*\*

@09/02-ZSM605N

CRR-SM RECEIVED INBOUND CALL FROM YEVETTE, MUTERS, MATTHEW'S WIFE.

C STATES DLR DIAGNOSED THAT THE LOWER SEAT TRACK IS BROKEN AT THE REAR PIVOT AND NEEDS TO BE REPLACED.

@09/02-ZSM605N

C STATES VISITED WITH DLRSHF AUGUST 29TH.

@09/02-ZSM605N

C STATES THIS ISSUE HAS BEEN GONING ON FOR 3 WEEKS NOW.

@09/02-ZSM605N

C STATES VEH. IS DRIVABLE, JUST NOT SAFE, DRIVER SEAT.

@09/02-ZSM605N

C STATES DOESN'T BELIEVE THIS IS A WEAR AND TEAR ISSUE AND FEELS THAT THIS IS A MANUFACTURER'S DEFECT.

@09/02-ZSM605N

C STATES DOESN'T BELIEVE THAT THE DRIVER'S SEAT SHOULD BREAK.

@09/02-ZSM605N

C STATES SEEKING OOW GOOD WILL ASSISTANCE.

@09/02-ZSM605N

C STATES THE PARTS MANAGER EXPECTS THIS PART TO GO ON RECALL SOON.

CRR-SM UPDATED RECALL INFO:

@09/02-ZSM605N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 10/10/06 3700

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 10/11/06 3700

CRR-SM ADVISED C OF NO OPEN RECALLS.

@09/02-ZSM605N

C STATES ANOTHER ISSUE FROM JULY 15TH.

@09/02-ZSM605N

C STATES THE AIR BAG LIGHT WAS ON.

@09/02-ZSM605N

C STATES THE SPYLER CABLE NEEDED TO BE REPLACED.

@09/02-ZSM605N

C STATES COST \$315.

@09/02-ZSM605N

C STATES WAS TOLD THIS WAS A WEAR AND TEAR ISSUE.

@09/02-ZSM605N

C STATES THIS ISSUE WAS REPLACED ON SEPT 29, 2006, BY NISSAN FREE OF CHARGE.

C STATES LESS THAN 2 YEAR'S LATER SAME ISSUE GOING ON AND NOW IT IS A WEAR AND TEAR ISSUE.

@09/02-ZSM605N

C FEELS THAT AN AIRBAG THAT HAS NEVER BEEN DEPLOYED SHOULD NOT HAVE WEAR AND TEAR ISSUES.

@09/02-ZSM605N



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C STATES FEELS THIS SHOULD BE COMPLETELY COVERED AS C DOESN'T FEEL THAT AN  
ISSUE INSIDE THE STEERING COLUMN COULD BE WEAR AND TEAR. @09/02-ZSM605N  
CRR-SM ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW  
CRR-SM ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY  
C UNDERSTANDS  
CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-SM GAVE NAME, EXTENSION AND FILE NUMBER  
C-THANKED CRR-SM FOR ASSISTANCE, C SATISFIED  
C AWAITING RESPONSE FROM RCAS. @09/02-ZSM605N

\*\*\*\*\*

RCAS-AVT DATA NETTING FILE AND CHANGING FOLLOW UP DATE. @09/02-ZAV195N  
RCAS-AVT NOTES UNRELATED FILES:5900289, 5919743.  
RCAS-AVT NOTES RELATED FILES:6219717, C DENIED GOODWILL ON AIRBAG REPAIR.

\*\*\*\*\*

RCAS-AVT ATTEMPT TO CONTACT DLRSHF ON 09/03/08 11:54AM EST, UNABLE TO CONTACT  
DLRSHF. RECEIVE ERROR MESSAGE. @09/03-ZAV195N

\*\*\*\*\*

RCAS-AVT CALLED C ON DAY NUMBER ON 09/03/08 11:65AM EST SPOKE WITH C. RCAS-AVT  
ADVISED C THAT RCAS-AVT RECEIVED FILE AND IS INVESTIGATING ISSUE TO SEE WHAT  
CAN BE DONE FOR C. C UNDERSTOD. RCAS-AVT ADVISED C THAT WILL CONTACT C AGAIN  
AT THE LATEST ON 09/05/08. C STATED HOPE WILL BE SOONER. RCAS-AVT ADVISED C  
THAT WILL CALL C SOONER IF HAVE ANYTHING SOONER. C UNDERSTOOD. CALL ENDED.

\*\*\*\*\*

@09/03-ZAV195N

RCAS-AVT CALLED DLRSHF ON 09/03/08 2:43PM EST SPOKE WITH SM-DURAND LARSEN.  
RCAS-AVT ASKED ABOUT ISSUE ON VEH. SM-DURAND STATES THAT VEH NEEDS WHOLE  
SEAT TRACK ASSEMBLY, CAN ONLY ORDER AS A WHOLE. SM-DURAND STATES THAT IT  
SEEMS THAT WHERE STAMPING IS ON THESE SEAT TRACKS THAT METAL IS WEAK AND  
BRAKES HAS DONE 8 OTHER SEAT TRACKS ON THE MURANO'S AND DON'T SELL THAT MANY  
MURANO'S AT THIS DLRSHF. RCAS-AVT ASKED SM-DURAND HOW OFTEN VEH IS AT DLR.  
SM-DURAND STATES THAT HAS HAD SOME OIL CHANGES, A STALLING ISSUE, AND TO  
CHANGE AN AIR FILTER. RCAS-AVT ADVISED SM-DURAND THAT WILL SPEAK TO DPSM ON  
ISSUE BECAUSE HAVE SEEN A FEW OF THESE ISSUES BUT WILL PROCEED CAREFULLY  
BECAUSE IF THIS IS GIVEN TO THE CUSTOMER THEN WILL WANT TO HAVE THE AIRBAG  
REPAIR COMPLETED. SM-DURAND STATED THAT IS FINE, ALSO THAT C DOESN'T SEEM TO  
UNDERSTAND THAT AIR BAG LIGHT IS LIKE CHECK ENGINE LIGHT AND CAN COME ON FOR  
MANY REASONS. RCAS-AVT THANKED SM-DURAND FOR THE INFORMATION. CALL ENDED.

\*\*\*\*\*

RCAS-AVT CALL C ON DAY NUMBER ON 09/05/08 3:41PM EST LEFT VMX FOR C TO CALL  
BACK. @09/05-ZAV195N

RCAS-AVT CALL C ON EVENING NUMBER ON 09/05/08 3:42PM EST SPOKE WITH C.  
RCAS-AVT ADVISED C THAT STILL WORKING ON ISSUE, STILL NEED TO HEAR FROM SOME  
REGIONAL STAFF AND AT WORST WILL SPEAK WITH C AGAIN ON 09/10/08. C UNDERSTOOD.  
CALL ENDED. @09/05-ZAV195N

\*\*\*\*\*

RCAS-AVT SPOKE WITH DPSM-RS AND WAS ADVISED TO HAVE SEAT REPAIR COVERED FOR  
C. BUT STILL UNABLE TO COVER AIRBAG REPAIR. @09/05-ZAV195N

\*\*\*\*\*

@09/05-ZAV195N

RCAS-AVT CALLED DLRSHF ON 09/08/08 2:54PM EST SPOKE WITH SM-DURAND LARSEN.  
RCAS-AVT ADVISED SM-DURAND THAT DPSM-RS APPROVED SEAT REPAIR TO BE COVERED BUT  
STILL NOT TO COVER THE AIRBAG REPAIRS. RCAS-AVT ADVISED SM-DURAND THAT  
RCAS-AVT WILL CONTACT C TO EXPLAIN COVERAGE. SM-DURAND AGREED AND UNDERSTOOD.  
CALL ENDED. @09/08-ZAV195N

\*\*\*\*\*

RCAS-AVT CALL C ON DAY NUMBER 09/08/08 2:59PM EST SPOKE WITH C. RCAS-AVT  
ADVISED C THAT ABLE TO HAVE SEAT REPAIR COVERED BUT STILL UNABLE TO COVER  
REPAIRS TO AIRBAG. C STATED THAT IS FINE, SEAT IS THE BIGGER OF THE CONCERNS

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AT THIS TIME. RCAS-AVT ADVISED C THAT SM IS AWARE OF DECISION AND SUGGEST BOOKING APPOINTMENT TO HAVE REPAIR COMPLETED. C STATED WOULD DO SO RIGHT AWAY. RCAS-AVT ADVISED C THAT IF HAVE ANY FURTHER CONCERNS TO FEEL FREE TO CONTACT NNA CA. C UNDERSTOOD. CALL ENDED. RCAS-AVT VERIFIED TREAD ACT. RCAS-AVT CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @09/08-ZAV195N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

WANTS PART COVERED

DEALER ACTION:

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:           | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                  | 1 DATE: 09 / 02 / 08      | USERID: ZSM605N     |
| OTHER #:                     | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:            | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3700               | EFFECTIVE: 08 / 27 / 08   | 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: ZRF155N        |                     |
| HISTORY:                     | UPDATE BY: ZAV195N        |                     |
| SVC CALL#:                   | UPDATE DATE: 09 / 08 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 09 / 08 / 08  |                     |
| RESP CAA: VANTUYL, ALEXANDER | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000041662            | OWNER FIRST:              | DOM: DILLIOT, JOHN  |
|                              |                           | LANGUAGE: E ENGLISH |

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CA6267249 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:07 PM  
NAME [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 3/10/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6267249 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:07 PM  
NAME [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 3/10/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 323       | PEDM04049307 | 2904 IA             | 3/10/2006         | 3/10/2009      | 100.000           |                |                  |
| 324       | RMN307790553 | 2904 IA             | 3/10/2006         | 3/10/2011      | 100.000           | 10/25/2007     |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                              |                |              |        |
|------------------------------|----------------|--------------|--------|
| -----+-----                  |                |              |        |
| CONTRACT: PEDM04049307       |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |                | OWNER NAME:  |        |
| PLAN TYPE: E                 |                | PLAN TYPE:   |        |
| PLAN TERM: M                 |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50            |                | DEDUCTABLE:  |        |
| EFFECTIVE: 03/10/06          |                | EFFECTIVE:   |        |
| EXPIRES: 03/10/09            | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                      | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                    |                | TRANSFER:    |        |
| TRANSACTION: 3/15/2006       |                | TRANSACTION: |        |
| PRINTED: 03/17/06            |                | PRINTED:     |        |
| DEALER NO: 2904              | STATE: IA      | DEALER NO:   | STATE: |
| DEALER NAME: CAROUSEL NISSAN |                | DEALER NAME: |        |
| -----+-----                  |                |              |        |

**CONFIDENTIAL**

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                              |                |              |        |
|------------------------------|----------------|--------------|--------|
| -----+-----                  |                |              |        |
| CONTRACT: RMN307790553       |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |                | OWNER NAME:  |        |
| PLAN TYPE: M                 |                | PLAN TYPE:   |        |
| PLAN TERM: 3                 |                | PLAN TERM:   |        |
| DEDUCTABLE: \$               |                | DEDUCTABLE:  |        |
| EFFECTIVE: 03/10/06          |                | EFFECTIVE:   |        |
| EXPIRES: 03/10/11            | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 10/25/07             | MILES: 54,065  | CANCEL:      | MILES: |
| TRANSFER:                    |                | TRANSFER:    |        |
| TRANSACTION: 12/11/2007      |                | TRANSACTION: |        |
| PRINTED: 03/17/06            |                | PRINTED:     |        |
| DEALER NO: 2904              | STATE: IA      | DEALER NO:   | STATE: |
| DEALER NAME: CAROUSEL NISSAN |                | DEALER NAME: |        |
| -----+-----                  |                |              |        |

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NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: LINDENWOOD  
ST/ZIP: NJ [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 856 667 8300

VCAN: Y  
PAID: 4  
SUSP: 0  
DENY: 0

SC: MULTI CONTRACT  
VIN: JN8AZ08W25W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 21000  
IN SVC DATE: 07 / 13 / 05  
RTL DLR: 2895 CARBONE NISSAN  
SVC DLR: 2372 CHERRY HILL NISSAN, INC.  
RESP DLR: 2372 CHERRY HILL NISSAN, INC.  
REGION: 26 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 13013 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: CHERRY HILL NISSAN 2372  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 08 / 27 / 08 XFER/RSPNSBLTY: 26 06 S  
CONTACT (S): FOLLOWUP DATE: 08 / 27 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 08 / 27 / 08 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

**CONFIDENTIAL**

DATE: 1/26/2009  
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**C. A. R. COMMENTS**

FILE OPENED-ZIC999N 08/27/2008  
PREVIOUS RELATED FILE(S) FOUND: NONE.  
RCAS-IC VERIFIED C'S NAME, ADDRESS,VIN, MILEAGE,DAY/EVE PHONE, AND RESPONSIBLE DEALER.  
RCAS-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.  
RCAS-IC NOTIFIED C OF NO OPEN RECALLS/CAMPAIGNS/UPGRADES.  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 07/27/06 2895  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 07/26/06 28959N  
CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 07/27/06 2895  
RCAS-IC NOTIFIED C OF NO OPEN RECALLS/CAMPAIGNS/UPGRADES.  
PREVIOUS NISSAN/INFINITI VEHICLES: NONE.  
RCAS-IC RECEIVED CALL FROM C. C STATES THAT THE DRIVER'S SEAT IS BROKEN AND C DOES NOT KNOW WHERE TO TAKE C'S VEHICLE. RCAS-IC STATED TO C THAT RCAS-IC RECOMMENDS THAT C TAKES C'S VEHICLE TO A NISSAN DEALERSHIP.  
RCAS-IC PROVIDED C WITH THE NAME, ADDRESS AND PHONE NUMBER OF THE CLOSEST DEALERSHIP TO C BASED ON C'S ZIPCODE. @08/27-ZIC999N  
RCAS-IC STATED TO C IF THERE WAS ANYTHING ELSE RCAS-IC CAN DO FOR C. C STATED NO.  
C THANKED RCAS-IC FOR ASSISTANCE. C SATISFIED.  
RCAS-IC GAVE C NAME, EXTENSION, AND FILE NUMBER.  
RCAS-IC CLOSING FILE. @08/27-ZIC999N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                          |                           |                       |
|--------------------------|---------------------------|-----------------------|
| SATISFIED: Y             | ACTION CODE: NT8F         | 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: 2372           | EFFECTIVE: 08 / 27 / 08   | 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: ZIC999N        |                       |
| HISTORY:                 | UPDATE BY: ZIC999N        |                       |
| SVC CALL#:               | UPDATE DATE: 08 / 28 / 08 |                       |
| CLOSE: Y (Y/N)           | CLOSE DATE: 08 / 27 / 08  | MICROFILM: N          |
| RESP CAA: CAMPOS, ISABEL | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000051447        | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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----- CONSUMER AFFAIRS -----  
CA6267488 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
NAME: [REDACTED] VIN: TIME: 12:49:07 PM  
IN SCV DATE: 5/26/2007 MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6267488 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
NAME: [REDACTED] VIN: TIME: 12:49:07 PM  
IN SCV DATE: 5/26/2007 MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 325       | PEDQ04216307 | 2372 NJ             | 5/26/2007         | 7/13/2012      | 100.000           |                |                  |
| 326       | RMNZ08100546 | 2372 NJ             | 5/26/2007         | 7/13/2012      | 100.000           |                |                  |



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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04216307                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 05/26/07                    | EFFECTIVE:                           |
| EXPIRES: 07/13/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 5/29/2007                 | TRANSACTION:                         |
| PRINTED: 06/03/07                      | PRINTED:                             |
| DEALER NO: 2372        STATE:    NJ    | DEALER NO:                    STATE: |
| DEALER NAME: CHERRY HILL NISSAN, INC.  | DEALER NAME:                         |
| -----+-----                            |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: RMNZ08100546                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: M                            | PLAN TYPE:                           |
| PLAN TERM: Z                            | PLAN TERM:                           |
| DEDUCTABLE: \$                          | DEDUCTABLE:                          |
| EFFECTIVE: 05/26/07                     | EFFECTIVE:                           |
| EXPIRES: 07/13/12    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 5/29/2007                  | TRANSACTION:                         |
| PRINTED: 06/03/07                       | PRINTED:                             |
| DEALER NO: 2372            STATE:    NJ | DEALER NO:                    STATE: |
| DEALER NAME: CHERRY HILL NISSAN, INC.   | DEALER NAME:                         |
| -----+-----                             |                                      |

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08WX3W [REDACTED] Y               |
| CITY: EVANSTON        | YR/MDL: 2003.0 MUR MILEAGE: 70000           |
| ST/ZIP: IL [REDACTED] | IN SVC DATE: 11 / 05 / 03                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 2144 MARTIN NISSAN         |
| EVE PH: [REDACTED]    | PAID: 3 SVC DLR: 2144 MARTIN NISSAN         |
| DLR PH: 847 965 3460  | SUSP: 1 RESP DLR: 2144 MARTIN NISSAN        |
|                       | DENY: 0 REGION: 24 DIST: SL/SV/PT: 02 02 32 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 6  
 VEHICLE MAINTAINED BY: 2144 MARTIN NISSAN/INDEPI  
 OUTSIDE WARRANTY BY (B) MONTHS: 21 MILES: 34000 (PT) MONTHS: MILES: 10000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 08 / 28 / 08     | XFER/RSPNSBLTY: 24 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 03 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 02 / 08    | DATANET (Y/N): 08 / 29 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 08/28/2008  
PREVIOUS RELATED FILES FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: NONE  
CRR-LR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR  
CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @08/28-ZLR000N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 07/28/05 2144  
OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 00/00/00  
OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 00/00/00  
CRR-LR ADVISED C THERE IS AN OPEN RECALL  
CRR-LR ADVISED C TO TAKE VEH TO NISSAN DLRSHIP FOR RECALL REPAIRS  
CRR-LR ADVISED THAT THESE REPAIRS ARE AT NO COST TO C  
C UNDERSTANDS  
PREVIOUS NISSAN/INFINITI VEH: 3 ALTIMAS AND 2 MAXIMAS, UNKNOWN YEARS  
CRR-LR RECEIVED CALL FROM C @08/28-ZLR000N  
C STATES IS HAVING A PROBLEM WITH THE DRIVER'S SEAT. C STATES UNDERSTANDS THAT THIS IS IS COMMON PROBLEMS WITH THESE VEHS AND UNDERSTANDS THAT THIS IS A SAFETY CONCERN AND IS WONDERING WHY NISSAN IN NOT MAKING THIS CONCERN A RECALL IF NISSAN IS AWARE ABOUT THIS PROBLEM. C STATES THE PROBLEM IS A DEFECTIVE TRACT AND WHEN C SITS DOWN IN THE SEAT IT WOBLES FROM SIDE TO SIDE. C STATES THRU C'S RESEARCH ABOUT THIS CONCERN FOUND OUT THAT THIS IS JUST THE START OF THIS PROBLEM AND THEN EVENTUALLY THE TRACK WILL BREAK AND SEAT WILL COME OFF THE TRACK. C STATES THE LEFT TRACK IS UNSTABLE AND C MAKES A TURN THE SEAT LOCKS TO THE LEFT OR THE RIGHT DEPENDING ON WHICH WAY C IS TURNING. C STATES CONTACTED C'S DLRSHIP ABOUT THIS CONCERN AND WAS TOLD THAT NISSAN IS AWARE OF THIS PROBLEM AND THAT IT HAS NOT BECOME A RECALL AND THAT C WOULD HAVE TO PAY FOR THE REPAIRS. C STATES IS NISSAN IS AWARE OF THIS PROBLEM AND C IS CONCERNED WITH C'S SAFETY THAT NISSAN SHOULD COVER THE REPAIRS OF THE SEAT.  
CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW  
CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY END OF THE NEXT BUSINESS DAY  
C UNDERSTANDS  
CRR-LR OFFERED FURTHER ASSISTANCE. C DECLINED  
CRR-LR GAVE NAME, FILE NUMBER AND EXTENSION  
C THANKED CRR-LR FOR ASSISTANCE. C SATISFIED  
C AWAITING RESPONSE FROM RCAS @08/28-ZLR000N  
\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*  
PREVIOUS RELATED FILES FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: NONE  
EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)  
METHOD OF CONTACT: EMAIL ID NO.: 1144051  
EMAIL ADDRESS: [REDACTED]  
DATE RECEIVED: 8/27/08 DATE CREATED: 8/29/08  
CRR-AG VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY/EVENING PHONE. C DID NOT PROVIDE MILEAGE.  
CRR-AG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: 2 OPEN RECALLS  
CLSD P5215 MURANO ALTERNATOR NTB05-059  
OPEN R0511 MURANO SB PROTECT NTB06-024  
OPEN R0516 MURANO TANK PROTECT NTB06023  
C'S EMAIL READS:  
C STATES "I HAVE A 2003 NISSAN MURANO AND THE FRONT DRIVER'S SEAT HAS BECOME UNSTABLE. I HAVE NOT ARRANGED FOR SERVICE YET HOWEVER I AM READING MANY PEOPLE WITH THE SAME ISSUE ARE EXPERIENCING THIS SAME EXACT PROBLEM. A SERVICE BULLETIN MAY HAVE BEEN ISSUED BUT I AM UNSURE ABOUT A RECALL.

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PLEASE ADVISE ME OF WHAT THE PROCEDURE IS FOR THIS ISSUE AND HOW I CAN GET THIS REPAIRED. I AM HOPING THAT ALTHOUGH THE CAR IS OUT OF WARRANTY, THAT NISSAN WILL REPAIR THIS DEFECT BEING SUCH A HUGE SAFETY ISSUE AND POTENTIAL LIABILITY FOR NISSAN, YOU WOULD REPAIR THIS AT NO CHARGE TO THE CUSTOMER. THIS IS MY 6TH NEW NISSAN PURCHASED IN THE PAST 10 YEARS AND I HOPE THAT MY GOOD EXPERIENCE WITH YOUR VEHICLES CONTINUE."

CRR-AG IS NOT RESPONDING DUE TO EMAIL OUTDATED AND EMAIL HAS BEEN ADDRESS.

@08/29-ZAG555N

RCAS-RH DATANET FILE TO DLR.

@08/29-ZRH999N

RCAS-RH LEFT VMX ON C DAY/EVENING PHONE AT 423PM EDT ON 08/29/08: LEFT CONTACT INFORMATION AND FOLLOWUP FOR WEDNESDAY

@08/29-ZRH999N

RCAS-RH CONTACTED DLR ON 09/02/08 TO SPEAK TO SM, BUT SA-CHRIS MARTINEZ WAS ABLE TO ASSIST AS SA TOOK THE CALL ON THIS VEH FROM C.

@09/02-ZRH999N

SA-CM STATED THAT DLR GETS ABOUT 2-3 ISSUES ON VEH SEATS ABOUT THIS. TOLD C THAT THIS WOULD NOT BE COVERED BY WARRANTY, HAS NOT BEEN SEEN BY DLR AND NO OPEN RO ON IT.

@09/02-ZRH999N

RCAS-RH ASKED IF VEH HAS EVEN BEEN IN FOR THIS ISSUE BEFORE.

SA-CM STATED NO.

@09/02-ZRH999N

RCAS-RH THANKED SA-CM FOR THE INFORMATION AND UPDATE; WILL CONTACT C.

@09/02-ZRH999N

RCAS-RH CONTACTED C ON DAY PHONE AT 410PM EDT ON 09/02/08; TO CONFIRM THAT DLR HAS NOT LOOKED AT VEH AND THAT C NEEDS TO BRING VEH INTO DLR FOR A

@09/02-ZRH999N

DIAGNOSIS BEFORE NNA CA CAN ASSIST AS VEH NEEDS AN OPEN RO FIRST, AND THEN DLR CAN LOOK INTO ASSISTANCE FIRST. IF IT IS A MANUFACTURERS DEFECT OR LOOK INTO GOODWILL WITH VEH.

@09/02-ZRH999N

C STATED THAT SOUNDED FINE, THANKED RCAS FOR THE CALLBACK

@09/02-ZRH999N

RCAS-RH GAVE CONTACT INFORMATION AND FILE NUMBER AGAIN, ASKED IF C NEEDED ANY OTHER ASSISTANCE FROM NNA CA.

@09/02-ZRH999N

C STATED NO.

@09/02-ZRH999N

RCAS-RH ENDED THE CALL.

@09/02-ZRH999N

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 IS HAVING SEAT TRACK ISSUES AND VEHICLE IS WELL OVER WARRANTY, BASIC

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    |
| 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: 2144            | EFFECTIVE: 08 / 28 / 08   | 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: ZLR000N        |                     |
| HISTORY:                  | UPDATE BY: ZCR000N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 02 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 09 / 02 / 08  | MICROFILM: N        |
| RESP CAA: ROTSTEIN, CARLY | OLM: SMIT AGNES           | DOM: FENTON JOE     |
| PHONE: 0000041687         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

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|                      |            |                                      |
|----------------------|------------|--------------------------------------|
| NAME:                | [REDACTED] | SC: NONE                             |
| STREET:              | [REDACTED] | VIN: JN8AZ08T46W [REDACTED] Y        |
| CITY: GILBERT        |            | YR/MDL: 2006.0 MUR MILEAGE: 37700    |
| ST/ZIP: AZ 85248     |            | IN SVC DATE: 11 / 28 / 05            |
| DAY PH: [REDACTED]   | VCAN: N    | RTL DLR: 3331 POWER NISSAN CHANDLER  |
| EVE PH: [REDACTED]   | PAID: 15   | SVC DLR: 3331 POWER NISSAN CHANDLER  |
| DLR PH: 480 461 4300 | SUSP: 1    | RESP DLR: 3331 POWER NISSAN CHANDLER |
|                      | DENY: 0    | REGION: 44 DIST: SL/SV/PT: 08 08 38  |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3331 POWER NISSAN CHAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1700 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 02 / 08     | XFER/RSPNSBLTY: 44 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 12 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 3      | CLOSE DATE: 09 / 12 / 08    | DATANET (Y/N): 09 / 04 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZAK473N 09/02/2008

PREVIOUS UNRELATED/RELATED FILES FOUND:NONE.

CRR-AK VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER, AND RESPONSIBLE DEALER.

CRR-AK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE. @09/02-ZAK473N

CRR-AK ADVISED C OF THE RECALL STATUS.

PREVIOUS NISSAN/INF VEH:NONE.

CRR-AK RECEIVED INBOUND CALL FROM C.

C STATES C HAS HAD NUMEROUS SMALL SMALL PROBLEMS WITH THE PARTS FALLING ALL OVER THE PLACE AND THE FUEL PUMP AND THE RADIO UNIT HAS BEEN REPLACED AND C HAS BEEN AT THE DLRSH 18 TIMES OVERALL AND C BELIEVES THAT THE VEH IS A LEMON AND NOW THE SEAT BRACKET IS GONE AND NEEDS TO BE REPLACED FOR \$1000 AND C'S EXPECTATION OF NNA IS THAT NNA SHOULD COVER THE PART UNDER FINANCIAL ASSISTANCE AS THE VEH IS OOW NOW AND THE SEAT IS ALSO A SAFETY ISSUE AND THE FUEL PUMP, RADIO UNIT AND THE VISORS AND NUMEROUS THINGS HAVE BEEN REPLACED AND VEH NEEDS A SERIOUS LOOK AS THE VEH WASN'T ASSEMBLED CORRECTLY TO START WITH.

CRR-AK LET C KNOW THAT RCAS WILL BE CONTACTING C BY END OF NEXT BUSINESS DAY.

CRR-AK OFFERED FURTHER ASSISTANCE TO C. C DECLINED.

CRR-AK GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-AK TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @09/02-ZAK473N

\*\*\*\*\*

@09/02-ZAK473N

RCAS-DL DATANETTED FILE

RCAS-DL CALLED C AT DAYTIME PHONE NUMBER AT 6:34PM EST, 09/03/08.

ERIN ALCAREZ, C'S WIFE, ANSWERED PHONE AND DRIVES VEH, WILL BE CALLED C.

C STATED THAT C TOOK VEH IN LAST WEEK BECAUSE DRIVER'S SEAT WON'T MOVE FORWARD

DLRSH 18 STATED SEAT BRACKET WAS BROKEN, 47000 MILES ON IT, DLRSH 18 STATED THIS

WAS NORMAL WEAR AND TEAR. C IS UPSET AS C IS NOT HEAVY AND DOESN'T FEEL THIS

IS RIGHT, C STATED THAT VEH HAS BEEN IN SHOP ALMOST SINCE THE DAY C GOT IT AND

IS SEEMS AS IF ALMOST EVERY MOVING PART IN VEH HAS BEEN REPLACED.

C STATED THAT THIS ISSUE IS JUST ONE MORE IN LONG LIST OF ISSUES.

C STATED C KNOWS OTHER PEOPLE WITH SAME MODEL VEH WHO HAVE NEVER HAD ANY

ISSUES. C STATED THAT C FEELS SEAT IS NOT NORMAL WEAR AND TEAR. @09/03-ZDL369N

RCAS-DL ASKED WHICH DLRSH 18 DIAGNOSED THE SEAT BRACKET ISSUE.

C STATED POWER NISSAN CHANDLER

RCAS-DL ASKED HOW MUCH REPAIR WILL BE.

C STATED \$1000 REPAIR TO SEAT BRACKET.

RCAS-DL ASKED IF C HAS ANY OTHER NEW INFORMATION TO ADD. @09/03-ZDL369N

C STATED THAT C WANTS TO COMPLAIN BECAUSE C DOESN'T KNOW WHAT WILL BREAK NEXT

C ASKED IF ALL THESE REPAIRS SEEM NORMAL TO RCAS-DL. @09/03-ZDL369N

RCAS-DL STATED RCAS-DL IS UNCERTAIN AND ASKED IF ALL OTHER ISSUES WERE

HANDLED UNDER WARRANTY.

C STATED THAT ALL OTHER REPAIRS WERE HANDLED UNDER WARRANTY. @09/03-ZDL369N

RCAS-DL OFFERED TO INVESTIGATE AND CALL C BACK ON FRIDAY. @09/03-ZDL369N

C THANKED RCAS-DL. @09/03-ZDL369N

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@09/03-ZDL369N

RCAS-DL CALLED DLRSH 18 AT 6:43PM EST 09/03/08. GOT VMX. RCAS-DL GAVE NAME.

EXTENSION, STATED C'S NAME, ISSUE, LAST 8 DIGITS OF VIN, AND ASKED IF GRT HAD

BEEN RUN AND HOW SM FEELS ABOUT C AS A CUSTOMER. @09/03-ZDL369N

=====

CRR-AB RECEIVED INBOUND CALL FROM C

C STATED THAT THE SEAT WONT MOVE, SO IT IS A SAFETY ISSUE

C STATED THAT C JUST WANTED TO UPDATE COMMENTS



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CRR-AB EXITING FILE

=====

@09/03-ZAB396N

RCAS-DL CALLED DLRSHF AT 7:43PM EST 09/04/08, GOT VXM, RCAS-DL LEFT NAME, EXTENSION, STATED C'S NAME, ISSUE, LAST 8 DIGITS OF VIN, AND ASKED IF GRT HAD BEEN RUN AND HOW SM FEELS ABOUT C AS A CUSTOMER.

@09/03-ZDL369N

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@09/05-ZDL369N

RCAS-DL CALLED DLRSHF AT 6:22PM EST 09/05/08, SERVICE MANAGER- LONNIE ULIBARRI, WHO STATED THAT C IS NOT A GOOD CUSTOMER AND DOES NOT SPEND ANY MONEY THERE, SM ASKED RCAS-DL TO WAIT WHILE HE CONFIRMS THIS.

RCAS-DL ASKED IF ANYONE RAN GRT FOR C'S LAST REPAIR.

SM STATED THAT IT WAS NOT, AS REP SAYS THAT GRT IS NOT TO BE ABUSED

AND IS ONLY FOR CUSTOMERS WHO TAKE CARE OF THEIR VEHs AND ARE

DESERVING OF ADDITIONAL ASSISTANCE, SM DEEMED THIS WAS NOT THE CASE.

SM ASKED FOR LAST 8 DIGITS OF VIN, RCAS-DL PROVIDES THEM.

SM READS OUT THAT ALL C'S WORK AT DLRSHF HAS BEEN WARRANTY WORK,

EXCEPT THAT C BOUGHT ONE OIL CHANGE AT 16000 MILES. THAT IS THE

ONLY CUSTOMER PAY SM HAS ON RECORD FOR C. RCAS-DL THANKED SM.

SM ASKED RCAS-DL TO WAIT WHILE HE CONSULTS SA

@09/05-ZDL369N

SM STATED THAT C IS A VERY DIFFICULT CUSTOMER IN THE WORDS OF SA WHO NEVER

BUYS ANYTHING. SM STATED THAT IF SM RUNS GRT THEN A SURVEY WILL BE GENERATED

AND SM EXPECTS C WILL PRODUCE NEGATIVE SURVEY AS C IS NEGATIVE. @09/05-ZDL369N

SM CONSULTS WITH SA WHO STATED THAT GRT WAS RUN AND IT CAME UP NEGATIVE.

RCAS-DL THANKED SM FOR TIME.

@09/05-ZDL369N

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@09/05-ZDL369N

RCAS-DL CALLED C AT DAYTIME PHONE NUMBER AT 6:33PM EST, 09/05/08, GOT VMX,

RCAS-DL LEFT NAME, EXTENSION, FILE NUMBER. @09/05-ZDL369N

RCAS-DL CALLED C AT EVENING PHONE NUMBER AT 6:36PM EST, 09/05/08, GOT VMX,

RCAS-DL STATED THAT NISSAN IS NOT IN A POSITION TO PROVIDE FINANCIAL

ASSISTANCE AT THIS TIME AS VEH IS OUT OF WARRANTY.

C STATED THAT C IS EXTREMELY DISAPPOINTED WITH DECISION, AND HAS NEVER HAD

A SEAT FRAME BREAK, AND HAS TO REPLACE BOTH RAILS WHEN ONE IS FAULTY,

AND FINDS THE PRICE ABSURD.

C'S WIFE- ERIN TAKES OVER THE CALL, WILL BE REFERRED TO AS C.

C STATED THAT POWER NISSAN STATED THAT THEY DID NOT FEEL LIKE THIS WAS

NORMAL WEAR AND TEAR .

RCAS-DL STATED THAT THIS IS WHAT RCAS-DL WAS TOLD BY THE DLRSHF.

C'S WIFE STATED THAT DLRSHF IS LYING, C STATED THAT THIS IS SAFETY ISSUE,

C STATED THAT THIS IS A DEFECTIVE VEH, AND C HAS HAD VEH IN COUNTLESS TIMES

FOR DIFFERENT REPAIRS.

C STATED THAT C IS GETTING ONE STORY FROM THE DLRSHF AND ONE STORY

FROM RCAS-DL AND ASKED WHO IS ACTUALLY DENYING C FINANCIAL AID.

RCAS-DL STATED IT IS RCAS-DL WHO IS MAKING THIS DECISION.

C ASKED TO SPEAK TO SUPERVISOR.

RCAS-DL INDICATED THAT RCAS-DL'S SUPERVISOR MAY NOT CHANGE RCAS-DL'S DECISION BUT MAY ONLY INTERCEDE IF C FEELS RCAS-DL IS RUDE OR UNPROFESSIONAL.

C STATED THAT C FEELS RCAS-DL HAS NOT PROPERLY REVIEWED ALL THE NUMEROUS PROBLEMS C HAS HAD WITH VEH.

RCAS-DL STATED RCAS-DL DID REVIEW THESE AND NOTED THAT ALL THESE ISSUES WERE PREVIOUSLY REPAIRED UNDER WARRANTY.

C STATED THAT C FEELS THAT THE ISSUES WERE REPAIRED UNDER WARRANTY DOES NOT INVALIDATE THAT THESE ISSUES HAPPENED. C STATED NISSAN DOES NOT STAND BEHIND IT'S VEHICLES.

RCAS-DL STATED THAT NISSAN DOES STAND BEHIND IT'S VEH'S IN THE FORM OF ALL THE WARRANTY WORK THAT HAS ALREADY BEEN DONE ON VEH, RCAS-DL ASKED IF ALL PRIOR REPAIRS ON VEH WERE DONE TO C'S SATISFACTION.

C STATED THAT FUEL GAUGE JUST BROKE AS OF TODAY.

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RCAS-DL STATED RCAS-DL WAS UNAWARE OF THIS ISSUE AND IS PREPARED TO INVESTIGATE IF IT CAN BE COVERED UNDER FINANCIAL AID IF C SO DESIRES AS CASES ARE INVESTIGATED IN THE INDIVIDUAL MERIT OF EACH CASE.

C STATED THE REAL ISSUE IS THE SEAT.

C ASKED WHY SEAT WOULD BE CONSIDERED WEAR AND TEAR ISSUE.

C HAS ANOTHER VEH IN GARAGE AND HAS NEVER HAD ANY ISSUES WITH SEAT.

RCAS-DL STATED THAT DLRSHP STATED IT WAS A WEAR AND TEAR ISSUE. @09/05-ZDL369N

C STATED THIS IS OPPOSITE OF WHAT C. @09/05-ZDL369N

RCAS-DL STATED THAT RCAS-DL CAN ONLY GO BY WHAT DLRSHP HAS TOLD RCAS-DL.

C STATED THAT C WISHES TO TALK TO RCAS-DL'S SUPERVISOR. @09/05-ZDL369N

RCAS-DL STATED THAT RCAS-DL IS PREPARED TO DO THIS, BUT RCAS-DL'S SUPERVISOR ONLY JUDGES C'S PERFORMANCE IN THE EVENT THAT RCAS-DL IS RUDE, AND CANNOT CHANGE RCAS-DL'S DECISION. @09/05-ZDL369N

C UNDERSTANDS AND STILL WISHES TO SPEAK TO SUPERVISOR. @09/05-ZDL369N

RCAS-DL STATED THAT C WILL BE CONTACTED BY THE END OF THE NEXT BUSINESS DAY BY RCAS-DL'S SUPERVISOR. @09/05-ZDL369N

C ASKED FOR RCAS-DL'S FULL NAME, RCAS-DL PROVIDED IT. @09/05-ZDL369N

RCAS-DL WISHED C A GOOD DAY. @09/05-ZDL369N

\*\*\*\*\* @09/05-ZDL369N

RCAS-DL SENT INTERNAL MESSAGE TO RS-DD AS OF 6:58PM EST 09/05/08, ESCALATING THIS FILE. @09/05-ZDL369N

\*\*\*\*\*8

RS-DD ATTEMPTED TO CONTACT C ON DAY PHONE ON 9/8/2008 AT 8:06PM EST LEFT VMX FOR C REQUESTING A CALLBACK AND LEFT RS-DD CONTACT INFORMATION. @09/08-ZSD591N

RS-DD ATTEMPTED TO CONTACT C ON EVE PHONE ON 9/8/2008 AT 8:07PM EST LEFT VMX FOR C REQUESTING A CALLBACK AND LEFT RS-DD CONTACT INFORMATION. @09/08-ZSD591N

RS-DD ATTEMPTED TO CONTACT C ON DAY PHONE ON 9/10/2008 AT 7:38PM EST. RS-DD LEFT VMX FOR C REQUESTING A CALLBACK. RS-DD LEFT CONTACT INFORMATION.

RS-DD ATTEMPTED TO CONTACT C ON EVE PHONE ON 9/10/2008 AT 7:39PM EST. RS-DD LEFT VMX FOR C REQUESTING A CALLBACK. RS-DD LEFT CONTACT INFORMATION.

\*\*\*\*\*

RCAS-DL UPDATED TREAD ACT CODES. @09/12-ZDL369N

RCAS-DL CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @09/12-ZDL369N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE SEND ANY INFORMATION PERTAINING TO THIS FILE TO REGIONAL SPECIALIST DAVID LA RUSH AT 1 866 799 1690 X1476.

DEALER ACTION:

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CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3331           | EFFECTIVE: 09 / 02 / 08   | 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: ZAK473N        |                     |
| HISTORY:                 | UPDATE BY: ZDL369N        |                     |
| SVC CALL#:               | UPDATE DATE: 09 / 12 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 09 / 12 / 08  | MICROFILM: N        |
| RESP CAA: D'ABREU, DONNA | OLM: SMIT AGNES           | DOM: HARRIMAN, ALAN |
| PHONE: 0000000000        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08T55W [REDACTED] Y       |
| CITY: LEES SUMMIT     | YR/MDL: 2005.0 MUR MILEAGE: 35208   |
| ST/ZIP: MO [REDACTED] | IN SVC DATE: 06 / 09 / 05           |
| DAY PH: [REDACTED]    | RTL DLR: 22029 TRI-CITY NISSAN      |
| EVE PH: [REDACTED]    | SVC DLR: 5164 LEE'S SUMMIT NISSAN   |
| DLR PH: 816 251 2000  | RESP DLR: 5164 LEE'S SUMMIT NISSAN  |
| VCAN: N               | REGION: 32 DIST: SL/SV/PT: 10 10 40 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

|                                              |                             |                                |
|----------------------------------------------|-----------------------------|--------------------------------|
| LETTER RECEIVED 00 / 00 / 00                 | EXEC: 00 / 00 / 00          | EMAIL: 00 / 00 / 00            |
| FIRE: N (Y/N)                                | ROLLOVER: N (Y/N)           | ACCIDENT: N (Y/N)              |
| PROPERTY DAMAGE: N (Y/N)                     | INJURY: N (Y/N)             | SENT TO LEGAL: N (Y/N)         |
| PREVIOUSLY REPAIRED: 00 / 00 / 00            | WHERE:                      |                                |
| VEHICLE PURCHASED: NEW                       | PREOWNEI X MILES            | # NISSAN/INFINITI VEHICLES: 11 |
| VEHICLE MAINTAINED BY: INDEPENDANT FACILITY. |                             |                                |
| OUTSIDE WARRANTY BY (B) MONTHS:              | MILES:                      | (PT) MONTHS: MILES:            |
| ORIG CODE: CT 11                             | OPEN DATE: 09 / 03 / 08     | XFER/RSPNSBLTY: 24 11 S        |
| CONTACT (S):                                 | FOLLOWUP DATE: 09 / 04 / 08 | DATANET (Y/N): 1               |
| SEVERITY: 9                                  | CLOSE DATE: 09 / 04 / 08    | DATANET (Y/N): 09 / 04 / 08    |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                              |
|----|--------------------------|--------|------------------------------|
| OC | NISSAN DEALER ISSUES     | 223500 | VEHICLE MAINTENANCE (NISSAN) |
| BF | NSN DEALER SERVICE DEPT. | ZR     | GENERAL INQUIRY              |

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C. A. R. COMMENTS

FILE OPENED-ZVW459N 09/03/2008

PREVIOUS UNRELATED FILES FOUND: NONE.

CRR-VW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR. @09/03-ZVW459N

CRR-VW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @09/03-ZVW459N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 11/21/05 06/20/06 22029

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 06/20/06 22029

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 06/20/06 22029

CRR-VW RECEIVED INBOUND CALL FROM C. @09/03-ZVW459N

C STATES THAT THE DRIVER'S SEAT FRAME IS BROKEN. @09/03-ZVW459N

CRR-VM ASKED C WHO C SPOKE WITH AT THE DLRSHIP

C STATES THAT C SPOKE WITH CHRISTOPHER MCHAULY AT LEE SUMMIT NISSAN.

CRR-VW ASKED WHERE THE VEH IS NOW

C STATES THAT VEH IS AT HIS FLEET DLRSHIP, AND IS INOPERABLE. @09/03-ZVW459N

C ALSO STATES THAT LEE SUMMIT NISSAN SVR/DLR INFORMED C AS TO GOODWILL

C STATES, FURTHERMORE; THAT C WAS TO CONTACT 1-800-NISSAN-1, FOR GOODWILL  
ESCALATIONS. @09/03-ZVW459N

CRR-VW ASKED C WHAT C WANTS FROM NISSAN

C STATES THAT C WOULD LIKE TO KNOW IF THE DRIVER'S SEAT IS COVERED BY ANY  
WARRANTY GOODWILL @09/03-ZVW459N

CRR-VW OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-VW GAVE NAME, EXT AND FILE NUMBER @09/03-ZVW459N

CRR-VW TRANSFERRING FILE FILE TO RCAS PENDING FURTHER REVIEW @09/03-ZVW459N

RCAS-AM RECEIVED, REVIEWED AND DATA NETTED FILE TO DLR ON 09/03/08.

RCAS-AM NOTED THAT INITIAL CALL WILL BE MADE TO C, AS DUE, ON 09/04/08.

@09/03-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 11:50AM EST ON 09/04/08 AND SPOKE WITH C

RCAS-AM CONFIRMED THAT C HAD PURCHASED VEH FROM AUCTION ONLINE.

C STATED THAT C PURCHASES VEH'S REGULARLY FROM AUCTION AS FLEET VEH'S AND THEN  
PROVIDED VEH'S TO NISSAN DLRSHIP AS LOANERS FOR CUSTOMER'S HAVING WARRANTY  
WORK COMPLETED.

RCAS-AM UNDERSTOOD.

C STATED THAT C'S DLRSHIP IS MITSUBISHI AND IS RIGHT NEXT DOOR TO THIS DLR.

RCAS-AM UNDERSTOOD.

RCAS-AM INQUIRED IF C HAD ESTIMATE ON REPAIR C WAS SEEKING ASSISTANCE WITH.

C STATED THAT C HAD NOT YET BEEN TO DLR FOR DIAGNOSIS AS SEAT WAS CLEARLY  
BROKEN WHEN SOLD TO C.

RCAS-AM EXPLAINED THAT C WAS OUTSIDE WARRANTY AND IN ORDER FOR CORRECT  
REGIONAL SPECIALIST TO FURTHER REVIEW C'S REQUEST, RCAS WOULD NEED AUTHORIZED  
DLR TO HAVE PERFORMED DIAGNOSTIC ON VEH.

C UNDERSTOOD AND STATED C WOULD TAKE OVER TO DLR TODAY.

RCAS-AM THANKED C AND INFORMED C THAT ONCE C HAD DIAGNOSTIC COMPLETED, C  
COULD CALL BACK TO NNA FOR FURTHER ASSISTANCE, IF REQUIRED.

C UNDERSTOOD AND THANKED RCAS-AM.

RCAS-AM DID NOT PROVIDE RCAS-AM CONTACT INFO AS FILE WAS NOT CORRECTLY  
ASSIGNED IN RCAS-AM'S REGION.

RCAS-AM CLOSING FILE PENDING CUSTOMER CALL BACK WITH FURTHER INFO ON  
DIAGNOSTIC. @09/04-ZAM269N

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RCAS-LA RECEIVED VMX FROM SM-CHRIS MCCAULEY 09/05/08 REQUESTING CALLBACK.

---

RCAS-LA SPOKE WITH SM-CHRIS MCCAULEY 09/05/08, 11:36AM EST WHO STATES SEAT  
FRAME IS BROKEN. VEH OWNED BY LEE SUMMIT MITSUBISHI RENTAL COMPANY. COMPANY

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HAS HAD VEH FOR A COUPLE OF WEEKS: SEAT FRAME IS [BROKEN.@09/05-ZLA999N-COMMENT](#)  
>DLR WILL SPEAK WITH DPSM-JH REGARDING ISSUE. @09/05-ZLA999N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT8G         | ROOT CAUSE: SCCP    |
| CALLBACK: (Y/N) #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0    | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #:              | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                 | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 1      | DATE: 09 / 05 / 08        | USERID: ZLA999N     |
| RESP DLR: 5164           | EFFECTIVE: 09 / 03 / 08   | 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: ZVW459N        |                     |
| HISTORY:                 | UPDATE BY: ZAM269N        |                     |
| SVC CALL#:               | UPDATE DATE: 09 / 05 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 09 / 04 / 08  | MICROFILM: N        |
| RESP CAA: AREVALO, LINDA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041597        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |         |                                  |                          |
|-----------------------|---------|----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: NONE                         |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08T27W [REDACTED] Y    |                          |
| CITY: TAMPA           |         | YR/MDL: 2007.0 MUR MILEAGE: 1000 |                          |
| ST/ZIP: FL [REDACTED] |         | IN SVC DATE: 09 / 03 / 07        |                          |
| DAY PH: [REDACTED]    | VCAN: N | RTL DLR: 5001                    | WESLEY CHAPEL NISSAN     |
| EVE PH: [REDACTED]    | PAID: 2 | SVC DLR: 5001                    | WESLEY CHAPEL NISSAN     |
| DLR PH: 813 751 1300  | SUSP: 1 | RESP DLR: 5001                   | WESLEY CHAPEL NISSAN     |
|                       | DENY: 0 | REGION: 34                       | DIST: SL/SV/PT: 02 02 32 |

|                                               |                    |                               |
|-----------------------------------------------|--------------------|-------------------------------|
| 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: 9/4/2008                 | WHERE: 5001        | WESLEY CHAPEL NISSAN          |
| VEHICLE PURCHASED: NEW X PREOWNEI             | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 5001 WESLEY CHAPEL NIS |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:               | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 04 / 08     | XFER/RSPNSBLTY: 34 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 26 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 3      | CLOSE DATE: 11 / 21 / 08    | DATANET (Y/N): 09 / 05 / 08 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: TAMPA FL [REDACTED]  
VIN: JN8AZ08T27W [REDACTED] MODEL LINE/YEAR: MUR 2007.0

G/L VALUE CODE: DRTSETTLN ACCOUNT: 062480000411131  
G/L DESCRIPTION: DRT SETTLEMENT CHE  
CHECK AMOUNT: \$ 2000

|                            |                        |         |
|----------------------------|------------------------|---------|
| CHK REQUEST DATE: 11/19/08 | REQUESTED BY: GREGO BO | ZBG064N |
| CHECK APPROVED: 11/19/08   | APPROVED BY: GLENN BOB | ZBG056N |
| CHECK ISSUE DATE: 11/20/08 | CHECK NUMBER: 153639   |         |

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

| CONCERN AND CATEGORY |                         | SUBCATEGORY AND SYMPTOM |                              |
|----------------------|-------------------------|-------------------------|------------------------------|
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER) |
| AU                   | INTERIOR (NON-ELECTRIC) | WA                      | PREMATURE WEAR/FAILURE       |
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER) |
| AU                   | INTERIOR (NON-ELECTRIC) | YE                      | MULTIPLE REPAIR ATTEMPTS     |

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C. A. R. COMMENTS

FILE OPENED-ZJC818N 09/04/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: 5884975

6048385

CRR-JC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @09/04-ZJC818N

CRR-JC ADVISED C NO OPEN RECALLS ON VEHICLE.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE

CRR-JC RECEIVED CALL FROM C. @09/04-ZJC818N

C STATES: @09/04-ZJC818N

C HAS HAD ISSUES WITH THE SEAT SINCE C BOUGHT THE VEH. C HAS CALLED THE DLR  
SINCE C HAD THE ISSUES. C CALLED THE DLR. AND THERE WAS A BULLITON FOR THE SEA  
THE DLR REPLACED THE TRIM AS PER THE BULLITON. C TOOK THE VEH HOME AND  
HAD THE SAME ISSUE OCCUR. AND AGAIN IT WAS REPAIRED. C HAS HAD THIS ISSUE  
OCCUR FOR THE THIRD TIME NOW. DLR ADVISED C THAT THIS WAS THE LAST TIME  
THE DLR WILL FIX THE VEH. C THINKS THIS IS RIDICULOUS BUT FEELS THAT THIS IS  
GOING TO HAPPEN AGAIN. @09/04-ZJC818N

C FEELS THAT THERE MUST BE A DEFECT IN THE VEH AND MAY FILE FOR LEMON LAW. AS  
THIS VEH HAS BEEN IN THE SAME SITUATION THREE TIMES NOW. @09/04-ZJC818N

CRR-JC ASKED WHAT C IS LOOKING FOR FROM NISSAN? @09/04-ZJC818N

C WOULD LIKE NISSAN TO PROVIDE C WITH A NEW VEH, AS C FEELS THAT THIS ISSUE,  
IS VERY ANNOYING AND SHOULD NOT BE OCCURRING SO OFTEN, OR AT ALL AFTER THE FIRS  
TIME. @09/04-ZJC818N

CRR-JC ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

CRR-JC ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-JC OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-JC GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-JC TRANSFERRING FILE TO RCAS. @09/04-ZJC818N

RCAS-NP DATANETTED FILE @09/04-ZNP479N

RCAS-NP CALLED C ON DAY/EVE PHONE AT 10:33 AM EST ON 09/05/08. LEFT VMX.

@09/05-ZNP479N

\*\*\*

CRR-LJ RECEIVED CALL FROM C.

CRR-LJ VERIFIED OWNER'S INFORMATION.

C STATED C WAS NOT RECEIVING CALLS FROM RCAS-NP.

CRR-LJ ADVISED C THAT CRR-LJ WILL BE SENDING AN INTERNAL MSG TO RCAS-NP

REGARDS TO C'S CONCERN.

CRR-LJ ADVISED C THAT IF C WILL NOT RECEIVE A CALL TODAY, C WILL RECEIVE  
A CALL TOMORROW.

C UNDERSTOOD.

C THANKED CRR-LJ FOR ASSISTANCE, C SATISFIED.

CRR-LJ OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-LJ GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-LJ EXITING FILE. @09/08-ZLJ790N

\*\*\*\* CRR-JP RECEIVED CALL FROM C. CRR-JP VERIFIED C'S INFO. C STATED C CALLED  
FOR THE 1ST TIME LAST WEEK: RCAS LEFT A MSG ON VMX. C WAS EXPECTING ANOTHER  
CALLBACK SINCE MONDAY. C ALSO LEFT MSGS ON RCAS VMX, EVEN ASKED CRR-LJ TO SEND  
AN INTERNAL MSG TO RCAS ON C'S BEHALF. CRR-JP APOLOGIZED PROFUSELY AND ADVISED  
C TO WAIT FOR RCAS CALLBACK BY THE END OF THE BUSINESS DAY TODAY AND IF C  
STILL DOESN'T RECEIVE A CALL, C CAN CALL NNA CA BACK TO ADDRESS C'S CONCERN  
FURTHER. C AGREED GRUDGINGLY, THANKED CRR-JP. CRR-JP OFFERED FURTHER  
ASSISTANCE, C DECLINED. C GAVE PREFERRED CALLBACK NUMBER, 813 731 2614.



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CRR-JP ALSO GAVE C NAME AND EXTENSION. C ENDED CALL. @09/11-ZJP114N

\*\*\*

RCAS-ED ASSISTING RCAS-NP.

RCAS-ED CONTACTED SM-CHARLIE AT 3:47 PM EST ON 09/15/08 AND LEFT A VMX.

\*\*\*

@09/15-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 3:59 PM EST ON 09/15/08 AND LEFT A VMX.  
RCAS-ED CONTACTED C ON EVE NUMBER AT 4:00 PM EST ON 09/15/08 AND SPOKE WIHT C.  
C STATES WHEN C BOUGHT THE VEH, C HAD VEH ABOUT 4 OR 5 DAYS, AND PLASTIC  
MOLDING AROUND BOTTOM OF SEAT CAME LOOSE, AND SEAT ROCKED A LITTLE BIT  
WHEN DRIVING. C STATES C CALLED DLRSHIP RIGHT AWAY AND DLR TOLD C THERE WAS  
A BULLETIN, AND A PART WAS ORDERED. C STATES AROUND 10 DAYS LATER, PART CAME  
IN. C STATES C TOOK VEH IN FOR OTHER MAINTENANCE AND GOT SEAT REPAIRED. C  
STATES MAYBE A DAY OR TWO LATER, SEAT HAD SAME PROBLEM. C STATES C TOOK VEH  
BACK AND ANOTHER PART WAS ORDERED. C STATES C HAD VEH REPAIRED A SECOND TIME.  
C STATES C ONLY HAD VEH OUT FOR A WEEK WHEN SAME ISSUE TOOK PLACE AGAIN. C  
STATES C CALLED DLRSHIP AND WAS TOLD C COULD BRING VEH IN WHEN C GOT OIL CHANGE  
C STATES DLR HAD TO ORDER PART AGAIN FOR SEAT, AND C WAS TOLD THIS WAS THE  
LAST TIME DLR COULD REPAIR THIS PART. C STATES VEH IS NEW AND HAS VERY FEW  
MILES ON IT. C STATES ISSUE IS HAPPENING AGAIN, AND C HAS NOT EVEN CALLED  
DLR YET BECAUSE DLR TOLD C THAT ISSUE COULD NOT BE FIXED AGAIN AFTER THE LAST  
TIME. C STATES C TOOK VEH IN LAST WEEK FOR OIL CHANGE AND PART HAS SUPPOSEDLY  
BEEN ORDERED AGAIN, AND HAS NOT HEARD BACK AGAIN FROM DLRSHIP. C STATES C  
CALLED NNA AND HAS BEEN WAITING FOR A WEEK TO HEAR BACK FROM RCAS. C STATES C  
MISSED CALL AND HAS LEFT MESSAGES, BUT HAS NOT HEARD BACK. C STATES C HAS  
CALLED INBOUND AND HAD MESSAGES SENT. C STATES C HAS STILL NOT HEARD BACK.  
EVEN THOUGH C CALLED IN ONE MORE TIME FOR AN INTERNAL MESSAGE TO BE SENT. C  
STATES C REALLY LIKES C'S MURANO, AND VEH PERFORMS WELL, BUT C MAY NEVER BUY  
ANOTHER NISSAN IF THIS IS NOT SORTED OUT. C STATES C WANTS ANOTHER VEH. C  
STATES SEAT ADJUSTER IS ALL BROKEN APART AS WELL. C STATES C IS TIRED OF  
MESSING WITH THIS VEH. C STATES C WANTS VEH BOUGHT BACK. RCAS-ED APOLOGIZED  
FOR THE DELAY IN RESPONDING TO C. RCAS-ED ADVISED C THAT ALL OF C'S CONCERNS  
HAVE BEEN DOCUMENTED. RCAS-ED ADVISED C THAT RCAS-NP WILL CONTACT DLRSHIP TO  
GET COPIES OF ALL WORK ORDERS AND LOOK INTO THE POSSIBILITY OF BUYBACK FOR C'S  
VEH. RCAS-ED ADVISED C THAT RCAS-NP WILL FOLLOW UP WITH C ON 09/19/08 ONCE  
RCAS-NP HAS MORE INFO. C AGREED AND THANKED RCAS-ED. @09/15-ZED501N

\*\*\*

@09/15-ZED501N

RCAS-TP CALLED C ON C'S DAY/EVENING PHONE NUMBER 09/19/08 AT 5:22PM EST AND  
SPOKE WITH C. C STATES HAS NOT BEEN IN CONTACT WITH THE DLRSHIP SINCE C WENT IN  
FOR C'S OIL CHANGE LAST WEEK. C STATES C WAS SUPPOSED TO HEAR FROM THE DLRSHIP  
ABOUT THE STATUS OF C'S SEAT. RCAS-TP ADVISED C THAT NNA WILL BE ON TOP OF C'S  
ISSUE. @09/19-ZTP669N

\*\*\*\*\*

@09/24-ZTP669N

RCAS-TP CALLED C ON C'S DAY/EVENING PHONE NUMBER 09/24/08 AT 3:15PM EST AND  
SPOKE WITH C. C STATES C IS TRIED OF WAITING ON A DECISION. C WANTS TO KNOW  
WHAT NNA CAN DO FOR C AS C HAS BEEN WAITING FOR TWO WEEKS NOW TO HEAR ABOUT  
C'S CASE. RCAS-TP ADVISED C THAT RCAS-NP WILL BE IN CONTACT WITH C ON  
09/29/08. C STATES C IS GOING TO CONTACT C'S ATTORNEY ABOUT C'S ISSUE BECAUSE  
NNA NOR THE DLRSHIP ARE TREATING C RIGHT. RCAS-TP ADVISED C THAT IF C HAS AN  
ATTORNEY REPRESENTING C, C MUST SEND IN A LETTER OF REPRESENTATION TO NNA. C  
STATES C DOES NOT REALLY WISH TO GET A LAWYER SO C IS WILLING TO RIDE THIS  
SITUATION OUT UNTIL RCAS-NP CAN UPDATE C ON MONDAY. RCAS-TP THANKED C.

\*\*\*\*\*

@10/01-ZXC331N

RCAS-XC CONTACTED 5001 WESLEY CHAPEL NISSAN ON 10/01/08 AT 11:12 AM EST.  
RCAS-XC SPOKE TO SM-CHARLIE DUH AND STATED THAT WILL CHECK IF PART FOR C'S VEH  
HAS ARRIVED AND THAT WILL CONTACT RCAS-XC BACK WITH INFO. @10/01-ZXC331N  
RCAS-XC PROVIDED SM-CHARLY WITH CALL BACK INFORMATION AND PROVIDED FAX

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NUMBER FOR SM-CHARLIE TO FAX RO'S TO RCAS-XC.  
RCAS-XC THANKED SM-CHARLIE FOR ASSISTANCE AND ENDED CALL.

\*\*\*

RCAS-XC NOTING THAT AS PER RCAS-ED NOTES RCAS-NP WAS GOING TO GET RO'S AND  
WILL LOOK INTO THE POSSIBILITY OF A BUYBACK. @10/01-ZXC331N

\*\*\*\*\*

RCAS-XC CONTACTED 5001 WESLEY CHAPEL NISSAN ON 10/03/08 AT 9:33 AM EST.  
RCAS-XC LEFT VMX FOR SM-CHARLIE DUH. @10/03-ZXC331N

\*\*\*

@10/03-ZXC331N

RCAS-XC CONTACTED C AT DAY PHONE ON 10/03/08 AT 9:41 AM EST. @10/03-ZXC331N  
C STATES THAT C RECEIVED A CALL FROM THE DEALER TODAY AND C JUST DROPPED OFF  
VHE OFF TO BE REPAIRED. @10/03-ZXC331N

C STATES THAT C IS CONCERN THAT AFTER REPAIR ISSUE WILL HAPPEN AGAIN.  
C STATES THAT IF AFTER REPAIR VEH FAILS AGAIN WILL CONTACT RCAS-XC BACK AS C  
WAS ADVISED THAT NNA WILL LOOK INTO THE POSSIBILITY FOR A BUYBACK OR TRADE.  
RCAS-XC ADVISED C TO CONTACT RCAS-XC BACK ONCE VEH HAS BEEN REPAIRED AND C  
AGREED.

C THANKED RCAS-XC FOR CONTACTING C. @10/03-ZXC331N  
RCAS-XC PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER. @10/03-ZXC331N  
C ENDED CALL. @10/03-ZXC331N

\* \* \*

CRR-SV UPDATING FILE.  
C PROVIDED THE FILE NUMBER.  
CRR-SV VERIFIED C'S NAME, ADDRESS AND PHONE NUMBERS.  
CRR-SV RECEIVED A CALL FROM C.  
C STATED C WANTS TO SPEAK TO RCAS-XC BECAUSE RCAS-XC INFORMED C TO HAVE A  
CALLBACK THIS AFTERNOON.  
C TRIED TO DIAL THE EXTENSION NUMBER RCAS-XC PROVIDED THE 41412 BUT  
C WAS NOT ABLE TO SPEAK WITH RCAS-XC.  
CRR-SV INFORMED C THAT CRR-SV WILL SEND AN INTERNAL MESSAGE TO RCAS-XC  
CRR-SV ASKED FOR PHONE NUMBER AND BEST TIME TO CALL.  
C PROVIDED C'S CELL NUMBER [REDACTED] AND RCAS-XC CAN CALL ANYTIME.  
C THANKED CRR-SV FOR ASSISTANCE. C SATISFIED.  
CRR-SV OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-SV WAS NOT ABLE TO GIVE TO C NAME, EXTENSION AND FILE NUMBER. (DUE TO  
BAD PHONE CONNECTION)  
CRR-SV LEAVING FILE OPEN. @10/03-ZSV648N

\*\*\*

@10/06-ZXC331N

RCAS-XC CONTACTED C AT [REDACTED] ON 10/06/08 AT 3:13 PM EST. @10/06-ZXC331N  
C STATED THAT VEH WAS REPAIRED AND SO FAR VEH HAS NOT GIVEN C ANY ISSUES AND  
STATED THAT C IS OK WITH VEH AS LONG AS VEH IS WORKING AND STATED THAT AS LONG  
AS VEH WORK C WILL NOT REQUEST BUYBACK BUT IF VEH FAILS AGAIN C WILL CALL BACK  
FOR NNA TO DO THE BUYBACK FOR C.

C THAKED RCAS-XC FOR ASSISTANCE AND ENDED CALL.  
RCAS-XC CLOSING FILE AS VEH HAS BEEN REPAIRED. @10/09-ZXC331N-COMMENT

\*\*\*\*\*

CRR-MB RECEIVED CALL FROM C.  
CRR-MB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
C STATED THAT C WANTED TO BE TRANSFERRED TO EXTENSION 41412.  
CRR-MB INFORMED C THAT CRR-MB CAN TRANSFER C'S CALL TO EXTENSION 41412 BUT  
THERE MIGHT BE A POSSIBILITY THAT C'D CALL MIGHT BE ROUTED TO RCAS'S VOICE  
MAILBOX.  
C STATED THAT C WILL GOING TO LEAVE VMX TO RCAS. @10/21-ZAB630N  
CRR-MB INFORMED C THAT CRR-MB WILL DOCUMENT THAT C CALLED TODAY AND THAT C WAN  
TED TO TALKED TO RCAS.  
CRR-MB TRANSFERRED CALL TO RCAS'S EXTENSION NUMBER. @10/21-ZAB630N

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CRR-MB EXITING FILE. @10/21-ZAB630N  
CRR-LB RECEIVED CALL FROM C.  
C STATED THAT C HAD BEEN TRYING TO GET IN TOUCH WITH THE RCAS THAT  
HANDLES C'S FILE BECAUSE C WAS TOLD BY THE RCAS THAT IF THERE IS ANY  
ASSISTANCE THAT C WOULD BE NEEDING C CAN CALL THE RCAS AGAIN.  
C SAID THAT C IS A HONDA PERSON ANAD C NEVER HAD ANT PROBELM WITH C'S  
HONDA VEH.  
C SAID THAT NISSAN IS THE POOREST SERVICE C HAD.  
C APOLOGIZED TO CRR-LB FOR TAKING THINGS OUT TO CRR-LB.  
CRR-LB UNDERSTAND.  
C SAID THAT C HAD BEEN REQUESTING MEANS TO GET IN TOUCH WITH THE RCAS THAT  
HANDLES C'S FILE.  
C PROVIDED EXTENSION NUMBER AND ASKED TO BE TRANSFERRED.  
CRR-LB ADVISED C TOLEAVE A MESSAGE AND CRR-LB WILL ALSO SEND AN  
INTERNAL MESSAGE. @10/23-ZLB782N-COMMENT  
C SAID THAT IF C REALLY CANNOT SPEAK WITH THE RCAS C WOULD ALREADY  
GET A LAWYER.  
CRR-LB NOTED.  
CRR-LB TRANSFERRED THE CALL TO EXTENSION 41412 AS PER THE REQUEST OF C.  
CRR-LB LEAVING FILE CLOSED @10/23-ZLB782N-COMMENT

\*\*\*

RCAS-XC RECEIVED VMX FROM C ON 10/23/08 AT 3:06 PM EST.  
MESSAGE STATES THAT C WOULD LIKE TO SPEAK TO RCAS-XC. @10/23-ZXC331N-COMMENT  
\*\*\* @10/23-ZXC331N-COMMENT

RCAS-XC CONTACTED C AT DAY PHONE ON 10/23/08 AT 4:13 PM EST.  
RCAS-XC LEFT VXM FOR C. @10/23-ZXC331N-COMMENT  
RCAS-XC CONTACTED C AT EVE PHONE ON 10/23/08 AT 4:16 PM EST.  
RCAS-XC LEFT VMX FOR C. @10/23-ZXC331N-COMMENT  
\*\* @10/23-ZXC331N-COMMENT

CRR-DG RECEIVED WARM TRANSFER FROM US CRR TRANSFERRING C TO CRR-DG.  
CRR TOLD CRR-DG THAT C IS RETURNING A PHONE CALL AND ASKING FOR THE  
SPANISH SPEAKING AGENT.  
CRR-DG TOOK THE CALL AND TALKED TO C.  
C STATED THAT C CANNOT CONTACT THE SPANISH AGENT HANDLING C'S FILE.  
C STATED THAT C LEFT VMX TO THE AGENT BUT THE AGENT IS NOT CALLING C.

\*\*\*\*\*

@10/23-ZXC331N

RCAS-XC NOTING THAT RACS-XC NOTES WERE DELETED. @10/23-ZXC331N  
RCAS-XC HAD NOTED ON THE FILE THAT RCAS-XC RECEIVED VMX FROM C ON 10/23/08  
AT 4:50 PM EST AND RCAS-XC CALLED C BACK ON 10/23/08 AT 4:53 PM EST. AND  
LEFT AGAIN A VMX FOR C. @10/23-ZXC331N

\*\*\*\*\*

@10/23-ZXC331N

CRR-DG NOTING THAT THE LATTER PART OF CRR-DG'S NOTES WERE DELETED AS CRR-DG  
WAS DOING NOTES WHILE CRR-DG WAS JUST FINISHED TALKING TO C.  
CRR-DG NOTING AFTER RCAS-XC THE NOTES THAT WERE DELETED.  
CRR-DG REVIEWED THE FILE NUMBER GIVEN BY C AFTER C STATED THAT THE AGENT  
C WANTED TO TALK TO IS A SPANISH ONE.  
CRR-DG ADVISED C THAT THE FILE ACTUALLY IS BEING HANDLED BY RCAS AND RCAS  
TRIED TO CALL C EARLIER BEFORE C CALLED IN AND HAS BEEN TRANSFERRED BY  
CCR FROM US TO CRR-DG.  
C REQUESTED FOR A CALL BACK.  
C PROVIDED C'S MOBILE PHONE [REDACTED]  
CRR-DG ADVISED C THAT AN INTERNAL MSG WILL BE SENT TO RCAS FOR FURTHER REVIEW  
OF FILE AND FOR FURTHER ASSISTANCE.  
C AGREED.  
CRR-DG EXITING FILE. @10/23-ZDG641N  
\*\*\*\*\* @10/23-ZDG641N

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RCAS-XC NOTING THAT RCAS-XC CALLED C BACK ON 10/23/08 AND SPOKE TO C BUT SOME HOW NOTES DISSAPEARED AGAIN. @10/24-ZXC331N

RCAS-XC NOTING THAT C STATED THAT ISSUE WITH SEAT IS STILL NOT FIXED AND C STATED THAT C WANTS A BUYBACK AS C DOES NOT WANT VEH ANY MORE. @10/24-ZXC331N

RCAS-XC ADVISED C THAT RCAS-XC CONTACT DEALER TO OBTAINING ALL THE REPAIR HISTORY ON VEH FOR PROCESS AND THAT AS SOON AS THERE IS AN UPDATE RCAS-XC WILL CONTACT C AND C AGREED AND ENDED CALL. @10/24-ZXC331N

\*\*\* @10/24-ZXC331N

RCAS-XC CONTACTED 5001 WESLEY CHAPEL NISSAN ON 10/24/08 AT 1:08 PM EST.

RCAS-XC NOTING THAT RCAS-XC WAS ON HOLD FOR A LONG TIME. AND AT LAST RCAS-XC SPOKE TO SOME ONE IN SERVICE DEPARTMENT THAT REFUSED TO IDENTIFY HIMSELF AND STATED THAT RCAS-XC CAN CALL BACK IN 15 MIN AND ASK FOR ANDY AND REFUSED TO GIVE ANDY LAST NAME, AND STATED THAT WILL ALSO HAVE SOME ONE CONTACT RCAS-XC BACK AS SM IS NOT IN TODAY AND DISCONNECTED CALL. @10/24-ZXC331N

\*\*\* @10/24-ZXC331N

RCAS-XC CONTACTED 5001 WESLEY CHAPEL NISSAN ON 10/28/08 AT 12:54 PM EST.

RCAS-XC SPOKE TO SA-ANDY GROVE AND STATED THAT WILL HAVE RO'S FAXED TO RCAS-XC RCAS-XC PROVIDED SA-ANDY WITH FAX NUMBER. @10/28-ZXC331N

RCAS-XC THANKED SA-ANDY FOR ASSISTANCE AND ENDED CALL. @10/28-ZXC331N

RCAS-XC CONTACTED C AT EVE PHONE ON 10/28/08 AT 1:02 PM EST. @10/28-ZXC331N

RCAS-XC LEFT VMX FOR C. @10/28-ZXC331N

RCAS-XC CONTACTED C AT EVE PHONE ON 10/28/08 AT 1:05 PM EST. @10/28-ZXC331N

RCAS-XC ADVISED C THAT RCAS-XC IS WAITING FOR DLRSHIP TO FAX ALL THE REPAIR ORDERS IN ORDER TO PROCEED WITH THE REVIEW. @10/28-ZXC331N

C THANKED RCAS-XC FOR CONTACTING AND ENDED CALL.

\* \* \* @10/28-ZXC331N

RCAS-XC RECEIVED RO'S FROM DEALER ON 10/28/08. @10/30-ZXC331N

RCAS-XC REVIEWING RO'S. @10/30-ZXC331N

\* \* \* @10/30-ZXC331N

RCAS-XC SENT EMAIL TO ORM-RD ON 10/30/08. @10/30-ZXC331N

RCAS-XC RECEIVED OUT OF OFFICE REPLY EMAIL STATING THAT ORM-RD IS ON VACATION UNTILL NOVEMBER 3RD. @10/30-ZXC331N

RCAS-XC SENT EMAIL TO DPSM-BB ON 10/30/08. @10/30-ZXC331N

\*\*\*\*\* @10/30-ZXC331N

RCAS-XC CONTACTED C AT DAY PHONE ON 10/30/08 AT 1:27 PM EST. @10/30-ZXC331N

RCAS-XC ADVISED C THAT RCAS-XC IS REVIEWING RO'S AND THAT WILL CONTACT C ONCE THERE ARE NEW UPDATES. @10/30-ZXC331N

C THANKED RCAS-XC FOR ASSISTANCE AND ENDED CALL. @10/30-ZXC331N

\*\*\*\*\*

RCAS-NP CALLED DPSM-BB AT 3:10 PM EST ON 10/31/08. DPSM-BB STATED THAT FILE HAD BEEN REVIEWED AND NISSAN WOULD NOT BE IN A POSITION TO REPURCHASE A VEHICLE. DPSM-BB STATED DLRSHIP HAS REPLACED C SEAT 4 TIMES ALREADY AND CAN NOT CONTINUE TO REPLACE THE SEAT FOR FREE. DPSM-BB STATED C IS WEIGHT CHALLENGED AND CONTINUES TO BREAK THE SEAT. DPSM-BB STATED THERE IS NOTHING THAT CAN BE DONE FOR C AND IF C WANTS SEAT REPLACE THIS WOULD BE A CUSTOMER PAY. RCAS-NP THANKED DPSM-BB. @11/03-ZNP479N

\*\*\* @11/03-ZXC331N

RCAS-XC WORKING ON BUYBACK. @11/03-ZXC331N

\*\*\*\* @11/05-ZXC331N

RCAS-XC NOTING THAT RCAS-XC HAS ADVISED C THAT RCAS-XC WILL CONTACT C ONCE ALL PAPER WORK HAS BEEN DONE TO ADVISE C. @11/05-ZXC331N

\* \* \* @11/06-ZXC331N

RCAS-XC SENT REPAIR HISTORY REVIEW TO DRT-ES ON 11/06/08. @11/06-ZXC331N

\* \* \* @11/07-ZXC331N

RCAS-XC CONTACTED C AT DAY PHONE ON 11/07/08 AT 4:45 PM EST. @11/07-ZXC331N

RCAS-XC ADVISED C THAT RCAS-XC IS WAITING TO HEAR BACK FOR NNA FINA DECISION.

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@11/07-ZXC331N

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TL-AN FORWARDING BUYBACK REQUEST TO ARBS-BG FOR FURTHER REVIEW ON 11/11/08.

--

@11/11-ZAN999N

RCAS-XC CONTACTED C AT DAY PHONE ON 11/11/08 AT 1:24 PM EST. @11/11-ZXC331N

RCAS-XC LEFT VMX FOR C.

@11/11-ZXC331N

RCAS-XC CONTACTED C AT EVE PHONE ON 11/11/08 AT 1:26 PM EST. @11/11-ZXC331N

RCAS-XC ADVISED C THAT RCAS-XC IS WAITING TO HEAR BACK ON FINAL DECISION AND

C THANKED RCAS-XC FOR CONTACTING C TO ADVISE AND ENDED CALL. @11/11-ZXC331N

-

ARBS-BG: ARBS-BG TAKING OVER FILE AT THIS TIME.

@11/12-ZBG064N

-

ARBS-BG: CALLED C AT DAYTIME PHONE # AND PRESENTED C WITH OFFER. ARBS OFFERED

C \$2000.00 WITH THE SIGNING OF A RELEASE OF CLAIMS. ARBS ALSO OFFERED C A

GOLD PREFERRED SECURITY PLUS THROUGH 100K, BUT DID ADVISE C THAT THE SEAT

WOULD LIKELY NOT CONTINUE TO BE REPLACED TIME AFTER TIME. C REQUESTED ARBS

EMAIL C A COPY OF THE RELEASE AND A SUMMARY OF THE OFFER BEING PRESENTED.

ARBS AGREED AND NOTED C'S EMAIL ADDRESS [REDACTED] @11/12-ZBG064N

-

ARBS-BG: ARBS NOTES THAT ARBS EMAILED C OFFER AND COPY OF RELEASE AND THAT

OFFER IS BEING MADE DUE TO 3 REPAIRS TO THE SEAT MOVING AND NOTES THAT NNA

IS NOT IN A POSITION TO REPURCHASE THIS VEHICLE AT THIS TIME. @11/12-ZBG064N

-

@11/14-ZBG064N

ARBS-BG: ARBS PENDING CONTACT FROM C.

@11/14-ZBG064N

-

ARBS-BG: ARBS REC'D EMAIL FROM C ADVISING THAT HE WOULD ACCEPT THE OFFER IF

NNA PROVIDED \$2000 PLUS THE VSC ARBS HAD OFFERED AS C DOES WANT THE VEHICLE

COVERED THROUGH THE END OF THEIR LEASE. ARBS RETURNED C'S EMAIL ADVISING

WE WOULD CONSIDER C'S REQUEST AND ARBS ALSO ASKED HOW LONG C'S LEASE TERM

IS.

@11/17-ZBG064N

-

ARBS-BG: ARBS PENDING EMAIL FROM C IN REGARDS TO LEASE TERM. @11/17-ZBG064N

-

ARBS-BG: ARBS REC'D EMAIL AND WAS ADVISED C'S LEASE IS 39 MONTHS. ARBS

OFFERED \$2000 AND A 39 MONTHS 49K VSC. PENDING RELEASE. @11/18-ZBG064N

-

ARBS-BG: ARBS REC'D RELEASE. ARBS REQUESTING CHECK FOR \$2000 AND VSC MENTIONED

ABOVE DUE TO 3 REPAIRS TO THE DRIVERS SEAT MOVING, SQUEAKING AND THE TRIM

COMING OFF. SUBMITTING DOCS TO MGR-BG FOR APPROVAL. @11/19-ZBG064N

-

ARBS-BG: ARBS SENT CHECK TO C VIA FED EX 796132481064

@11/21-ZBG064N

ARBS-BG: ARBS CLOSING FILE AS SETTLEMENT IS COMPLETE.

@11/21-ZBG064N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NL9D         | ROOT CAUSE: SCMV     |
| CALLBACK: (Y/N) #:     | 1 DATE: 09 / 11 / 08      | USERID: ZJP114N      |
| REOPEN: CALLBACK #:    | 1 DATE: 00 / 00 / 00      | USERID: ZJP114N      |
| NEW INFO #:            | 1 DATE: 10 / 21 / 08      | USERID: ZAB630N      |
| OTHER #:               | 1 DATE: 10 / 23 / 08      | USERID: ZDG641N      |
| COMMENTS ONLY: #:      | 5 DATE: 10 / 23 / 08      | USERID: ZXC331N      |
| RESP DLR: 5001         | EFFECTIVE: 09 / 04 / 08   | CHANGED BY:          |
| IIR-DATE: 00 / 00 / 00 | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES |
| 3RD PRY:               | PART#:                    | CHECK ISSUED: YES    |
| BYBACK ST:             | OPENED BY: ZJC818N        |                      |
| HISTORY:               | UPDATE BY: ZBG064N        |                      |
| SVC CALL#:             | UPDATE DATE: 11 / 21 / 08 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 21 / 08  | MICROFILM: N         |
| RESP CAA: GREGORY, BO  | OLM: ROYSTER KAREN        | DOM:                 |
| PHONE: 0000000000      | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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DATE: 1/26/2009  
TIME: 12:49:08 PM

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

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W66W [REDACTED] Y       |
| CITY: HACKENSACK      | YR/MDL: 2006.0 MUR MILEAGE: 64000   |
| ST/ZIP: NJ [REDACTED] | IN SVC DATE: 02 / 25 / 06           |
| DAY PH: [REDACTED]    | RTL DLR: 3482 EAST COAST NISSAN     |
| EVE PH: [REDACTED]    | SVC DLR: 2764 MEADOWLANDS NISSAN    |
| DLR PH: 201 796 5050  | RESP DLR: 2764 MEADOWLANDS NISSAN   |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 09 09 39 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 09 / 07 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2764 MEADOWLANDS NISSA  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 28000 (PT) MONTHS: MILES: 4000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 09 / 10 / 08     | XFER/RSPNSBLTY: 26 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 22 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 22 / 08    | DATANET (Y/N): 09 / 12 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                    |        |                                 |
|----|--------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS   | 152500 | FUEL TANK                       |
| AI | FUEL/INTAKE SYSTEM | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZJG904N 09/10/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1151817

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 09/07/08 DATE CREATED: 09/10/08

CRR-JG VERIFIED C'S NAME, ADDRESS,PHONE NUMBER,VIN,RESPONSIBLE DLR

C DID NOT PROVIDE MILEAGE

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES @09/10-ZJG904N

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 03/30/07 2764

C'S EMAIL READS:

"HELLO!! I HAVE BROUGHT MY NISSAN MURANO IN THE SPRING OF 06 @09/10-ZJG904N

AND I AM VERY UPSET THAT MY MURANO OF THE COURSE TO FIX A GAS

TANK SENSOR THAT IS NOT WEAR AND TEAR DAMAGE BUT I FEEL A

DEFECT AND ALSO FOR MY DRIVER SIDE SEAT IN WHICH TO TRACK HAS

TO BE REPLACE BOTH DEFECTS COST ABOUT \$500 DOLLAR TO FIX. I HAVE

BROUGHT TWO NISSAN IN THE PASS AND I HAVE NEVER HAD A PROBLEM

LIKE THIS IN ANY OF THE VEHICLE I HAD OWN..I WAS HOPING I CAN GET SOME

RESOLUTION TO MY VEHICLE. (THANK YOU).."

CRR-JG TRANSFERRING FILE TO RCAS

@09/10-ZJG904N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 09/11/08 3:39 PM EST. RCAS-SH REVIEWED  
FILE WITH C. C STATED THAT C HAS MADE REPAIRS ON VEHICLE AND HAS PAID FOR  
REPAIRS THAT C THINKS C SHOULD NOT HAVE TO DO. C STATED THAT THE SENSOR  
ON GAS TANK WENT AND THAT TRACK FOR THE SEAT IS BROKEN. RCAS-SH INQUIRED  
AS TO WHAT THE MILEAGE IS ON VEHICLE. C STATED 64000 MILES. RCAS-SH INQUIRED  
IF C PURCHASED VEHICLE NEW OR USED. C STATED NEW. RCAS-SH EXPLAINED THAT  
RCAS-SH WILL CALL DLR AND GET INFORMATION ON VEHICLE REPAIRS NEEDED AND

@09/11-ZSH999N

WILL SUBMIT A REQUEST FOR ASSISTANCE FOR REPAIRS. RCAS-SH EXPLAINED THAT  
REPAIR ASSISTANCE IS ON A CASE BY CASE BASIS AND RCAS-SH WILL NOTIFY

C ONCE ALL INFORMATION HAS BEEN GATHERED. C THANKED RCAS-SH. RCAS-SH  
PROVIDED C WITH NAME,EXT,NUMBER FOR CALLBACK. RCAS-SH INFORMED C THAT  
RCAS-SH WILL FOLLOW UP WITH C 09/16/08. C THANKED RCAS-SH AND ENDED CALL.

@09/11-ZSH999N

\*\*\*RCAS-SH CALLED DLR 09/12/08 1:22 PM EST. RCAS-SH SPOKE TO SM-FRED GATES.  
FRED STATED THAT C DOES NOT SERVICE AT DLR. FRED STATED THAT C LIVES IN  
HACKENSACK AND THAT C IS MOST LIKELY GOING TO GARDEN STATE. RCAS-SH WILL  
CALL C TO CONFIRM DLR. RCAS-SH THANKED FRED FOR ASSISTANCE AND ENDED CALL.

@09/12-ZSH999N

\*\*\*RCAS-SH CALLED C ON DAY NUMBER 09/12/08 1:34 AM EST. RCAS-SH SPOKE TO  
C AND INQUIRED AS TO WHERE VEHICLE WAS DIAGNOSED FOR REPAIRS. C STATED  
THAT VEHICLE HAS BEEN TAKEN TO MEADOWLANDS NISSAN BUT DID NOT HAVE VEHICLE

@09/12-ZSH999N

ACTUALLY DIAGNOSED. RCAS-SH REQUESTED C TAKE VEHICLE TO MEADOWLANDS NISSAN  
AS RCAS-SH CANNOT REQUEST ASSISTANCE FOR REPAIRS IF C DOES NOT HAVE A  
PROPER DIAGNOSIS ON VEHICLE. C UNDERSTOOD. RCAS-SH SUGGESTED C MAKE APPT  
WITH DLR AND RCAS-SH WILL FOLLOW UP 09/17/08. C UNDERSTOOD AND THANKED  
RCAS-SH AND ENDED CALL.

@09/12-ZSH999N

\*\*\*\*\*

CRR-EP RECEIVED CALL FROM C



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C REQUESTING RCAS TO CALLBACK C ON THURSDAY 09/18/2008, IN THE AFTERNOON.  
CRR-EP ADVISED C THAT CRR WILL SEND INTERNAL MESSAGE TO AS PER C'S REQUEST.  
C THANKED CRR-EP FOR ASSISTANCE, C SATISFIED.  
CRR-EP OFFERED FURTHER ASSISTANCE, C DECLINED. @09/12-ZEP645N  
CRR-EP LEAVING FILE OPEN. @09/12-ZEP645N

\*\*\*

RCAS-MB ASSISTING RCAS-SH WITH FILE. RCAS-MB CALLED C ON 09/18/2008 AT 4:02 PM  
EST ON DAY/EVENING NUMBER, LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.  
RCAS-MB CORRECTED OOW MILEAGE. @09/18-ZSH999N

\*\*\*

RCAS-MB ASSISTING RCAS-SH WITH FILE. RCAS-MB CALLED C ON 09/22/2008 AT 2:36 PM  
EST ON DAY NUMBER. RCAS-MB INQUIRED INTO IF C'S VEH HAS BEEN DIAGNOSED.  
C STATES C HAS BEEN TO THE DLRSH BUT WAS ADVISED IT WOULD COST \$100.00 FOR  
THE DIAGNOSES. C STATES C CANNOT AFFORD THAT AT THIS TIME AND INQUIRED IF C  
COULD CONTINUE WITH ASSISTANCE IN DECEMBER. RCAS-MB ASSURED C THAT IS FINE AND  
ONCE C BRINGS VEH INTO A NNA DLRSH FOR A DIAGNOSIS TO CONTACT 1-800-NISSAN-1.  
C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING. @09/22-ZMB827N  
RCAS-MB UPDATED TREAD ACT.  
RCAS-MB CLOSING FILE. @09/22-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    |
| 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: 2764            | EFFECTIVE: 09 / 10 / 08   | 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: ZJG904N        |                     |
| HISTORY:                  | UPDATE BY: ZMB827N        |                     |
| SVC CALL#:                | UPDATE DATE: 09 / 22 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 09 / 22 / 08  | MICROFILM: N        |
| RESP CAA: HAMPEL, SUZANNE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041589         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08W96W [REDACTED] Y          |
| CITY: LINCOLN         |            | YR/MDL: 2006.0 MUR MILEAGE: 53288      |
| ST/ZIP: NE [REDACTED] |            | IN SVC DATE: 04 / 18 / 06              |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3711 SID DILLON BU NISSAN HY  |
| EVE PH: [REDACTED]    | PAID: 2    | SVC DLR: 3711 SID DILLON BU NISSAN HY  |
| DLR PH: 402 464 6500  | SUSP: 0    | RESP DLR: 3711 SID DILLON BU NISSAN HY |
|                       | DENY: 0    | REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 17288 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 11 / 08     | XFER/RSPNSBLTY: 32 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 09 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 09 / 18 / 08    | DATANET (Y/N): 09 / 15 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 124000 | REAR BRAKE (DISC/CALIPER/SHOE/DRUM) |
| AD | BRAKES              | ZM     | EXCESSIVE NOISE                     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |

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C. A. R. COMMENTS

FILE OPENED-ZJS646N 09/11/2008

CRR-JS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS46N AND RESPONSIBLE DLR.

CRR-JS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-JS ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-JS RECEIVED CALL FROM C.

C STATED

@09/11-ZJS646N

SEAT ASSEMBLY WAS BROKEN, AND C'S VEH IS ONLY 2 YEARS OLD,

AND HAS TAKEN THE VEH NUMEROUS, HAS TAKEN NUMEROUS TIMES TO SID DILLON

NISSAN DLRSHIP BECAUSE OF THAT ANNOYING SQUEAK THAT HAS SOMETHING TO DO

WITH THE MURANO EVEN BEFORE THE WARRANTY RUN OUT 30 DAYS AFTER THEY BOUGHT IT

CRR-JS ADVISED C THAT C WILL BE TRANSFERED TO C GROUP FOR FURTHER ASSISTANCE.

C AGREED C THANKED CRR-JS FOR ASSISTANCE, C SATISFIED.

CRR-XX OFFERED FURTHER ASSISTANCE, C DECLINED

@09/11-ZJS646N

CRR-JS GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-JS TRANSFERRING CALL TO C GROUP.

CRR-RD RECEIVED CALL FROM C.

CRR-RD VERIFIED NAME AND ADDRESS.

@09/11-ZJS646N

C STATED THE DRIVER'S SEAT IS COMPLETELY BROKEN AND SEAT TILTS WHEN C TURNS

THE WHEEL. C STATED C BELIEVES THAT THIS IS A MANUFACTURE DEFECT. C STATED C'S

WIFE IS NORMAL SIZE COULD NOT HAVE CAUSED THE SEAT TO BREAK. C STATED C WOULD

LIKE NISSAN TO REPAIR THE SEAT AT NO COST TO C. C STATED EVEN THOUGH THE

VEHICLE IS OVER BY MILEAGE THIS SHOULD AFFECT THE SEAT ESPECIALLY SINCE THE

VEHICLE IS ONLY 2 YEARS OLD. C STATED THE ENTIRE ASSEMBLY NEEDS TO BE REPLACED

C STATED ALSO SINCE THE VEHICLE WAS NEW C HAS NOTICED A SQUEAK IN THE

BRAKES WHEN APPLIED IN REVERSE. C STATED THE DLR STATED THAT THE FIX FOR THIS

PROBLEM HAS BEEN ISSUED BUT SINCE C IS OUT OF WARRANTY DLR CAN NOT PERFORM THE

FIX UNDER WARRANTY. C STATED THE VEHICLE WENT TO THE DLR FOR THIS PROBLEM 3X.

C STATED C WOULD LIKE THE FIX FOR THE BRAKES TO BE DONE FREE OF CHARGE AS WELL

CRR-RD ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.

CRR-RD ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-RD OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-RD GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-RD TRANSFERRING FILE TO RCAS AGENT.

@09/11-ZDR128N

@09/11-ZDR128N

\*\*\*\*\*

RCAS-LA SPOKE WITH SM-JOE BOWMAN 09/12/08, 11:47PM EST WHO STATES VEH WAS IN 09/10/08- 53 288 MILES- VEH REQUIRES DRIVER SEAT SLIDE ADJUSTER, \$836 C PAY.

- C STATED BRAKES ARE SQUEAKING AS C WAS LEAVING

SM-JOE STATES LAST TIME VEH WAS IN WAS 12/07 AND HAS NOT COMPLETED MUCH MAINTENANCE.

SM-JOE STATES GRT RUN BECAUSE VEH IS STILL YOUNG AND C STATED HUSBAND WAS IN THE MARKET FOR A NEW VEH AND WAS LOOKING AT THE MAX.

SM-JOE STATES ADVISED C THAT DLR WOULD BE ABLE TO WORK WITH C WITH BRAKE ISSUE AND IF DLR IS HELPING WITH BRAKES, THEN DLR SHOULD NOT HAVE TO PARTICIPATE WITH SEAT CONCERN.

---

RCAS-LA CHECKED CPIA:

| DEALER | VIN-NUMBER  | WO-NUM | WO-LINE | GRT | SUBMIT DT  | VCAN |
|--------|-------------|--------|---------|-----|------------|------|
| 3711   | JN8AZ08W96W | 85497  | 1       | N   | 2008-09-10 | N    |

---

RCAS-LA CALLED C AT DAY PHONE 09/12/08, 12PM EST AND LEFT VMX REQUESTING

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CALLBACK: GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. @09/12-ZLA999N

\*\*\*\*\*

RCAS-LA SPOKE WITH ORM-DG 09/15/08, 9:40AM EST WHO REVIEWED CONCERN: NNA WILL OFFER GOODWILL. SM-JOE SHOULD CALL ORM-DG ONCE REPAIR HAS BEEN COMPLETED.

---

@09/15-ZLA999N

RCAS-LA SPOKE WITH SM-JOE BOWMAN 09/15/08, 9:51AM EST AND ADVISED NNA WILL OFFER GOODWILL TO C. SM-JOE WILL CALL C AND CONTACT RCAS-LA ONCE C HAS BEEN CALLED.

@09/15-ZLA999N

\*\*\*\*\*

@09/16-ZLA999N

RCAS-LA RECEIVED VMX FROM C 09/16/08 REQUESTING CALLBACK TO DAY PHONE.

---

RCAS-LA CALLED C AT DAY PHONE 09/16/08, 11:10AM EST AND LEFT VMX REQUESTING CALLBACK: GAVE NAME, NUMBER, EXTENSION, FILE NUMBER. @09/16-ZLA999N

\*\*\*\*\*

@09/18-ZLA999N

RCAS-LA CALLED C AT DAY PHONE 09/18/08, 4:39PM EST. C STATES DLR HAD CONTACTED C AND ADVISED NNA WAS COVERING REPAIRS. C STATES REALLY APPRECIATES ASSISTANCE. C HAS BEEN HAPPY WITH VEH AND IS SURPRISED THERE WAS AN ISSUE WITH SEAT. C STATES IS LOOKING TO TRADE SUBURBAN TO 09 MAX. C STATES DLRSHIP WILL BE TAKING CARE OF BRAKE SQUEAK. RCAS-LA INQUIRED FOR FURTHER CONCERNS: C STATES NO. C WILL WORK WITH DLRSHIP FROM HERE. RCAS-LA STATED IF C HAD FURTHER CONCERNS, C WELCOME TO CALLBACK. C THANKED RCAS-LA AND ENDED CALL.

\*RCAS-LA UPDATED FILE CATEGORIZATION. @09/18-ZLA999N

>>>RCAS-LA CLOSING FILE AS NO FURTHER ACTION NEEDED. @09/18-ZLA999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOR YOUR REVIEW.

DEALER ACTION:

**CONTACT(S):**

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3711           | EFFECTIVE: 09 / 11 / 08   | 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: ZJS646N        |                     |
| HISTORY:                 | UPDATE BY: ZLA999N        |                     |
| SVC CALL#:               | UPDATE DATE: 09 / 18 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 09 / 18 / 08  | MICROFILM: N        |
| RESP CAA: AREVALO, LINDA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041597        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T06W [REDACTED] Y  
CITY: PHOENIX YR/MDL: 2006.0 MUR MILEAGE: 37948  
ST/ZIP: AZ [REDACTED] IN SVC DATE: 06 / 18 / 06  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3384 PINNACLE NISSAN  
EVE PH: [REDACTED] PAID: 1 SVC DLR: 3006 POWER NISSAN TEMPE  
DLR PH: 480 598 6000 SUSP: 0 RESP DLR: 3006 POWER NISSAN TEMPE  
DENY: 0 REGION: 44 DIST: SL/SV/PT: 08 08 38

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
VEHICLE MAINTAINED BY: 3006 POWER NISSAN TEMP  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 1948 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 09 / 12 / 08 XFER/RSPNSBLTY: 44 08 S  
CONTACT (S): FOLLOWUP DATE: 09 / 12 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 09 / 12 / 08 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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**C. A. R. COMMENTS**

FILE OPENED-ZDB338N 09/12/2008

PREVIOUS UNRELATED/RELATED FILES FOUND: 5727904

CRR-DB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-DB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @09/12-ZDB338N

OPEN R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 00/00/00

CRR-DB ADVISED C THERE IS NO OPEN RECALLS ON VEH.

PREVIOUS NISSAN/INFINITY VEH: NONE.

CRR-DB RECEIVED INBOUND CALL FROM C.

C STATES C'S SEAT IS BROKEN. C STATES DLR INFORMED C THAT THIS MAY NOT BE  
COVERED UNDER WARRANTY. C STATES THAT THIS IS THE DRIVERS SEAT. C STATES  
THAT C WAS DRIVING TO WORK AND SEAT SUNK DOWN AND BROKE AND IS NOW LEANING  
AGAINST THE SIDE OF THE VEH. C STATES SEAT ROD BROKE. @09/12-ZDB338N

CRR-DB ASKS C WHAT NNA CAN DO FOR C. C STATES C IS JUST CALLING TO INQUIRE  
ON VEH WARRANTY. CRR-DB INFORMS C THAT VEH BASIC WARRANTY IS 36 MO OR 36000  
MILES FROM IN SERVICE DATE ON VEH. @09/12-ZDB338N

CRR-DB ADVISES C THAT IF C IS SEEKING GOODWILL ASSISTANCE FOR THIS ITEM C  
NEEDS TO BRING IN VEH TO A NISSAN DLR FOR A DIGNOSES. C STATES C HAS  
AN APPOINTMENT ON 9/14/08 AT NISSAN DLR 3006 POWER NISSAN TEMPE 9/12-ZDB338N  
CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-DB CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @09/12-ZDB338N

\*\*\*\*\*

@09/12-ZDB338N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT8G         | ROOT CAUSE: SCPP    |
| CALLBACK: (Y/N) #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:             | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3006          | EFFECTIVE: 09 / 12 / 08   | 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: ZDB338N        |                     |
| HISTORY:                | UPDATE BY: ZDB338N        |                     |
| SVC CALL#:              | UPDATE DATE: 09 / 12 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 09 / 12 / 08  | MICROFILM: N        |
| RESP CAA: BROWN, DARRYL | OLM: SMIT AGNES           | DOM: HARRIMAN, ALAN |
| PHONE: 0000000000       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                      |
|-----------------------|--------------------------------------|
| NAME: [REDACTED]      | SC: NONE                             |
| STREET: [REDACTED]    | VIN: JN8AZ08W44W [REDACTED] Y        |
| CITY: JACKSONVILLE    | YR/MDL: 2004.0 MUR MILEAGE: 64500    |
| ST/ZIP: FL [REDACTED] | IN SVC DATE: 03 / 09 / 04            |
| DAY PH: [REDACTED]    | RTL DLR: 2691 SMITHTOWN NISSAN, INC. |
| EVE PH: [REDACTED]    | SVC DLR: 19113 COGGIN NISSAN         |
| DLR PH: 904 642 7900  | RESP DLR: 19113 COGGIN NISSAN        |
|                       | REGION: 34 DIST: SL/SV/PT: 05 05 35  |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4  
VEHICLE MAINTAINED BY: 19113 COGGIN NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: 28500 (PT) MONTHS: MILES: 4500

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 12 / 08     | XFER/RSPNSBLTY: 34 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 15 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 15 / 08    | DATANET (Y/N): 09 / 16 / 08 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS [REDACTED]  
CITY: DIX HILLS NY [REDACTED]  
VIN: JN8AZ08W44W [REDACTED] MODEL LINE/YEAR: MUR 2004.0

G/L VALUE CODE: 34GDWIL ACCOUNT: [REDACTED]  
G/L DESCRIPTION: SOUTHEAST GOODWILL  
CHECK AMOUNT: \$ 500

|                            |                         |         |
|----------------------------|-------------------------|---------|
| CHK REQUEST DATE: 10/15/08 | REQUESTED BY: MAXWE SHA | ZSM684N |
| CHECK APPROVED: 10/15/08   | APPROVED BY: DRIER RAN  | KRD384R |
| CHECK ISSUE DATE: 10/16/08 | CHECK NUMBER: 144800    |         |

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

| CONCERN AND CATEGORY |                         | SUBCATEGORY AND SYMPTOM |                                       |
|----------------------|-------------------------|-------------------------|---------------------------------------|
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER)          |
| AU                   | INTERIOR (NON-ELECTRIC) | VF                      | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER)          |
| AU                   | INTERIOR (NON-ELECTRIC) | WA                      | PREMATURE WEAR/FAILURE                |
| OA                   | VEHICLE CONCERNS        | 190000                  | SEAT (SEAT/LEVER/POSITIONER)          |
| AU                   | INTERIOR (NON-ELECTRIC) | ZB                      | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZEM495N 09/12/2008  
PREVIOUS RELATED FILE (S)NONE  
PREVIOUS UNRELATED FILE(S)NONE  
CRR-EM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND  
EVENING PHONE, AND RESPONSIBLE DLR.  
CRR-EM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE  
CRR-EM INFORMED C NO OPEN RECALLS:NONE  
CRR-EM INFORMED C OPEN RECALLS:NONE  
PREVIOUS NISSAN OR INFINITI VEHICLES:ONE SEN AND ONE MAX IN THE 90'S, SEN 075N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 00/00/00 08/29/05 1889  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 07/18/06 1889  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 07/18/06 1889  
CRR-EM RECEIVED CALL FROM C STATING THAT A WEEK AGO YESTERDAY HAD PROBLEMS  
WITH THE DRIVER'S SEAT AND C STATES THAT C TOOK THE VEH TO DLR ON SATURDAY  
19113 COGGIN NISSAN, DLR INFORMED C THAT THE SEAT TRACK IS BROKEN AND ITS NO  
FAULT OF C AND YET DLR FIXED THE SEAT ADJUSTOR MALFUNCTION AND CHARGED C  
\$613.91 FOR ADJUSTOR AND LABOR \$215.88 AND SHOP SUPPLIES FOR \$21.75 SALES  
TAX \$59.60 FOR GRAND TOTAL OF \$911.14 @09/12-ZEM495N  
C STATES THAT DLR INFORMED C TO CALL NNA CA FOR ASSISTANCE. @09/12-ZEM495N  
C STATES THAT C WOULD LIKE TO BE REIMBURSED FOR THE REPAIRS SINCE DLR HAD  
INFORMED C THAT THIS IS A MALFUNCTION. @09/12-ZEM495N  
CRR-EM GAVE C NAME, EXTENSION, AND FILE NUMBER @09/12-ZEM495N  
CRR-EM INFORMED C THAT ALL INFORMATION WAS DOCUMENTED  
CRR-EM ASSURED C THAT FILE WILL BE FORWARDED TO REGIONAL SPECIALIST  
WHO WILL CONTACT C END OF BUSINESS NEXT DAY.  
CRR-EM FORWARDING FILE TO REGIONAL SPECIALIST FOR FURTHER REVIEW.  
@09/12-ZEM495N  
\*\*\*RCAS-MJ CALLED C AT 9:15 AT DAY/EVENING NUMBER. C STATED C PICKED VEH UP  
FROM DLR ON 9/11/08 FOR ISSUE WITH SEAT. C STATED C REQUESTED REIMBURSEMENT  
FROM NNA DUE TO C BEING NNA C FOR OVER 15 YEARS AND DUE TO COST OF VEH TO BE  
@09/15-ZMJ631N  
REPAIRED C WAS DISSATISFIED WITH NNA AND WANTED TO BE REIMBURSED.  
C STATED C FELT PRICE OF VEH REPAIR WAS EXCESSIVE. @09/15-ZMJ631N  
RCAS-MJ INFORMED C NNA DLRSHPS ARE INDEPENDENTLY OWNED AND OPERATED. AND NNA  
WAS PROHIBITED FROM REGULATING WHAT DLRS OFFER FOR GOODS AND SERVICES.  
RCAS-MJ INFORMED C NNA OFFERS ASSISTANCE FOR OOW REPAIRS ON A CASE-BY-CASE  
BASIS, AND RCAS-MJ WOULD ACQUIRE INFORMATION NEEDED TO DETERMINE IF NNA WOULD  
OFFER ASSISTANCE FOR REPAIR OF C VEH.  
RCAS-MJ PROVIDED C WITH NAME AND PHONE NUMBER. RCAS-MJ REVIEWED OWNER  
DATABASE AND VERIFIED WITH C OWNERSHIP OF 1996 MAXIMA, 2004 MURANO, AND 2006  
SENTRA. C THANKED RCAS-MJ AND ENDED CALL. @09/15-ZMJ631N  
\*\*\*RCAS-MJ CALLED DLR ON 9/17/08 AND SPOKE TO SM-JIM JERNIGAN. @09/17-ZMJ631N  
SM-JIM JERNIGAN STATED VEH HAS BEEN TO DLR ONE TIME FOR FRONT SEAT REPAIR ON  
9/12/08. SM-JIM JERNIGAN STATED C PAID DLR RATE FOR PARTS AND LABOR.  
XM-JIM JERNIGAN STATED VEH CONCERN WAS DUE TO SLID ADJUSTMENT SEAT ASSEMBLY.  
@09/17-ZMJ631N  
RCAS-MJ THANKED SM-JIM JERNIGAN AND ENDED CALL. @09/17-ZMJ631N  
\*\*\*RCAS-MJ CALLED DLR1889 ON 9/17/08 AND SPOKE TO SM-ANTHONY DIRE.  
RCAS-MJ INQUIRED IF C WAS GOOD SERVICING C AT DLRSH. SM-ANTHONY DIRE STATED  
C WAS GOOD SERVICING C AND C VEH WAS LAST AT DLRSH IN AUGUST OF 2007 FOR  
MAINTENANCE SERVICES AND PRIOR TO AUGUST OF 2007 C HAD ALL MAINTENANCE  
SERVICES PERFORMED AT DLRSH. RCAS-MJ THANKED SM-ANTHONY DIRE AND ENDED CALL.  
@09/17-ZMJ631N



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\*\*\*RCAS-MJ EMAILED DLR SM-JIM JERNIGAN AND REQUESTED FAX COPY OF R/O FOR REPAIR.\*\*\*

\*\*\*RCAS-MJ CALLED C AT 10:24 AT DAY/EVENING NUMBER. RCAS-MJ INFORMED C RCAS-MJ HAS REQUESTED COPY OF R/O TO SUBMIT TO NNA MANAGEMENT FOR REVIEW. C THANKED RCAS-MJ AND ENDED CALL. @09/17-ZMJ631N

\*\*\*RCAS-MJ CALLED C AT 3:50 AT DAY/EVENING NUMBER. RCAS-MJ INFORMED C RCAS-MJ RECEIVED COPY OF R/O FROM DLR TO SUBMIT TO NNA MANAGEMENT TO REQUEST C RECEIVE @09/19-ZMJ631N

REIMBURSEMENT FOR REPAIR. RCAS-MJ INFORMED C ONCE RCAS-MJ HAS SUBMITTED REQUEST AND RECEIVED AN ANSWER FROM NNA C WOULD RECEIVE A CALLBACK. C THANKED RCAS-MJ AND ENDED CALL. @09/19-ZMJ631N

\*\*\*RCAS-MJ CALLED C AT 3:04 AT DAY/EVENING NUMBER. RCAS-MJ INFORMED C RCAS-MJ HAS RECEIVED DOCUMENTS NEEDED TO DETERMINE IF C WOULD RECEIVE ASSISTANCE FOR REPAIR TO VEH. RCAS-MJ INFORMED C RCAS-MJ WOULD SUBMIT REQUEST ON 9/24/08 FOR NNA MANAGEMENT TO REVIEW. C THANKED RCAS-MJ AND ENDED CALL.

@09/23-ZMJ631N

\*\*\*RCAS-MJ SUBMITTED REIMBURSEMENT REQUEST TO DPSM-AM FOR REVIEW ON 9/24/08.\*\*

@09/24-ZMJ631N

\*

RCAS-GM CONTACTED C ON DAY/EVE NUMBER ON 09/25/08 AT 4:22PM EST AND ADVISED C THAT RCAS-HM WILL UPDATE C ON C'S REIMBURSEMENT REQUEST BY MONDAY OF 09/29/08. C UNDERSTANDS. @09/25-ZGM000N

RCAS-HM CONTACTED DPSM-AM ON 09/29/08 AT 3:36 PM EST. DPSM STATES THAT IF RCAS-HM CAN CONFIRM THAT THIS IS C'S 4TH NISSAN, DPSM MAY POSSIBLY APPROVE PARTIAL REIMBURSEMENT. RCAS-HM ADVISED DPSM THAT RCAS-HM WILL CONFIRM VIN'S WITH C AND SEND TO DPSM. @09/29-ZHM943N

\* @09/29-ZMW999N

RCAS-MW ASSISTING RCAS-HM, 09/29.

\* @09/29-ZMW999N

RCAS-MW NOTING RCAS-MJ HAS PREVIOUSLY CONFIRMED VEHS WITH C ON 09/15.

\* @09/29-ZMW999N

RCAS-MW CONTACTED C AT DAY/EVENING NUMBER, 09/29, 3:50PM EST. RCAS-MW ADVISED C RCAS-HM IS STILL HAVING C'S REQUEST REVIEWED. RCAS-MW ADVISED RCAS-HM WILL UPDATE C BY 10/03.

\* @09/29-ZMW999N

RCAS-MW SENT VIN NUMBERS TO RCAS-HM, 09/29, 4:00PM EST.

\* @09/29-ZMW999N

@09/29-ZMW999N

\*\*\*\*\*

RCAS-SM SPOKE WITH DPSM ON 10/02/08 AT 3:06PM EST. RCAS-SM STATED THAT ACCORDING TO THE FILE, THE DPSM WOULD CONSIDER PARTIAL REIMBURSEMENT ONCE THE DPSM RECEIVED C'S PREVIOUS VIN'S. DPSM AGREED AND ADVISED RCAS-SM TO FORWARD THE VIN NUMBERS TO DPSM AND THAT CASE WILL BE REVIEWED. RCAS-SM UNDERSTOOD. DPSM STATED THAT DPSM WILL ADVISE RCAS-SM OF DECISION AS SOON AS POSSIBLE. RCAS-SM FORWARDED VIN NUMBERS TO DPSM ON 10/02/08. @10/02-ZSM684N

\*\*\*\*\*

RCAS-SM LEFT VMX FOR DPSM ON 10/06/08 AT 9:51AM EST. @10/06-ZSM684N

\*\*\*\*\* @10/06-ZSM684N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 10/06/08 AT 10:24AM EST. RCAS-SM INFORMED C THAT RCAS-SM IS THE NEW REGIONAL SPECIALIST WHO IS WORKING ON C'S CASE. RCAS-SM STATED THAT RCAS-SM IS AWAITING AN ANSWER AND WILL FOLLOW UP WITH C NO LATER THEN 10/09/08. C AGREED. @10/06-ZSM684N

RCAS-SM LEFT VMX FOR DPSM ON 10/08/08 AT 3:54PM EST. @10/08-ZSM684N

\*\*\*\*\*

RCAS-SM SPOKE WITH DPSM ON 10/09/08 AT 10:37AM EST. DPSM STATED THAT DPSM IS WILL TO OFFER C A REIMBURSEMENT OF \$500. @10/09-ZSM684N

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\*\*\*\*\*

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 10/09/08 AT 1:45PM EST. RCAS-SM STATED THAT NNA WOULD LIKE TO OFFER C A REIMBURSEMENT FOR THE AMOUNT OF \$500. RCAS-SM STATED THAT RCAS-SM WILL NEED C TO PROVIDE A COPY OF PROOF OF OWNERSHIP SUCH AS A COPY OF THE REGISTRATION. C STATED C WILL PROVIDE THAT INFORMATION AS SOON AS POSSIBLE. RCAS-SM PROVIDED C WITH FAX NUMBER OF 615-967-2516. RCAS-SM AWAITING FAX FROM C. @10/09-ZSM684N

\*\*\*\*\*

CRR-RA RECEIVED CALL FROM C.  
C STATES THAT C ALREADY TALK TO RCAS-SM. C WOULD LIKE TO BE TRANSFERRED TO RCAS-SM. CRR-RA ADVISE C THAT INTERNAL MESSAGE WILL BE SENT TO RCAS-SM TO CALL C FOR UPDATE ABOUT C'S CONCERNS.  
CRR-RA ADVISED C THAT FILE WILL BE FORWARDED TO RCAS AND C WILL BE CONTACTED BY THE RCAS BY THE END OF THE NEXT BUSINESS DAY  
CRR-RA EXITING FILE @10/10-ZRA790N

\*\*\*\*\*

RCAS-SM RECEIVED FAX FROM C ON 10/10/08.  
\*\*\*\*\* @10/15-ZSM684N

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 10/15/08 AT 8:19AM EST. RCAS-SM STATED THAT RCAS-SM NOTED THAT C CALLED IN LAST WEEK. C STATED THAT C WANTED TO MAKE SURE THAT RCAS-SM NOTED IN THE FAX THAT C'S ADDRESS HAS CHANGED. RCAS-SM STATED THAT RCAS-SM DOES SEE THE NEW ADDRESS ON THE FAX C SENT IN. RCAS-SM STATED THAT RCAS-SM WILL UPDATE C'S ADDRESS IN THE FILE. C INQUIRED AS TO HOW LONG IT WILL TAKE FOR C TO GET THE REIMBURSEMENT. RCAS-SM STATED THAT ONCE ALL THE DETAILS ARE FINALIZED THE CHECK ARRIVES WITHIN 1-2 WEEKS. RCAS-SM STATED THAT RCAS-SM WILL FOLLOW UP WITH C AGAIN BY THE END OF THE DAY TO CONFIRM. C UNDERSTOOD. RCAS-SM UPDATED MAILING ADDRESS. @10/15-ZSM684N

\*\*\*\*\*

RCAS-SM SUBMITTED CHECK REQUEST AND INTERNAL MESSAGE TO ORM ON 10/15/08.  
@10/15-ZSM684N

\*\*\*\*\*

RCAS-SM RECEIVED CHECK APPROVAL FROM ORM ON 10/15/08 AT 9:18AM EST.  
@10/15-ZSM684N

\*\*\*\*\*

RCAS-SM CONTACTED C ON DAYTIME NUMBER ON 10/15/08 AT 9:23AM EST. RCAS-SM STATED THAT THE DETAILS HAVE BEEN FINALIZED AND C SHOULD RECEIVE THE REIMBURSEMENT CHECK IN THE MAIL IN THE NEXT 1-2 WEEKS. C UNDERSTOOD AND THANKED RCAS-SM. RCAS-SM AND C ENDED CALL. RCAS-SM CLOSING FILE. @10/15-ZSM684N

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 REQUESTING REIMBURSEMENT FROM NNA FOR VEHICLE REPAIR TO SEAT.  
RCAS-MIKE JACKSON

DEALER ACTION:

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CONTACT(S):

|                           |                           |                      |
|---------------------------|---------------------------|----------------------|
| SATISFIED: Y              | ACTION CODE: NT2B         | ROOT CAUSE: SNFA     |
| 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: 19113           | EFFECTIVE: 09 / 12 / 08   | CHANGED BY:          |
| IIR-DATE: 00 / 00 / 00    | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES |
| 3RD PRY:                  | PART#:                    | CHECK ISSUED: YES    |
| BYBACK ST:                | OPENED BY: ZEM495N        |                      |
| HISTORY:                  | UPDATE BY: ZSM684N        |                      |
| SVC CALL#:                | UPDATE DATE: 10 / 17 / 08 |                      |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 15 / 08  | MICROFILM: N         |
| RESP CAA: MAXWELL, SHARON | OLM: ROYSTER KAREN        | DOM:                 |
| PHONE: 0000041500         | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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SC: NONE

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: HOWELL  
ST/ZIP: NJ [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 732 780 3600

VCAN: N  
PAID:  
SUSP:  
DENY:

VIN: JN8AZ08W76W [REDACTED] Y  
YR/MDL: 2006.0 MUR MILEAGE: 59000  
IN SVC DATE: 11 / 15 / 05  
RTL DLR: 1898 DCH FREEHOLD NISSAN  
SVC DLR: 1898 DCH FREEHOLD NISSAN  
RESP DLR: 1898 DCH FREEHOLD NISSAN  
REGION: 26 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 09 / 13 / 08  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 1898 DCH FREEHOLD NISS/  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CE 11 OPEN DATE: 09 / 15 / 08 XFER/RSPNSBLTY: 26 05 S  
CONTACT (S): FOLLOWUP DATE: 09 / 30 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 09 / 30 / 08 DATANET (Y/N): 09 / 24 / 08

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZTM124N 09/15/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1157211

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 09/13/08 DATE CREATED: 09/15/08

CRR-TM VERIFIED C'S NAME, ADDRESS, VIN AND RESPONSIBLE DLR.

C DID NOT PROVIDE MILEAGE, DAY AND EVENING PHONE NUMBER.

CRR-TM UPDATED THE OWNER DATA BASE (NAME, ADDRESS)

CRR-TM CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES:

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 07/07/06 08064

C'S EMAIL READS:

C STATES "TO WHOM IT MAY CONCERN ; I AM THE OWNER OF A 2006 NISSAN MURANO S. I HAVE BEEN MORE THAN PLEASED WITH THIS CAR, AND HAD NO INTENTION OF TRADING THE CAR IN OR SELLING IT. HOWEVER I HAVE DISCOVERED THAT THE DRIVER SIDE SEAT HAS A DEFECT. FOR THE PAST MONTH I HAD NOTICED THAT THE SEAT SHIFTS OUT OF ITS POSITION IF I MOVE THE WRONG WAY. IT SHIFTS TREMENDOUSLY IF I AM TURNING A CORNER. IN FEAR OF A SAFETY ISSUE I BROUGHT THE CAR INTO THE NISSAN OF FREEHOLD ON RT 9 SOUTH MAINTENANCE DEPARTMENT FOR A CHECK. THE MANAGER INFORMED ME THAT THE ISSUE IS A MANUFACTURING DEFECT IN THE CASING OF THE CHAIR, AND THAT THE ENTIRE SEAT WOULD NEED TO BE REPLACED, AND THAT IT IS QUITE EXPENSIVE. I ASKED ABOUT MY WARRANTY, AND THE INFORMED ME THAT IT WAS EXPIRED. MY WIFE INQUIRED ABOUT A RECALL DEFECT / RECALL NOTICE NOTICE, AND THE MANAGER STATED THAT THERE WAS NO DEFECT / RECALL ISSUED RELATED TO THIS PROBLEM TO HIS RECOLLECTION. HE DID ALSO HAPPEN TO MENTION THAT HE HAS SEEN A NUMBER OF MURANO S OWNERS WITH THE EXACT SAME DEFECT ON THE DRIVER SIDE SEAT. I FEEL THAT DUE TO THE SAFETY IMPLICATIONS OF A DISLODGED SEAT, A DEFECT / RECALL SHOULD BE RELEASED, OR AT THE VERY LEAST MY REPAIRS COVERED AT NO COST TO ME. I FEEL THAT I SHOULD ALSO MENTION THAT THIS PARTICULAR DEFECT OF THE SEAT CASING HAS BEEN REPORTED & LISTED ON THE NATIONAL TRAFFIC SAFETY ADMINISTRATION WEBSITE. MY FINAL ISSUE IS WHETHER OR NOT IT IS WORTH THE REPAIR, OR IF I SHOULD TRADE IN THE CAR. ESPECIALLY SINCE I WAS LEAD TO BELIEVE BY THE MANAGER THAT THIS IS A MANUFACTURING PROBLEM. I AM ALSO CONSIDERING PASSING THE PROBLEM ALONG TO THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION, WHICH I MIGHT ADD, ALREADY HAS 10 COMPLAINTS FILED FOR THE SEAT CASING OF THE 2006 NISSAN MURANO S. I AM HOPING THAT THIS MATTER BE ADDRESSED AND RESOLVED WITHOUT ANY NEED OF FURTHER ACTION ON MY PART."

CRR-TM'S RESPONSE TO C:

"SEPTEMBER 15. 2008 FILE # 6285770 DEAR [REDACTED] THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR 2006 MURANO. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU. SO THAT WE MAY EXPEDITE YOUR INQUIRY AND PROVIDE YOU THE BEST SERVICE. PLEASE SEND US THE FOLLOWING ADDITIONAL INFORMATION: YOUR DAY AND EVENING PHONE NUMBERS THE CURRENT MILEAGE ON YOUR VEHICLE YOU MAY SEND THIS INFORMATION TO US IN WRITING OR YOU ARE WELCOME TO CALL US AT 1 800 647 7261. FILE # 6285770 HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. PLEASE REFERENCE THIS FILE NUMBER WHEN YOU WRITE OR CALL. WHEN WE RECEIVE THE REQUESTED INFORMATION FROM YOU, WE WILL FORWARD YOUR FILE TO A REGIONAL SPECIALIST FOR INDIVIDUAL HANDLING.

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WE LOOK FORWARD TO HEARING FROM YOU SOON. YOUR SATISFACTION IS IMPORTANT TO US!"

CRR-TM CLOSING FILE PENDING C CONTACT.

@09/15-ZTM124N

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

@09/22-ZJG904N

METHOD OF CONTACT: EMAIL ID NO.: 1160513

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 09/18/08 DATE CREATED: 09/22/08

CRR-JG VERIFIED C'S NAME, ADDRESS, VIN, PHONE NUMBER, RESPONSIBLE DLR

C DID NOT PROVIDE MILEAGE

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS. CAMPAIGNS. OR UPGRADES @09/22-ZJG904N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 07/07/06 08064

C'S EMAIL READS:

"THANK YOU FOR GETTING BACK TO ME AS SOON AS YOU HAVE. THE FILE

NUMBER FOR THIS INQUIRY IS: FILE # 6285770AS PER YOUR REQUESTED

INFORMATION:CURRENT MILEAGE IS 58,935BEST TIMES TO REACH

ME:CELL PHONE [REDACTED] (BETWEEN 7:30 AND 4:00)HOME PHONE [REDACTED]

[REDACTED] AFTER 6PM)THANK YOU AGAIN AND I LOOK FORWARD TO

HEARING BACK FROM YOU SOON"

@09/22-ZJG904N

CRR-JG TRANSFERRING FILE TO RCAS

@09/22-ZJG904N

\*\*\*

@09/23-ZMA966N

RCAS-MA CALLED C ON DAYTIME NUMBER ON 09/23/08 AT 10:20 AM EST AND SPOKE WITH C STATES C HAS NOTHING TO ADD TO THE EMAIL. C STATES THE LEFT REAR OF THE SEAT IS OFF THE BRACKET. C STATES WHEN C MAKES A RIGHT TURN THE END OF THE SEAT WILL LIFTS UP.

@09/23-ZMA966N

C STATES THIS COULD BE A SAFETY HAZARD. C STATES C WENT TO THE DLR. DLR SAID THIS IS NOT COVERED. C STATES C FEELS THAT NISSAN SHOULD PAY FOR THIS.

C STATES THE SEAT BROKE ON ITS ON.

@09/23-ZMA966N

C STATES C HAS NO RECALL ON THIS PART.

@09/23-ZMA966N

RCAS-MA ASKED C IF C NEEDS ANY OTHER ASSISTANCE FROM NISSAN C STATED NO.

C STATES THE DLR SAID ITS NOT COVERED AND ITS 850 DOLLARS TO REPAIR.

C STATES C NEVER BROKE THE SEAT AND THAT THIS IS A SAFETY HAZARD.9/23-ZMA966N

C STATES C WOULD LIKE NISSAN TO PAY FOR THIS.

@09/23-ZMA966N

RCAS-MA ADVISED C WILL FOLLOW UP WITH C ON 09/26/08.

@09/23-ZMA966N

RCAS-MA ADVISED C WILL RESEARCH C'S CONCERN AND CONTACT C BACK. @09/23-ZMA966N

\*\*

@09/26-ZMA966N

RCAS-MA CALLED DLR ON 09/26/08 AT 10:22 AM EST AND SPOKE WITH SM-GUS TOWLI.

SM STATES THE C CAME IN, DLR TOLD C, C IS OUT OF WARRANTY.

SM STATES NO GOODWILL HAS EVER GONE THROUGH FOR THIS ISSUE.

DLR STATES THE C HAS NEVER HAD THE VEH LOOKED AT BY SERVICE.

DLR STATES THE C TURNED AROUND AND WENT HOME AFTER DLR INFORMED C THAT C IS OUT OF WARRANTY.

DLR STATES NOT MUCH DLR CAN DO. GOODWILL ALWAYS DECLINES. @09/26-ZMA966N

RCAS-MA CALLED C ON DAYTIME NUMBER ON 09/26/08 AT 10:27 AM EST AND SPOKE WITH C.

RCAS-MA INFORMED C RCAS HAS SPOKEN WITH THE DLR. DLR NEVER DIAGNOSED ISSUE.

C STATES THE DLR DID PUSH ON THE SEAT AND SAW THE ISSUE, C STATES THE DLR

INFORMED C THAT THIS IS NOT THE FIRST TIME THIS HAS HAPPENED. @09/26-ZMA966N

C STATES THE NATIONAL TRANSPORTATION SITE STATED THIS IS A SAFETY ISSUE.

RCAS-MA INFORMED C WILL KEEP LOOKING INTO WHAT KIND OF ASSISTANCE IS POSSIBLE.

RCAS-MA ADVISED C WILL CALLBACK ON 09/29/08.

@09/26-ZMA966N

\*\*

@09/29-ZMA966N

RCAS-MA CALLED C ON DAYTIME NUMBER ON 09/29/08 AT 10:16 AM EST AND SPOKE WITH C,

RCAS-MA INFORMED C THAT RCAS IS STILL AWAITING INFORMATION FROM THE DPSM.

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RCAS-MA INFORMED C THAT RCAS WILL FOLLOW UP WITH C ON 09/30/08. @09/29-ZMA966N  
C STATES C HAS THE REPORTS FROM THE HIGHWAY SAFETY COMMISSION.  
C STATES C'S REPORTS SAY THE SAME THING ABOUT THE SEAT ISSUE. @09/29-ZMA966N  
C STATES THIS IS A SAFETY CONCERN AND WANTS NISSAN TO PAY FOR THIS STILL.

\*\*\*\*\*

@09/30-ZMA966N

RCAS-MA EMAILED DPSM ON 09/30/08.

@09/30-ZMA966N

RCAS-MA RECEIVED EMAIL FROM DPSM-JG AND EMAIL READ NO ASSISTANCE AS C WILL NOT  
BE HAPPY WITH ANYTHING BUT 100% PAID.

@09/30-ZMA966N

RCAS-MA CALLED C ON DAYTIME NUMBER ON 09/30/08 AT 11:38 AM EST AND SPOKE WITH  
C. RCAS-MA ADVISED C THAT RCAS HAS LOOKED INTO THIS CONCERN FOR C AND SPOKE  
WITH DPSM, HOWEVER AT THIS TIME NISSAN CANNOT OFFER ANY FINANCIAL ASSISTANCE  
FOR C. C STATES C IS UPSET ABOUT THIS, RCAS-MA ASKED C IF ITS ONLY 100% C  
WANTED, C STATES YES 100%. RCAS-MA ADVISED THEN NISSAN APOLOGIZES BUT C IS OUT  
OF WARRANTY AND NISSAN CANNOT PROVIDE ANY FINANCIAL ASSISTANCE. @09/30-ZMA966N  
C STATES C IS AWARE OF THE SAFETY CONCERN AND IF SOMEONE GETS HURT  
NISSAN WILL HAVE A HUGE LAWSUIT ON THERE HANDS.

@09/30-ZMA966N

C STATES NISSAN IS FULLY AWARE OF THIS ALSO.

C ENDED CALL.

@09/30-ZMA966N

RCAS-MA CLOSING FILE.

@09/30-ZMA966N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: N

ACTION CODE: NT3B

ROOT CAUSE: SNFA

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: 09 / 22 / 08

USERID: ZJG904N

COMMENTS ONLY: #:

0 DATE: 00 / 00 / 00

USERID:

RESP DLR: 1898

EFFECTIVE: 09 / 15 / 08

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: ZTM124N

HISTORY:

UPDATE BY: ZMA966N

SVC CALL#:

UPDATE DATE: 09 / 30 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 09 / 30 / 08

RESP CAA: ALLEN, MARK

OLM: ROYSTER KAREN

MICROFILM: N

PHONE: 0000031417

OWNER FIRST:

DOM: DEVEREAUX JOHN T  
LANGUAGE: E ENGLISH

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|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                  |
| STREET: [REDACTED]    | VIN: JN8AZ08T15W [REDACTED] Y             |
| CITY: ORLANDO         | YR/MDL: 2005.0 MUR MILEAGE: 31918         |
| ST/ZIP: FL [REDACTED] | IN SVC DATE: 07 / 06 / 05                 |
| DAY PH: [REDACTED]    | RTL DLR: 3606 MAROONE NISSAN OF KENDALL   |
| EVE PH: [REDACTED]    | SVC DLR: 19029 REED MOTORS, INC.          |
| DLR PH: 407 297 7333  | RESP DLR: 19029 REED MOTORS, INC.         |
|                       | DENY: REGION: 34 DIST: SL/SV/PT: 06 06 36 |

|                                    |                             |                                            |
|------------------------------------|-----------------------------|--------------------------------------------|
| 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)             | AIRBAG: (Y/N)                              |
| PREVIOUSLY REPAIRED: 00 / 00 / 00  | WHERE:                      | SENT TO LEGAL: N (Y/N)                     |
| VEHICLE PURCHASED: NEW             | PREOWNEI X                  | MILES 31918 # NISSAN/INFINITI VEHICLES: 15 |
| VEHICLE MAINTAINED BY: INDEPENDENT |                             |                                            |
| OUTSIDE WARRANTY BY (B) MONTHS: 2  | MILES:                      | (PT) MONTHS: MILES:                        |
| ORIG CODE: CT 11                   | OPEN DATE: 09 / 18 / 08     | XFER/RSPNSBLTY: 34 06 S                    |
| CONTACT (S):                       | FOLLOWUP DATE: 09 / 26 / 08 | DATANET (Y/N): 1                           |
| SEVERITY: 9                        | CLOSE DATE: 09 / 26 / 08    | DATANET (Y/N): 09 / 22 / 08                |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |



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C. A. R. COMMENTS

FILE OPENED-ZSZ808N 09/18/2008

PREVIOUS FILES FOUND: NONE

@09/18-ZSZ808N

CRR-SZ VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.CRR-SZ UP-DATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE  
NUMBERS).

CRR-SZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 00/00/00

CRR-SZ ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): DLRSHDP

CRR-SZ RECEIVED CALL FROM C. DENNIS

C STATED THAT THE SEAT IS LOWER THAN THE USUAL AND C IS REQUESTING ASSISTANCE  
FROM NISSAN TO HAVE THE SEAT REPAIRED.

CRR-SZ ADVISED C TO HAVE THE VEH INSPECTED FIRST BY A NISSAN DLRSDHP THEN  
CALL NNA AGAIN TO BE TRANSFERRED TO C GROUP FOR ASSISTANCE REQUEST.

C UNDERSTOOD.

@09/18-ZSZ808N

C THANKED CRR-SZ FOR ASSISTANCE, C SATISFIED.

CRR-SZ OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-SZ GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-SZ CLOSING FILE.

@09/18-ZSZ808N

\*\*\*\*\*

CRR-SZ RECEIVED A CALL FROM C.

C STATED THAT C TOOK THE VEH TO REED MOTORS, INC. YESTERDAY AND ACCORDING TO  
THE DLRSHDP THAT THE SEAT FRAME IS BUSTED AND NEEDS TO BE REPLACED.C IS ASKING  
ASSISTANCE FROM NISSAN TO HAVE THE SEAT FRAME REPLACED SINCE THE REPAIRS WOULD  
COST \$1000.

C THANKED CRR-SZ FOR ASSISTANCE, C SATISFIED.

CRR-SZ OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-SZ GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-SZ TRANSFERRING CALL TO C GROUP.

@09/19-ZSZ808N

\*\*\*\*\*

@09/19-ZDD908N

CRR-DD RECEIVED TRANSFERRED CALL.

@09/19-ZDD908N

C STATES C IS DENNIS LUZIO FROM FORD SUN STATE DLR.

C STATES C IS THE DLR USED CAR MANAGER.

@09/19-ZDD908N

C STATES THE DLR OWNS THE VEH.

@09/19-ZDD908N

C STATES C TOOK VEH TO REED MOTORS ON 9/18/08 TO HAVE THE DRIVER SEAT  
INSPECTED ON VEH BECAUSE IT WAS SHAKY.

@09/19-ZDD908N

C STATES THE DRIVER'S SEAT FRAME IS BROKEN AND NEEDS TO BE REPLACED.

C STATES BECAUSE THE C'S VEH IS OUTSIDE OF WARRANTY THE DLR WILL NOT REPLACE  
IT UNDER WARRANTY.

C STATES C IS REQUESTING IF NNA WILL RECONSIDER AND REPLACE THE DRIVER'S  
SEAT FRAME UNDER WARRANTY.

@09/19-ZDD908N

C STATES C'S VEH IS CURRENTLY AT REED MOTORS HAVING A RECALL PERFORMED ON  
VEH.

@09/19-ZDD908N

CRR-DD INFORMED C THAT C'S FILE WOULD BE TRANSFERRED TO A REGIONAL SPECIALIST  
FOR FURTHER REVIEW. CRR-DD INFORMED C THAT THE SPECIALIST WOULD CONTACT C BY  
THE END OF THE NEXT BUSINESS DAY.

CRR-DD OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DD PROVIDED NAME, EXTENSION, FILE NUMBER.

@09/19-ZDD908N

CRR-DD UPDATED IN HOST OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 0

CRR-DD NOTES PREVIOUS AGENT CRR-SZ DID NOT DOCUMENT THE C'S NAME, THEREFORE  
THE C THAT CALLED INTO NNA AND IS REQUESTING NNA TO COVER THE NEW SEAT  
UNDER WARRANTY IS DENNIS LUZIO.

@09/19-ZDD908N

CRR-DD TRANSFERRING FILE TO RCAS PENDING REVIEW.

@09/19-ZDD908N

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\*\*\*

RCAS-ED ASSISTING RCAS-MC.

RCAS-ED DATANETTED FILE AT 12:27 PM EST ON 09/19/08. @09/19-ZED501N

RCAS-ED CONTACTED C ON DAY NUMBER AT 12:28 PM EST ON 09/19/08 AND SPOKE WITH C

RCAS-ED ADVISED C THAT C'S FILE IS UNDER REVIEW AND RCAS-MC WILL FOLLOW UP WITH C ON 09/24/08 ONCE RCAS-MC HAS MORE INFO. C AGREED. @09/19-ZED501N

\*\*RCAS-MC SPOKE TO SM-FRED TURNER AT 12:30PM EST ON 9/19/08. @09/19-ZMC854N

SM STATED THAT SM IS NOT GOODWILLING A VEHICLE OWNED BY A USED CAR LOT.

RCAS-MC COMPLETELY AGREED CONSIDERING THE VEHICLE IS OWNED BY ANOTHER MANUFACTURERS DEALERSHIP. @09/19-ZMC854N

RCAS-MC THANKED SM AND ENDED THE CALL. @09/19-ZMC854N

RCAS-MC RECEIVED A CALLBACK FROM SM-FRED TURNER AT 12:22PM EST ON 9/23/08.

SM STATED THAT SUN STATE FORD PICKED UP THE VEHICLE FROM THE DLR AS SM

INFORMED THE DLR THAT GOODWILL WAS DENIED.

RCAS-MC THANKED SM AND ENDED THE CALL. @09/23-ZMC854N

@09/23-ZMC854N

\*RCAS-MC CALLED C AT 1:07PM EST AND SPOKE TO USED CAR MANAGER DENNIS LUZIO.

USED CAR SALE IN DAYTON BEACH FLORIDA. @09/23-ZMC854N

RCAS-MC ADVISED C THAT NNA WILL NOT BE ABLE TO ASSIST C WITH THE COST OF THE REPAIRS FOR THE SEAT TRACK. RCAS-MC STATED THAT THE VEHICLE BELONGS TO ANOTHER DLR AND NOT A CUSTOMER. RCAS-MC STATED THAT NNA USES FINANCIAL ASSISTANCE AS A CUSTOMER RETENTION TOOL. RCAS-MC STATED THAT THERE IS NO CUSTOMER TO RETAIN AT ANOTHER MANUFACTURERS DEALERSHIP.

C STATED THAT C WOULD LIKE RCAS-MC TO RETHINK THE DECISION. C STATED THAT THE C IS THE USED CAR MANAGER AND PURCHASED 15 NISSAN VEHICLES LAST WEDNESDAY SEPTEMBER 17TH FROM THE DAYTONA NISSAN SALE.

C STATED THAT C WOULD LIKE NNA TO RE-THINK ASSISTING.

RCAS-MC STATED THAT RCAS-MC WOULD LOOK INTO THE CONCERN AND GET BACK TO C BY THE END OF THE WEEK.

C THANKED RCAS-MC AND ENDED THE CALL. @09/24-ZMC854N

RCAS-MC RETURNED ORM-RD'S CALL AT 9:45AM EST ON 9/25/08. @09/25-ZMC854N

RCAS-MC INQUIRED IF ORM-RD WOULD ASSIST WITH THE COST OF THE REPAIRS FOR SUN STATE FORD. @09/25-ZMC854N

ORM-RD STATED THAT REGARDLESS OF HOW MANY VEHICLES PURCHASED, ORM-RD WILL NOT BE WILLING TO ASSIST. @09/25-ZMC854N

RCAS-MC THANKED ORM-RD AND ENDED THE CALL. @09/25-ZMC854N

\*\*RCAS-MC CALLED C AT 5:09PM EST ON 9/26/08. RCAS-MC SPOKE WITH USED CAR SALES MANAGER DENNIS LUZIO. RCAS-MC ADVISED USLSMGR THAT THE REQUEST WAS REVIEWED BY NNA MANAGEMENT AND UNFORTUNATELY NNA WILL NOT BE WILLING TO ASSIST WITH THE REPAIR.

USLSMGR STATED THAT IT IS OK AND THANKED RCAS-MC FOR TRYING RCAS-MC'S BEST TO ASSIST WITH THE ASSISTANCE. USLSMGR ENDED THE CALL.

RCAS-MC CLOSING FILE. @09/26-ZMC854N

RCAS-MC NOTING THE DLR HAS 15 NISSAN VEHICLES WITH MODELS NOT SPECIFIED.

@09/26-ZMC854N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0       | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1               | DATE: 09 / 19 / 08        | USERID: ZSZ808N     |
| OTHER #: 0                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0         | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 19029             | EFFECTIVE: 09 / 18 / 08   | 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: ZSZ808N        |                     |
| HISTORY:                    | UPDATE BY: ZMC854N        |                     |
| SVC CALL#:                  | UPDATE DATE: 09 / 26 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 09 / 26 / 08  | MICROFILM: N        |
| RESP CAA: CARBERRY, MICAINE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041434           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W45W [REDACTED] Y       |
| CITY: EAST GREENWICH  |            | YR/MDL: 2005.0 MUR MILEAGE: 42558   |
| ST/ZIP: RI [REDACTED] |            | IN SVC DATE: 11 / 09 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3995 INSKIP NISSAN         |
| EVE PH: [REDACTED]    | PAID:      | SVC DLR: 3995 INSKIP NISSAN         |
| DLR PH: 401 821 1510  | SUSP:      | RESP DLR: 3995 INSKIP NISSAN        |
|                       | DENY:      | REGION: 26 DIST: SL/SV/PT: 11 11 41 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3995 INSKIP NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 6558 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 18 / 08     | XFER/RSPNSBLTY: 26 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 06 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 03 / 08    | DATANET (Y/N): 09 / 22 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:09 PM

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

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CA6290307N

C. A. R. COMMENTS

FILE OPENED-ZAB120N 09/18/2008

CRR-AB RECEIVED CALL FROM C.

@09/18-ZAB120N

PREVIOUS UN/RELATED FILE(S) FOUND: NONE.

CRR-AB VERIFIED/UPDATED C'S NAME, ADDRESS, VIN NUMBER, MILEAGE, DAY & EVENING PHONE AND RESPONSIBLE DLR.

CRR-AB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06

CRR-AB ADVISED C OF: NO OPEN RECALL.

PREVIOUS NISSAN/INFINITI VEHICLE: NONE.

C STATES VEH DRIVER SIDE SEAT FRAME BROKE.

C STATES C TOOK VEH TO: 3995 INSKIP NISSAN.

C STATES DLR CONTACTED NNA AND WAS INFORMED BY NNA THAT NNA WILL COVER UP TO \$300.

C STATES VEH ONLY HAS 42558 MILES AND VEH IS ONLY 34 MONTHS OLD

AND VEH SEAT FRAME SHOULD NOT HAVE NOT NEEDED TO BE REPLACED. @09/18-ZAB120N

C STATES C WOULD LIKE NNA TO: REPAIR VEH SEAT AT NO COST TO C.

C STATES VEH IS CURRENTLY IN C'S POSSESSION.

C STATES THE BEST TIME TO CONTACT C IS ANYTIME AT DAY/EVENING PHONE.

C STATES THE BEST CALL BACK NUMBER IS: [REDACTED] / [REDACTED]

CRR-AB APOLOGIZED TO C FOR THE INCONVENIENCE.

CRR-AB ADVISED C THAT ALL INFORMATION HAS BEEN DOCUMENTED IN THE FILE.

CRR-AB ADVISED C THAT C'S SATISFACTION WITH NISSAN VEH IS

NNA'S PRIMARY CONCERN.

CRR-AB GAVE NAME, FILE NUMBER AND EXTENSION NUMBER.

CRR-AB ADVISED C THAT THE FILE WOULD BE TRANSFERRED TO THE REGIONAL SPECIALIST FOR REVIEW.

CRR-AB OFFERED FURTHER ASSISTANCE. C DECLINED.

===== @09/18-ZAB120N  
RCAS-CB CALLED C ON DAYTIME NUMBER 09.19.08 9:15AM EST. @09/19-ZCB442N

RECEPTION NOTING RECEPTION WOULD NOT LET RCAS-CB SPEAK TO C OR TRANSFER THE CALL

RCAS-CB CALLED C ON EVENING NUMBER 09.19.08 9:18AM EST. LEFT VMX

RCAS-CB WAITING ON C'S CALLBACK

----- @09/19-ZCB442N  
RCAS-CB SENT EMAIL TO SM-DAN NEGALIA 9/19/08

----- @09/19-ZCB442N  
RCAS-CB RECIEVED EMAIL FROM SM-DAN NEGALIA 9/22

SM STATED GRT WAS APPROVED FOR \$300 BUT REPAIR IS \$600

-----  
RCAS-CB SENT EMAIL TO DPSM 9/22  
----

@09/25-ZCB442N  
RCAS-CB RECIEVED EMAIL FROM ORM 9/22 STATING

NNA IS ONLY ABLE TO ASSIST WITH WHAT GRT APPROVED \$300. C IS RESPONSIBLE FOR THE REST.

@09/25-ZCB442N

----- @09/25-ZCB442N

RCAS-CB CALLED C ON DAYTIME NUMBER 09.25.08 4:59PM EST. LEFT VMX

RCAS-CB WAITING ON C'S CALLBACK

----- @09/25-ZCB442N

RCAS-CB RECIEVED VMX FROM C 9/30/08

RCAS-CB CALLED C ON DAYTIME NUMBER 09.30.08 12:52PM EST. LEFT VMX

RCAS-CB WAITING ON C'S CALLBACK

----- @09/30-ZCB442N

RCAS-CB RECIEVED VMX FROM C 10/01

@10/01-ZCB442N

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RCAS-CB CALLED C ON DAYTIME NUMBER 10.01.08 4:23PM EST. LEFT VMX  
RCAS-CB ADVISED RCAS-CB HAS LOOKED INTO THIS WITH MANAGMENT OF THE REGION,  
RCAS-CB ADVISED NNA'S DECISION IS TO ASSIST WITH \$300 OF REPAIR RCAS-CB  
ADVISED THIS IS WHAT NNA'S IS ONLY ABLE TO OFFER AS C IS OOW. @10/01-ZCB442N  
C UNDERSTOOD  
RCAS-CB ASKED IF C WAS REQUESTING FURTHER ASSISTANCE  
C STATED C WILL LOOK IT OVER AND CALL BACK @10/01-ZCB442N  
RCAS-CB ADVISED THIS IS NNA'S DECISION SO FULL REPAIR ASSISTANCE WILL NOT BE  
PROVIDED.  
C THANKED FOR CALL  
RCAS-CB CLOSING FILE AS NO FURTHER CONTACT NEEDED.

-----  
@10/01-ZCB442N

@10/01-ZCB442N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | 1 DATE: 10 / 03 / 08      | USERID: ZCB442N     |
| OTHER #:                  | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3995            | EFFECTIVE: 09 / 18 / 08   | 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: ZAB120N        |                     |
| HISTORY:                  | UPDATE BY: ZCB442N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 03 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 03 / 08  | MICROFILM: N        |
| RESP CAA: BLOM. CATHERINE | CAOM: JESSUP MITCH        | CAOM: JESSUP MITCH  |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08W37W [REDACTED] Y               |
| CITY: WEST HENRIETTA  | YR/MDL: 2007.0 MUR MILEAGE: 12000           |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 04 / 13 / 07                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3471 DORSCHER NISSAN       |
| EVE PH: [REDACTED]    | PAID: 4 SVC DLR: 3471 DORSCHER NISSAN       |
| DLR PH: 585 334 9440  | SUSP: 0 RESP DLR: 3471 DORSCHER NISSAN      |
|                       | DENY: 0 REGION: 26 DIST: SL/SV/PT: 07 07 37 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3471 DORSCHER NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 24 / 08     | XFER/RSPNSBLTY: 26 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 03 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 03 / 08    | DATANET (Y/N): 09 / 26 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | YE     | MULTIPLE REPAIR ATTEMPTS     |

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C. A. R. COMMENTS

FILE OPENED-ZDW606N 09/24/2008  
PREVIOUS RELATED FILES FOUND:NONE.  
PREVIOUS UNRELATED FILES FOUND:NONE.  
CRR-WD VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,  
AND RESPONSIBLE DEALER.  
CRR-WD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @09/24-ZDW606N  
CRR-WD ADVISED C THERE ARE NO OPEN RECALLS.  
PREVIOUS NISSAN/INFINITI VEH:NONE  
CRR-WD RECIEVED INBOUND CALL FROM C.  
C STATES C HAS A CONCERN WITH C'S VEH AND THAT DLR ISNOT ABLE TO ASSIST C  
UNDER WARRANTY. @09/24-ZDW606N  
C STATES THAT THE SEAT FRAME ON THE DRIVERS SIDE BROKE AND DLR REPLACED THE  
SEAT UNDER WARRANTY.  
C STATES C MONTHS LATER THE SEAT BROKE AGAIN. @09/24-ZDW606N  
C STATES THIS IS THE FIRSTVEH THAT THIS HAS EVER HAPPENED. @09/24-ZDW606N  
C STATES C'S SEAT ROCKS BACK AND FORTH WHEN C STOPS AND IT IS A SAFETY CONCERN  
C STATES C DOESN'T FEEL THAT THIS IS C'S FAULT. @09/24-ZDW606N  
C STATES THAT THERE ARE NOT ANY WEIGHT RESTRICTIONS FOR THE DRIVERS SEAT.  
CRR-WD ASKED C WHAT NNA CAN DO TO KEEP C SATSIFED. @09/24-ZDW606N  
C STATES C WOULD LIKE NNA TO COVER THE COST ON THE SEAT. @09/24-ZDW606N  
C STATES NISSAN SHOULD WARN IF NOONE OVER 120 POUNDS CAN SIT IN THE SEAT.  
C STATES C KNOWS THIS IS GOING TO KEEP HAPPENING EVERY 6 MONTHS.@09/24-ZDW606N  
C STATES C WANTS NISSAN TO TRY AND REINFORCE THE SEAT. @09/24-ZDW606N  
CRR-WD OFFERED FURTHER ASSISTANCE TO C, C DECLINED.  
CRR-WD GAVE NAME, EXTENSION, AND FILE NUMBER.  
CRR-WD TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW.  
\*\*\*\*\* @09/24-ZDW606N  
RCAS-CB CALLED C ON DAYTIME NUMBER 09.25.08 9:30AM EST.  
RCAS-CB ADVISED RCAS-CB WILL BE LOOKING INTO C'S CONCERNS WITH SEAT ON VEH AND  
WILL FOLLOW UP BY END OF BUSINESS DAY 9/29/08 @09/25-ZCB442N  
RCAS-CB CALLED SM-STEVE RUSTER 09.25.08 11:28AM EST. @09/25-ZCB442N  
SM STATED C HAS NOT BEEN BACK FOR CONCERN OF SEAT SINCE THE REPAIR IN MARCH.  
SM STATED C HAS BEEN BACK IN AUG/08 BUT ONLY FOR A OIL CHANGE. @09/25-ZCB442N  
SM STATED TO HAVE C CALL SM TO HAVE SM LOOK AT IT FOR C  
RCAS-CB AGREED AND THANKED  
----- @09/25-ZCB442N  
RCAS-CB CALLED C ON DAYTIME NUMBER 09.29.08 9:30AM EST.  
RCAS-CB ADVISED C THAT DLR HAS CONFIRMED C HAS NOT BEEN INTO DLR FOR SEAT  
ISSUE SINCE MARCH/08. RCAS-CB ADVISED THAT NNA NEEDS TO HAVE A UPDATED  
DIAGNOSTIC TO LOOK INTO ASSISTANCE  
C UNDERSTOOD  
RCAS-CB ADVISED C TO CALL RCAS-CB BACK ONCE APPOINTMENT IS MADE THAN RCAS-CB  
CAN LOOK INTO C'S REQUEST FURTHER @09/29-ZCB442N  
C AGREED AND THANKED  
RCAS-CB WAITING ON C'S CALLBACK @09/29-ZCB442N  
RCAS-CB CALLED C ON DAYTIME NUMBER 10.01.08 12:58PM EST.  
RCAS-CB ASKED IF C MADE APPOINTMENT AT DLR AS OF YET. @10/01-ZCB442N  
C STATED NO C IS WAITING ON SM'S CALLBACK  
RCAS-CB ADVISED C TO ASK FOR SM-STEVE RUSTER AS SM IS EXPECTING C'S CALL  
C AGREED AND THANKED FOR HELP  
RCAS-CB ADVISED TO CALL BACK ONCE APPOINTMENT IS MADE  
C AGREED AND THANKED FOR HELP ONCE AGAIN  
----- @10/01-ZCB442N



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RCAS-CB RECIEVED VMX FROM SM-STEVE RUSTER 10/03  
SM STATED THIS IS NOT A DEFFECT OF NNA. SM STATES CUSTOMER IS 375 POUNDS AND  
THIS IS WHY SEAT IS BREAKING.

-----  
RCAS-CB SENT EMAIL TO DPSM TO SEE IF WILLING TO ASSIST 10/03  
RCAS-CB WAITING ON REPSONSE

@10/03-ZCB442N

RCAS-CB RECIEVED VMX FROM SM 10/03  
SM STATED SEAT HAS BEEN ORDERED AND SHOULD BE REAIRED ON 10/6 AND WILL BE  
COVERED UNDER WARRANTY.

-----  
RCAS-CB CALLED C ON DAYTIME NUMBER 10.03.08 1:19PM EST.  
RCAS-CB ADVISED C THAT RCAS-CB HAS RECIEVED VMX FROM SM AT DLR. RCAS-CB  
ADVISED C'S SEAT IS TO BE REPLACED ON 10/6. RCAS-CB ALSO STATED REPAIR WILL BE  
COVERED.

@10/03-ZCB442N

C STATED WELL WHY DOES THIS KEEP HAPPENING.  
RCAS-CB ADVISED THERE IS A WEIGHT LIMIT ON THE SEAT SUPPOSADLY.  
C STATED WHAT IS THE LIMIT  
RCAS-CB ADVISED DIDNT HAVE A QUOTE C WOULD NEED TO VERIFY WITH DLR  
C STATED THAT IS RIDICULOUS  
C STATED WILL NEVER BUY ANOTHER NISSAN AGAIN  
RCAS-CB CLOSING FILE AS NO FURTHER CONTACT NEEDED.

@10/03-ZCB442N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SCMV    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                  | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3471            | EFFECTIVE: 09 / 24 / 08   | 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: ZDW606N        |                     |
| HISTORY:                  | UPDATE BY: ZCB442N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 03 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 03 / 08  | MICROFILM: N        |
| RESP CAA: BLOM, CATHERINE | OLM: ROYSTER KAREN        | DOM: GROOMS BOB     |
| PHONE: 0000040000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                       |
|-----------------------|---------------------------------------|
| NAME: [REDACTED]      | SC: NONE                              |
| STREET: [REDACTED]    | VIN: JN8AZ08T76W [REDACTED] Y         |
| CITY: KENSINGTON      | YR/MDL: 2006.0 MUR MILEAGE: 55374     |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 11 / 07 / 05             |
| DAY PH: [REDACTED]    | VCAN: N                               |
| EVE PH: [REDACTED]    | PAID: 4                               |
| DLR PH: 510 222 4900  | SUSP: 1                               |
|                       | DENY: 0                               |
|                       | RTL DLR: 3504 NISSAN OF FAIRFIELD     |
|                       | SVC DLR: 3392 HANLEES HILLTOP NISSAN  |
|                       | RESP DLR: 3392 HANLEES HILLTOP NISSAN |
|                       | REGION: 48 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 PREOWNEI X MILES 25000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3392 HANLEES HILLTOP NIS  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 19374 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 25 / 08     | XFER/RSPNSBLTY: 48 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 09 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 09 / 08    | DATANET (Y/N): 09 / 29 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZDP019N 09/25/2008  
PREVIOUS RELATED/UNRELATED FILES FOUND: NONE.  
CRR-DP RECEIVED INBOUND CALL FROM C.  
CRR-DP VERIFIED C'S VIN, MILEAGE, RESPONSIBLE DLRSH. P.  
CRR-DP UPDATED C'S NAME, ADDRESS, DAY/EVENING NUMBER.  
CRR-DP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0516 MURANO TANK PROTECT NTB06023  
CRR-DP INFORMED C OF ANY OPEN RECALLS/CAMPAIGNS/UPGRADES.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.  
C STATES THE DRIVER SEAT IS CRACK ON THE BASE.  
C STATES THE SEATS WOULD ROCK BACK AND FORTH WHEN C IS TURNING OR GOING  
OVER A LARGE BUMP.  
C STATES TOOK C'S VEH INTO THE 3392 HANLEES HILLTOP NISSAN ON  
09/20/08 AND WAS INFORMED THERE HAS BEEN AN ISSUE WITH THE MURANO SEATS.  
C STATES WAS INFORMED BY THE DLRSH. P. TO FIX THE SEATS C WOULD NEED THE  
WHOLE SEAT UNIT WHICH WILL COST \$600.00.  
CRR-DP ASKED WHEN DID C NOTICE THE PROBLEM?  
C STATES NOTICE THE PROBLEM A MONTH AGO.  
CRR-DP ASKED WHOM C WAS DEALING WITH AT THE DLRSH. P.?  
C STATES SA-DAIL AND THAT THE SA HAD TO CALL INTO NNA-CA.  
C STATES WAS INFORMED BY NNA THAT THERE IS NOTHING CAN BE DONE WHEN  
THE SA CALLED.  
C STATES THE DRIVER SIDE SEAT IS CRACK AND THAT THE SEATS ARE NOT SAFE.  
CRR-DP APOLOGIZE FOR THE INCONVENIENCE.  
CRR-DP ASSURED C THAT C'S CONCERN HAS BEEN DOCUMENTED.  
CRR-DP ASKED WHAT IS C REQUESTING FROM NNA?  
C STATES FEELS LIKE IT IS A FACTORY ISSUE AND IT IS A POORLY MADE SEAT.  
C STATES THIS IS AN ISSUE THAT C DID NOT DONE.  
C STATES THERE HAS BEEN OTHER ISSUES WITH OTHER MURANOS.  
C STATES WOULD LIKE SOME SUPPORT FROM NNA OR PARTIAL OF THE SEAT.  
C STATES ALL C'S SERVICE IS AT THE NISSAN DLRSH. P. AND HAS BEEN A LOYAL CUSTOMER  
CRR-DP STATES SINCE C IS REQUESTING FOR ASSISTANCE. CRR-DP INFORMED C  
FILE WILL BE FORWARDED TO A RCAS AGENT FOR FURTHER REVIEW.  
C THANKED CRR-DP FOR ASSISTANCE. C SATISFIED.  
CRR-DP OFFERED FOR ADDITIONAL ASSISTANCE.  
C DECLINED.  
CRR-DP PROVIDE NAME, EXTENSION AND FILE NUMBER.  
CRR-DP LEAVING FILE OPEN PENDING RCAS REVIEW. @09/25-ZDP019N

\*\*\*  
RCAS-MW CALLED C ON DAY NUMBER ON 9/26/08 AT 1:01PM EST. RCAS-MW LEFT A VMX  
\*\*\* @09/26-ZMW744N

RCAS-MW CALLED DLR ON 9/30/08 AT 4:40PM EST. RCAS-MW SPOKE WITH SM DALE PRUTT  
AND RCAS-MW WAS INFORMED THAT C SEAT NEED TO BE REAPLACED AS IT WAS SHIFTING.  
SM STATES THAT GRT WAS DECLINE BUT C DO ALL THE MAJOR MAINTANCE AT THE DLR AND  
SM WILL OFFER C PREFERED PRICING TO KEEP THE CUSTOMER HAPPY. @09/30-ZMW744N  
RCAS-MW CALLED C ON DAY NUMBER ON 9/30/08 AT 5:02PM EST. RCAS-MW LEFT A VMX  
INFORMING C THAT DLR WILL OFFER C SPECAIL PRICING AND THAT C CAN CALL SM FOR  
MORE INFORMATION. @09/30-ZMW744N

\*\*\*  
RCAS-MW NOTES THAT DLR CALLED WITH THIS INFORMATION: @10/03-ZMW744N  
D STATES THAT THE RETAIL VALUE ON THE FRAME 988\$ FOR PARTS AND LABOUR AND DLR  
TOLD C DLR COULD DO IT FOR 802\$ PLUS TAXES, DLR STATES DLR WOULD DISCOUNT C

\*\*\*

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RCAS-MW CALLED C ON DAY NUMBER ON 10/3/08 AT 4:28PM EST. RCAS-MW LEFT A VMX

\*\*\*

RCAS-MW CALLED C ON DAY NUMBER ON 10/6/08 AT 6:24PM EST. RCAS-MW LEFT A VMX

\*\*\*

@10/06-ZMW744N

RCAS-MW CALLED C ON DAY NUMBER ON 10/9/08 AT 1:44PM EST. RCAS-MW LEFT A VMX.

\*\*\*

RCAS-MW CLOSING FILE PENDING C CALL BACK @10/09-ZMW744N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    |
| 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: 3392               | EFFECTIVE: 09 / 25 / 08   | 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: ZDP019N        |                     |
| HISTORY:                     | UPDATE BY: ZMW744N        |                     |
| SVC CALL#:                   | UPDATE DATE: 10 / 09 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 10 / 09 / 08  | MICROFILM: N        |
| RESP CAA: WEGLEWSKI, MATTHEW | OLM: SMIT AGNES           | DOM: INMAN, GARY    |
| PHONE: 0000041660            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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REQUESTED BY: lattad

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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08T06W [REDACTED] Y           |
| CITY: EASTON          | YR/MDL: 2006.0 MUR MILEAGE: 45600       |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 06 / 30 / 06               |
| DAY PH: [REDACTED]    | RTL DLR: 3762 COOPER NISSAN/LEHIGH VALL |
| EVE PH: [REDACTED]    | SVC DLR: 5138 KELLY NISSAN              |
| DLR PH: 610 258 8600  | RESP DLR: 5138 KELLY NISSAN             |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 08 08 38     |
| PAID: 1               |                                         |
| SUSP: 1               |                                         |
| 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 PREOWNEI        | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 5138 KELLY NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:          | MILES: 9600        | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 29 / 08     | XFER/RSPNSBLTY: 26 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 17 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 17 / 08    | DATANET (Y/N): 09 / 30 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

CONFIDENTIAL

DATE: 1/26/2009  
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C. A. R. COMMENTS

FILE OPENED-ZJC504N 09/29/2008

PREVIOUS FILES FOUND:NONE @09/29-ZJC504N

CRR-JC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-JC UP-DATED OWNER'S INFORMATION (NAME, ADDRESS, PHONE NUMBERS).

CRR-JC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

CRR-JC INFORMED C THAT THE VEH IS NOT INCLUDED IN AN OPEN RECALL.

CRR-JC ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE : 1.

CRR-JC RECEIVED CALL FROM C.

C STATED THAT C TOOK THE VEH TO KELLY NISSAN LAST WEEK AND FOUND OUT THAT THE  
DRIVER'S SEAT RAIL IS XBROCKEN AND HAS TO BE REPAIRED.

C SPOKE WITH JIM FRO MTHE SERVICE DEPARTMENT AND WAS INFORMED THAT C HAS TO  
PAY \$100 FOR THE LABOR AND \$1150\_ FOR THE PART.

C IS AWARE THAT THE BASIC WARRANTY IS ALREADY EXPIRED BUT C IS ASKING504N  
ASSSISTANCE FROM NNA TO HAVE THE REPIR COVERED UNDER THE WARRANTY.

CRR-JC INFORMED C THAT THE FILE WILL BE REVIEWED BY AN RCAS TO DETERMINE IF  
THE REPAIR WILL BE COVERED AND ADVISEDCTO WAIT FOR A CALL FRO MAN RCAS BY THE  
END OCF THE NEXT BUSSINESS DAY.

@09/29-ZJC504N

C THANKED CRR-JC FOR ASSISTANCE, C SATISFIED.

CRR-JC OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JC GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-JC TRANSFERRINF FILE TO RCAS.

@09/29-ZJC504N

@09/29-ZJC504N

\*\*\*RCAS-OW REVIEWED FILE ON 09/29/08 AT 4:27PM EST. RCAS UPDATED SERVICING  
DLR AND DATANETTED FILE. RCAS WILL BE PLACING CALL TO C ON 09/30/08.

@09/29-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 09/30/08 AT 8:21AM EST. RCAS LEFT VMX AND WILL  
FOLLOW UP ON 10/02/08.

@09/30-ZOW482N

\*\*\*RCAS-OW RECEIVED INBOUND CALL FROM C ON 09/30/08 AT 3:13PM EST. RCAS  
EXPLAINED THAT THE FILE WILL BE DISCUSSED WITH SM-DENNIS SMITH AND RCAS  
WILL PUT IN A REQUEST FOR SPECIAL FINANCIAL ASSISTANCE TOWARDS THE COST OF  
THE REPAIR. RCAS AGREED WITH C THAT FOLLOW UP ON THE FILE WILL BE ON  
10/02/08. RCAS EXPLAINED AT THAT TIME RCAS WILL BE ABLE TO RELAY THE  
DECISION AS TO WHETHER OR NOT NNA IS IN A POSITION TO ASSIST. C THANKED  
RCAS FOR THE ASSISTANCE.

@09/30-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/01/08 AT 8:58AM EST.

RCAS LEFT VMX AND WILL FOLLOW UP WITH C BY 10/02/08.

@10/01-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/02/08 AT 8:32AM EST. SM STATED  
THAT C IS A GOOD SERVICING CUSTOMER TO THE DLRSH. SM STATED THAT THE GRT WILL  
BE RUN FOR C AND SM WILL RETURN THE CALL INTO RCAS TO INFORM OF THE RESULTS.  
RCAS AGREED AND THANKED SM FOR THE ASSISTANCE.

@10/02-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/02/08 AT 12:59PM EST. RCAS LEFT VMX AND  
WILL FOLLOW UP ON 10/03/08.

@10/02-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/03/08 AT 8:22AM EST.

SM EXPLAINED THAT THE DLRSH. IS TRYING TO FIGURE OUT WHAT PART WAS NEEDED IN  
ORDER TO REPAIR C'S VEHICLE AS IT WAS NOT WRITTEN DOWN. SM STATED THERE IS  
A QUOTE OF \$1149 FOR THE REPAIR. SM STATED WITHOUT KNOWING WHICH PART IS  
NEEDED, THE DLRSH. IS UNABLE TO RUN GRT. SM STATED C DOES ALOT OF SERVICING  
FOR THE DLRSH. AND WILL SPEAK WITH DPSM-KH REGARDING COVERING THE COST OF  
THE REPAIR. SM EXPLAINED THAT C CAN BE CONTACTED TO DELIVER THE DECISION.  
RCAS AGREED AND THANKED SM FOR THE ASSISTANCE.

@10/03-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/03/08 AT 8:27AM EST. RCAS LEFT VMX AND

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WILL FOLLOW UP ON 10/06/08.

@10/03-ZOW482N

\*\*\*RCAS-OW RECEIVED INBOUND CALL FROM C ON 10/03/08 AT 3:20PM EST. RCAS EXPLAINED THAT NNA WILL BE COVERING THE COST OF THE REPAIR TO C'S VEH. RCAS STATED THAT C MAY CONTACT SM-DENNIS SMITH TO SET UP AN APPOINTMENT FOR THE VEHICLE TO BE REPAIRED. RCAS EXPLAINED THAT C SHOULD CONTACT RCAS BACK WITH THE DATE. RCAS STATED AT THAT TIME RCAS WILL SET A NEW DATE TO RETURN THE CALL BACK TO C, TO BE SURE THAT C IS SATISFIED WITH THE REPAIR. C THANKED NNA AND RCAS FOR ALL OF THE ASSISTANCE AND AGREED. RCAS CURRENTLY AWAITING CALL BACK FROM C.

@10/03-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/08/08 AT 9:27AM EST. RCAS LEFT VMX AND WILL FOLLOW UP ON 10/10/08.

@10/08-ZOW482N

\*\*\*RCAS-OW RECEIVED INBOUND VMX FROM C ON 10/08/08 AT 3:09PM EST. C STATED THAT C HAS NOT BEEN ABLE TO GET A HOLD OF SM-DENNIS SMITH TO SET UP AN APPOINTMENT HOWEVER. C STATED THAT A MESSAGE HAS BEEN LEFT FOR SM. C STATED THAT RCAS WILL BE NOTIFIED ONCE AN APPOINTMENT HAS BEEN SET UP.

@10/08-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/10/08 AT 9:02AM EST. RCAS LEFT VMX AND WILL FOLLOW UP ON 10/14/08.

@10/10-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/14/08 AT 8:34AM EST. RCAS LEFT 2ND VMX AND WILL FOLLOW UP ON 10/17/08.

@10/14-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/17/08 AT 8:35AM EST. RCAS LEFT 3RD VMX AND WILL BE CLOSING FILE PENDING C CALL BACK.

@10/17-ZOW482N

RCAS-OW CHECKED TREAD ACT CODE AND CLOSED FILE.

@10/17-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |      |
|------------------------|---------------------------|---------------------|------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    | 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: 5138         | EFFECTIVE: 09 / 29 / 08   | 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: ZJC504N        |                     |      |
| HISTORY:               | UPDATE BY: ZOW482N        |                     |      |
| SVC CALL#:             | UPDATE DATE: 10 / 17 / 08 |                     |      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 10 / 17 / 08  | MICROFILM: N        |      |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: MEEKS FRED L   |      |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: MULTI CONTRACT                  |
| STREET: [REDACTED]    | VIN: JN8AZ08T06W [REDACTED] Y       |
| CITY: CHULA VISTA     | YR/MDL: 2006.0 MUR MILEAGE: 38000   |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 05 / 20 / 06           |
| DAY PH: [REDACTED]    | RTL DLR: 3741 COAST NISSAN          |
| EVE PH: [REDACTED]    | SVC DLR: 2036 MOSSY NISSAN. INC.    |
| DLR PH: 619 474 7011  | RESP DLR: 2036 MOSSY NISSAN, INC.   |
| VCAN: Y               | REGION: 44 DIST: SL/SV/PT: 07 07 37 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 35062 # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 2000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 29 / 08     | XFER/RSPNSBLTY: 44 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 03 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 03 / 08    | DATANET (Y/N): 10 / 06 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |



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C. A. R. COMMENTS

FILE OPENED-ZEL799N 09/29/2008

PREVIOUS FILES FOUND: NONE

CRR-EL VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR. @09/29-ZEL799N

CRR-EL UP-DATED OWNER'S INFORMATION (ADDRESS, PHONE NUMBERS).

CRR-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
CLSD R0614 MURANO STR LOCK NTB06-091

CRR-EL ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 1 ('85 300ZX).

CRR-EL RECEIVED CALL FROM C.

C STATED THAT C BOUGHT THE VEH 6 MONTHS AGO.

C STATED THAT C WANTED TO KNOW THE WARRANTIES FOR C'S VEH.

C STATED THAT C'S VEH DRIVER SEAT IS BROKEN. THE WHOLE FRAME IS MOVING.Q

C STATED THAT C ALREADY TAKEN THE VEH TO A NISSAN DLR LAST 9/25/08 AND THE

DLR SAID THAT THE PART IS NOT COVERED UNDER WARRANTY AND VSC. @09/29-ZEL799N

C STATED THAT C PAID \$100, AND THE PART IS NOT YET FIXED.

CRR-EL ADVISED C THAT C'S BASIC WARRANTY IS ALREADY EXPIRED SINCE C'S MILEAGE  
IS ALREADY 38,000 MILES.

CRR-EL ADVISED C THAT THE DRIVER SEAT IS NOT PART OF THE COMPONENTS COVERAGE  
OF C'S PRE-OWNED PREFERRED PLAN AND C'S PRE-OWNED LIMITED WARRANTY.

C ENDED THE CALL BY HANGING UP.

CRR-EL CLOSING THE FILE PENDING C'S CALLBACK. @09/29-ZEL799N

\*\*\*\*\*

CRR-ED RECEIVED CALL FROM C.

C WANTED TO ASK FOR ASSISTANCE FOR THE REPAIR OF THE SEAT BRACKET.

C SAID THAT C TOOK VEH TO MOSSY NISSAN NATIONAL CITY LAST 09/26 AND DLRSH

DENIED THE REPAIR OF THE PART UNDER WARRANTY COVERAGE. @10/02-ZED634N

AS PER FILE DOCUMENTS CREATED BY CRR-EL. C HAD CALLED AND WAS ADVISED THAT  
PART WILL NO LONGER BE COVERED BUT C NOW IS INSISTING THAT REPAIR SHOULD BE  
COVERED UNDER WARRANTY. @10/02-ZED634N

CRR-ED ADVISED C THAT CRR-ED WILL CONNECT CAL TO A SECOND LEVEL REPRESENTATIVE  
FOR FURTHER ASSISTANCE. C AGREED.

C THANKED CRR-ED FOR ASSISTANCE, C SATISFIED.

CRR-ED OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-ED GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-ED EXITING FILE. @10/02-ZED634N

\*\*\*\*\*

CRR-MH UPDATING FILE AS PER C'S REQUEST.

CRR-MH UPDATED OWNER DATABASE.

CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 06/20/07 3741

CRR-MH ADVISED C THERE ARE NO OPEN RECALLS.

CRR-MH RECEIVED INBOUND CALL FROM C'S WIFE.

C STATES THAT THE DRIVERS SEAT IS OFF THE TRACK AND SLIDS ALL OVER THE PLACE  
WHEN C IS DRIVING. @10/02-ZMH605N

C STATES THAT THIS HAS BEEN HAPPENING FOR A WEEK. @10/02-ZMH605N

C BROUGHT THE VEH IN ON FRIDAY 09/26/08 TO MOSSY NISSAN AND C WAS INFORMED  
THAT THIS WAS NOT COVERED UNDER THE WARRANTY. C WAS TOLD THAT THE BRACKETS  
WOULD NEED TO BE REPLACED AND THAT THE COST WOULD BE 1114\$. @10/02-ZMH605N

C STATES THAT EVEN AS C IS OUTSIDE OF THE WARRANTY C FEELS THAT THIS IS A  
SAFETY CONCERN AND SUCH C REQUESTING TO HAVE NNA ASSIST C FINANCIALLY WITH THE  
COST OF THE REPAIR, C FEELS THAT THIS SHOULD HAVE BEEN COVERED UNDER THE VSC.

CRR-MH OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

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CRR-MH GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-MH TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/02-ZMH605N

\*\*\*\*\*

RCAS-NS CALLED DLR 2036 AT 12:49 PM EST, 10/03/08 AND SPOKE TO SM-HENRY HERNANDEZ. SM STATES VEH HAS ONLY BEEN TO DLR 2X, ONCE IN APRIL 2008 TO HAVE SCRATCHES REPAIRED AND ON 09/26/08 FOR SEAT ISSUE. SM STATES SEAT WAS LOOSE AND NEEDS TO BE REPAIRED BUT VEH IS OOW AND NOT A GOOD CANDIDATE FOR GOODWILL. RCAS-NS CALLED C ON DAY PHONE AT 5:14 PM EST, 10/03/08 AND SPOKE TO C. RCAS-NS ADVISED C THAT AFTER FURTHER REVIEW, NNA IS NOT IN THE POSITION TO ASSIST WITH REPAIR. RCAS-NS ADVISED C THAT VEH IS OOW. FINANCIAL ASSISTANCE WAS NOT POSSIBLE. C STATES C JUST SPENT \$30,000 ON VEH 6 MONTHS AGO AND NOW NEEDS TO SPEND ANOTHER \$1500 FOR REPAIR. C STATES THIS IS UNBELIEVABLE. RCAS-NS UNDERSTOOD C'S FRUSTRATION AND APOLOGIZED. RCAS-NS ADVISED C THAT NNA'S OBLIGATION WAS TO HONOR TERMS OF WARRANTY, ONCE VEH IS OOW. C WILL BE RESPONSIBLE FOR REPAIRS. C UNDERSTOOD AND THANKED FOR ASSISTANCE. RCAS-NS UDPATED TREAD ACT, OOW MILEAGE AND CLOSING FILE. @10/03-ZNS909N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                               |                           |                     |
|-------------------------------|---------------------------|---------------------|
| SATISFIED: Y                  | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0          | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0         | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1                 | DATE: 10 / 02 / 08        | USERID: ZED634N     |
| OTHER #: 0                    | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 0           | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 2036                | EFFECTIVE: 09 / 29 / 08   | 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: ZEL799N        |                     |
| HISTORY:                      | UPDATE BY: ZNS909N        |                     |
| SVC CALL#:                    | UPDATE DATE: 10 / 03 / 08 |                     |
| CLOSE: Y (Y/N)                | CLOSE DATE: 10 / 03 / 08  |                     |
| RESP CAA: SOUVANASANNE, NALIE | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000041492             | OWNER FIRST:              | DOM: JANES, PATRICK |
|                               |                           | LANGUAGE: E ENGLISH |

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

CA6301049                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME [REDACTED]                                      VIN:                                      TIME: 12:49:10 PM  
IN SCV DATE: 3/20/2008                                      MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

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

CA6301049                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME [REDACTED]                                      VIN:                                      TIME: 12:49:10 PM  
IN SCV DATE: 3/16/2006                                      MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

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

CA6301049                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME [REDACTED]                                      VIN:                                      TIME: 12:49:10 PM  
IN SCV DATE: 3/20/2008                                      MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 341       | PEDQ04405195 | 3899 CA             | 3/20/2008         | 5/20/2013      | 100.000           |                |                  |
| 342       | RCDB02794239 | 3741 CA             | 3/16/2006         | 3/16/2011      | 60.000            | 12/21/2007     |                  |
| 343       | RMNZ08276040 | 3899 CA             | 3/20/2008         | 5/20/2013      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                 |                |              |        |
|---------------------------------|----------------|--------------|--------|
| -----+-----                     |                |              |        |
| CONTRACT: PEDQ04405195          |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |                | OWNER NAME:  |        |
| PLAN TYPE: E                    |                | PLAN TYPE:   |        |
| PLAN TERM: Q                    |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50               |                | DEDUCTABLE:  |        |
| EFFECTIVE: 03/20/08             |                | EFFECTIVE:   |        |
| EXPIRES: 05/20/13               | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                       |                | TRANSFER:    |        |
| TRANSACTION: 3/26/2008          |                | TRANSACTION: |        |
| PRINTED: 03/29/08               |                | PRINTED:     |        |
| DEALER NO: 3899                 | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: MOSSY NISSAN POWAY |                | DEALER NAME: |        |
| -----+-----                     |                |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                           |               |              |        |
|---------------------------|---------------|--------------|--------|
| -----+-----               |               |              |        |
| CONTRACT: RCDB02794239    |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]    |               | OWNER NAME:  |        |
| PLAN TYPE: C              |               | PLAN TYPE:   |        |
| PLAN TERM: B              |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50         |               | DEDUCTABLE:  |        |
| EFFECTIVE: 03/16/06       |               | EFFECTIVE:   |        |
| EXPIRES: 03/16/11         | MILES: 60,000 | EXPIRES:     | MILES: |
| CANCEL: 12/21/07          | MILES: 34,984 | CANCEL:      | MILES: |
| TRANSFER:                 |               | TRANSFER:    |        |
| TRANSACTION: 2/15/2008    |               | TRANSACTION: |        |
| PRINTED: 06/02/06         |               | PRINTED:     |        |
| DEALER NO: 3741           | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: COAST NISSAN |               | DEALER NAME: |        |
| -----+-----               |               |              |        |

CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:10 PM

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

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CA6301049N

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                 |                |              |        |
|---------------------------------|----------------|--------------|--------|
| -----+-----                     |                |              |        |
| CONTRACT: RMNZ08276040          |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |                | OWNER NAME:  |        |
| PLAN TYPE: M                    |                | PLAN TYPE:   |        |
| PLAN TERM: Z                    |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                  |                | DEDUCTABLE:  |        |
| EFFECTIVE: 03/20/08             |                | EFFECTIVE:   |        |
| EXPIRES: 05/20/13               | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                       |                | TRANSFER:    |        |
| TRANSACTION: 3/26/2008          |                | TRANSACTION: |        |
| PRINTED: 03/29/08               |                | PRINTED:     |        |
| DEALER NO: 3899                 | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: MOSSY NISSAN POWAY |                | DEALER NAME: |        |
| -----+-----                     |                |              |        |

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|                       |                |                                   |  |
|-----------------------|----------------|-----------------------------------|--|
| NAME: [REDACTED]      |                | SC: ONE CONTRACT                  |  |
| STREET: [REDACTED]    |                | VIN: JN8AZ08W26W [REDACTED] Y     |  |
| CITY: TARRYTOWN       |                | YR/MDL: 2006.0 MUR MILEAGE: 59000 |  |
| ST/ZIP: NY [REDACTED] |                | IN SVC DATE: 11 / 10 / 05         |  |
| VCAN: Y               | RTL DLR: 1898  | DCH FREEHOLD NISSAN               |  |
| PAID: 4               | SVC DLR: 3544  | NISSAN 46                         |  |
| SUSP: 0               | RESP DLR: 3544 | NISSAN 46                         |  |
| DENY: 0               | REGION: 26     | DIST: SL/SV/PT: 09 09 39          |  |
| DLR PH: 973 256 1200  |                |                                   |  |

|                                             |                    |                               |
|---------------------------------------------|--------------------|-------------------------------|
| 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                      | PREOWNEI X MILES   | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: INDEPENDANT FACILITY |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES: 23000       | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 09 / 30 / 08     | XFER/RSPNSBLTY: 26 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 10 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 10 / 08    | DATANET (Y/N): 10 / 06 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZCP800N 09/30/2008

PREVIOUS FILES FOUND: 1

@09/30-ZCP800N

UNRELATED:

CRR-CP UPDATED OWNER'S INFORMATION (PHONE NUMBERS).

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

CRR-CP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @09/30-ZCP800N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 06/09/06 3646

CRR-CP ADVISED C OF RECALL STATUS.

CRR-CP WAS NIOT ABLE TO VERIFY PREVIOUS MILEAGE.

CRR-CP RECEIVED CALL FROM C.

C STATED THAT C WANTS TO CHECK IF THE DRIVER SEAT IS COVERED UNDER C'S VSC.

CRR-CP INFORMED C THAT DRIVER SEAT IS NOT PART OF THE COVERAGE ON C'S VEH  
PROBABLY BECAUSE C DOES NOT KNOW THE CORRECT PART NAME AND PART NUMBER.

CRR-CP INFORMED C THAT THERE ARE MANY SEAT COMPONENTS COVERED UNDER THE C'S  
POLICY BUT NO DRIVER SEAT IS SHOWING.

CRR-CP ADVISED C TO TAKE THE VEH TO ANY NISSAN DEALERSHIP AND HAVE THE VEH  
DIAGNOSED AND THE DEALERSHIP CAN THE DETERMINE IF A CERTAIN PART IS COVERED  
OR NOT.

CRR-CP ALSO ADIVSED C SINCE C IS A REGULAR CUSTOMER TO THE DEALERSHIP WHERE  
C NORMALLY MAINTAIN THE VEH, C CAN JUST CALL THE DEALERSHIP AND ASKED IF  
DRIVER SEAT IS COVERED OR NOT.

C THANKED CRR-CP FOR ASSISTANCE, C SATISFIED.

CRR-CP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-CP GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-CP CLOSING FILE.

@09/30-ZCP800N

\*\*\*\*\*

CRR-KP RECEIVED A CALL FROM C.

CRR-KP VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.

C STATED THAT C ALREADY BROUGHT THE VEH TO NISSAN 46 AND WAS ADVISED THAT  
THE SEAT LINK IS NOT COVER UNDER C'S VSC.

C STATED THAT THE REPAIR WILL COST \$500.

C STATED THAT THE PROBLEM ON THE SEAT IS A SAFETY ISSUE.

CRR-KP ASKED IF C KNEW THE SPECIFIC PART THAT IS WRONG ON THE VEH.

C PROVIDED THE PART NAME AND PART NUMBER: SEAT LINK; 87473

CRR-KP CHECKED AND INFORMED C THAT THE SEAT LINK IS NOT COVERED UNDER C'S VSC.

CRR-KP INFORMED C THAT VSC COVERS REPAIRS OR PART REPLACEMENT IF DUE TO A  
MECHANICAL BREAKDOWN.

C STATED THAT WHAT HAPPENED ON THE VEH IS A MECHANICAL BREAKDOWN.

CRR-KP ASKED C WHAT NNA CAN DO TO SATISFY C.

C STATED THAT C WANTS NNA TO ASSIST C WITH THE REPAIR ON THE VEH.

CRR-KP INFORMED C THAT C WILL BE TRANSFERRED TO THE NEXT LEVEL AGENT FOR  
FURTHER ASSISTANCE.

C THANKED CRR-KP FOR ASSISTANCE, C SATISFIED.

CRR-KP OFFERED FURTHER ASSISTANCE, C DECLINED.

@10/02-ZKP796N

CRR-KP GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-KP TRANSFERRING CALL TO C GROUP.

@10/02-ZKP796N

\*\*\*\*\*

CRR-RW RECEIVED CALL FROM C.

CRR-RW VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 06/09/06 3646



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CRR-RW ADVISED C NO OPEN RECALLS ON VEHICLE.  
PREVIOUS NISSAN/INFINITI VEHICLES: MAXIMA X 3, SENTRA.  
C STATES THE PROBLEM IS PERTAINING TO THE SEAT.  
C STATES C TOOK VEH TO NISSAN DLRSH. P.  
C STATES DLRSH. P. DIAGNOSED THE ISSUE AS BEING THE SEAT LINK.  
C STATES DLRSH. P. STATED THAT THIS WOULD NOT BE COVERED AND C WOULD HAVE TO PAY  
ROUGHLY \$500.00 FOR REPAIR.  
C STATES C SPOKE WITH SA-TONY.  
C STATES VEH IS CURRENTLY AT THE DLRSH. P.  
CRR-RW ASKED C WHAT CAN NISSAN DO TO KEEP C A SATISFIED CUSTOMER.  
C STATES C WOULD LIKE NISSAN TO COVER THE SEAT LINK ISSUE.  
CRR-RW ADVISED C THAT FILE WILL BE TRANSFERRED TO REGIONAL SPECIALIST.  
CRR-RW ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.  
CRR-RW OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-RW TRANSFERING FILE TO RCAS AGENT. @10/02-ZRW000N

\*\*\*\*\*

RCAS-TP CONTACTED SERVICE DEPARTMENT AT 1:51 PM EST ON 10/03/08 AND WAS  
INFORMED THAT THE SERVICE MANAGER PHIL MASTEOLONE IS NOT AVAILABLE. RCAS-TP  
ASKED FOR SOMEONE WITH AUTHORITY TO RUN THE GRT. RCAS-TP WAS THEN PUT ON HOLD.  
CALL WAS THEN DISCONNECTED BY DLR SECRETARY. @10/03-ZTP481N

\*\*

@10/03-ZTP481N

RCAS-TP DATANETTING AND REQUESTING GRT BE RAN VIA DATANET. @10/03-ZTP481N

\*\*

@10/03-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 1:54 PM EST ON 10/03/08 AND  
REQUESTED CALL BACK ON EXT 1589 AND SET FOLLOW UP FOR 10/08/08.

\*\*

@10/03-ZTP481N

RCAS-TP LEFT VXM FOR C ON EVE NUMBER AT 1:56 PM EST ON 10/03/08 AND INFORMED  
C THAT FOLLOW UP WILL BE MADE BY 10/08/08. @10/03-ZTP481N

\*\*

RCAS-MB ASSISTING RCAS-SH WITH FILE. RCAS-MB CALLED NISSAN 46 ON 10/06/2008  
AT 4:00 PM EST, LEFT VMX FOR SM-PHIL MASTEOLONE, PROVIDED NAME, EXT AND PHONE  
NUMBER. @10/06-ZMB827N

\*\*

@10/06-ZMB827N

RCAS-MB CALLED C ON 10/06/2008 AT 4:11 PM EST ON DAY NUMBER, SPOKE WITH C.  
C REQUESTED RCAS-MB CONTACT C AT 973-317-7122. RCAS-MB AGREED. RCAS-MB CALLED  
C ON 10/06/2008 AT 4:12 PM EST ON 973-317-7122, SPOKE WITH. RCAS-MB INQUIRED  
INTO THE COST OF C'S REPAIR. C STATES AROUND \$500.00. C STATES C WAS CONTACTED  
BY THE DLRSH. P. TODAY AND WAS ADVISED THAT C NEEDED TO PICK UP C'S VEH WITHOUT  
THE REPAIR BEING DONE. RCAS-MB INQUIRED INTO IF C HAD ANY OTHER REPAIRS DONE  
TO C'S VEH. C STATES C WAS HAVING A BUNCH OF STUFF DONE, AND SOME WAS COVERED  
UNDER WARRANTY AND SOME WAS NOT. RCAS-MB INQUIRED INTO WHO C WAS DEALING WITH  
AT THE DLRSH. P. C STATES C WAS DEALING WITH SA-TONY CAMPOST. RCAS-MB ADVISED C  
THAT RCAS-MB IS GOING TO CONTACT SA-TC AND FOLLOW UP WITH C. C UNDERSTANDS  
AND THANKED RCAS-MB.

RCAS-MB CALLED NISSAN 46 ON 10/06/2008 AT 4:19 PM SPOKE WITH SA-TONY CAMPOST.  
RCAS-MB INQUIRED IF THE GRT THAT WAS RUN WAS FOR C'S SEAT BRACKET REPAIR. SA-  
TC ADVISED RCAS-MB THAT THE GRT WAS RUN FOR C'S RENTAL NOT THE SEAT BRACKET.  
RCAS-MB INQUIRED IF THE GRT WAS RUN FOR THE SEAT BRACKET. SA-TC ADVISED  
RCAS-MB THAT SA IS NOT SURE. SA-TC ADVISED RCAS-MB THAT SA WILL RUN THE GRT  
AND CONTACT RCAS-MB. RCAS-MB THANKED SA-TC FOR ASSISTANCE. @10/06-ZMB827N

\*\*\*RCAS-MB CALLED C ON 10/06/2008 AT 4:28 PM EST ON DAY NUMBER, SPOKE WITH C  
RCAS-MB ADVISED C THAT RCAS-MB WAS SPEAKING WITH C'S SA-TONY CAMPOST AND C  
SHOULD BE GETTING A CALL FROM THE SA SHORTLY. RCAS-MB ADVISED C TO CONTACT  
SA-TC IF C DOES NOT HEAR FROM SA. RCAS-MB ASSURED C THAT RCAS-SH WILL FOLLOW  
UP WITH C ON 10/07/2008. C UNDERSTANDS AND THANKED RCAS-MB. @10/06-ZMB827N

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\*\*\*\*\*RCAS-SH RECEIVED A EMAIL FROM RCAS-MB STATING DLR RAN GOODWILL  
WHICH WAS APPROVED FOR REPAIRS FOR CUSTOMER. DLR STATED DLR WOULD CONTACT  
C TO INFORM. @10/07-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/07/08 10:50 AM EST. RCAS-SH  
INQUIRED WITH C IF DLR HAS MADE CONTACT FOR REPAIRS. C STATED NO. RCAS-SH  
INFORMED C THAT RCAS-SH WILL FOLLOW UP WITH C AS C IS NOT ABLE TO SPEAK  
AT TIME OF CALL. C ENDED CALL. @10/07-ZSH999N

+++++  
CRR-JS VERIFIED C'INFORMATION(NAME,ADDRESS)

CRR-JS RECEIVED CALL FROM C  
C STATED C WANTS TO SPEAK TO RCAS-SH AND ASKS TO BE TRANSFERED TO RCAS-SH'S  
CRR-JS TRANSFERED C TO RCAS-SH'S EXTENSION NUMBER.

CRR-JS FAILED TO PROVIDE C NAME,EXTENSION,AND FILE NUMBER.

CRR-JS EXITING FILE @10/07-ZJS646N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/07/08 4:10 PM EST. RCAS-SH  
SPOKE TO C AND INQUIRED IF VEHICLE IS REPAIRED. C STATED THAT DLR HAS  
GOTTEN APPROVAL FOR REPAIRS, HOWEVER, VEHICLE WILL NOT BE READY UNTIL  
FRIDAY. RCAS-SH SET FOLLOW UP DATE WITH CUSTOMER FOR 10/10/08. C UNDERSTOOD.  
C THANKED RCAS-SH FOR ASSISTANCE AND ENDED CALL. @10/07-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/10/08 12:53 PM EST. RCAS-SH  
INQUIRED IF VEHICLE HAS BEEN REPAIRED. C STATED YES AND C IS JUST WAITING  
FOR CALL TO PICK UP VEHICLE FROM DLR. C STATED C IS VERY PLEASED WITH OUTCOME  
OF FILE AND DLR ASSISTANCE. RCAS-SH THANKED C FOR ALLOWING ASSISTANCE.  
RCAS-SH INFORMED C TO CALL 1-800 NISSAN 1 OR RCAS-SH IS ISSUE REOCCURS WITH  
VEHICLE. C UNDERSTOOD. C THANKED RCAS-SH FOR WONDERFUL CUSTOMER SERVICE.  
C ENDED CALL. @10/10-ZSH999N

RCAS-SH IS CLOSING FILE AS NO FURTHER ASSISTANCE IS REQUIRED. @10/10-ZSH999N  
RCAS-SH REVIEWED AND UPDATED TREADACT IN FILE. @10/10-ZSH999N

RCAS-SH UPDATED FIRST PAGE OF FILE FOR NUMBER OF VEHICLE'S AS NUMBER WAS  
5 BUT COULD NOT BE VERIFIED. @10/10-ZSH999N

RCAS-MB ASSISTING RCAS-SH WITH FILE. TL-CH APPROVED FILE CLOSURE.  
RCAS-MB CLOSED FILE. @10/10-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW AND RUN THE GRT FOR POSSIBLE ASSISTANCE THANK YOU.

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 10 / 02 / 08        | USERID: ZKP796N     |
| COMMENTS ONLY: #: 1       | DATE: 10 / 02 / 08        | USERID: ZKP796N     |
| RESP DLR: 3544            | EFFECTIVE: 09 / 30 / 08   | 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: ZCP800N        |                     |
| HISTORY:                  | UPDATE BY: ZMB827N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 10 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 10 / 08  | MICROFILM: N        |
| RESP CAA: HAMPEL, SUZANNE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041589         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6302353

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009

TIME: 12:49:10 PM

MODEL YEAR: 2006.0

MAKE:

MODEL LINE: MUR

NAME: [REDACTED]

VIN:

IN SCV DATE: 11/10/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 344       | RCND03132751 | 3109 NY             | 11/10/2005        | 11/10/2011     | 75.000            |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                   |               |              |        |
|-----------------------------------|---------------|--------------|--------|
| -----+-----                       |               |              |        |
| CONTRACT: RCND03132751            |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]            |               | OWNER NAME:  |        |
| PLAN TYPE: C                      |               | PLAN TYPE:   |        |
| PLAN TERM: D                      |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                    |               | DEDUCTABLE:  |        |
| EFFECTIVE: 11/10/05               |               | EFFECTIVE:   |        |
| EXPIRES: 11/10/11                 | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                           | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                         |               | TRANSFER:    |        |
| TRANSACTION: 10/31/2006           |               | TRANSACTION: |        |
| PRINTED: 11/03/06                 |               | PRINTED:     |        |
| DEALER NO: 3109                   | STATE: NY     | DEALER NO:   | STATE: |
| DEALER NAME: PREMIUM NISSAN, LTD. |               | DEALER NAME: |        |
| -----+-----                       |               |              |        |

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SC: ONE CONTRACT

|         |               |              |              |            |                             |
|---------|---------------|--------------|--------------|------------|-----------------------------|
| NAME:   | [REDACTED]    | VIN:         | JN8AZ08T85W  | [REDACTED] | Y                           |
| STREET: | [REDACTED]    | YR/MDL:      | 2005.0       | MUR        | MILEAGE: 36200              |
| CITY:   | SAN FRANCISCO | IN SVC DATE: | 11 / 17 / 04 |            |                             |
| ST/ZIP: | CA [REDACTED] | VCAN:        | Y            | RTL DLR:   | 2261 SERRAMONTE NISSAN      |
| DAY PH: | [REDACTED]    | PAID:        | 8            | SVC DLR:   | 2261 SERRAMONTE NISSAN      |
| EVE PH: | [REDACTED]    | SUSP:        | 0            | RESP DLR:  | 2261 SERRAMONTE NISSAN      |
| DLR PH: | 650 994 1661  | DENY:        | 0            | REGION:    | 48 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)      |
| PROPERTY DAMAGE:                | N (Y/N)         | INJURY:        | N (Y/N)      | AIRBAG:      | (Y/N)        |
| PREVIOUSLY REPAIRED:            | 00 / 00 / 00    | SENT TO LEGAL: | N (Y/N)      |              |              |
| VEHICLE PURCHASED:              | NEW X PREOWNEI  | WHERE:         |              |              |              |
| VEHICLE MAINTAINED BY:          | 2261 SERRAMONTE |                |              |              |              |
| OUTSIDE WARRANTY BY (B) MONTHS: | 11              | MILES:         | 200          | (PT) MONTHS: |              |
|                                 |                 |                |              |              |              |

|              |       |                |              |                 |              |
|--------------|-------|----------------|--------------|-----------------|--------------|
| ORIG CODE:   | CT 11 | OPEN DATE:     | 10 / 01 / 08 | XFER/RSPNSBLTY: | 48 04 S      |
| CONTACT (S): |       | FOLLOWUP DATE: | 10 / 15 / 08 | DATANET (Y/N):  | 1            |
| SEVERITY:    | 9     | CLOSE DATE:    | 10 / 15 / 08 | DATANET (Y/N):  | 10 / 03 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST       |
| OA | VEHICLE CONCERNS        | 254500 | TIRE (TIRE/VALVE/TUBE)                |
| BO | TIRE/WHEEL              | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZLB631N 10/01/2008

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-LB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-LB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @10/01-ZLB631N

PREVIOUS NISSAN/INF VEH: NONE @10/01-ZLB631N

C STATES THAT C HAD A PROBLEM WITH C'S DRIVERS SEAT IN JAN 2007, THE SEAT SNAP  
PED AND SOMETHING HAPPENED. @10/01-ZLB631N

C STATES THAT AT THAT TIME C BROUGHT IT TO DLR, DLR SAID DLR FIXED THE SEAT AN  
D THAT THE VH WAS STILL UNDER WARRANTY SO THERE WAS NO CHARGE TO C.

C STATES THAT WHEN C GOT THE VEH BACK C NOTICED THAT THE DLR DID NOT CHANGE TH  
E ENTIRE SEAT THEY ONLY REPLACED ONE PIECE OF WHAT SNAPPED SO THE SEAT STILL S  
LIPPED DOWN SLIGHTLY. @10/01-ZLB631N

C STATES THAT NOW RECENTLY THE SEAT ITSELF IS LOOSE, THE LEATHER IS WRINKLED,  
AND THERE IS NO FORM TO THE SEAT. @10/01-ZLB631N

C STATES THAT C TOOK THE VEH INTO THE DLR ONCE AGAIN TODAY AND DLR SAID THAT T  
HERE IS NOTHING THEY CAN DO AND IF C WANTS C CAN CALL NNA AND MAKE A COMPLAINT  
C STATES THAT C HAS NOT BEEN HAPPY WITH C'S DRIVERS SEAT FOR OVER 1 YEAR NOW,  
IT WAS NEVER REPAIRED TO BE 100% GOOD. @10/01-ZLB631N

C STATES THAT IF DLR HAD FIXED THIS ISSUE PROPERLY FROM SQUARE ONE, THIS PROBL  
EM WOULD NOT BE REOCCURRING. @10/01-ZLB631N

C STATES THAT DLR IS DIAGNOSING 359\$ AND 1650\$ AND ADVISED C TO CALL NNA FOR G  
OODWILL FINANCIAL ASSISSTANCE. @10/01-ZLB631N

DLR ADVISED C THAT SINCE THE ORIGINAL REPAIRS WERE DONE HERE, THAT DLR WILL DO  
THEM AGAIN BUT JUST WANTS THE OK FROM NISSAN, IF THE DLR HAS AUTHORIZATION FR  
OM NISSAN DLR WILL DO THE ENTIRE SEAT THIS TIME. @10/01-ZLB631N

C STATES THAT C FEELS THAT DLR TRIES TO REMOVE DLRSHPS RESPONSIBILITY FROM ANY  
OF THIS AND FEELS AS THOUGH DLR IS TRYING TO PASS THE BUCK OVER TO NNA.

CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED. @10/01-ZLB631N

CRR-LB GAVE C NAME, EXTENSION, AND FILE NUMBER. @10/01-ZLB631N

CRR-LB TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/01-ZLB631N

\*\*\*\*\*

C STATES C HAS ANOTHER COMPLAINT ABOUT THE SAME DLRSHP. @10/01-ZLB631N

C STATES THAT C PURCHASED A TIRE WARRANTY "ROAD IN-TIRE PLAN" FOR 600\$ AT THE  
TIME OF PURCHASE OF THE VEH. @10/01-ZLB631N

C STATES THAT NOW THAT C'S VEH HAS A NAIL IN THE PASSENGER BACK TIRE, DLR IS S  
TATING THAT THIS TIRE POLICY NO LONGER EXISTS. @10/01-ZLB631N

C STATES THAT NOW DLR CANNOT REPLACE THE TIRES AND ARE ASKING FOR C TO PAY FOR  
4 NEW TIRES, THIS WARRANTY PROGRAM IS NO LONGER IN BUSINESS. @10/01-ZLB631N

C STATES THAT C FEELS VERY DISAPPOINTED IN NISSAN AND FEELS THAT C IS BEING LI  
ED TO PROFUSELY. C STATES THAT IF ALL OF C'S TIRES ARE WORN OUT, C HAS NO PROBL  
EM PAYING FOR NEW TIRES BUT FEELS THAT DLR SHOULD AT LEAST, AT THE VERY LEAST  
PICK UP THE COST OF THE ONE TIRE THAT HAD THE NAIL IN IT. @10/01-ZLB631N

C STATES THAT C WOULD ALSO LIKE NNA TO SPEAK WITH THE SERVICE TEAM ABOUT THIS  
ISSUE AS WELL. @10/01-ZLB631N

CRR-LB TRANSFERRING FILE TO RCAS PENDING FURTHER RVIEW ON THESE 2 ISSUES.

@10/01-ZLB631N

\*\*\*

RCAS-MW CALLED C ON DAY NUMBER ON 10/2/08 AT 12:20PM EST. RCAS-MW SPOKE WITH C  
C STATES THAT FEW DAYS AGO C TOOK C'S VEH TO NNA DLR 2261 FOR ISSUE WITH THE  
WHEEL AS C VEH HAD A NAIL IN THE TIRE, AND DLR WOULD NOT WANT TO HELP C AS  
SA JASON DID NOT FIND ANY INFORMATION REGARDING THE ROAD HAZARD OPTION THAT C  
PURCHASED FROM THE DLR, AT THE TIME OF VEH PURCHASE. C STATES THAT C IS NOT

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HAPPY WITH THE WAY DLR IS NOT OFFEREING ANY HELP. AND THAT SM ASKED C TO CALL NNA FOR APPROVAL, AS DLR CAN NOT OVERRIDE THE FACT THE C IS OOW BY 200 MILES. RCAS-MW WILL REVIEW THE FILE WITH SM AND CALL C BACK ON 10/7/08 AT 1:00PM EST.

\*\*\*

@10/02-ZMW744N

RCAS-MW CALLED DLR ON 10/9/08 AT 2:44PM EST. SM WAS NOT AVLIBLE AT THIS TIME

\*\*\*

RCAS-MW CALLED DLR ON 10/9/08 AT 4:58PM EST. RCAS-MW LEFT A VMX FOR SM TO CALL BACK.-ZMW744N

@10/09-ZMW744N

RCAS-MW CALLED C ON DAY NUMBER ON 10/9/08 AT 5:00PM EST. RCAS-MW LEFT A VMX WITH CALL BACK DATE 10/15/08

@10/09-ZMW744N

RCAS-ER CONTACTED DLR AT 1:47 PM EST ON 10/15/08 AND SPOKE TO SERVICE MANAGER DOUG DAVIS. SM STATES THAT C WAS LAST IN ON 09/22/08 AT 35968 MILES. SM STATES THAT AT THAT TIME C DID NOT MENTION A CONCERN WITH THE SEAT. SM STATES THAT IF C COMES BACK TO THE DLRSHIP SM WILL LOOK AT THE SEAT AND WILL RUN THE GRT FOR REPAIR IF POSSIBLE. SM STATES THAT C CAME IN WITH A CONCERN WHERE THE REAR PASSENGER TIRE HAD A NAIL AND THE TPMS LIGHT WAS ON. SM STATES THAT THE TIRE WAS NOT ABLE TO BE REPAIRED, AND NEEDED TO BE REPLACED. SM STATES THAT THERE WAS NOT A MAINTENANCE CONTRACT AVAILABLE TO REPLACE THE TIRE. RCAS-ER THANKED SM AND ENDED CALL.

@10/15-ZER229N

RCAS-ER CHECKING VES1, NOTING:

X

X

@10/15-ZER229N

----- APPLICATION INFORMATION -----+----- LIENHOLDER INFORMATION -----

|                |                 |      |            |                        |
|----------------|-----------------|------|------------|------------------------|
| LAST NAME      | [REDACTED]      | MID  |            | NAME                   |
| NAMSRAI        | [REDACTED]      |      |            | NMAC 00102444984910001 |
| ADDRESS:       | [REDACTED]      |      |            | ADDRESS: [REDACTED]    |
| CITY           | : SAN FRANCISCO |      |            | CITY : IRVING          |
| STATE          | : CA            | ZIP: | [REDACTED] | STATE : TX             |
|                |                 | ZIP: | [REDACTED] |                        |
| PHONE AM:      | [REDACTED]      | PM:  | [REDACTED] |                        |
| FINANCE TERM : |                 |      |            |                        |

CONTR TYPE: C ODOMETER : 0 ADDED DATE: 11/24/04 TRANSFER:  
DEDUCTIBLE: 0 PURCH PRICE: 2096 EFFEC DATE: 11/17/04 PRINT DT: 11/27/0  
PLAN CODE : F PRICE CODE : 011939 PROG CODE : LAST TRANS: 06/19/0  
CANCEL FEE: Y EXP MILES : 100,000 EXP DATE: 11/17/1  
CANCEL DATE : 06/04/08 N DLR NET REFUND: -442.00 CANCEL REF %: 49  
CANCEL MILES: 33197 CR: C CUST NET REFUND: 1002.00 L PAID TO DATE:  
RCAS-ER NOTING THAT C DID NOT HAVE A MAINTENANCE PLUS VSC FROM NISSAN.

@10/15-ZER229N

RCAS-ER CONTACTED C AT DAY/EVE NUMBER AT 4:20 PM EST ON 10/15/08 AND SPOKE TO C. RCAS-ER ADVISED C THAT SM HAD ADVISED THAT ON C'S LAST VISIT, NO CONCERN WITH THE SEAT WAS NOTED. RCAS-ER ADVISED C THAT SM HAS ADVISED THAT IF C WANTS TO TAKE THE VEH TO THE DLRSHIP, SM WILL INSPECT THE VEH AND LOOK INTO IF NNA CAN PROVIDE ASSISTANCE FOR C'S VEH. RCAS-ER ADVISED C THAT NNA DOES NOT HAVE ANY RECORD OF THE C HAVING A MAINTENANCE PLAN FOR THE TIRE DAMAGE. C STATES THAT C PURCHASED THE MAINTENANCE PLAN THROUGH THE DLRSHIP AND THAT THE WARRANTY COMPANY IS NOW OUT OF BUSINESS. RCAS-ER ADVISED C THAT IF THE CONTRACT IS NOT FROM NISSAN, THEN C SHOULD REFER BACK TO THE DLRSHIP FOR MORE INFORMATION ON THE VSC COMPANY. C UNDERSTANDS. C STATES THAT C WILL TAKE THE VEH TO THE DLRSHIP TO HAVE THE SEAT INSPECTED, BUT C DOES NOT KNOW WHEN. RCAS PROVIDED CONTACT INFORMATION, REFERRED C TO CONTACT 1800NISSAN1 IF C NEEDS FURTHER ASSISTANCE AFTER TAKING THE VEH TO THE DLRSHIP. C UNDERSTANDS. RCAS-ER CLOSING FILE PENDING C TAKING VEH TO DLRSHIP.

@10/15-ZER229N

SPECIAL REMARKS:



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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |       |
|-------------------------|---------------------------|---------------------|-------|
| SATISFIED: Y            | ACTION CODE: NT8G         | ROOT CAUSE: SNFA    | DR800 |
| 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: 2261          | EFFECTIVE: 10 / 01 / 08   | 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: ZLB631N        |                     |       |
| HISTORY:                | UPDATE BY: ZER229N        |                     |       |
| SVC CALL#:              | UPDATE DATE: 10 / 15 / 08 |                     |       |
| CLOSE: Y (Y/N)          | CLOSE DATE: 10 / 15 / 08  | MICROFILM: N        |       |
| RESP CAA: REID, EMA LEA | OLM: SMIT AGNES           | DOM: INMAN, GARY    |       |
| PHONE: 0000041646       | OWNER FIRST:              | LANGUAGE: E ENGLISH |       |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:10 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 11/17/2004

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 345       | NCNF01906668 | 2261 CA             | 11/17/2004        | 11/17/2011     | 100.000           | 6/4/2008       |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: NCNF01906668         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: C                   |                | PLAN TYPE:   |        |
| PLAN TERM: F                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                 |                | DEDUCTABLE:  |        |
| EFFECTIVE: 11/17/04            |                | EFFECTIVE:   |        |
| EXPIRES: 11/17/11              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 06/04/08               | MILES: 33,197  | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 6/19/2008         |                | TRANSACTION: |        |
| PRINTED: 11/27/04              |                | PRINTED:     |        |
| DEALER NO: 2261                | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: SERRAMONTE NISSAN |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T35W [REDACTED] Y       |
| CITY: BRONX           |            | YR/MDL: 2005.0 MUR MILEAGE: 66300   |
| ST/ZIP: NY [REDACTED] |            | IN SVC DATE: 04 / 07 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 2157 KOEPPPEL NISSAN INC   |
| EVE PH: [REDACTED]    | PAID: 3    | SVC DLR: 2764 MEADOWLANDS NISSAN    |
| DLR PH: 201 796 5050  | SUSP: 1    | RESP DLR: 2764 MEADOWLANDS NISSAN   |
|                       | DENY: 0    | REGION: 26 DIST: SL/SV/PT: 09 09 39 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 09 / 30 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: MEADOWLANDS NISSAN 276  
 OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: 30300 (PT) MONTHS: MILES: 6300

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 10 / 01 / 08     | XFER/RSPNSBLTY: 26 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 17 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 17 / 08    | DATANET (Y/N): 10 / 03 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZJG904N 10/01/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: 5401046

PREVIOUS UNRELATED FILES FOUND: 5592910

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1169131

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 09/30/08 CREATED: 10/01/08

CRR-JG VERIFIED C'S NAME, ADDRESS, PHONE NUMBER, VIN

C DID NOT PROVIDE RESPONSIBLE DLR, MILEAGE

CRR-JG UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-JG CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES @10/01-ZJG904N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 08/01/06 2764

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 08/01/06 2764

C'S EMAIL READS: @10/01-ZJG904N

"A YEAR AND A HALF AGO MY FRONT DRIVERS SEAT BROKE THROUGH NO

FAULT OF MY OWN IT WAS REPLACED UNDER WARENTY. NOW

YESTERDAY I GET IN THE CAR AND THE SAME EXACT THING HAPPENS

THE SEAT IS BROKEN AGAIN AND I HAVE NO WARRENTY. I THINK THERE

MIGHT BE SOMETHING DEFECTIVE IN THE BOLTS HOLDING THE SEAT IN

PLACE I DO NOT FEEL THAT I SHOULD HAVE TO PAY FOR THIS TO BE

REPAIRED AGAIN. PLEASE ADVISE ME ON WHAT NISSAN CAN DO TO HELP

ME."

CRR-JG TRANSFERRING FILE TO RCAS @10/01-ZJG904N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/02/08 3:24 PM EST. RCAS-SH LEFT VMX

WITH NAME, EXT, NUMBER FOR CALLBACK. @10/02-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/06/08 4:17 PM EST. RCAS-SH LEFT

VMX WITH NAME, EXT, NUMBER FOR CALLBACK. C STATED C HAS CELL NUMBER TO CALL

IN CASE OF EMERGENCY [REDACTED] RCAS-SH DID NOT CONTACT CELL NUMBER AS

OF YET. RCAS-SH WILL AWAIT C CALLBACK. @10/06-ZSH999N

RCAS-SH TO FOLLOW UP WITH C 10/09/08. @10/06-ZSH999N

RCAS-SH CALLED DLR 10/06/08 1:45 PM EST. RCAS-SH SPOKE TO SM-LOUIS NAVARRO.

LOUIS STATED THAT CUSTOMER WAS AT DLR 08/12/06 FOR SLIDE ASSEMBLY AND

NOW CUSTOMER CLAIMS THAT SEAT IS EXPERIENCING THE SAME ISSUES. C IS OOW

FOR REPLACEMENT AS TECHNICAL BULLETIN WAS IMPLEMENTED ON FIRST REPAIR.

REPLACEMENT WARRANTY IS 12/12. DLR IS WILLING TO ASSIST WITH REPAIRS ON

A DISCOUNT BASIS. RCAS-SH UNDERSTOOD. DLR DOES NOT WISH TO RUN GRT FOR

CUSTOMER. @10/07-ZSH999N

RCAS-SH THANKED LOUIS FOR ASSISTANCE AND ENDED CALL. @10/07-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/07/08 2:17 AM EST. RCAS-SH STATED

THAT DLR IS WILLING TO ASSIST WITH DISCOUNT ON REPAIRS. C STATED C DOES NOT

WISH TO HAVE DLR DISCOUNT BUT WISHES TO HAVE NNA PAY FOR REPAIRS AS THIS

IS THE SECOND TIME C HAS HAD TO TAKE VEHICLE IN FOR THE EXACT SAME REPAIR.

C STATED THAT C WAS NOT AWARE OF TECHNICAL BULLETIN FOR SEAT REPAIR AND

INQUIRED AS TO WHAT A TECHNICAL BULLETIN MEANS. RCAS-SH EXPLAINED THE

@10/07-ZSH999N

DIFFERENCE BETWEEN A TECHNICAL SERVICE BULLETIN AND A RECALL ON VEHICLE.

C STATED NISSAN SHOULD BE HELD RESPONSIBLE IF REPAIRS ARE KNOWN TO NISSAN

AND THEN TO HAVE THEM KEEP RE-OCCURRING. RCAS-SH AGAIN INFORMED C THE

DIFFERENCE BETWEEN A TECHNICAL BULLETIN AND RECALL AND C IS OOW. C WANTED

RCAS-SH TO SUBMIT REQUEST FOR ASSISTANCE TO REGIONAL DEPT AND CALL C BACK

WITH UPDATES. RCAS-SH WILL DO SO ON REQUEST OF CUSTOMER AND INFORM C OF

DECISION. C THANKED RCAS-SH AND ENDED CALL.

@10/07-ZSH999N

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\*\*\*\*\*RCAS-SH EMAILED ORM-RC FOR REVIEW AND POSSIBLE ASSISTANCE WITH  
REPAIRS. @10/07-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/09/08 10:55 AM EST. RCAS-SH LEFT  
VMX WITH NAME,EXT,NUMBER FOR CALLBACK. @10/09-ZSH999N

...ORM FILE REVIEW. WTY D/B SHOWS REPAIR TO SEAT SLIDE ASSY UNRELATED TO TSB  
FOR SEAT BELT PROTECTORS. DLR TO RUN GRT TO DETERMINE IF GDWL APPROPRIATE  
@10/10-ZRC310R

RCAS-SH CALLED DLR 10/13/08 1:30 PM EST. @10/13-ZSH999N

RCAS-SH SPOKE TO SM-LOUIS NAVARRO. RCAS-SH REQUESTED THROUGH NISSAN NORTH  
AMERICA TO RUN THE GRT ON REPAIRS AND NNA WILL FOLLOW GRT RECOMMENDATIONS.  
LOUIS UNDERSTOOD. RCAS-SH INFORMED LOUIS THAT RCAS-SH WILL FOLLOW UP WITH  
C AND DLR 10/14/08 TO PROVIDE RESOLUTION TO ISSUE. @10/13-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/13/08 1:40 PM EST. RCAS-SH EXPLAINED  
TO CUSTOMER THAT RCAS-SH AND NNA ARE REQUESTING FURTHER ASSISTANCE FROM  
DLR AND ONCE PUT THROUGH, RCAS-SH WILL FOLLOW UP WITH A RENDERED DECISION  
ON 10/14/08. C THANKED RCAS-SH AND ENDED CALL. @10/13-ZSH999N  
@10/13-ZSH999N

\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/14/08 3:05 PM EST. RCAS-SH REQUESTED  
C RETURN TO DLR AS DLR NEEDS TO FURTHER DIAGNOSE ISSUE WITH VEHICLE IN  
ORDER TO ASSIST FURTHER. C STATED C WILL CALL DLR TO MAKE APPT THIS  
BUSINESS WEEK. RCAS-SH WILL FOLLOW UP WITH C 10/17/08 FOR FOLLOW UP.  
ON APPT MADE AND DETAILS. C THANKED RCAS-SH AND ENDED CALL. @10/14-ZSH999N

\*\*\*\*\*RCAS-SH CALLED C ON DAY NUMBER 10/17/08 2:19 PM EST. RCAS-SH INFORMED  
C THAT GRT WAS DECLINED AND THAT NNA HAS DECLINED TO ASSIST WITH REPAIRS  
FURTHER. C STATED THAT C SPOKE TO LOUIS AT DLR AND WAS INFORMED OF DENIAL  
FOR GOODWILL. C STATED C WAS ALERTED TO FACT THAT VEHICLE TRACKS WERE JUST  
UPGRADED WITH STRONGER AND THICKER MATERIALS. RCAS-SH INFORMED C THAT ALL  
MANUFACTURERS ARE UPGRADING MATERIALS OFTEN AND INFORMED C THAT RCAS-SH  
IS CONFIDENT THAT WITH DLR ASSISTANCE, VEHICLE WILL BE REPAIRED AND NO  
FURTHER ISSUES WILL PERSIST WITH VEHICLE. C THANKED RCAS-SH FOR ALL  
ASSISTANCE AND FOR FOLLOW UP. C ENDED CALL. @10/17-ZSH999N

\*\*\*\*\*RCAS-SH IS CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @10/17-ZSH999N  
RCAS-SH REVIEWED AND UPDATED TREADACT IN FILE. @10/17-ZSH999N  
RS-CH REVIEWED AND APPROVED FILE CLOSURE. @10/17-ZSH999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

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DATE: 1/26/2009  
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## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 2764            | EFFECTIVE: 10 / 01 / 08   | 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: ZJG904N        |                     |
| HISTORY:                  | UPDATE BY: ZSH999N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 17 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 17 / 08  | MICROFILM: N        |
| RESP CAA: HAMPEL, SUZANNE | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041589         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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## SC: MULTI CONTRACT

NAME: [REDACTED] VIN: JN8AZ08W66W [REDACTED] Y  
STREET: [REDACTED] YR/MDL: 2006.0 MUR MILEAGE: 62000  
CITY: CHARLOTTE IN SVC DATE: 01 / 06 / 06  
ST/ZIP: NC [REDACTED] VCAN: Y RTL DLR: 4000 EAST CHARLOTTE NISSAN  
DAY PH: [REDACTED] PAID: 2 SVC DLR: 4000 EAST CHARLOTTE NISSAN  
EVE PH: [REDACTED] SUSP: 0 RESP DLR: 4000 EAST CHARLOTTE NISSAN  
DLR PH: 704 535 4012 DENY: 0 REGION: 36 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 29787 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 26000 (PT) MONTHS: MILES: 2000

ORIG CODE: CT 11 OPEN DATE: 10 / 02 / 08 XFER/RSPNSBLTY: 36 12 S  
CONTACT (S): FOLLOWUP DATE: 10 / 02 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 10 / 02 / 08 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OB EXTENDED SERVICE CONTRAC 242500 PRE-OWNED PREFERRED PLAN  
BL SECURITY PLUS ZE COMPONENT COVERAGE INQUIRY



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:11 PM

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

CAR ID:  
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CA6305443N

**C. A. R. COMMENTS**

FILE OPENED-ZOB629N 10/02/2008  
PREVIOUS FILES FOUND: NONE  
CRR-OB UPDATED OWNER'S INFORMATION (PHONE NUMBER).  
CRR-OB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-OB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
CRR-OB ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE  
CRR-OB RECEIVED CALL FROM C.  
C STATED C WOULD LIKE TO KNOW IF DRIVER SEAT IS COVERED UNDER C'S VSC.  
CRR-OB INFORMED C THAT BASED ON TEH COMPONENTS COVERAGE DRIVER SEAT IS NOT  
COVERED, SOME PARTS OF SEATS ARE COVERED SUCH AS VALVE SPRING SEAT, RELAY  
POWER SEAT.  
C ALSO ASKED FOR BRACKET.  
CRR-OB INFORMED C THAT FRONT MOUNT BRACKET WAS INCLUDED TO THE LIST.  
CR-OB ALSO INFORMED C TO GO TO ANY NISSAN DLRSHIP BECAUSE DLR CAN TELL IF THE  
PART IS COVER.  
C THANKED CRR-OB FOR ASSISTANCE, C SATISFIED.  
CRR-OB OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-OB GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-OB CLOSING FILE. @10/02-ZOB629N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8D         | 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: 4000            | EFFECTIVE: 10 / 02 / 08   | 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: ZOB629N        |                     |
| HISTORY:                  | UPDATE BY: ZOB629N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 02 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 02 / 08  | MICROFILM: N        |
| RESP CAA: BONGIAD, OLIVIA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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----- CONSUMER AFFAIRS -----  
CA6305443 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:11 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2006.0  
IN SCV DATE: 12/6/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6305443 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:11 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2006.0  
IN SCV DATE: 12/6/2006 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 347       | PEDQ04263115 | 4000 NC             | 12/6/2006         | 1/6/2013       | 100.000           |                |                  |
| 348       | RMNZ08111330 | 4000 NC             | 12/6/2006         | 1/6/2013       | 100.000           |                |                  |

**CONFIDENTIAL**

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CA6305443N

**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: PEDQ04263115                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: E                            | PLAN TYPE:                           |
| PLAN TERM: Q                            | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                       | DEDUCTABLE:                          |
| EFFECTIVE: 12/06/06                     | EFFECTIVE:                           |
| EXPIRES: 01/06/13    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 12/7/2006                  | TRANSACTION:                         |
| PRINTED: 12/08/06                       | PRINTED:                             |
| DEALER NO: 4000            STATE:    NC | DEALER NO:                    STATE: |
| DEALER NAME: EAST CHARLOTTE NISSAN      | DEALER NAME:                         |
| -----+-----                             |                                      |

**CONFIDENTIAL**

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NISSAN MOTOR CORPORATION IN U.S.A  
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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: RMNZ08111330                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: M                            | PLAN TYPE:                           |
| PLAN TERM: Z                            | PLAN TERM:                           |
| DEDUCTABLE: \$                          | DEDUCTABLE:                          |
| EFFECTIVE: 12/06/06                     | EFFECTIVE:                           |
| EXPIRES: 01/06/13    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 12/7/2006                  | TRANSACTION:                         |
| PRINTED: 12/08/06                       | PRINTED:                             |
| DEALER NO: 4000            STATE:    NC | DEALER NO:                    STATE: |
| DEALER NAME: EAST CHARLOTTE NISSAN      | DEALER NAME:                         |
| -----+-----                             |                                      |

**CONFIDENTIAL**

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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|                        |                                     |
|------------------------|-------------------------------------|
| NAME: [REDACTED]       | SC: NONE                            |
| STREET: [REDACTED]     | VIN: JN8AZ08W46W [REDACTED] Y       |
| CITY: HUNTINGTON BEACH | YR/MDL: 2006.0 MUR MILEAGE: 45000   |
| ST/ZIP: CA [REDACTED]  | IN SVC DATE: 02 / 13 / 06           |
| DAY PH: [REDACTED]     | RTL DLR: 3387 CERRITOS NISSAN       |
| EVE PH: [REDACTED]     | SVC DLR: 3540 CONNELL NISSAN        |
| DLR PH: 714 444 4220   | RESP DLR: 3540 CONNELL NISSAN       |
| VCAN: N                | REGION: 44 DIST: SL/SV/PT: 06 06 36 |
| PAID: 2                |                                     |
| SUSP: 0                |                                     |
| DENY: 0                |                                     |

LETTER RECEIVED 10 / 03 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3540 CONNELL NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 9000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 10 / 03 / 08     | XFER/RSPNSBLTY: 44 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 23 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 23 / 08    | DATANET (Y/N): 10 / 10 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |

CONFIDENTIAL

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REQUESTED BY: lattad

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CA6306950N

C. A. R. COMMENTS

FILE OPENED-ZTL158N 10/03/2008

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

C LETTER WAS RECEIVED ON 10/03/08

DATED 10/01/08 LETTER WAS REC'D VIA REGULAR MAIL

MT TL IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW  
AND ASSISTANCE @ 10/03-ZTL158N

\*\*\*\*\*

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

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 10/03/08 TO NNA

DATED 10/01/08.

CRR-PA VERIFIED C'S NAME. ADDRESS. RESPONSIBLE DLR.VIN.AND DAY/EVENING PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-PA UPDATED OWNER DATABASE (NAME, ADDRESS, PHONE NUMBER) @ 10/08-ZPA624N

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @ 10/08-ZPA624N

CRR-PA RECEIVED C LETTER

C STATES THAT THE C HAS A 2006 MURANO THAT HAS A LOOSE DRIVERS SEAT

C ADVISED THAT THE C TOOK THE VEHICLE TO THE DEALERSHIP AND WAS ADVISED THAT  
THE VEHICLE NEEDED A NEW MOUNTING BRACKET WHICH COSTS \$620.00 AND ANOTHER  
\$200.00 TO INSTALL

C ADVISED THAT THE VEHICLE HAS 45,000 SO THIS WOULD NOT BE COVERED UNDER  
WARRANTY

C ADVISED THAT THE C IS OF AVERAGE SIZE AND WEIGHS 160LBS

C ADVISED THAT YOU NOT EXPECT THIS TO BREAK IN 3 YEARS

C ADVISED THAT THE C WOULD APPRECIATE IF YOU WOULD CONSIDER THIS AND APPROVE  
THE WARRANTY CLAIM

CRR-PA FORWARDING FILE TO RCAS FOR FURTHER REVIEW

CRR-PA SENDING INTERNAL MESSAGE AND COPY OF LETTER RECEIVED

CRR-PA EXITING FILE @ 10/08-ZPA624N

RCAS-AH IN REVIEW OF C'S LETTER.

RCAS-AH NOTES IN LETTER C STATES DLR TAKEN TO: CONNELL NISSAN IN COSTA MESA.

RCAS-AH NOTES THIS IS ALSO C'S CLOSEST DLR.

RCAS-AH TRANSFERING FILE TO CONNELL NISSAN. @ 10/08-ZAH287N

\*\*\*\*\*

RCAS-NS CONTACTED C ON DAY NUMBER AT 5:15PM EST 10/09/08 AND SPOKE WITH C.

RCAS ADVISED C THAT RCAS HAS BEEN IN REVIEW OF C'S CONCERNS.

RCAS INQUIRED WHERE C HAS BEEN GOING FOR C'S CONCERNS AND C STATED CONNELL  
NISSAN.

C STATED THAT THE VEH NEEDS A MOUNTING BRACKET AND THE PART IS SO TINY THAT  
C CANNOT BELIEVE THAT THIS PART IS REALLY SMALL AND COST SO MUCH.

C STATED THAT C DOES NOT HAVE MANY MILES ON THE VEH AND IS REQUESTING  
ASSISTANCE WITH THE REPAIRS.

RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH THE DLRSHIP AND CONTACT THE  
APPROPRIATE DEPARTMENTS TO SEE IF NISSAN IS ABLE TO ASSIST C WITH THE COST OF  
THE REPAIRS.

C UNDERSTOOD AND THANKED RCAS.

RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C ON 10/14/08 WITH ANOTHER  
UPDATE.

C UNDERSTOOD.

\*\*\*\*\*

@ 10/09-ZNS924N

RCAS-NS CONTACTED DLR AT 7:25PM EST 10/14/08 AND SPOKE WITH SA-GONZO LOPEZ  
AS SM-ALAN VONDRA WAS IN A MEETING.

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RCAS INQUIRED WHEN C WAS LAST AT THE DLRSHF AND SM STATED 10/01/08 AT 32.000 MILES.

SA STATED THAT C NEEDS TO HAVE LEFT FRONT SEAT TRACK REPLACED.

SA STATED THE GRT WAS RUN BUT CAME BACK DECLINED.

RCAS INQUIRED IF C SPENDS MONEY AT THE DLRSHF AND SA STATED C DID ONE MAJOR SERVICE IN 2007.

RCAS UNDERSTOOD.

@10/14-ZNS924N

RCAS REQUESTED TO BE TRANSFERRED TO SM-ALAN VONDRA.

RCAS LEFT VMX FOR SM-ALAN VONDRA ON 10/14/08 REQUESTING CALLBACK.

\*\*\*\*\*

@10/14-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 7:37PM EST 10/14/08 AND SPOKE WITH C.

RCAS ADVISED C THAT RCAS IS IN CONTACT WITH THE DLRSHF AND RCAS IS WAITING FOR FURTHER INFORMATION.

C STATED C WAS ADVISED THAT NNA WILL PAY PARTS AND C WOULD PAY LABOR.

RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C ON OR BEFORE 10/17/08 WITH

AN UPDATE ON C'S CONCERNS.

C UNDERSTOOD AND THANKED RCAS.

\*\*\*\*\*

@10/14-ZNS924N

RCAS-NS CONTACTED DLR AT 6:29PM EST 10/17/08 AND LEFT VMX FOR SM-ALAN VONDRA.

\*\*\*\*\*

@10/17-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 6:33PM EST 10/17/08 AND SPOKE WITH C.

RCAS ADVISED C THAT RCAS IS WAITING TO HEAR BACK FROM THE DLRSHF IN REGARDS TO C'S CONCERNS.

C STATED THAT THE DLR ORDERED C'S PART ABOUT A WEEK AGO AND HAS NOT HEARD ANYTHING BACK.

RCAS ADVISED C THAT IF C DOES NOT HEARD ANYTHING FROM THE DLR, TO CONTACT THE DLR ON 10/18/08 TO SEE IF THE PART ARRIVED.

C UNDERSTOOD.

RCAS ADVISED C THAT RCAS WILL ALSO FOLLOW UP WITH THE DLR TO SEE IF THE PART CAME IN.

C UNDERSTOOD.

RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C ON 10/23/08 OR BEFORE WITH AN UPDATE OR ANSWER.

C UNDERSTOOD AND THANKED RCAS.

\*\*\*\*\*

@10/17-ZNS924N

RCAS-NS CONTACTED DLR AT 3:52PM EST 10/23/08 AND SPOKE WITH SA-JOHN VALE AS SM-ALAN VONDRA WAS NOT AVAILABLE.

@10/23-ZNS924N

\*\*SA IS C'S ADVISOR\*\*

RCAS INQUIRED ABOUT THE SEAT TRACK THAT C NEEDS FOR THE VEH.

SA STATED THAT THE DLR ORDERED C'S SEAT TRACK FOR C'S VEH.

SA STATED SM AND NISSAN REVIEWED C'S CONCERNS AND DECIDED THAT NNA IS PAYING FOR PARTS AND C WOULD PAY FOR LABOR.

RCAS UNDERSTOOD.

SA STATED THAT C HAS ALREADY PAID FOR A HOUR OF LABOR AND C WOULD JUST HAVE TO PAY FOR THE OTHER HOUR.

RCAS UNDERSTOOD.

SA STATED THAT SA IS GOING TO CONFIRM THAT THE PART HAS ARRIVED AND THAN CONTACT C THIS AFTERNOON.

RCAS UNDERSTOOD AND THANKED SA FOR ASSISTANCE.

\*\*\*\*\*

@10/23-ZNS924N

RCAS-NS CONTACTED C ON DAY/EVE NUMBER AT 4:03PM EST 10/23/08 AND SPOKE WITH C.

RCAS ADVISED C THAT RCAS HAS BEEN IN CONTACT WITH THE DLRSHF. @10/23-ZNS924N

C STATED C TOOK THE VEH INTO THE DLRSHF FOR THE REPAIRS AND THE DLR INSTALLED THE BRACKET WRONG AND NOW THE SEAT IS HIGHER UP THAN IT WAS BEFORE THE REPAIRS.

C STATED C IS GOING BACK ON SATURDAY (10/25/08) TO HAVE THE SEAT FIXED.

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C STATED C IS NOT HAPPY WITH THIS DLRSHIP.

RCAS UNDERSTOOD.

RCAS APOLOGIZED TO C FOR THE SITUATION AND ADVISED C THAT SA FROM THE DLR  
WILL BE CONTACTING C TODAY.

RCAS ADVISED C TO ADVISED SA OF C'S CONCERNS WITH THE SEAT.

C UNDERSTOOD.

RCAS ADVISED C IF THERE ARE ANY CONCERNS AFTER C'S NEXT APPOINTMENT TO CONTACT  
RCAS BACK.

C UNDERSTOOD.

RCAS PROVIDED CONTACT INFORMATION.

RCAS OFFERED FURTHER ASSISTANCE, C DECLINED.

@10/23-ZNS924N

\*\*\*\*\*

@10/23-ZNS924N

RCAS-NS CLOSING FILE AS NO FURTHER ACTION IS REQUIRED.

\*\*\*\*\*

@10/23-ZNS924N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE REVIEW.

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT1C

ROOT CAUSE: SNFA

CALLBACK: (Y/N) #:

0 DATE: 00 / 00 / 00

USERID:

REOPEN: CALLBACK #:

0 DATE: 00 / 00 / 00

USERID:

NEW INFO #:

DATE: 00 / 00 / 00

USERID:

OTHER #:

DATE: 00 / 00 / 00

USERID:

COMMENTS ONLY: #:

0 DATE: 00 / 00 / 00

USERID:

RESP DLR: 3540

EFFECTIVE: 10 / 03 / 08

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: ZTL158N

HISTORY:

UPDATE BY: ZNS924N

SVC CALL#:

UPDATE DATE: 10 / 23 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 10 / 23 / 08

RESP CAA: SYER, NADIA

OLM: SMIT AGNES

MICROFILM: N

PHONE: 0000041642

OWNER FIRST:

DOM: GARN, JIM

LANGUAGE: E ENGLISH



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:11 PM

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

CAR ID: CA6307296N  
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|                       |                                                 |
|-----------------------|-------------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                        |
| STREET: [REDACTED]    | VIN: JN8AZ08W34W [REDACTED] Y                   |
| CITY: BETHLEHEM       | YR/MDL: 2004.0 MUR MILEAGE: 77000               |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 07 / 24 / 04                       |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3762 COOPER NISSAN/LEHIGH VALL |
| EVE PH: [REDACTED]    | PAID: 4 SVC DLR: 5138 KELLY NISSAN              |
| DLR PH: 610 258 8600  | SUSP: 1 RESP DLR: 5138 KELLY NISSAN             |
|                       | DENY: 0 REGION: 26 DIST: SL/SV/PT: 08 08 38     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 5138 KELLY NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 15 MILES: 41000 (PT) MONTHS: MILES: 17000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 06 / 08     | XFER/RSPNSBLTY: 26 08 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 20 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 20 / 08    | DATANET (Y/N): 10 / 07 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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CA6307296N

C. A. R. COMMENTS

FILE OPENED-ZJV720N 10/06/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-JV VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-JV UPDATED OWNER DATABASE.

CRR-JV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/06-ZJV720N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 07/25/05 2035

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 08/16/06 3762

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 08/16/06 3762

CRR-JV ADVISED C NO OPEN RECALLS ON VEHICLE.

PREVIOUS NISSAN/INFINITI VEHICLES: 1.

CRR-JV RECEIVED CALL FROM C.

C STATES C'S 120LB DAUGHTER SAT IN THE DRIVERS SEAT AND THE BRACKET BROKE. C STATES THE DLR IS NOT CHARGING C \$1100 FOR A NEW SEAT BRACKET. @10/06-ZJV720N

C STATES THAT IS RIDICULOUS AND IS LOOKING FOR NISSAN TO COVER THE CHARGE.

C STATES C JUST LOST C'S JOB AND CANNOT AFFORD SUCH A PRICE. @10/06-ZJV720N

CRR-JV ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.

CRR-JV ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-JV OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-JV GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-JV TRANSFERING FILE TO RCAS AGENT. @10/06-ZJV720N

\*\*\*RCAS-OW REVIEWED FILE ON 10/06/08 AT 10:25AM EST. RCAS UPDATED SERVICING DLR AND DATANETTED FILE. RCAS WILL BE PLACING CALL TO C ON 10/07/08 TO DISCUSS THE FILE FURTHER. @10/06-ZOW482N

@10/07-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/07/08 AT 8:55AM EST. RCAS SPOKE WITH C'S WIFE. C STATED THAT C'S DAUGHTER IS 125LBS. C STATED THAT THE L-PART OF THE SEATS BRACKET, SNAPPED AT THE CREASE. C STATED THAT THE VEH WAS TAKEN IN TO THE KELLY NISSAN AND WAS DIAGNOSED IN NEEDING THE WHOLE NEW SEAT ASSEMBLY. C STATED THAT THE COST OF THE REPAIR IS AT ABOUT \$1100 TO REPAIR. C IS REQUESTING FOR SPECIAL FINANCIAL ASSISTANCE TOWARDS THE COST OF THE REPAIR. C STATED THAT IN SPEAKING WITH THE INBOUND AGENT, IT WAS EXPLAINED THAT C WILL HAVE AN ANSWER ON THE FILE WITHIN THE NEXT 24 HOURS. RCAS EXPLAINED THAT SM-DENNIS SMITH WILL BE CONTACTED TO DISCUSS THE FILE. RCAS EXPLAINED THAT C WILL BE GIVEN A CALL BACK BEFORE THE END OF THE BUSINESS DAY, AS THE VEH IS CURRENTLY AT THE SHOP AND C DOES NOT WANT TO BE CHARGED FOR STORAGE.

@10/07-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/07/08 AT 9:00AM EST.

RCAS LEFT VMX. @10/07-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/07/08 AT 1:10PM EST. RCAS EXPLAINED THAT C IS REQUESTING FOR SPECIAL FINANCIAL ASSISTANCE TOWARDS THE COST OF THE REPAIR TO THE SEAT ASSEMBLY. RCAS ASKED IF C WERE A GOOD SERVICING CUSTOMER TO THE DLRSH. SM STATED YES. SM STATED THAT THE PART NUMBER WILL BE OBTAINED AND A GRT WILL BE RUN FOR C. SM AGREED TO RETURN THE CALL TO RCAS WITH THE RESULTS OF THE GRT. RCAS AGREED AND THANKED SM FOR THE ASSISTANCE.

@10/07-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/07/08 AT 1:17PM EST. RCAS EXPLAINED THAT SM HAS BEEN ASKED TO WORK ON FILE FOR C. RCAS EXPLAINED THAT SM-DENNIS SMITH IS GOING TO GIVE RCAS A CALL BACK BETWEEN 3-4PM EST. RCAS EXPLAINED THAT C WILL BE RECEIVING A CALL LATER TODAY WITH A DECISION ON THE FILE.

C THANKED RCAS FOR THE UPDATE. @10/07-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/07/08 AT 3:42PM EST. RCAS LEFT

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VMX.

\*\*\*RCAS-OW PLACED CALL TO C ON 10/07/08 AT 3:43PM EST. RCAS EXPLAINED THAT UNFORTUNATELY, THERE WILL NOT BE A DECISION MADE ON THE FILE TODAY HOWEVER, RCAS STATED THAT FOLLOW UP ON THE FILE WILL BE ON 10/08/08 TO RELAY THE DECISION AS TO WHETHER OR NOT NNA IS IN A POSITION TO ASSIST. C THANKED RCAS FOR CALLING AND THANKED RCAS FOR THE ASSISTANCE. @10/07-ZOW482N

\*\*\*RCAS-OW RECEIVED INBOUND VMX FROM SM-DENNIS SMITH ON 10/08/08 AT 5:12PM EST SM STATED THAT THE DLRSHIP HAS NO SVC HISTORY WITH C'S VEHICLE. SM EXPLAINED THAT C WAS IN FOR A RECALL HOWEVER, THERE WAS NO DIAGNOSIS GIVEN TO C'S VEHICLE IN REGARDS TO C'S CONCERN. SM STATED THAT SM TRIED TO RUN GRT FOR C THEN DISCOVERED THAT THE DLRSHIP IS UNAWARE OF THE FAILED PART AND WHAT NEEDS TO BE REPLACED. SM STATED THAT IF GRT IS APPROVED DLRSHIP WILL REQUEST FOR NNA TO COVER DIAGNOSIS CHARGE FOR C HOWEVER, IF DENIED C WILL HAVE TO COVER THE DIAGNOSIS CHARGE. @10/08-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/08/08 AT 8:42AM EST. C STATED THAT THE VEH HAS BEEN THERE FOR A COUPLE OF DAYS DUE TO A BUSTED SPEAKER AS WELL. RCAS EXPLAINED THAT SM-DENNIS SMITH WILL BE CONTACTED TO DOUBLE CHECK ON VEHICLE STATUS. C AGREED. @10/08-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/08/08 AT 8:45AM EST. RCAS EXPLAINED THAT C STATED THE VEHICLE WAS CURRENTLY AT THE DLRSHIP. SM STATED THAT SM WILL LOOK INTO THE VEHICLE VIN ONCE MORE AND RETURN THE CALL TO RCAS. RCAS AGREED. @10/08-ZOW482N

\*\*\*RCAS-OW RECEIVED INBOUND VMX FROM SM-DENNIS SMITH ON 10/08/08 AT 10:38AM EST. SM EXPLAINED THAT THE GRT WAS RUN WITH SEVERAL DEDUCTIBLES AND WERE ALL DENIED. SM STATED THAT C IS NOT THE GREATEST SERVICING CUSTOMER WITH THE DLRSHIP HOWEVER, AGREED WITH RCAS THAT THROUGH THIS FILE IF NNA IS ABLE TO ASSIST, THAT C WOULD RETURN TO THE DLRSHIP FOR ANY FUTURE SERVICING TO THE VEHICLE. SM AGREED TO CONTACT DPSM-KH ON THE FILE AND REQUEST FOR FURTHER ASSISTANCE. SM WILL CONTACT RCAS ONCE DPSM HAS REVIEWED THE FILE AND MADE A DECISION. RCAS THANKED SM FOR THE ASSISTANCE. @10/08-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/08/08 AT 2:44PM EST. RCAS LEFT VMX AND WILL FOLLOW UP ON 10/09/08. @10/08-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/09/08 AT 10:54AM EST. RCAS EXPLAINED THAT RCAS IS CURRENTLY AWAITING A CALL BACK FROM DPSM-KH TO REVIEW FILE AND DETERMINE AS TO WHETHER OR NOT NNA IS IN A POSITION TO ASSIST. C UNDERSTANDS AND EXPLAINED THAT THE VEHICLE WILL BE TAKEN OUT OF THE SHOP TO AVOID FURTHER STORAGE FEES. RCAS ASSURED C A FOLLOW UP CALL ON 10/10/08 TO RELAY THE DECISION. C THANKED RCAS FOR CALLING. @10/09-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/10/08 AT 11:42AM EST. SM STATED THAT A MESSAGE HAS BEEN LEFT FOR DPSM-KH AND SM IS CURRENTLY AWAITING FOR CALL BACK. SM AGREED WITH RCAS THAT RCAS WILL BE CONTACTED WITH THE FINAL DECISION BY THE END OF DAY. RCAS THANKED SM FOR THE ASSISTANCE. @10/10-ZOW482N

\*\*\*RCAS-OW SENT INTERNAL EMAIL TO DPSM-KH ON 10/10/08 AT 1:49PM EST. RCAS REQUESTED FOR DPSM TO REVIEW THE FILE AND ASSIST IN DETERMINING AS TO WHETHER OR NOT NNA IS IN A POSITION TO ASSIST FURTHER WITH C'S REQUEST. RCAS CURRENTLY AWAITING. @10/10-ZOW482N

\*\*\*\*\* @10/10-ZDW606N

CRR-WD RECIEVED INBOUND CALL FROM C. @10/10-ZDW606N

C STATES C WOULD LIKE TO KNOW IF C IS GOING TO RECIEVE A CALL.

CRR-WD ASSURED C THAT THE FOLLOW UP DAY IS SET FOR TODAY AND RCAS WILL CALL C BACK BY THE END OF THE BUSINESS DAY. @10/10-ZDW606N

C UNDERSTANDS.

CRR-WD LEAVING FILE OPEN. @10/10-ZDW606N

\*\*\*\*\* @10/10-ZDW606N

RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/10/08 AT 3:45PM EST. RCAS LEFT

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VMX.

@10/10-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/10/08 AT 3:50PM EST. RCAS EXPLAINED THAT CURRENTLY THERE HAS BEEN NO DECISION MADE ON THE FILE. RCAS STATED THAT SM-DENNIS SMITH IS CURRENTLY DISCUSSING THE FILE WITH DPSM-KH AND WILL BE CONTACTING RCAS WITH THE FINAL DECISION. RCAS EXPLAINED TO C THAT USUALLY NNA DOES NOT WARRANTY REPAIRS OF THIS NATURE HOWEVER, RCAS IS GOING THE EXTRA STEP IN TRYING TO ASSIST C. C THANKED RCAS FOR ALL THE ASSISTANCE AND AGREED THAT FOLLOW UP ON THE FILE WILL BE ON 10/13/08 AND RCAS SHOULD HAVE AN ANSWER BY THAT TIME.

@10/10-ZOW482N

\*\*\*RCAS-OW RECEIVED CALL FROM SM-DENNIS SMITH ON 10/10/08 AT 4:00PM EST. SM STATED THAT IN SPEAKING WITH DPSM-KH, DPSM WILL OVERRIDE THE GRT AND OFFER C A 50/50 SPLIT ON THE REPAIRS. SM STATED THAT SM WILL GO AHEAD AND ORDER THE PART FOR C. RCAS AGREED TO CONTACT C AND EXPLAIN NISSANS FINAL DECISION. RCAS THANKED SM FOR THE ASSISTANCE.

\*\*\*RCAS-OW PLACED CALL TO C ON 10/10/08 AT 4:05PM EST. RCAS EXPLAINED THAT NNA IS WILLING TO SPLIT THE COST OF THE REPAIR IN HALF WITH C. C WAS PLEASED WITH THE DECISION. RCAS EXPLAINED THAT THE PART HAS BEEN ORDERED AND C WILL RECEIVE A CALL BY 10/14/08 TO FOLLOW UP TO WHEN THE PART WILL ARRIVE AND WHEN THE VEHICLE WILL BE READY FOR PICK UP. C THANKED RCAS FOR ALL THE ASSISTANCE AND AGREED TO FOLLOW UP DATE.

@10/10-ZOW482N

\*\*\*RCAS-OW RECEIVED INTERNAL EMAIL FROM DPSM-KH ON 10/10/08. DPSM STATED THAT IN SPEAKING WITH SM-DENNIS SMITH, NNA IS WILLING TO PAY FOR THE PART. DPSM STATED THAT C HAS DONE SOME SERVICING AT THE DLRSH. P.

@10/13-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-DENNIS SMITH ON 10/14/08 AT 8:40AM EST. SM STATED THAT THE PART ARRIVED ON 10/13/08 AND THAT THE VEHICLE WAS CURRENTLY BEING REPAIRED. SM STATED THAT THE TECHNICIANS HOPE THAT THE VEHICLE WILL BE READY FOR PICK UP LATER TODAY OR BY 10/15/08. RCAS THANKED SM FOR THE ASSISTANCE.

@10/14-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/14/08 AT 8:50AM EST. RCAS EXPLAINED THAT THE VEHICLE SHOULD BE READY BY 10/15/08 FOR PICK UP. RCAS EXPLAINED THAT THE DLRSH. P. WILL CONTACT C ONCE VEH HAS BEEN REPAIRED. C WAS HAPPY TO HEAR AND AGREED WITH RCAS THAT FOLLOW UP ON THE FILE WILL BE ON 10/17/08 TO BE SURE THAT C IS FULLY SATISFIED WITH THE REPAIR.

@10/14-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/17/08 AT 8:38AM EST. RCAS LEFT VMX AND WILL FOLLOW UP ON 10/20/08.

@10/17-ZOW482N

\*\*\*\*\* @10/20-ZDM000N

RCAS-DM ASSISTING RCAS-OW WITH FILE.

@10/20-ZDM000N

RCAS-DM CONTACTED C ON DAYTIME PHONE ON 10/20/08 AT 1:50PM EST. RCAS SPOKE TO C. C STATES THE VEH IS REPAIRED AND C IS VERY SATISFIED. C THANKED NISSAN A MILLION. RCAS INFORMED C THAT THE FILE WILL BE CLOSED BECAUSE THE VEH IS REPAIRED.

@10/20-ZDM000N

RCAS-DM CLOSING FILE PER NO FURTHER ACTION REQUIRED.

@10/20-ZDM000N

RCAS-DM UPDATED TREAD ACT.

@10/20-ZDM000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 5138         | EFFECTIVE: 10 / 06 / 08   | 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: ZJV720N        |                     |
| HISTORY:               | UPDATE BY: ZDM000N        |                     |
| SVC CALL#:             | UPDATE DATE: 10 / 20 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 10 / 20 / 08  | MICROFILM: N        |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: MEEKS FRED L   |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                    |
| STREET: [REDACTED]    | VIN: JN8AZ08TX5W [REDACTED] Y               |
| CITY: MILWAUKEE       | YR/MDL: 2005.0 MUR MILEAGE: 31000           |
| ST/ZIP: WI [REDACTED] | IN SVC DATE: 07 / 18 / 05                   |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 3438 RUSS DARROW NISSAN    |
| EVE PH: [REDACTED]    | PAID: 3 SVC DLR: 3438 RUSS DARROW NISSAN    |
| DLR PH: 414 586 5400  | SUSP: 1 RESP DLR: 3438 RUSS DARROW NISSAN   |
|                       | DENY: 0 REGION: 24 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3438 RUSS DARROW NISSAI  
 OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 06 / 08     | XFER/RSPNSBLTY: 24 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 06 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 10 / 06 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |                             |
|----|--------------------------|--------|-----------------------------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO                      |
| AZ | NISSAN PRODUCT INQUIRIES | VG     | PROVIDED RECALL INFORMATION |

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C. A. R. COMMENTS

FILE OPENED-ZOB629N 10/06/2008  
PREVIOUS FILES FOUND: NONE  
CRR-OB UPDATED OWNER'S INFORMATION (PHONE NUMBERS).  
CRR-OB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-OB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
CRR-OB ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE  
CRR-OB RECEIVED CALL FROM C.  
C STATED THAT C'S WELD ON THEH DRIVERS SEAT HAS BROOK. C WANTS TO KNOW IF  
THERE IS ANY OPEN RECALL TO THE VEH  
CRR-OB INFORMED C THAT THERE IS NO OPEN RECALL TO C'S VSC.  
CRR-OB ALSO INFORMED C THAT C IS NOT COVERED UNDER BASIC WARRANTY THAT EXPIRES  
07/18/08 36,000 MILES WHICHEVER COMES FIRST.  
C THANKED CRR-OB FOR ASSISTANCE, C SATISFIED @10/06-ZOB629N  
CRR-OB OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-OB GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-OB CLOSING FILE. @10/06-ZOB629N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8F         | 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: 3438            | EFFECTIVE: 10 / 06 / 08   | 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: ZOB629N        |                     |
| HISTORY:                  | UPDATE BY: ZOB629N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 06 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 06 / 08  | MICROFILM: N        |
| RESP CAA: BONGIAD, OLIVIA | OLM: SMIT AGNES           | DOM: DILLIOT, JOHN  |
| PHONE: 0000000000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08W06W [REDACTED] Y          |
| CITY: MILLBURN        |            | YR/MDL: 2006.0 MUR MILEAGE: 59400      |
| ST/ZIP: NJ [REDACTED] | VCAN: N    | IN SVC DATE: 04 / 06 / 06              |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 5003 NORTH PLAINFIELD NISSAN  |
| EVE PH:               | SUSP:      | SVC DLR: 5003 NORTH PLAINFIELD NISSAN  |
| DLR PH: 908 755 6400  | DENY:      | RESP DLR: 5003 NORTH PLAINFIELD NISSAN |
|                       |            | REGION: 26 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
 VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 06 / 08     | XFER/RSPNSBLTY: 26 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 06 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 10 / 06 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 100500 | CD CHANGER                   |
| AA | AUDIO/VIDEO/NAVI        | YX     | POOR OR IMPROPER OPERATION   |
| OA | VEHICLE CONCERNS        | 121500 | GEN. BRAKE COMPONENT(S)      |
| AD | BRAKES                  | WA     | PREMATURE WEAR/FAILURE       |
| OA | VEHICLE CONCERNS        | 131500 | BATTERY                      |
| AF | ENGINE ELECTRICAL       | WA     | PREMATURE WEAR/FAILURE       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |



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C. A. R. COMMENTS

FILE OPENED-ZEP829N 10/06/2008

PREVIOUS UNRELATED FILES FOUND: 5871842

CRR-SM VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR

CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/06-ZEP829N

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 03/12/07 5003

CRR-SM ADVISED C THERE IS NO OPEN RECALLS:

PREVIOUS NISSAN VEH AND INFINITI: NONE.

CRR-SM RECIEVED CALL FROM C:

C STATES HAS A FEW CONCERN'S. @10/06-ZEP829N

C STATES RECEIVED MAIL ABOUT C'S WARRANTY.

C STATES HAS A LOT OF PROBLEM'S WITH THIS TRUCK.

C STATES HAD BRAKES REDONE ALREADY.

C STATES HAVING DRIVER'S SEAT PROBLEM'S, C'S SEAT IS BROKEN.

C STATES WINDSHEILD WIPER MECHANISM DOESN'T WORK, NO FLUID GOES OUT OF IT.

C STATES HAVING DIAGNOSTIC ISSUES, STATING C NEEDS OIL CHANGED,

AND C IS ON TOP OF OIL CHANGES.

C STATES HAD BATTERY CHANGED ALREADY.

C STATES DOESN'T WANT TO HAVE THIS SEAT REPLACED, IT TAKES C'S TIME.

C STATES THE METAL IS BUSTED AND C IS NOT A HEAVY PERSON. @10/06-ZEP829N

C STATES HAVING CD CHANGER CONCERN'S AS WELL. @10/06-ZEP829N

C STATES FOR C TO HAVE C'S VEH. LOOKED AT C WANT'S THESE DIAGNOSTIC'S TO BE

COVERED FOR C. @10/06-ZEP829N

CRR-SM ADVISED C TO VISIT WITH THE DLRSHIP AND CALL NNA BACK WITH UPDATES OR  
FUTURE REQUESTS. @10/06-ZEP829N

CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-SM GAVE NAME , EXTENSION AND FILE NUMBER.

C THANKED CRR-SM FOR ASSISTANCE. C SATISFIED.

CRR-SM CLOSING FILE. @10/06-ZEP829N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT8E         | 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: 5003         | EFFECTIVE: 10 / 06 / 08   | 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: ZEP829N        |                     |
| HISTORY:               | UPDATE BY: ZEP829N        |                     |
| SVC CALL#:             | UPDATE DATE: 10 / 06 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 10 / 06 / 08  | MICROFILM: N        |
| RESP CAA: MIOC, SUZI   | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                        |
|-----------------------|----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                               |
| STREET: [REDACTED]    | VIN: JN8AZ08W16W [REDACTED] Y          |
| CITY: FRUITA          | YR/MDL: 2006.0 MUR MILEAGE: 0          |
| ST/ZIP: CO [REDACTED] | IN SVC DATE: 03 / 31 / 06              |
| DAY PH: [REDACTED]    | RTL DLR: 237 EMPIRE LAKEWOOD NISSAN    |
| EVE PH: [REDACTED]    | SVC DLR: 3262 JIM FUOCO MOTOR COMPANY  |
| DLR PH: 970 242 1571  | RESP DLR: 3262 JIM FUOCO MOTOR COMPANY |
|                       | REGION: 48 DIST: SL/SV/PT: 03 03 33    |

|                                              |                    |                               |
|----------------------------------------------|--------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00                 | EXEC: 00 / 00 / 00 | EMAIL: 10 / 06 / 08           |
| 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 PREOWNEI            | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 237 EMPIRE LAKEWOOD N |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:              | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 10 / 07 / 08     | XFER/RSPNSBLTY: 48 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 07 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 10 / 07 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                          |        |           |
|----|--------------------------|--------|-----------|
| OF | NNA., INC. ISSUES        | 206500 | MURANO    |
| AZ | NISSAN PRODUCT INQUIRIES | ZH     | CRITICISM |

CONFIDENTIAL

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C. A. R. COMMENTS

FILE OPENED-ZVG588N 10/07/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.:1172367

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 10/06/08 DATE CREATED: 10/07/08

CRR-VG VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, AND DAY/EVENING PHONE  
C DID NOT PROVIDE MILEAGE.

CRR-VG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

C'S EMAIL READS:

C STATES "I AM SENDING THIS MESSAGE TO EXPRESS MY DISAPPOINTMENT IN MY 2006 MURANO. I TOOK MY VEHICLE INTO THE SERVICE DEPT. TODAY TO FIX A BROKEN DRIVER'S SEAT. I WAS TOLD IT WOULD BE \$850 TO FIX THE PROBLEM. (BROKEN RISER BAR). I WAS ALSO TOLD THAT SINCE I HAD 36,512 MILES ON THE CAR, IT WAS NOT COVERED BY THE WARRANTY. I AM JUST AMAZED THAT A CAR THAT IS TWO YEARS OLD IS ALREADY FALLING APART AND SINCE I HAVE 512 TOO MANY MILES, I HAVE TO PAY THIS HUGE AMOUNT TO FIX THE PROBLEM. THIS CAR HAS BEEN VERY WELL TAKEN CARE OF AND I FEEL LIKE THIS METAL PART SHOULD HAVE BEEN OF BETTER QUALITY AND LASTED LONGER THAN 2 YEARS! I HAVE ALSO ALREADY HAD TO REPLACE THE BATTERY THAT CAME WITH THE VEHICLE AND REPLACE A TIRE AND WINDSHIELD. I AM EXTREMELY DISAPPOINTED WITH THE QUALITY OF THIS VEHICLE ESPECIALLY AFTER PAYING ALMOST \$30,000 FOR IT!! I WILL BE SURE TO NEVER BUY A NISSAN AGAIN DUE TO THE POOR QUALITY OF YOUR PRODUCT. I WILL ALSO NOT RECOMMEND NISSAN TO ANYONE. I RESEARCHED THIS VEHICLE THROUGH CONSUMER REPORTS BEFORE PURCHASING IT AND FOUND IT TO BE ONE OF THE TOP RATED SUVS. I CAN ONLY IMAGINE WHAT TYPE OF VEHICLES YOUR OTHER MODELS ARE WHEN THIS IS SUPPOSED TO BE ONE OF YOUR BEST.

I WILL BE GETTING RID OF THIS VEHICLE AS SOON AS POSSIBLE BECAUSE I DON'T TRUS  
HOW DISAPPOINTING!" @10/07-ZVG588N

CRR-VG RESPONSE: DEAR JILL VALDEZ, @10/07-ZVG588N  
THANK YOU FOR YOUR RECENT CORRESPONDENCE TO NISSAN NORTH  
AMERICA, INC. AND ALLOWING US THE OPPORTUNITY TO BE OF  
ASSISTANCE.

WE ARE SORRY TO HEAR OF THE CONCERNS YOU HAVE REGARDING THE  
QUALITY AND DESIGN OF YOUR 2006 MURANO. NISSAN IS COMMITTED TO  
DESIGNING AND BUILDING VEHICLES THAT INCORPORATE OUR  
CUSTOMERS' NEEDS FOR STYLING, PERFORMANCE, QUALITY AND SAFETY.  
TO SET YOUR MIND AT EASE, FILE # 6309051 HAS BEEN CREATED TO  
DOCUMENT YOUR CONCERN. YOUR COMMENTS ARE APPRECIATED, AS  
THEY WILL HELP US IMPROVE OUR LEVEL OF SERVICE. YOUR @10/07-ZVG588N  
SATISFACTION WITH YOUR VEHICLE IS OUR PRIMARY CONCERN.  
WE APOLOGIZE FOR ANY INCONVENIENCES YOU MAY HAVE  
ENCOUNTERED WITH YOUR VEHICLE. IF YOU HAVE ANY FURTHER  
COMMENTS OR CONCERNS, PLEASE FEEL FREE TO CONTACT OUR  
CONSUMER AFFAIRS DEPARTMENT AT 1-800-647-7261.

THANK YOU FOR ALLOWING ME TO BE OF ASSISTANCE. @10/07-ZVG588N  
CRR-VG CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED. @10/07-ZVG588N

@10/07-ZVG588N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NE8G         | ROOT CAUSE: SCPP    |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                   | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3262             | EFFECTIVE: 10 / 07 / 08   | 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: ZVG588N        |                     |
| HISTORY:                   | UPDATE BY: ZVG588N        |                     |
| SVC CALL#:                 | UPDATE DATE: 10 / 07 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 10 / 07 / 08  | MICROFILM: N        |
| RESP CAA: GONZALEZ, VIVIAN | OLM: SMIT AGNES           | DOM: MARRON, JOHN   |
| PHONE: 0000000000          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T25W [REDACTED] Y  
CITY: RICHFIELD YR/MDL: 2005.0 MUR MILEAGE: 57074  
ST/ZIP: MN [REDACTED] IN SVC DATE: 09 / 07 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3690 WALSER NISSAN  
EVE PH: [REDACTED] PAID: 7 SVC DLR: 3690 WALSER NISSAN  
DLR PH: 952 435 5550 SUSP: 1 RESP DLR: 3690 WALSER NISSAN  
DENY: 0 REGION: 24 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3690 WALSER NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 1 MILES: 21074 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 07 / 08 XFER/RSPNSBLTY: 24 05 S  
CONTACT (S): FOLLOWUP DATE: 11 / 12 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 11 / 12 / 08 DATANET (Y/N): 10 / 09 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZKE636N 10/07/2008

PREVIOUS FILES FOUND:NONE

CRR-KE VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-KE CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/07-ZKE636N

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0614 MURANO STR LOCK NTB06-091

CRR-KE ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):NONE

CRR-KE RECEIVED CALL FROM C. @10/07-ZKE636N

C STATED THAT C WANTS GOODWILL ASSISTANCE.

C HAD THE VEH DIAGNOSED AT A NISSAN DLR.

C STATED THAT THE POWER DRIVER SEAT IS NOT FUNCTIONING WELL.

C STATED THAT THE DLR TOLD C THAT A PART OF THE DRIVER SEAT NEEDS TO BE  
REPLACED.

CRR-KE WHAT SPECIFIC PART IS AFFECTED.

C DOES NOT KNOW.

C STATED THAT THE DLR TOLD C THAT THE ESTIMATED PRICE WOULD BE \$520 THAT IS  
C DID NOT LET THE DLR FIX C'S VEH.

C WANTS TO ASK FOR A GOODWILL ASSISTANCE FIRST.

C STATED THAT A LOT OF NISSAN MURANO OWNERS HAD A GOODWILL ASSISTANCE.

CRR-KE INFORMED C THAT THE CALL WILL BE TRANSFERRED TO A NEXT LEVEL OF SUPPORT  
C UNDERSTOOD. @10/07-ZKE636N

C THANKED CRR-KE FOR ASSISTANCE, C SATISFIED.

CRR-KE OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-KE GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-KE TRANSFERRING CALL TO C GROUP. @10/07-ZKE636N

\*\*\*\*\*

CRR-MH UPDATING FILE AS PER C'S REQUEST. @10/07-ZMH605N

CRR-MH UPDATED OWNER DATABASE.

CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/29/06 3690

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/29/06 3690

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 12/26/06 3690

CRR-MH ADVISED C THERE ARE NO OPEN RECALLS.

CRR-MH RECEIVED INBOUND CALL FROM C.

C STATES THAT A FEW WEEKS AGO C NOTICED THAT WHEN C WENT TO RAISE THE VEH ONLY  
THE RIGHT SIDE OF THE SEAT WOULD MOVE, THE SEAT WAS ALSO ROCKING.

C WENT ONTO SOME OF THE WEBSITES AND NOTICED THAT THIS HAS BEEN A CONCERN WITH  
THE VEH'S AND THE SEATS. @10/07-ZMH605N

C BROUGHT THE VEH INTO THE NISSAN DLRSHPO ON 10/07/08 AND WAS INFORMED THAT A  
PART WOULD HAVE TO BE REPLACED AND THAT THIS WOULD COST \$520. @10/07-ZMH605N

C STATES THAT C WAS TOLD BY THE DLRSHPO TO CONTACT NNA IN REGARDS TO THIS  
CONCERN AS THIS IS A RE-OCCURRING CONCERN AND C WOULD ALSO LIKE TO REQUEST  
FINANCIAL ASSISTANCE WITH THE COST OF THE REPAIR.

CRR-MH OFFERED FURTHER ASSISTANCE TO C. C DECLINED. @10/07-ZMH605N

CRR-MH GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-MH TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/07-ZMH605N

RCAS-RH DATANET FILE TO DLR. @10/08-ZRH999N

RCAS-RH LEFT VMX ON C DAY PHONE AT 926AM EDT ON 10/08/08; LEFT CONTACT  
INFORMATION; WILL REVIEW WILL FOLLOWUP ON MONDAY WITH DECISION. @10/08-ZRH999N

RCAS-RH CONTACTED DLR AT 1045AM EDT ON 10/16/08 TO CLARIFY ISSUE WITH VEH

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AND IS GRT WAS RUN: ALONG WITH A REPAIR AND MAINTENANCE HISTORY AT DLR.  
SA-JOHN ANDERSON STATED THAT GRT WAS RUN AND DENIED; C IS GOOD SERVICING  
CANDIDATE; DRIVERS POWER SEAT NEEDS REPAIR. @10/17-ZRH999N  
RCAS-RH CONFIRMED THAT C WAS QUOTED ABOUT \$520 FOR THE REPAIR, BUT WOULD  
BE LESS UNDER WARRANTY. @10/17-ZRH999N  
SA STATED THAT IS CORRECT. @10/17-ZRH999N  
RCAS-RH THANKED SA FOR THE INFORMATION AND WILL LET DPSM MAKE A DECISION.  
@10/17-ZRH999N  
RCAS-RH CHECKED GRT SYSTEM AND NOTED GRT RUN ON 10/07/08 AND COST WAS  
\$313.62: SENDING GOODWILL REQUEST TO DPSM-DC. @10/17-ZRH999N  
RCAS-RH RECEIVED INTERNAL MESSAGE BACK FROM DPSM-DC THAT NNA CA WILL PROVIDE  
GOODWILL FOR THE REPAIR UNDER THE GRT FOR THE SEAT. @10/17-ZRH999N  
RCSA-RH SENT REPLY TO DPSM-DC AND WILL CONTACT DLR. @10/17-ZRH999N  
RCAS-RH ATTEMPTED TO CONTACT DLR AND SPEAK TO SM-ERIC REDKAL ABOUT THIS ISSUE  
WITH VEH AND IF DPSM HAD CONTACTED DLR FOR OVERRIDE OF REPAIR OF THE DRIVERS  
SEAT: WAS ON HOLD FOR OVER 5 MINUTES. WILL CONTACT BY EMAIL. @10/22-ZRH999N  
RCAS-RH RECEIVED EMAIL FROM SM AT DLR THAT DPSM HAS NOT SPOKE TO DLR ABOUT  
THIS ISSUE OR GOODWILL REQUEST. @10/24-ZRH999N  
RCAS-RH SENT INTERNAL MESSAGE TO DPSM-DC TO SEE IF CONTACT MADE TO HAVE  
GRT OVERRIDE DONE. @10/28-ZRH999N  
RCAS-RH CHECKED AND NOTICE THAT INTERNAL MESSAGE DID NOT GET THROUGH TO  
DPSM-DC, SENDING AGAIN WITH C.C. TO SM-ER. @10/30-ZRH999N  
RCAS-RH CHECKED INTERNAL MESSAGES TO SEE IF DPSM-DC HAS AUTHORIZED AN OVERRIDE  
OF GRT TO REPAIR VEH ISSUE WITH SEAT. @11/03-ZRH999N  
RCAS-RH RECEIVED INTERNAL MESSAGE BACK THAT DPSM-DC WILL BE CONTACTING  
DLR AND TAKING CARE OF ISSUE. @11/04-ZRH999N  
RCAS-RH LEFT VMX ON C DAY PHONE AT 1206PM EST ON 11/07/08; LEFT CONTACT  
INFORMATION AND TRY TO CONFIRM THAT DLR HAS CONTACT C ABOUT THE REPAIR.  
@11/07-ZRH999N  
RCAS-RH SPOKE TO C'S FATHER ON EVENING PHONE AT 1208PM EST ON 11/07/08; TO  
CONFIRM IF DLR HAD CONTACTED C ABOUT THE SEAT ISSUE. @11/07-ZRH999N  
C'S FATHER STATED THAT C'S FATHER DID NOT KNOW, BEST TO TRY BACK LATER IN  
DAY OR CELL PHONE AGAIN ANOTHER TIME. @11/07-ZRH999N  
RCAS-RH LEFT VMX ON C DAY PHONE (CELLPHONE) AT 217PM EST ON 11/10/08; LEFT  
CONTACT INFORMATION AND REQUEST FOR CALLBACK IF DLR HAS CONTACT C ABOUT THE  
SEAT REPAIR; FOLLOWUP FOR WEDNESDAY. @11/10-ZRH999N  
RCAS-RH CONTACTED C ON DAY PHONE AT 1250PM EST ON 11/12/08; TO FIND OUT IF  
@11/12-ZRH999N  
DLR HAD CONTACTED C ABOUT THE REPAIR. @11/12-ZRH999N  
C STATED YES. AND VEH WAS BROUGHT INTO DLR. FIXED AND C HAS VEH BACK AS  
OF YESTERDAY, AND EVERYTHING IS FINE. @11/12-ZRH999N  
RCAS-RH ASKED IF THERE IS ANYTHING ELSE THAT NNA CA CAN ASSIST WITH.  
C STATED NO, AND THANKED RCAS AND NNA AGAIN FOR THE ASSISTANCE. @11/12-ZRH999N  
C THANKED RCAS AGAIN. ENDED CALL @11/12-ZRH999N  
RCAS-RH CLOSING FILE. @11/12-ZRH999N

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 IS LOOKING FOR GOODWILL FOR SEAT REPAIR, WAS GRT RUN? WILL CALL,  
RCAS.



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## DEALER ACTION:

EMAILED RH IN REFERENCE TO FILE AND ACTIONS NEEDED BY DEALER, WOULD RECOMMEND  
DPSM BE GIVEN INFORMATION AND FINAL DECISION @10/14-3690  
DPSM GAVE APPROVAL FOR GOODWILL REPAIR - CALLED CUSTOMER 3PM AND INFORMED OF  
AUTHORIZATION @11/03-3690

## CONTACT(S):

|                        |                           |                      |
|------------------------|---------------------------|----------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA     |
| 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: 3690         | EFFECTIVE: 10 / 07 / 08   | 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: ZKE636N        |                      |
| HISTORY:               | UPDATE BY: ZRH999N        |                      |
| SVC CALL#:             | UPDATE DATE: 11 / 12 / 08 |                      |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 12 / 08  | MICROFILM: N         |
| RESP CAA: HILL, ROBERT | OLM: SMIT AGNES           | DOM: O'DWYER, DENNIS |
| PHONE: 0000041619      | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W83W [REDACTED] Y  
CITY: ROSWELL YR/MDL: 2003.0 MUR MILEAGE: 54750  
ST/ZIP: GA [REDACTED] IN SVC DATE: 01 / 30 / 03  
DAY PH: [REDACTED] VCAN: N RTL DLR: 1841 REGAL NISSAN INC  
EVE PH: [REDACTED] PAID: 8 SVC DLR: 1841 REGAL NISSAN INC  
DLR PH: 770 998 8686 SUSP: 0 RESP DLR: 1841 REGAL NISSAN INC  
DENY: 0 REGION: 34 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 4  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 33 MILES: 18750 (PT) MONTHS: 9 MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 08 / 08 XFER/RSPNSBLTY: 34 01 S  
CONTACT (S): FOLLOWUP DATE: 10 / 13 / 08 DATANET (Y/N): 1  
SEVERITY: 3 CLOSE DATE: 10 / 13 / 08 DATANET (Y/N): 10 / 10 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZRW000N 10/08/2008  
PREVIOUS UNRELATED FILES FOUND:6202918.  
CRR-RW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.  
CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 09/09/05 1841  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 07/12/06 1841  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 07/12/06 1841  
CRR-RW ADVISED C NO OPEN RECALLS ON VEHICLE.  
PREVIOUS NISSAN/INFINITI VEHICLES:MAXIMA, I30, J30 (YEARS UNKNOWN).  
CRR-RW RECEIVED CALL FROM C.  
CRR-RW UPDATED OOW FIELDS AND ADVISED C THAT C IS OUTSIDE OF BASIC WARRENTY  
AND POWERTRAIN WARRENTY.  
C STATES C HAS PROBLEMS WITH VEH. @10/08-ZRW000N  
C STATES THE PROBLEM IS PERTAINING TO THE DRIVERS SEAT.  
C STATES C TOOK VEH TO THE NISSAN DLRSH. P.  
C STATES DLRSH. P. DIAGNOSED THE ISSUE AS BEING A BROKEN SEAT FRAME.  
C STATES C WAS ESTIMATED JUST UNDER \$900.00.  
C STATES C SPOKE WITH SA-CHUCK.  
C STATES THE LAST TIME C WAS AT DLRSH. P. WAS 10/07/2008.  
C STATES VEH IS OPERABLE.  
C STATES VEH IS LOCATED AT THE DLRSH. P.  
CRR-RW ASKED C WHAT CAN NNA DO TO KEEP C A SATISFIED CUSTOMER.  
C STATES C CANNOT BELIEVE THAT A SEAT FRAME IS NOT GOING TO LAST, C WOULD  
LIKE NNA TO PROVIDE C WITH SOME COST RELIEF IN REPLACEMENT OF THE SEAT FRAME.  
CRR-RW ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.  
CRR-RW ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.  
CRR-RW OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER. @10/08-ZRW000N  
CRR-RW TRANSFERING FILE TO RCAS AGENT. @10/08-ZRW000N  
\*\* @10/08-ZMW999N  
RCAS-MW SPOKE WITH SM STEVE VAUGHAN. 10/08. 2:06PM EST. SM ADVISED SM HAS  
LEFT VMX FOR C. SM ADVISED SM HAS RUN GRT AND REPAIR WILL BE COVERED IN FULL.  
\* @10/08-ZMW999N  
RCAS-MW DATANETTED FILE, 10/09.  
\* @10/09-ZMW999N  
RCAS-MW CONTACTED C AT DAY NUMBER, 10/09, 11:25AM EST, LEFT VMX.  
\* @10/09-ZMW999N  
RCAS-MW CONTACTED C AT EVENING NUMBER, 10/09, 11:26AM EST, LEFT VMX.  
\* @10/09-ZMW999N  
RCAS-MW CONTACTED C AT DAY NUMBER, 10/13, 9:26AM EST, LEFT VMX.  
\* @10/13-ZMW999N  
RCAS-MW CONTACTED C AT EVENING NUMBER. 10/13. 9:27AM EST. C STATED VEH IS  
REPAIRED. C STATED C IS SATISFIED. @10/13-ZMW999N  
\*\* @10/13-ZMW999N  
RCAS-MW UPDATED TREAD ACT, 10/13. @10/13-ZMW999N  
\* @10/13-ZMW999N  
RCAS-MW CLOSING FILE, 10/13. @10/13-ZMW999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:12 PM

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

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CA6310482N

FOLLOW-UP IS DUE ON OR BEFORE

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

FOR YOUR REVIEW. PLEASE CONTACT MELISSA, NISSAN CONSUMER AFFAIRS, TO DISCUSS THIS FILE, THANKS. 866-799-1690 EXT 1478

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 1841            | EFFECTIVE: 10 / 08 / 08   | 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: ZRW000N        |                     |
| HISTORY:                  | UPDATE BY: ZMW999N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 13 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 13 / 08  | MICROFILM: N        |
| RESP CAA: WATSON, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041478         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

## CONFIDENTIAL

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NISSAN MOTOR CORPORATION IN U.S.A  
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## SC: MULTI CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: RUSSELLVILLE  
ST/ZIP: AR [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 732 741 2433

VIN: JN8AZ08W35W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 45559  
IN SVC DATE: 03 / 10 / 05  
VCAN: Y  
PAID: 1  
SUSP: 0  
DENY: 0

RTL DLR: 3840 NISSAN WORLD OF RED BANK  
SVC DLR: 3840 NISSAN WORLD OF RED BANK  
RESP DLR: 3840 NISSAN WORLD OF RED BANK  
REGION: 26 DIST: SL/SV/PT: 05 05 35

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 43042 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: UNKNOWN  
OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: 9559 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 08 / 08 XFER/RSPNSBLTY: 26 05 S  
CONTACT (S): FOLLOWUP DATE: 10 / 08 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 10 / 08 / 08 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OB EXTENDED SERVICE CONTRAC 242500 PRE-OWNED PREFERRED PLAN  
BL SECURITY PLUS ZE COMPONENT COVERAGE INQUIRY

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CA6311071N

C. A. R. COMMENTS

FILE OPENED-ZEP645N 10/08/2008  
PREVIOUS FILES FOUND: NONE  
CRR-EP UPDATED OWNER'S INFORMATION (NAME, ADDRESS AND PHONE NUMBERS).  
CRR-EP VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-EP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE @10/08-ZEP645N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 07/27/06 1898  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 07/27/06 1898  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 02/15/07 1898  
CRR-EP ADVISED C THERE IS NO OPEN RECALL/CAMPAIGN.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE  
CRR-EP RECEIVED CALL FROM C.  
C STATED THAT C TOOK VEH TO VALLEY MOTORS TO HAVE THE DRIVER SEAT BRACKET  
REPAIRED UNDER EXTENDED WARRANTY.  
C STATED THAT DLR TOLD C THAT THE SEAT BRACKET IS NOT COVERED. @10/08-ZEP645N  
C STATED THAT THE NEXT NEAREST DLR IS 50 MILES AWAY FROM C'S HOME.  
C WANTS TO VERIFY IF THE PART IS COVERED.  
CRR-EP ADVISED C TO STAY ON THE LINE, CRR-EP WILL CALL VALLEY MOTORS NISSAN.  
CRR-EP SPOKE WITH SM-BN OF NISSAN VALLEY AND WAS TOLD BY SM-BN THAT SM JUST  
SPOKE TO C 30 MINUTES AGO AND INFORMED C THAT THE PARTS FOUND DEFECTIVE ARE  
NOT COVERED UNDER VSC. PARTS ARE AS FOLLOWS:  
1. CONSOLE - 96920  
2. CUP HOLDER - 96965  
3. SEAT ADJUSTER - 87450  
CRR-EP CHECKED COMPONENT COVERAGE OF C'S PRE-OWNED PREFERRED, ALL PARTS LISTED  
ABOVE ARE NOT FOUND ON THE VSC COMPONENT COVERAGE.  
CRR-EP EXPLAINED TO C THAT PARTS ARE NOT COVERED.  
C UPSET BUT UNDERSTOOD. C WILL GOT TO SELLING DLR.  
C THANKED CRR-EP FOR ASSISTANCE, C SATISFIED.  
CRR-EP OFFERED FURTHER ASSISTANCE, C DECLINED. @10/08-ZEP645N  
CRR-EP UNABLE TO PROVIDE EXTENSION AND FILE NUMBER FOR C HUNG UP.  
CRR-EP CLOSING FILE. @10/08-ZEP645N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

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CONTACT(S):

|                           |                           |                       |
|---------------------------|---------------------------|-----------------------|
| SATISFIED: N              | ACTION CODE: NT8D         | ROOT CAUSE: SCPP      |
| CALLBACK: (Y/N) #: 0      | DATE: 00 / 00 / 00        | USERID:               |
| REOPEN: CALLBACK #: 0     | DATE: 00 / 00 / 00        | USERID:               |
| NEW INFO #: 0             | DATE: 00 / 00 / 00        | USERID:               |
| OTHER #: 0                | DATE: 00 / 00 / 00        | USERID:               |
| COMMENTS ONLY: #: 0       | DATE: 00 / 00 / 00        | USERID:               |
| RESP DLR: 3840            | EFFECTIVE: 10 / 08 / 08   | 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: ZEP645N        |                       |
| HISTORY:                  | UPDATE BY: ZEP645N        |                       |
| SVC CALL#:                | UPDATE DATE: 10 / 08 / 08 |                       |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 08 / 08  | MICROFILM: N          |
| RESP CAA: PANTE, EMMANUEL | OLM: ROYSTER KAREN        | DOM: DEVEREAUX JOHN T |
| PHONE: 0000000000         | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

**CONFIDENTIAL**

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

CA6311071                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME: [REDACTED]                                      VIN:                                      TIME: 12:49:12 PM  
IN SCV DATE: 8/4/2008                                      MODEL YEAR: 2005.0  
MAKE:                                      MODEL LINE: MUR  
SEQ                                      DEALER                                      EFFECTIVE                                      EXPIRE                                      EXPIRE                                      CANCEL                                      TRANSFER  
NO   CONTRACT NO   NUMBER ST   DATE   DATE   MILEAGE   DATE   DATE

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

CA6311071                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME: [REDACTED]                                      VIN:                                      TIME: 12:49:12 PM  
IN SCV DATE: 3/10/2005                                      MODEL YEAR: 2005.0  
MAKE:                                      MODEL LINE: MUR  
SEQ                                      DEALER                                      EFFECTIVE                                      EXPIRE                                      EXPIRE                                      CANCEL                                      TRANSFER  
NO   CONTRACT NO   NUMBER ST   DATE   DATE   MILEAGE   DATE   DATE

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

CA6311071                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME: SWYERS, DAVID                                      VIN:                                      TIME: 12:49:12 PM  
IN SCV DATE: 8/4/2008                                      MODEL YEAR: 2005.0  
MAKE:                                      MODEL LINE: MUR  
SEQ                                      DEALER                                      EFFECTIVE                                      EXPIRE                                      EXPIRE                                      CANCEL                                      TRANSFER  
NO   CONTRACT NO   NUMBER ST   DATE   DATE   MILEAGE   DATE   DATE

|     |              |      |    |           |           |         |  |  |
|-----|--------------|------|----|-----------|-----------|---------|--|--|
| 356 | PEDQ04376691 | 3420 | AR | 8/4/2008  | 3/10/2012 | 100.000 |  |  |
| 357 | RCDG02215945 | 3840 | NJ | 3/10/2005 | 3/10/2008 | 45.000  |  |  |
| 358 | RMNZ08413657 | 3420 | AR | 8/4/2008  | 3/10/2012 | 100.000 |  |  |



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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: PEDQ04376691                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: E                            | PLAN TYPE:                           |
| PLAN TERM: Q                            | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                       | DEDUCTABLE:                          |
| EFFECTIVE: 08/04/08                     | EFFECTIVE:                           |
| EXPIRES: 03/10/12    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 9/4/2008                   | TRANSACTION:                         |
| PRINTED: 09/06/08                       | PRINTED:                             |
| DEALER NO: 3420            STATE:    AR | DEALER NO:                    STATE: |
| DEALER NAME: SUPERIOR NISSAN OF CONWAY  | DEALER NAME:                         |
| -----+-----                             |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCDG02215945                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: G                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 03/10/05                   | EFFECTIVE:                           |
| EXPIRES: 03/10/08    MILES:    45,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 3/14/2005                | TRANSACTION:                         |
| PRINTED: 07/14/06                     | PRINTED:                             |
| DEALER NO: 3840        STATE:    NJ   | DEALER NO:                    STATE: |
| DEALER NAME: NISSAN WORLD OF RED BANK | DEALER NAME:                         |
| -----+-----                           |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: RMNZ08413657                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: M                            | PLAN TYPE:                           |
| PLAN TERM: Z                            | PLAN TERM:                           |
| DEDUCTABLE: \$                          | DEDUCTABLE:                          |
| EFFECTIVE: 08/04/08                     | EFFECTIVE:                           |
| EXPIRES: 03/10/12    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 9/4/2008                   | TRANSACTION:                         |
| PRINTED: 09/06/08                       | PRINTED:                             |
| DEALER NO: 3420            STATE:    AR | DEALER NO:                    STATE: |
| DEALER NAME: SUPERIOR NISSAN OF CONWAY  | DEALER NAME:                         |
| -----+-----                             |                                      |

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## SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: DETROIT  
ST/ZIP: MI [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 248 471 0044

VIN: JN8AZ08W15W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 40000  
IN SVC DATE: 02 / 28 / 05  
RTL DLR: 2907 SUBURBAN NISSAN/FARM HILL  
SVC DLR: 2907 SUBURBAN NISSAN/FARM HILL  
RESP DLR: 2907 SUBURBAN NISSAN/FARM HILL  
REGION: 24 DIST: SL/SV/PT: 12 12 42

VCAN: Y  
PAID: 5  
SUSP: 2  
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) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 10 / 08 XFER/RSPNSBLTY: 24 12 S  
CONTACT (S): FOLLOWUP DATE: 10 / 10 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 10 / 10 / 08 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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CA6312718N

C. A. R. COMMENTS

FILE OPENED-ZRA790N 10/10/2008  
PREVIOUS FILES FOUND: NONE  
CRR-RA VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY,  
EVENING PHONE NUMBERS AND RESPONSIBLE DLR. @10/10-ZRA790N  
CRR-RA UP-DATED OWNER'S INFORMATION (PHONE NUMBER).  
CRR-RA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE  
CRR-RA RECEIVED CALL FROM C. A790N  
C STATED C WOULD LIKE TO KNOW IF DRIVER SEAT BRACKET IS BROKEN.C WOULD LIKE  
TO KNOW IF PROBLEM WILL BE COVERED BY WARRANTY. @10/10-ZRA790N  
CRR-RA ADVISE C THAT BASIC WARRANTY IS UNTIL 02/28/08 OR 36,000 MILES WHICH  
EVER. CRR-RA ADVISE C TO HAVE PROBLEM DIAGNOSE BY DLR C STATES THAT VEH IS  
ALREADY WITH THE DLR. C STATES THAT NNA SHOULD PAY FOR THE REPAIR. CRR-RA  
ADVISE C THAT DIGNOSIS FROM THE DLR IS NEEDED SO THAT CRR-RA COULD ASSIST  
C FURTHER. C UNDERSTOOD C WILL CALL AGAIN AFTER VEH HAS BEEN DIAGNOSE.  
C THANKED CRR-RA FOR ASSISTANCE, C SATISFIED.  
CRR-RA OFFERED FURTHER ASSISTANCE. C DECLINED  
CRR-RA GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-RA CLOSING FILE @10/10-ZRA790N  
@10/10-ZRA790N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT8F         | 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: 2907             | EFFECTIVE: 10 / 10 / 08   | 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: ZRA790N        |                     |
| HISTORY:                   | UPDATE BY: ZRA790N        |                     |
| SVC CALL#:                 | UPDATE DATE: 10 / 10 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 10 / 10 / 08  | MICROFILM: N        |
| RESP CAA: ALFONSO, RAYMOND | OLM: SMIT AGNES           | DOM: JENSEN STEPHEN |
| PHONE: 0000000000          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6312718

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:12 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 2/28/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 359       | RCDJ92398826 | 2907 MI             | 2/28/2005         | 2/28/2007      | 40.000            |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |               |              |        |
|----------------------------------------|---------------|--------------|--------|
| -----+-----                            |               |              |        |
| CONTRACT: RCDJ92398826                 |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |               | OWNER NAME:  |        |
| PLAN TYPE: C                           |               | PLAN TYPE:   |        |
| PLAN TERM: J                           |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                      |               | DEDUCTABLE:  |        |
| EFFECTIVE: 02/28/05                    |               | EFFECTIVE:   |        |
| EXPIRES: 02/28/07                      | MILES: 40,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                              |               | TRANSFER:    |        |
| TRANSACTION: 3/31/2005                 |               | TRANSACTION: |        |
| PRINTED: 04/01/05                      |               | PRINTED:     |        |
| DEALER NO: 2907                        | STATE: MI     | DEALER NO:   | STATE: |
| DEALER NAME: SUBURBAN NISSAN/FARM HILL |               | DEALER NAME: |        |
| -----+-----                            |               |              |        |

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|                       |            |                                         |
|-----------------------|------------|-----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                |
| STREET:               | [REDACTED] | VIN: JN8AZ08T55W [REDACTED] Y           |
| CITY: YORKTOWN        |            | YR/MDL: 2005.0 MUR MILEAGE: 60000       |
| ST/ZIP: VA [REDACTED] |            | IN SVC DATE: 05 / 30 / 05               |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3638 POMOCO NISSAN OF HAMPTON  |
| EVE PH: [REDACTED]    | PAID: 5    | SVC DLR: 3638 POMOCO NISSAN OF HAMPTON  |
| DLR PH: 757 838 6111  | SUSP: 1    | RESP DLR: 3638 POMOCO NISSAN OF HAMPTON |
|                       | DENY: 0    | REGION: 36 DIST: SL/SV/PT: 09 09 39     |

LETTER RECEIVED 10 / 13 / 08 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3638 POMOCO NISSAN OF I  
 OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: 24000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CL 11 | OPEN DATE: 10 / 13 / 08     | XFER/RSPNSBLTY: 36 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 07 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 07 / 08    | DATANET (Y/N): 10 / 16 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |



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CA6314541N

C. A. R. COMMENTS

FILE OPENED-ZKC249N 10/13/2008

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

C LETTER WAS RECEIVED ON 10/13/08

DATED 10/03/08 LETTER WAS REC'D VIA REGULAR MAIL

MT KC IS FORWARDING FILE AND LETTER TO CORRESPONDENCE TEAM FOR FURTHER REVIEW  
AND ASSISTANCE. @10/13-ZKC249N

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

PREVIOUS RELATED FILES FOUND:NONE

PREVIOUS UNRELATED FILES FOUND:NONE

LETTER FROM C WAS RECEIVED BY CA VIA POSTAL MAIL ON 10/13/08 TO NNA  
DATED 10/03/08.

CRR-PA VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR,VIN,AND DAY/EVENING PHONE.

C DID NOT PROVIDE MILEAGE.

CRR-PA UPDATED OWNER DATABASE (NAME, ADDRESS, PHONE NUMBER)

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE @10/14-ZPA624N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 05/31/06 3638

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 05/31/06 3638

CRR-PA RECEIVED C LETTER @10/14-ZPA624N

C STATES THAT THE C HAD JUST LEFT THE DEALERSHIP AS THE C HAD A NEW BATTERY  
INSTALLED

C ADVISED THAT THE C NOTICED THAT THE DRIVERS SEAT WAS SHAKING

C ADVISED THAT THE C WENT BACK TO THE DEALERSHIP AND HAD THE VEHICLE LOOKED

AT AND WAS ADVISED THAT THE BRACKET UNDER THE SEAT WAS BROKEN IN HALF

C ADVISED THAT THE COST OF FIXING THIS INCLUDING LABOR WAS \$900.00

C ADVISED THAT THE C SEAT WAS NOT BROKEN WHEN THE C FIRST TOOK THE VEHICLE IN

C ADVISED THAT CAN SOME ONE HELP THE C WITH THIS PROBLEM

C ADVISED THAT THE VEHICLE WAS PURCHASED NEW AND HAS ALWAYS BEEN SERVICED AT  
THE DEALERSHIP

CRR-PA FORWARDING FILE TO RCAS FOR FURTHER REVIEW

CRR-PA SENDING INTERNAL MESSAGE TO RCAS ALONG WITH A COPY OF THE LETTER  
RECEIVED

CRR-PA EXITING FILE @10/14-ZPA624N

\*\*\*

RCAS-KF IN RECEIPT OF FILE AND DATANETTING FILE TO DLR. 10/15 AT 10:32 AM EST.

RCAS-KF CALLED C ON DAYTIME PHONE NUMBER, 10/15 AT 10:33 PM EST, LEFT VMX.

\*\*\* @10/15-ZKF621N

RCAS-KF CALLED DLRSHIP, 10/16 AT 10:40 AM EST, SPOKE WITH SERVICE MANAGER

KENNY LEE. SM STATED C HAS 60,568 MILES AND THAT C IS A GREAT SERVICING C.

SM STATED THAT THE SEAT TRACK IS BROKEN. SM STATED THAT THE VEH IS FAR OOW.

SM STATED THAT SM WILL RUN A GRT ON THE REPAIR. @10/16-ZKF621N

\*\*\* @10/16-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/16 AT 1:24 PM EST, SPOKE WITH C.

RCAS-KF ADVISED C THAT RCAS-KF WAS STILL LOOKING INTO SPECIAL FINANCIAL

ASSISTANCE AND THAT RCAS-KF WOULD FOLLOW UP WITH C, 10/23. C STATED THAT

WOULD BE FINE AND THANKED RCAS-KF. @10/16-ZKF621N

\*\*\*

RCAS-KF SENT GW REQUEST FORM TO DPSM-KS. 10/16 AT 1:31 PM EST. RCAS-KF  
AWAITING REPLY.

\*\*\* @10/16-ZKF621N

RCAS-KF RECIVED REPLY FROM DPSM-KS, 10/23 AT 12:35 PM EST. DPSM STATED THAT

DPSM WOULD APPROVE A GOODWILL REQUEST FOR C. @10/23-ZKF621N

\*\*\*

RCAS-KF CALLED DLRSHIP, 10/23 AT 1:12 PM EST, SM WAS NOT IN FOR THE DAY.

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\*\*\*

RCAS-KF CALLED C ON DAY/EVE NUMBER, 10/23 AT 1:13 PM EST, LEFT VMX.

\*\*\* @10/23-ZKF621N

RCAS-ER CONTACTED C AT DAY/EVE NUMBER AT 7:30 PM EST ON 10/29/08 AND LEFT VMX  
FOR C ADVISING OF FOLLOW UP FOR 11/05/08. @10/29-ZER229N

\*\*\*

RCAS-KF SPOKE WITH SERVICE MANAGER KENNY LEE, 11/05 AT 3:09 PM EST. RCAS-KF  
ADVISED SM THAT THE DPSM APPROVED THE REPAIR TO C'S VEH. RCAS-KF FORWARDED  
EMAIL OUTLINING THE APPROVAL TO SM.

SM ASKED THAT RCAS-KF HAVE THE C CONTACT THE DLRSHIP.

\*\*\* @11/05-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 11/05 AT 3:10 PM EST, LEFT VMX.

\*\*\* @11/05-ZKF621N

RCAS-KF CALLED C ON DAY/EVE NUMBER, 11/07 AT 2:17 PM EST, LEFT VMX.

RCAS-KF CLOSING FILE AS C HAS BEEN CONTACTED 3 TIMES WITH NO RESPONSE.

\*\*\* @11/07-ZKF621N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                            |                           |                     |      |
|----------------------------|---------------------------|---------------------|------|
| SATISFIED: Y               | ACTION CODE: NT4B         | ROOT CAUSE: SNFA    | SCSV |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| NEW INFO #:                | DATE: 00 / 00 / 00        | USERID:             |      |
| OTHER #:                   | DATE: 00 / 00 / 00        | USERID:             |      |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:             |      |
| RESP DLR: 3638             | EFFECTIVE: 10 / 13 / 08   | 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: ZKC249N        |                     |      |
| HISTORY:                   | UPDATE BY: ZKF621N        |                     |      |
| SVC CALL#:                 | UPDATE DATE: 11 / 07 / 08 |                     |      |
| CLOSE: Y (Y/N)             | CLOSE DATE: 11 / 07 / 08  | MICROFILM: N        |      |
| RESP CAA: FERREIRA, KRISTY | OLM: ROYSTER KAREN        | DOM:                |      |
| PHONE: 0000041658          | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T35W [REDACTED] Y  
CITY: LITTLE ROCK YR/MDL: 2005.0 MUR MILEAGE: 50507  
ST/ZIP: AR [REDACTED] [REDACTED] IN SVC DATE: 07 / 25 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3983 NORTH LITTLE ROCK NISSAN  
EVE PH: [REDACTED] PAID: 6 SVC DLR: 3594 NORTH POINT NISSAN  
DLR PH: 501 975 0300 SUSP: 0 RESP DLR: 3594 NORTH POINT NISSAN  
DENY: 0 REGION: 32 DIST: SL/SV/PT: 09 09 39

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 12000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3594 NORTH POINT NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 14507 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 13 / 08 XFER/RSPNSBLTY: 32 09 S  
CONTACT (S): FOLLOWUP DATE: 10 / 30 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 10 / 30 / 08 DATANET (Y/N): 10 / 16 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZRW000N 10/13/2008  
PREVIOUS RELATED/UNRELATED FILES FOUND:NONE.  
CRR-RW VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.  
CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE. @10/13-ZRW000N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 11/30/07 3594  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 12/04/07 3594  
CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 12/10/07 3594  
CRR-RW ADVISED C NO OPEN RECALLS ON VEHICLE.  
PREVIOUS NISSAN/INFINITI VEHICLES:NONE.  
CRR-RW RECEIVED CALL FROM C.  
C STATES C HAS PROBLEMS WITH VEHICLE.  
C STATES THE PROBLEM IS PERTAINING TO THE DRIVERS SIDE SEAT.  
C STATES C TOOK VEH TO THE NISSAN DLRSH. P.  
C STATES DLRSH. P. STATED THAT THIS REPAIR WOULDNT BE COVERED UNDER WARRENTY.  
CRR-RW UPDATED OOW FIELDS AND ADVISED C THAT C IS OUTSIDE OF BASIC WARRENTY.  
C UNDERSTOOD.  
C STATES C SPOKE WITH SM-TOM SMOKE.  
C STATES VEH IS CURRENTLY IN C'S POSSESION.  
C STATES VEH IS FULLY OPERABLE BUT C FEELS LIKE THIS IS A SAFETY HASSARD  
BECAUSE THE DRIVERS SIDE SEAT IS EXTREMELY LOSE.  
C STATES THE DLRSH. P. DIAGNOSED ISSUE AS BEING A BROKEN WELD IN THE SEAT  
ASSEMBLY.  
CRR-RW ASKED C WHAT CAN NNA DO TO KEEP C A SATISFIED CUSTOMER.  
C STATES C WOULD LIKE NNA TO FIX THE SEAT UNDER WARRENTY.  
C STATES C FEELS THERE WILL BE A RECALL ON THIS PART ON SOME POINT.  
CRR-RW ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.  
CRR-RW ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.  
CRR-RW OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-RW TRANSFERING FILE TO RCAS AGENT. @10/13-ZRW000N

\*\*\*\*\*

@10/13-ZRW000N

\*\*\*\*\*

CRR-PA RECEIVED CALL FROM C.  
PREVIOUS FILES FOUND: NONE  
CRR-PA VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS AN  
CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
C STATES THAT C WANTS TO SPEAK TO CRR-RW @10/15-ZPA795N  
CRR-PA TOLD C THAT C'S CASE IS HANDLED BY RCAS-PL.  
CRR-PA TOLD C THAT C'S SET CALLBACK TIME IS SUPPOSE TO BE YESTERDAY.  
CRR-PA TOLD C THAT CRR-PA WILL SEND AN INTERNAL MESSAGE TO RCAS-PL SO THAT  
C WILL BE CONTACTED ASAP. C AGREED.  
C THANKED CRR-PA FOR ASSISTANCE, C SATISFIED.  
CRR-PA OFFERED FURTHER ASSISTANCE, C DECLINED @10/15-ZPA795N  
CRR-PA GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-PA EXITING FILE. @10/15-ZPA795N  
RCAS-PL RECEIVED INTERNAL MEMO. @10/15-ZPL000N  
RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 3:10 PM EST ON 10.15.08 AND WOULD LOOK  
INTO C'S PROBLEM AND CHECK WITH DLR SM AND C HAD TO HAVE RECALL REPAIRED AFTER  
RECALL ON THE FUEL TANK AND HAS MULTIPLE VEH IN FAMILY AND WOULD LIKE SOME  
CONSIDERATION. @10/15-ZPL000N  
RCAS-PL CALLED DLR-SM-TIM SMOKE AT 3:05 PM EST ON 10.16.08 AND SPOKE TO SM AND

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WASMADE AWARE OF THE SAFETY FACTOR OF THE SEAT INVOLVED AND SENT A NOTE TO  
ORM-DG AND DPSM-CG REGARDING SEAT TRACK FOR GW AS GRT WAS DECLINED.  
RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 3:35 PM EST ON 10.16.08 AND ADVISED OF  
OOV REQUEST AND WOULD FOLLOW UP 10.20.08. @10/16-ZPL000N  
RCAS-PL RE-SENT REQUEST 11:50 AM EST ON 10.20.08. @10/20-ZPL000N  
RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 2:55 PM EST ON 10.20.08 AND ADVISED  
THAT RCAS-PL STILL HAD NOT FOUND OUT ANYTHING ON THE REQUEST. @10/20-ZPL000N  
RCAS-PL RECEIVED MESSAGE FROM DPSM-CG AT 5:18 PM EST ON 10.20.08 ADVISING OF  
APPROVAL.RCAS-PL SENT APPROVAL INFORMATION TO SM-TIM SMOKE AT 4:45 PM EST ON  
10.23.08. @10/23-ZPL000N  
RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 4:55 PM EST ON 10.23.08 AND ADVISED\_C  
OF THE APPROVAL OF THE REPAIR AS GOOD WILL BY DLR. @10/23-ZPL000N  
RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 2:07 PM EST ON 10.28.08 AND SPOKE TO C  
AND WAS ADVISED THAT THE PARTS ARE IN AND THE VEH GOES IN THIS AFTERNOON AND  
RCAS-PL ADVISED WOULD FOLLOW UP FOLLOWING REPAIR ON 10.30.08 AND C AGREED.  
RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 12:14PM EST ON 10.30.08 AND SPOKE TO C  
AND FOUND VEH IS REPAIRED AND OPERATING PROPERLY AND RCAS-PL ASKED IF ANY  
OTHER ASSITANCE IS NECESSARY AND C STATES NONE. RCAS-PL CLOSING FILE.  
@10/30-ZPL000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

SEAT REPAIR ISSUE

DEALER ACTION:

## CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA      |
| 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: 3594         | EFFECTIVE: 10 / 13 / 08   | 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: ZRW000N        |                       |
| HISTORY:               | UPDATE BY: ZPL000N        |                       |
| SVC CALL#:             | UPDATE DATE: 10 / 30 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 10 / 30 / 08  |                       |
| RESP CAA: LAINEN, PAUL | OLM: SMIT AGNES           | MICROFILM: N          |
| PHONE: 0000041599      | OWNER FIRST:              | DOM: CLINCO MICHAEL J |
|                        |                           | LANGUAGE: E ENGLISH   |

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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08W35W [REDACTED] Y           |
| CITY: CRANBERRY TWP   | YR/MDL: 2005.0 MUR MILEAGE: 76900       |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 03 / 23 / 05               |
| DAY PH: [REDACTED]    | RTL DLR: 3733 LEGACY NISSAN OF LONDON   |
| EVE PH: [REDACTED]    | SVC DLR: 09095 WRIGHT AUTOMOTIVE GROUP  |
| DLR PH: 724 935 4646  | RESP DLR: 09095 WRIGHT AUTOMOTIVE GROUP |
| VCAN: N               | REGION: 36 DIST: SL/SV/PT: 02 02 32     |
| PAID: 3               |                                         |
| 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) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 24000 # NISSAN/INFINITI VEHICLES: 2  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: 40000 (PT) MONTHS: MILES: 16000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 14 / 08     | XFER/RSPNSBLTY: 36 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 21 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 21 / 08    | DATANET (Y/N): 10 / 15 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZIR568N 10/14/2008

CRR-IC PREVIOUS RELATED/UNRELATED FILES FOUND: NONE.

CRR-IC VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, ONE CONTACT NUMBER C PROVIDED

CRR-IC THE RESPONSIBLE DEALER.

CRR-IC PREVIOUS NISSAN VEH: "C STATED MANY NISSAN VEH"

CRR-IC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 04/28/06 09095

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 04/28/06 09095

CRR-IC MADE C AWARE THERE ARE NO OPEN RECALLS ON THE VEH. @10/14-ZIR568N

C STATED C IS HAVING ISSUES WITH THE DRIVERS SEAT THE FRAME OF THE SEAT CAME LOOSE AND C SAW ON A NON-NISSAN BULETIN REFERRING TO THIS PROBLEM THAT ADVISES CONSUMERS TO GO TO NHTSA TO LODGE A COMPLAINT. @10/14-ZIR568N

C STATED C IS REQUESTING OF NISSAN THAT THIS BE COVERED DUE TO THE BULETIN EVEN THOUGH IT IS A NON-NISSAN SITE AS IT IS A KNOWN ISSUE. @10/14-ZIR568N

C STATED C IS FULLY AWARE C IS OUT OF WARRANTY BUT ASKS THAT NISSAN REVIEW C'S CASE REGARDLESS AND FEELS NNA SHOULD NOT BE TURNING THERE HEADS KNOWING THERE ARE PROBLEMS WITH THE SEATS IN THESE VEH. @10/14-ZIR568N

CRR-IC FORWARDING TO RCAS FOR REVIEW. @10/14-ZIR568N

C STATED C IS AWARE THERE ARE NO GARUNTEES. @10/14-ZIR568N

CRR-IC OFFERED FURTHER ASSISTANCE, C SATISFIED.

CRR-IC PROVIDED C WITH NAME, FILE NUMBER AND EXTENSION. @10/14-ZIR568N  
@10/14-ZIR568N

C STATED C WAS AT THE DLR YESTERDAY. @10/14-ZIR568N

\*\*\*\*\* @10/14-ZAP190N

RCAS-AP IN RECEIPT OF FILE ON 10/14/08 AT 11:05 AM EST AND DATANETTED FILE TO DLRSH. @10/14-ZAP190N

\*\*RCAS-AP TO FOLLOW UP ON 10/15/08. @10/14-ZAP190N

\*\*\*\*\*

\*\*\*RCAS-MF ASSITING RCAS-AP ON 10/15.

RCAS-MF CONTACTED C ON 10/15 AT 907AM EST. RCAS-MF LEFT VMX. @10/15-ZMF628N

\*\*RCAS-AP CALLED SM-R.J. WACHTER ON 10/17/08 AT 1:49 PM EST AND RECEPTIONIST ADVISED RCAS-AP THAT SM IS ON VACATION UNTIL 10/20/08. @10/17-ZAP190N

\*\*RCAS-AP CALLED C ON DAY/EVE NUMBER ON 10/17/08 AT 1:52 PM EST AND LEFT VMX.

\*\*RCAS-AP TO FOLLOW UP ON 10/21/08. @10/17-ZAP190N

\*\*\*\*\*

@10/21-ZAP190N

RCAS-AP CALLED SM-R.J. WACHTER ON 10/21/08 AT 9:48 AM EST AND SPOKE WITH SM. SM STATED THAT SM RAN GRT AND C ENDED UP HAVING TO PAY \$50, BUT C WAS AT THE DLRSH. YESTERDAY, AND HAS ALREADY BEEN TAKEN CARE OF. RCAS-AP THANKED SM.

\*\*RCAS-AP CALLED C ON DAY/EVE NUMBER ON 10/21/08 AT 10:18 AM EST AND SPOKE WITH C. C STATED THE DLRSH. INSTALLED A NEW BRACKET YESTERDAY AND C WAS ONLY CHARGED \$50. C STATED C WAS DISAPPOINTED BY THE WAY THE DLRSH. HANDLED THIS AND IF IT WASN'T FOR C'S PERSISTANCE IN THE MATTER, C WOULD HAVE BEEN CHARGED OVER \$600 FOR THIS REPAIR. AND C WANTED NISSAN TO BE AWARE OF THAT. RCAS-AP ASSURED C THAT ALL OF C'S CONCERNS WOULD BE DOCUMENTED IN THE FILE. C UNDERSTOOD. RCAS-AP ADVISED C THAT IF C HAS ANY FURTHER CONCERNS, C CAN CALL BACK INTO 1-800-NISSAN-1. C UNDERSTOOD. @10/21-ZAP190N

\*\*RCAS-AP CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @10/21-ZAP190N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 09095         | EFFECTIVE: 10 / 14 / 08   | 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: ZIR568N        |                     |
| HISTORY:                | UPDATE BY: ZAP190N        |                     |
| SVC CALL#:              | UPDATE DATE: 10 / 21 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 10 / 21 / 08  | MICROFILM: N        |
| RESP CAA: PLATI, AMANDA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041501       | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:12 PM

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

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|                        |            |                           |                          |                |   |
|------------------------|------------|---------------------------|--------------------------|----------------|---|
| NAME:                  | [REDACTED] | SC: NONE                  | VIN: JN8AZ08W55W         | [REDACTED]     | Y |
| STREET:                | [REDACTED] | YR/MDL: 2005.0            | MUR                      | MILEAGE: 38000 |   |
| CITY: YORKTOWN HEIGHTS |            | IN SVC DATE: 01 / 17 / 06 |                          |                |   |
| ST/ZIP: NY [REDACTED]  | VCAN: N    | RTL DLR: 07167            | GEIS NISSAN, INC.        |                |   |
| DAY PH: [REDACTED]     | PAID: 3    | SVC DLR: 5100             | CURRY NISSAN             |                |   |
| EVE PH: [REDACTED]     | SUSP: 0    | RESP DLR: 5100            | CURRY NISSAN             |                |   |
| DLR PH: 914 528 4347   | DENY: 0    | REGION: 26                | DIST: SL/SV/PT: 01 01 31 |                |   |

|                                          |                    |                               |
|------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI        | MILES              | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: 5100 CURRY NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:          | MILES: 2000        | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 14 / 08     | XFER/RSPNSBLTY: 26 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 28 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 27 / 08    | DATANET (Y/N): 10 / 15 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                       |
|----|---------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER)   |
| AV | INTERIOR ELECTRICAL | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZLR000N 10/14/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-LR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 06/14/06 07167

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 01/29/07 07167

CRR-LR ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH: MAX-00

CRR-LR RECEIVED CALL FROM C'S WIFE LISA

C STATES THAT THE DRIVER'S SEAT CAME OFF THE TRACK. C STATES THAT C'S HUSBAND  
DRIVES THE VEH WHICH ONLY HAS 38000 MILES ON IT SO C IS OUT OF WARRANTY. C  
STATES THAT C'S HUSBAND SAID ONE DAY WAS MOVING IN THE SEAT AND THE SEAT  
LITERALLY CAME OFF THE TRACK. C STATES BECAUSE C IS OUT OF WARRANTY THAT THIS  
WOULD NOT BE COVERED FOR C. C STATES HAD TO APY OVER \$1000 TO GET THIS FIXED.  
C STATES BLOWN AWAY THAT THIS SEAT WOULD BREAK. C STATES THAT C'S HUSBAND IS  
NOT A HEAVY MAN. C STATES THE ONLY TIME THAT THIS SEAT GETS MOVED IS WHEN C'S  
HUSBAND GETS IN THE VEH AND TURNS THE IGNITION ON AND THE SEAT WILL ADJUST  
ITSELF. C STATES IS VERY UPSET THAT C GOT CHARGED ALL THIS MONEY FOR FIXING  
THIS SEAT. C STATES THE PART COST C \$735.84 AND THE LABOUR WAS \$299.57. C  
STATES WOULD LIKE TO SEE IF THERE IS ANYWAY THAT NISSAN WOULD REIMBURSE C FOR  
THIS @10/14-ZLR000N

CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY END OF THE NEXT BUSINESS DAY  
C UNDERSTANDS

CRR-LR OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-LR GAVE NAME, FILE NUMBER AND EXTENSION

C THANKED CRR-LR FOR ASSISTANCE, C SATISFIED

C AWAITING RESPONSE FROM RCAS @10/14-ZLR000N

\*\*\*RCAS-OW REVIEWED FILE ON 10/14/08 AT 3:54PM EST. RCAS UPDATED SERVICING  
DLR AND DATANETTED FILE. RCAS WILL BE PLACING CALL TO C ON 10/15/08 TO  
DISCUSS FILE FURTHER. @10/14-ZOW482N

RCAS-MB ASSISTING RCAS-OW WITH FILE. RCAS-MB CALLED C ON 10/15/2008 AT 8:52AM  
EST ON DAY NUMBER, SPOKE WITH C'S WIFE LISA. C'S WIFE WILL BE REFERRED TO AS C  
RCAS-MB INQUIRED INTO C'S REQUEST. C STATES C FEELS THAT THE SEAT WAS  
DEFECTIVE AND C SHOULD NOT OF BEEN RESPONSIBLE FOR THE REPAIR COST. C STATES C  
WOULD LIKE NNA TO REIMBURSE C. RCAS-MB INQUIRED INTO WERE THE REPAIR WAS DONE.  
C STATES AT THE NISSAN DLRSH. RCAS-MB INQUIRED IF C COULD FAX C'S R/O, PROOF  
OF REGISTRATION AND PROOF OF PAYMENT TO 615-267-7713. RCAS-MB ADVISED C THAT  
ONCE THE FAX IS RECEIVED RCAS-OW WILL SUBMIT C'S REQUEST FOR REIMBURSEMENT  
AND FOLLOW UP WITH C ON 10/17/2008. C UNDERSTANDS AND THANKED RCAS-MB FOR  
CALLING. RCAS-MB PROVIDED C WITH RCAS-OW'S NAME, EXT AND PHONE NUMBER.

\*\*\*\*\* @10/15-ZMB827N

RCAS-OW PLACED CALL TO SM-JIM LATASSA ON 10/17/08 AT 8:49AM EST. RCAS LEFT  
VMX. @10/17-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C'S WIFE LISA FINE ON 10/17/08 AT 8:56AM EST.  
RCAS EXPLAINED THAT RCAS-MB WILL BE CONTINUING TO WORK THE FILE AND WILL  
BE FOLLOWING UP ON 10/21/08 TO ADVISE AS TO THE STATUS OF THE FILE. RCAS  
EXPLAINED THAT ALL THE PROPER PARTIES NEED TO BE INVOLVED IN DETERMINING IF  
NNA IS IN A POSITION TO REIMBURSE C. C UNDERSTANDS. RCAS EXPLAINED THAT  
A VMX HAS BEEN LEFT FOR SM-JIM LATASSA AND RCAS-OW IS CURRENTLY AWAITING  
CALL BACK. C EXPLAINED THAT C WAS VERY HAPPY AND IMPRESSED WITH THE PROGRESS

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ON THE FILE AND ALSO STATED THAT EVERYONE HAS BEEN PROFESSIONAL AND POLITE. RCAS WAS HAPPY TO HEAR. RCAS ENSURED THAT C HAD THE NUMBER FOR RCAS-MB IN CASE THERE WAS ANY FURTHER QUESTIONS OR CONCERNS. C THANKED RCAS FOR CALLING.  
@10/17-ZOW482N

RCAS-KM CONTACTED SM-JIM LATASSA 9:26 AM EST 10/21/08 - LEFT VMX.

RCAS-KM CHECKED FOR GRT - NOT RAN. @10/21-ZKM698N

RCAS-KM LEFT VMX FOR SM-JIM LATASSA 10:37 AM EST 10/23/08. @10/23-ZKM698N

RCAS-KM CONTACTED SM-JIM LATASSA 9:34 AM EST 10/24/08 @10/24-ZKM698N

RCAS-KM REQUESTED FOR SM-JIM TO RUN GRT FOR POSSIBLE ASSISTANCE. SM-JIM INFORMED C IS NOT A REGULAR SERVICING CUSTOMER AT DLR BUT WILL RUN GRT AND CALLBACK TO RCAS-KM.  
@10/24-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 9:39 AM EST 10/24/08. @10/24-ZKM698N

RCAS-KM RECEIVED VMX FROM SM-JIM LATASSA INFORMING GRT - NOT RECOMMENDED 10:20 AM EST 10/24/08. @10/24-ZKM698N

RCAS-KM VERIFIED IN CPIA GRT - NOT RECOMMENDED. @10/24-ZKM698N

\*\*\*RCAS-OW PLACED CALL TO C ON 10/27/08 AT 12:50PM EST. C STATED THAT C IS NOT SURE ON HOW THE SEAT BROKE HOWEVER, EXPLAINED THAT C DID NOT KNOW C WAS ABLE TO PUT IN A REQUEST FOR SPECIAL FINANCIAL ASSISTANCE TOWARDS THE COST OF THE REPAIR BEFORE C WENT AHEAD AND PAID FOR THE REPAIRS. RCAS APOLOGIZED AND EXPLAINED THAT THE BASIC WARRANTY IS OVER BY 2000 MILES AND THE SEAT BREAKING IS NOT A WARRANTABLE DEFECT. RCAS EXPLAINED THAT IF THERE IS A RECALL PUT OUT IN THE NEAR FUTURE REGARDING THIS YR/MODEL VEHICLE AND COMPONENT, C HAS THE OPTION OF PUTTING IN A REQUEST TO NNA FOR REIMBURSEMENT HOWEVER, UNTIL THIS HAPPENS NNA WOULD NOT BE IN A POSITION TO REIMBURSE C. C IS BLOWN AWAY BY THE RESULT AND EXPLAINED THAT SM-JIM LATASSA WILL BE CONTACTED TO DISCUSS THE FILE FURTHER. RCAS EXPLAINED THAT THIS IS THE FINAL DECISION WHICH CANNOT BE OVERTURNED AT THIS TIME. C UNDERSTANDS. RCAS ASKED IF THERE WAS ANYTHING FURTHER THAT RCAS WOULD BE ABLE TO DO FOR C. C DECLINED. RCAS WILL BE CLOSING THE FILE AS NO FURTHER ACTION IS REQUIRED AT THIS TIME. @10/27-ZOW482N  
\*\*\*RCAS-OW CHECKED TREAD ACT CODES AND CLOSED FILE. @10/27-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: N           | ACTION CODE: NT1G         | ROOT CAUSE: SNFA    |
| 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: 5100         | EFFECTIVE: 10 / 14 / 08   | 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: ZLR000N        |                     |
| HISTORY:               | UPDATE BY: ZOW482N        |                     |
| SVC CALL#:             | UPDATE DATE: 10 / 27 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 10 / 27 / 08  | MICROFILM: N        |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: YAKIM DAVID N  |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08W15W [REDACTED] Y  
CITY: HOSCHTON YR/MDL: 2005.0 MUR MILEAGE: 62500  
ST/ZIP: GA [REDACTED] IN SVC DATE: 05 / 06 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3808 SUTHERLIN NISSAN MALL/GA  
EVE PH: [REDACTED] PAID: 4 SVC DLR: 3808 SUTHERLIN NISSAN MALL/GA  
DLR PH: 678 714 1885 SUSP: 0 RESP DLR: 3808 SUTHERLIN NISSAN MALL/GA  
DENY: 0 REGION: 34 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 5 MILES: 26500 (PT) MONTHS: MILES: 2500

ORIG CODE: CT 11 OPEN DATE: 10 / 15 / 08 XFER/RSPNSBLTY: 34 01 S  
CONTACT (S): FOLLOWUP DATE: 10 / 22 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 10 / 20 / 08 DATANET (Y/N): 10 / 17 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZMW118N 10/15/2008

PREVIOUS FILES FOUND: NONE.

@10/15-ZMW118N

RELATED: NONE.

UNRELATED: NONE.

CRR-MW VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-MW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06

CRR-MW ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

CRR-MW RECEIVED CALL FROM C.

C STATED THAT C TOOK THE VEH AT THE DLR BECAUSE THE DRIVER SEAT BROKE DOWN  
AND DURING THAT TIME THE VEH IS STILL UNDER THE WARRANTY.

C STATED THAT THE DLR TRIED FIXING THE PART THREE TIMES HOWEVER

C EXPERIENCED THE SAME PROBLEM. C STATED THAT THE PROBLEM HAPPENED

AGAIN AND THIS TIME THE VEH IS OOW SO THE DLR CHARGED C FOR \$353.

C IS ASKING IF THERE IS ANY CHANCE FOR REIMBURSEMENT BECAUSE

THE DLR ALREADY TRIED FIXING THE PROBLEM FOUR TIMES.

CRR-MW ADVISED C THAT CRR-MW WILL TRANSFER C'S FILE TO RCAS

AND THAT C WILL BE RECEIVING A CALLBACK BY THE END OF THE  
NEXT BUSINESS DAY. C UNDERSTOOD.

C THANKED CRR-MW FOR ASSISTANCE, C SATISFIED.

CRR-MW OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-MW GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-MW TRANSFERRING FILE TO RCAS.

@10/15-ZMW118N

\*\*

RCAS-MW DATANETTED FILE. 10/16.

\*

@10/16-ZMW999N

RCAS-MW LEFT VMX FOR SM PAUL NEWTON, 10/16, 8:44AM EST.

RCAS-MW CONTACTED C AT DAY/EVENING NUMBER, 10/16, 11:37AM EST. C STATED C IS  
REQUESTING REIMBURSEMENT FOR REPAIR TO SEAT. RCAS-MW INQUIRED IF C HAS COPIES  
OF WORKORDERS C STATED NO. C STATED C HAS MOST RECENT WORKORDER ONLY.

RCAS-MW REQUESTED C FAX WORKORDER TO RCAS-MW. RCAS-MW PROVIDED FAX NUMBER  
615-967-2733. C STATED C WILL FAX TOMORROW. RCAS-MW ADVISED RCAS-MW WILL LOOK  
INTO REIMBURSEMENT AND CONTACT C BACK BY 10/22. C THANKED RCAS-MW FOR CALLING.

\*\*

@10/16-ZMW999N

RCAS-MW SPOKE WITH SM PAUL NEWTON, 10/17, 8:34AM EST. SM ADVISED C PAID AT  
TOTAL OF \$248.00 INCLUDING TAX. SM ADVISED REPAIR WAS FOR SEAT ADJUSTOR. SM  
ADVISED C HAS DONE A FEW OIL CHANGES. RCAS-MW REQUESTED ALL WORKORDERS BE  
FAXED TO RCAS-MW. SM ADVISED WILL FO SO.

\*

@10/17-ZMW999N

RCAS-MW IN RECEIPT OF FAX FROM DLR. 10/17.

\*

@10/17-ZMW999N

RCAS-MW REVIEWED WORKORDERS SENT FROM DLR, 10/20. RCAS-MW NOTING WORKORDERS  
FOR SEAT CONCERNS AS FOLLOWS: 11/09/07 AT 42332 MILES; 03/27/08 AT 48790

MILES; 09/30/08 AT 61264 MILES (DIAGNOSTIC CHARGE ONLY OF \$105.00); AND

10/14/08 AT 63997 MILES (REPAIR). RCAS-MW NOTING C WAS CHARGED \$248 FOR REPAIR  
FROM 10/14.

\*

@10/20-ZMW999N

RCAS-MW CONTACTED ASSISTANT SM KEVIN PARSONS, 10/20, 8:50AM EST. RCAS-MW  
INQUIRED IF C SHOULD HAVE BEEN CHARGED DIAGNOSTIC FEE OR IF FEE WAS  
INCORPORATED INTO COST OF REPAIRS. SM ADVISED THAT LABOR COST OF REPAIR

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WAS REDUCED BY COST OF DIAGNOSTIC FEE (\$105). @10/20-ZMW999N

\* @10/20-ZMW999N

RCAS-MW LEFT VMX FOR ORM-RD, 10/20, 9:08AM EST. @10/20-ZMW999N

\* @10/20-ZMW999N

RCAS-MW SPOKE WITH ORM-RD, 10/20, 12:23PM EST. ORM-RD ADVISED ORM DOES NOT SEE ANY REASON TO OFFER REIMBURSEMENT. ORM-RD ADVISED GOODWILL ASSISTANCE WAS OFFERED PREVIOUSLY. @10/20-ZMW999N

RCAS-MW CONTACTED C AT DAY/EVENING NUMBER, 10/20, 3:00PM EST. RCAS-MW ADVISED C THAT RCAS-MW HAD REVIEWED C'S REQUEST WITH NNA. RCAS-MW ADVISED NNA IS NOT IN POSITION TO ASSIST FINANCIALLY WITH THIS CASE. RCAS-MW ADVISED C THAT NNA HAD ASSISTED FINANCIALLY WITH REPAIR DONE IN 11/07 AT 42332 MILES.

RCAS-MW ADVISED THAT REPAIR WAS COVERED BY PARTS WARRANTY FOR 12 MONTHS OR 12000 MILES. RCAS-MW ADVISED NNA IS NOT ABLE TO OFFER REIMBURSEMENT IN THIS CASE. C STATED C UNDERSTOOD. C STATED C WAS NOT AWARE THAT NNA HAD PREVIOUSLY OFFERED FINANCIAL ASSISTANCE.

\* @10/20-ZMW999N

RCAS-MW CLOSING FILE, 10/20. @10/20-ZMW999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT MELISSA, NISSAN CONSUMER AFFAIRS, TO DISCUSS THIS FILE, THANKS.

866-799-1690 EXT 1478

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3808            | EFFECTIVE: 10 / 15 / 08   | 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: ZMW118N        |                     |
| HISTORY:                  | UPDATE BY: ZMW999N        |                     |
| SVC CALL#:                | UPDATE DATE: 10 / 20 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 10 / 20 / 08  | MICROFILM: N        |
| RESP CAA: WATSON, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041478         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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REQUESTED BY: lattad

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**SC: ONE CONTRACT**

|                       |                                      |
|-----------------------|--------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W06W [REDACTED] Y        |
| STREET: [REDACTED]    | YR/MDL: 2006.0 MUR MILEAGE: 70338    |
| CITY: CONIFER         | IN SVC DATE: 11 / 15 / 05            |
| ST/ZIP: CO [REDACTED] | RTL DLR: 3734 MIDWAY NISSAN          |
| DAY PH: [REDACTED]    | SVC DLR: 237 EMPIRE LAKEWOOD NISSAN  |
| EVE PH: [REDACTED]    | RESP DLR: 237 EMPIRE LAKEWOOD NISSAN |
| DLR PH: 303 232 8881  | REGION: 48 DIST: SL/SV/PT: 02 02 32  |
| VCAN: Y               |                                      |
| PAID:                 |                                      |
| SUSP:                 |                                      |
| DENY:                 |                                      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 17958 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 237 EMPIRE LAKEWOOD N  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 34338 (PT) MONTHS: MILES: 10338

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 15 / 08     | XFER/RSPNSBLTY: 48 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 03 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 03 / 08    | DATANET (Y/N): 10 / 17 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |



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C. A. R. COMMENTS

FILE OPENED-ZMS039N 10/15/2008

PREVIOUS FILES FOUND: NONE

@10/15-ZMS039N

RELATED: NONE

UNRELATED: NONE

CRR-MS VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-MS CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 05/10/06 3376

CRR-MS ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-MS RECEIVED CALL FROM C AND C'S WIFE [REDACTED] . @10/15-ZMS039N

C STATED THE SEAT OF THE VEH IS BROKEN. C STATED THE WELDED PART OF THE VEH  
BROKE. C STATED C THINKS THAT THERE'S A PROBLEM ON THE QUALITY OF THE FRAME.  
C STATED C TOOK THE VEH TO EMPIRE LAKEWOOD NISSAN FOR THE ISSUE AND THE DLR  
WAS CHARGING C FOR AROUND \$700 FOR DIAGNOSIS/REPAIRS AS THE VEH IS NO LONGER  
UNDER WARRANTY. C STATED C CALLED IN TO REQUEST FOR GOODWILL ASSISTANCE FROM  
NISSAN TO COVER THE REPAIRS FOR THE DRIVER SEAT. CRR-MS ADVISED C THAT CRR-MS  
WOULD REFER C'S CASE TO THE NEXT LEVEL AGENT FOR POSSIBLE GOODWILL ASSISTANCE.  
C UNDERSTOOD AND AGREED. @10/15-ZMS039N

C THANKED CRR-MS FOR ASSISTANCE, C SATISFIED.

CRR-MS OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-MS GAVE C NAME, EXTENSION AND FILE NUMBER.

@10/15-ZMS039N

CRR-MS TRANSFERRING CALL TO C GROUP.

@10/15-ZMS039N

>>>

CRR-EF RECEIVED CALL FROM AB GROUP.

CRR-EF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR. @10/15-ZEF000N

CRR-EF UPDATED DAYTIME NUMBER.

CRR-EF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/15-ZEF000N

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 05/10/06 3376

CRR-EF INFORMED C THERE ARE NO OPEN RECALLS.

@10/15-ZEF000N

C STATES THAT C WOULD LIKE C'S SEAT REPAIRED.

C STATES THAT C'S FRAME NEEDS TO BE REPLACED.

@10/15-ZEF000N

C STATES THAT C BROUGHT THE VEH TO THE DLR ON 10/13/08:

237 EMPIRE LAKEWOOD NISSAN

C STATES THAT C SPOKE TO SA-RICH OSTER.

C STATES THAT SA ADVISED C THAT THE REPAIR WOULD NOT BE COVERED UNDER  
WARRANTY OR C'S VSC.

C STATES THAT C DID NOT ABUSE THE VEH NOR DID C EVER HAVE AN ACCIDENT.

C STATES THAT C WOULD LIKE NNA TO REPAIR THE VEH FREE OF CHARGE.

CRR-EF ADVISED C CRR-EF WILL FORWARD FILE TO RCAS FOR REVIEW.

CRR-EF ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY.

C UNDERSTANDS.

CRR-EF OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-EF GAVE NAME, EXTENSION AND FILE NUMBER.

@10/15-ZEF000N

C THANKED CRR-EF FOR ASSISTANCE, C SATISFIED.

C AWAITING RESPONSE FROM RCAS.

@10/15-ZEF000N

>>>

@10/15-ZEF000N

\*\*\*

@10/16-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 10/16/08 3:06PM EST

RCAS-SR LEFT VMX ADVISED FOR FOLLOW UP 10/22

@10/16-ZSR768N

@10/16-ZSR768N

\*\*\*\*\*

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CRR-KP RECEIVED A CALL FROM C'S WIFE [REDACTED].  
CRR-KP VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.  
C STATED THAT C WANTS TO GET IN TOUCH WITH CRR-EF.  
CRR-KP INFORMED C THAT AS PER THE DOCUMENTATION, RCAS-SR WILL CALL C TODAY.  
C PROVIDED ANOTHER NUMBER: [REDACTED]  
CRR-KP TAKE NOTE ON C'S CONCERN.  
C THANKED CRR-KP FOR ASSISTANCE, C SATISFIED. @10/22-ZKP796N  
CRR-KP OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-KP GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-KP EXITING FILE. @10/22-ZKP796N

\*\*\*\*\*

RCAS-NS ASSISTING WITH FILE.  
RCAS-NS CALLED C ON DAY/EVE PHONE AT 7:08 PM EST, 10/22/08 AND LEFT VMX,  
SETTING FOLLOW UP FOR 10/27/08. @10/22-ZNS909N

\*\*\*\*

@10/27-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 10/27/08 6:43PM EST  
RCAS-SR LEFT VMX @10/27-ZSR768N

\*\*\*

@10/29-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 10/29/08 6:44PM EST  
RCAS-SR NOTING FAX MACHINE PICKED UP @10/29-ZSR768N

\*\*\*

@11/03-ZSR768N

RCAS-SR PLACED CALL TO 237\_\_ EMPIRE LAKEWOOD NISSAN 11/03/08 5:16PM EST  
RCAS-SR SPOKE WITH SM CORKEY MORROW @11/03-ZSR768N

RCAS-SR INQUIRED HOW DLR FELT ABOUT ASSISTING C WITH REPAIRS @11/03-ZSR768N

SM STATES THAT C WILL NEED TO REPLACE THE SEAT FRAME @11/03-ZSR768N

SM STATES THAT C IS NOT A GOOD SERVICING CUSTOMER @11/03-ZSR768N

SM STATES THAT SM DOES NOT THINK THAT C IS A GOOD CANDIDATE FOR GOOD WILL AS  
C'S VEH IS VERY FAR OUTSIDE 3/36 @11/03-ZSR768N

RCAS-SR UNDERSTOOD @11/03-ZSR768N

\*\*\*

@11/03-ZSR768N

RCAS-SR PLACED CALL TO C ON DAY/EVENING PHONE 11/03/08 6:09PM EST  
RCAS-SR JANA ELLIOT @11/03-ZSR768N

RCAS-SR ADVISED THAT RCAS HAD REVIEWED FILE @11/03-ZSR768N

RCAS-SR ADVISED THAT THIS REPAIR IS A 3/36 REPAIR , AND AT THIS TIME C'S VEH

IS JUST TO FAR OUTSIDE OF THE MANUFACTURER WARRANTY TO OFFER ASSISTANCE FOR  
THIS PATICULAR REPAIR @11/03-ZSR768N

C STATES THAT C FEELS THAT THERE IS NOTHING THAT C DID TO BREAK THE SEAT AND  
WOULD LIKE TO KNOW WHY THIS IS NOT BEING COVERED @11/03-ZSR768N

RCAS-SR APOLOGIZED AND ADVISED THAT NISSAN IS AWARE THAT SOMETIMES THERE ARE  
DEFECTS WITHIN WORKMANSHIP AND MATERIALS . AND THIS IS WHY NISSAN OFFERS A  
3/36 WARRANTY FOR THESE REPAIRS. @11/03-ZSR768N

RCAS-SR ADVISED THAT ONCE THE VEH IS OUT OF THIS PARAMETER THE CUSTOMER MAY  
NEED TO TAKE RESPONCIBILITY FOR THE REPAIRS SET FORTH FOR THE VEH.

RCAS-SR ADVISED THAT RCAS DID HOWEVER LOOK INTO THE POSSIBILITY OF PROVIDING  
OOW ASSISTANCE , BUT AT THIS TIME NNA WAS SIMPLY NOT IN THE POSITION TO ASSIST

C UNDERSTOOD AND STATES THAT C WILL NOT PURCHASE ANOTHER NISSAN VEH

C ENDED CALL @11/03-ZSR768N

RCAS-SR CLOSING FILE @11/03-ZSR768N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

DEALER ACTION:

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 237                | EFFECTIVE: 10 / 15 / 08   | 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: ZMS039N        |                     |
| HISTORY:                     | UPDATE BY: ZSR768N        |                     |
| SVC CALL#:                   | UPDATE DATE: 11 / 03 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 11 / 03 / 08  |                     |
| RESP CAA: ROBERTSON, SHANNON | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000041491            | OWNER FIRST:              | DOM: SILVER, STEVE  |
|                              |                           | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:13 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 11/15/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 365       | RCDC02817187 | 237 CO              | 11/15/2005        | 11/15/2010     | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: RCDC02817187                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: C                           | PLAN TYPE:                           |
| PLAN TERM: C                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 11/15/05                    | EFFECTIVE:                           |
| EXPIRES: 11/15/10    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 2/26/2007                 | TRANSACTION:                         |
| PRINTED: 03/03/07                      | PRINTED:                             |
| DEALER NO: 237            STATE:    CO | DEALER NO:                    STATE: |
| DEALER NAME: EMPIRE LAKEWOOD NISSAN    | DEALER NAME:                         |
| -----+-----                            |                                      |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: STONEHAM  
ST/ZIP: MA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 781 835 3500

VCAN: Y  
PAID: 3  
SUSP: 0  
DENY: 0

VIN: JN8AZ08T65W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 59190  
IN SVC DATE: 04 / 09 / 05  
RTL DLR: 3957 IRA NISSAN WOBURN  
SVC DLR: 3957 IRA NISSAN WOBURN  
RESP DLR: 3957 IRA NISSAN WOBURN  
REGION: 26 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: 23190 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 17 / 08 XFER/RSPNSBLTY: 26 10 S  
CONTACT (S): FOLLOWUP DATE: 11 / 10 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 11 / 07 / 08 DATANET (Y/N): 10 / 20 / 08

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | ZB     | BROKEN/CRACKED                      |

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C. A. R. COMMENTS

FILE OPENED-ZMH815N 10/17/2008

PREVIOUS RELATED/UNRELATED FILES FOUND: NONE

CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING  
PHONE. AND RESPONSIBLE DLR.

CRR-MH CHECKED OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CRR-MH INFORMED C OF NO OPEN RECALLS.

PREVIOUS NISSAN/INFINITI VEHICLES: NONE @10/17-ZMH815N

CRR-MH RECEIVED CALL FROM C WHO STATED THAT C'S DRIVERS SEAT IS BROKEN AND  
THIS HAPPENED TWO DAYS AGO AND C TOOK THE VEH TO THE DLRSHIP AND C WAS  
INFORMED THAT THE SEAT IS NOT COVERED UNDER C'S VEH'S WARRANTY AND C HAS BEEN  
LOOKING ON THE INTERNET FOR RECALLS ON C'S VEH SEAT AND C FOUND MANY OTHER  
MURANO OWNERS WITH THE SAME PROBLEM. @10/17-ZMH815N

C IS ASKING NISSAN TO COVER THE COST OF C'S NEW SEAT AS C FEELS THAT THIS  
A PROBLEM WITH C'S VEH AND THE MURANOS IN GENERAL. @10/17-ZMH815N

CRR-MH INFORMED C THAT A REGIONAL SPECIALIST WILL BE GETTING A HOLD OF DLRSHIP  
AND CUSTOMER BY THE END OF THE NEXT BUSINESS DAY. @10/17-ZMH815N

CRR-MH OFFERED C ADDITIONAL ASSISTANCE. C DECLINED

CRR-MH GAVE C NAME, EXTENSION AND FILE NUMBER

CRR-MH TRANSFERRING FILE TO RCAS FOR FURTHER REVIEW. @10/17-ZMH815N

\*\*\*\*\* @10/17-ZMH815N

RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE. @10/17-ZMB827N

RCAS-MB UPDATED OOW MONTHS. @10/20-ZMB827N

RCAS-MB CALLED C ON 10/20/2008 AT 1:27 PM EST ON DAY NUMBER, SPOKE WITH C.  
RCAS-MB INQUIRED INTO C'S CONCERN WITH THE SEAT. C STATES C'S VEH IS NOT  
SAFE TO DRIVE BECAUSE WHEN C GOES AROUND A CORNER C'S DRIVERS SEAT MOVES.  
RCAS-MB INQUIRED INTO THE LOCATION OF C'S VEH. C STATES THE VEH IS IN C'S  
POSSESSION. RCAS-MB INQUIRED INTO THE COST OF THE REPAIR. C STATES C WAS NOT  
GIVEN A COST OF THE REPAIR C WAS JUST ADVISED TO CONTACT NNA FOR ASSISTANCE  
WITH THE REPAIR AS THE DLRSHIP WOULD BE CHARGING C FOR THE REPAIR. RCAS-MB  
UNDERSTANDS AND ADVISED C THAT RCAS-MB WILL CONTACT THE DLRSHIP FOR THE  
REPAIR COST AND FOLLOW UP WITH C ON 10/22/2008. C UNDERSTANDS AND THANKED  
RCAS-MB FOR CALLING. @10/20-ZMB827N

\*\* @10/20-ZMB827N

RCA-MB CALLED IRA NISSAN WOBURN ON 10/22/2008 AT 2:26 PM EST. UNABLE TO SPEAK  
WITH SM-PAUL MCCARTHY, SM IS NOT IN TODAY. RCAS-MB INQUIRED IF SM WILL BE IN  
ON 10/23/2008. RCAS-MB WAS ADVISED THAT SM WILL BE IN ON 10/23/2008. RCAS-MB  
WILL CONTACT SM ON 10/23/2008. @10/22-ZMB827N

\*\*\*

RCAS-MB CALLED C ON 10/22/2008 AT 2:27 PM EST ON DAY NUMBER, LEFT VMX WITH  
NAME, FILE, EXT AND PHONE NUMBER. RCAS-MB ADVISED C THAT RCAS-MB IS STILL  
LOOKING INTO C'S REQUEST AND WILL FOLLOW UP WITH C ON 10/24/2008.

\*\*\*\*\* @10/22-ZMB827N

RCAS-MB CALLED IRA NISSAN WOBURN ON 10/23/2008 AT 3:49 PM EST. LEFT VMX FOR  
SM-PAUL MCCARTHY, PROVIDED NAME, EXT AND PHONE NUMBER.

\*\*\* @10/23-ZMB827N

RCAS-MB CALLED IRA NISSAN WOBURN ON 10/24/2008 AT 8:58 AM EST, LEFT VMX FOR  
SM-PAUL MCCARTHY. PROVIDED NAME.EXT AND PHONE NUMBER. @10/24-ZMB827N

\*\*\*

RCAS-MB RECEIVED VMX FROM SM-PAUL MCCARTHY ON 10/24/2008. SM-PM ADVISED  
RCAS-MB THAT SM IS AVAILABLE NOW IF RCAS-MB WOULD LIKE TO CALL SM BACK.

\*\*\*\*\* @10/24-ZMB827N

RCAS-MB CALLED IRA NISSAN WOBURN ON 10/24/2008 AT 11:21 AM EST, SPOKE WITH SM-  
PAUL MCCARTHY. RCAS-MB INQUIRED INTO C'S CONCERN. SM-PM ADVISED RCAS-MB THAT

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C'S VEH NEEDS A SEAT REPAIR WHICH SM FEELS IS A KNOWN CONCERN WITH C'S MODEL OF VEH. SM-PM ADVISED RCAS-MB THAT SM DID RUN THE GRT FOR C'S REPAIR BUT IT WAS NOT RECOMMENDED. RCAS-MB INQUIRED INTO C'S SERVICING HISTORY. SM-PM ADVISED RCAS-MB THAT C IS A PRETTY GOOD SERVICING CUSTOMER AND THAT C HAS HAD BOTH C'S 30000 AND 60000 MILE MAINTENANCE DONE AT THE DLRSH, ALTHOUGH C DOES NOT HAVE C'S OIL CHANGES DONE AT THE DLRSH. SM-PM ADVISED RCAS-MB THAT C DOES SPEND MONEY ON MAINTENANCE AT THE DLRSH. RCAS-MB UNDERSTANDS AND INQUIRED INTO IF SM-PM FEELS THAT C SHOULD BE ASSISTED. SM-PM ADVISED RCAS-MB THAT SM FEELS THAT C SHOULD BE ASSISTED. RCAS-MB INQUIRED INTO THE COST OF THE REPAIR. SM-PM ADVISED RCAS-MB THAT THE COST OF THE REPAIR IS THE AMOUNT THAT WAS RUN THROUGH THE GRT. RCAS-MB ACCESSED CPIA AND CONFIRMED THE REPAIR COST IS \$365.57. RCAS-MB INQUIRED IF SM-PM WOULD LIKE TO CONTACT DPSM-AS FOR ASSISTANCE. SM-PM ADVISED RCAS-MB TO CONTACT DPSM-AS FOR ASSISTANCE. RCAS-MB AGREED AND THANKED SM-PM FOR ASSISTANCE.

@10/24-ZMB827N

\*\*\*

@10/24-ZMB827N

RCAS-MB CALLED DPSM-AS ON 10/24/2008 AT 11:39 AM EST. SPOKE WITH DPSM-AS. RCAS-MB EXPLAINED C'S CONCERN WITH C'S SEAT TO DPSM-AS. RCAS-MB ADVISED DPSM-AS THAT C IS A FAIRLY GOOD SERVICING CUSTOMER AND SM-PAUL FEELS THAT C SHOULD BE ASSISTED WITH THE REPAIR EXPENSE. RCAS-MB ADVISED DPSM-AS THAT C'S REPAIR COST IS \$365.57. DPSM-AS INQUIRED INTO WHY THE CUSTOMER CONTACTED NNA. RCAS-MB ADVISED DPSM-AS THAT C WAS ADVISED TO CONTACT NNA BY THE DLRSH. DPSM-AS ADVISED RCAS-MB THAT IF WOULD OF BEEN EASIER IF SM-PM CONTACTED DPSM-AS DIRECTLY. RCAS-MB AGREES AND INQUIRED IF DPSM-AS IS WILLING TO OVER RIDE C'S REPAIR EXPENSE. DPSM-AS ADVISED RCAS-MB THAT DPSM IS WILLING TO COVER THE REPAIR EXPENSE. RCAS-MB ADVISED DPSM-AS THAT RCAS-MB WILL CONTACT SM-PM AND ADVISE. DPSM-AS UNDERSTANDS AND THANKED RCAS-MB. RCAS-MB THANKED DPSM-AS FOR ASSISTANCE.

@10/24-ZMB827N

\*\*\*

@10/24-ZMB827N

RCAS-MB CALLED C ON 10/24/2008 AT 12:43 PM EST ON DAY NUMBER. LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

@10/24-ZMB827N

RCAS-MB CALLED C ON 10/24/2008 AT 12:44 PM EST ON EVENING NUMBER. LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

@10/24-ZMB827N

\*\*\*\*

RCAS-MB CALLED IRA NISSAN WOBURN ON 10/24/2008 AT 12:45 PM EST, LEFT VMX FOR SM-PAUL MCCARTHY ADVISING SM THAT NNA WILL BE COVERING THE COST OF C'S REPAIR. RCAS-MB ADVISED SM-PM THAT RCAS-MB WAS SPEAKING WITH DPSM-AS AND WAS ADVISED THAT THE GRT WILL BE OVER RODE. RCAS-MB ADVISED SM-PM TO CONTACT RCAS-MB IF SM HAS ANY QUESTIONS. RCAS-MB PROVIDED NAME, EXT AND PHONE NUMBER.

\*\*\*\*\*

@10/24-ZMB827N

RCAS-MB CALLED C ON 10/28/2008 AT 10:24 AM EST ON DAY NUMBER. SPOKE WITH C. RCAS-MB INQUIRED INTO IF C HAS BEEN CONTACTED BY THE DLRSH. C STATES C HAS NOT. RCAS-MB ADVISED C THAT NNA IS WILLING TO ASSIST C WITH C'S REPAIR COST. RCAS-MB RECOMMENDED THAT C CONTACT THE DLRSH AND MAKE AN APPT TO HAVE THE REPAIR DONE. RCAS-MB REQUESTED C TO CONTACT RCAS-MB ONCE AN APPT HAS BEEN SET SO RCAS-MB WILL NOT NEED TO CALL C EVERY OTHER DAY FOR UPDATES. C UNDERSTANDS AND ADVISED RCAS-MB THAT C WILL CONTACT THE DLRSH AND FOLLOW UP WITH RCAS-MB WITH THE APPT INFO. RCAS-MB THANKED C AND ADVISED C THAT IF RCAS-MB DOES NOT HEAR FROM C RCAS-MB WILL FOLLOW UP WITH C ON 10/31/2008. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING.

@10/28-ZMB827N

\*\*\*

@10/28-ZMB827N

RCAS-MB CALLED C ON 10/31/2008 AT 11:59 AM EST ON DAY NUMBER. LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

@10/31-ZMB827N

RCAS-MB CALLED C ON 11/04/2008 AT 9:55 AM EST ON DAY NUMBER. LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

RCAS-MB CALLED C ON 11/04/2008 AT 9:57 AM EST ON EVENING NUMBER. LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

@11/04-ZMB827N



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\*\*\* @11/04-ZMB827N  
RCAS-MB CALLED C ON 11/06/2008 AT 8:38 AM EST ON DAY NUMBER, LEFT VMX WITH  
NAME, FILE, EXT AND PHONE NUMBER. @11/06-ZMB827N  
RCAS-MB CALLED C ON 11/06/2008 AT 8:39 AM EST ON EVENING NUMBER, LEFT VMX WITH  
NAME, FILE, EXT AND PHONE NUMBER. @11/06-ZMB827N  
\*\*\* @11/06-ZMB827N  
RCAS-MB RECEIVED VMX FROM C ON 11/06/2008 AT 5:33 PM EST, C STATES C'S VEH  
HAS BEEN REPAIRED AND C IS ALL SET. C STATES C CAN BE REACHED AT  
781-258-2837. @11/07-ZMB827N  
\*\*\* @11/07-ZMB827N  
RCAS-MB CALLED C ON 11/07/2008 AT 4:17 PM EST ON DAY NUMBER, LEFT VMX ADVISING  
C THAT RCAS-MB RECEIVED C'S VMX AND WILL BE CLOSING C'S FILE. @11/07-ZMB827N  
RCAS-MB ADVISED C TO CONTACT RCAS-MB IF C HAS ANY CONCERNS OF QUESTIONS C  
WOULD LIKE TO ASK. @11/07-ZMB827N  
RCAS-MB CLOSED FILE. @11/07-ZMB827N  
@11/07-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                             |                           |                      |      |
|-----------------------------|---------------------------|----------------------|------|
| SATISFIED: N                | ACTION CODE: NT1B         | ROOT CAUSE: DR800    | SNFA |
| 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: 3957              | EFFECTIVE: 10 / 17 / 08   | 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: ZMH815N        |                      |      |
| HISTORY:                    | UPDATE BY: ZMB827N        |                      |      |
| SVC CALL#:                  | UPDATE DATE: 11 / 07 / 08 |                      |      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 11 / 07 / 08  | MICROFILM: N         |      |
| RESP CAA: BECHARD. MARY ANN | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |      |
| PHONE: 0000041590           | OWNER FIRST:              | LANGUAGE: E ENGLISH  |      |

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DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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REQUESTED BY: lattad

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CA6319889

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:13 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 4/9/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 366       | RCDC02289508 | 3957 MA             | 4/9/2005          | 4/9/2010       | 100.000           | 4/16/2005      |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                |                |              |        |
|--------------------------------|----------------|--------------|--------|
| -----+-----                    |                |              |        |
| CONTRACT: RCDC02289508         |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |                | OWNER NAME:  |        |
| PLAN TYPE: C                   |                | PLAN TYPE:   |        |
| PLAN TERM: C                   |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/09/05            |                | EFFECTIVE:   |        |
| EXPIRES: 04/09/10              | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL: 04/16/05               | MILES: 48      | CANCEL:      | MILES: |
| TRANSFER:                      |                | TRANSFER:    |        |
| TRANSACTION: 5/13/2005         |                | TRANSACTION: |        |
| PRINTED: 04/15/05              |                | PRINTED:     |        |
| DEALER NO: 3957                | STATE: MA      | DEALER NO:   | STATE: |
| DEALER NAME: IRA NISSAN WOBURN |                | DEALER NAME: |        |
| -----+-----                    |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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SC: ONE CONTRACT

|                       |                             |                          |
|-----------------------|-----------------------------|--------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T65W [REDACTED] | Y                        |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 128900      |
| CITY: PARKVILLE       | IN SVC DATE: 08 / 20 / 05   |                          |
| ST/ZIP: MD [REDACTED] | VCAN: Y                     | RTL DLR: 3619            |
| DAY PH: [REDACTED]    | PAID: 7                     | SVC DLR: 3554            |
| EVE PH: [REDACTED]    | SUSP: 1                     | RESP DLR: 3554           |
| DLR PH: 301 890 8200  | 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)             |
| PROPERTY DAMAGE: N (Y/N)           | INJURY: N (Y/N)    | SENT TO LEGAL: N (Y/N)        |
| PREVIOUSLY REPAIRED: 00 / 00 / 00  | WHERE:             |                               |
| VEHICLE PURCHASED: NEW X PREOWNEI  | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: INDEPENDENT |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS: 2  | MILES: 92900       | (PT) MONTHS: MILES: 68900     |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 20 / 08     | XFER/RSPNSBLTY: 36 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 06 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 06 / 08    | DATANET (Y/N): 10 / 21 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZEL799N 10/20/2008

PREVIOUS FILES FOUND: NONE

@10/20-ZEL799N

CRR-EL VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-EL UP-DATED OWNER'S INFORMATION (ADDRESS, PHONE NUMBERS).

CRR-EL CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-EL ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-EL RECEIVED CALL FROM C'S DAUGHTER (REDACTED).

C STATED THAT C BROUGHT THE VEH TO THE NISSAN DLR LAST 12/22/06 BECAUSE THE  
DRIVER SEAT LIFTER LINK SLIDE ASSEMBLY IS BROKEN.

C STATED THAT THE PART THAT TIME WAS COVERED UNDER WARRANTY.

C STATED THAT THE PROBLEM OCCURS AGAIN.

@10/20-ZEL799N

C STATED THAT C BROUGHT THE VEH TO THE NISSAN DLR AGAIN LAST 10/18/08.

C STATED THAT SINCE C'S VEH WAS ALREADY 128.900 MILES THE PART IS NOT  
COVERED UNDER WARRANTY ANYMORE.

C STATED THAT C WANTED NISSAN TO PAY FOR THE ASSEMBLY SINCE THE PROBLEM OCCURS  
TWICE AND C THINKS THAT THE PART IS DEFECTIVE.

CRR-EL ADVISED C THAT CRR-EL WILL BE TRANSFERRING THE FILE TO RCAS THAT WILL  
REVIEW THE FILE AND WILL CALL C BACK BY THE END OF THE NEXT BUSINESS DAY.

C THANKED CRR-EL FOR ASSISTANCE, C SATISFIED.

CRR-EL OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-EL GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-EL TRANSFERRING FILE TO RCAS.

@10/20-ZEL799N

\*\*\*

RCAS-ED DATANETTED FILE AT 3:05 PM EST ON 10/20/08.

@10/20-ZED501N

\*\*\*\*\*

RCAS-MF ASSITING RCAS-ED ON 10/21.

@10/21-ZMF628N

RCAS-MF CONTACTED C ON 10/21 AT 830AM EST. RCAS-MF SPOKE WITH MRS. RCAS-MF  
ADVISED C THAT RCAS-ED IS OUT OF THE OFFICE AND WILL FOLLOW UP WITH C BY 10/23  
C STATES C WAS SUPPOSED TO RECEIVE AN ANSWER TODAY. RCAS-MF ADVISED C THAT C  
WAS TO RECEIVE A CALL BACK BY THE END OF BUSINESS TODAY.

\*\*\*\*\*

@10/21-ZMF628N

CRR-JP RECEIVED CALL FROM C.

CRR-JP VERFIED NAME AND ADDRESS.

CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
NONE.

CRR-JP ADVISED C NO OPEN RECALLS ON VEHICLE.

@10/22-ZJP000N

C STATES C WOULD LIKE TO KNOW WHAT IS GOING ON WITH C'S FILE.

@10/22-ZJP000N

CRR-JP ADVISED C IS DUE FOR CONTACT BY END OF BUSINESS [TOMMOROW.](#) @10/22-ZJP000N

C STATES NO THAT IS NOT WHAT WAS SAID.

@10/22-ZJP000N

CRR-JP ADVISED C THAT AN INTERNAL MESSAGE WILL BE SENT TO RCAS-ED.

C STATES C WOULD LIKE A CALLBACK AS SOON AS POSSIBLE.

@10/22-ZJP000N

CRR-JP SENDING INTERNAL MESSGAE.

@10/22-ZJP000N

CRR-JP EXITING FILE.

@10/22-ZJP000N

\*\*\*

RCAS-ED IN RECEIPT OF INTERNAL MESSAGE FROM CRR-JP.

\*\*\*

@10/22-ZED501N

RCAS-ED CONTACTED SM-GREG EDWARDS AT 2:45 PM EST ON 10/22/08. SM-GE STATES  
THAT C DOES SOME SERVICE AT THE DLRSH. @10/22-ZED501N

\*\*\*

@10/22-ZED501N

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CRR-EM RECEIVED CALL FROM C  
CRR-EM VERIFIED C'S NAME, ADDRESS AND DAY AND EVENING PHONE NUMBER  
CRR-EM CHECKED FOR OPEN/CLOSED RECALL/CAMPAIGN AND FOUND:  
C STATES THAT THE SEAT IS GETTING WORSE, C STATES THAT THE SEAT BROKE 2 YEARS  
AGO WHILE STILL UNDER WARRANTY AND NOW IT IS GETTING. C STATES THAT DLR INFORM  
C THAT IT WILL BE ABOUT \$1,100.00 TO GET SEAT REPAIRED. CRR-EM SENT EMAIL TO  
RCAS TO CONTACT C. C STATES THAT IF C DOES NOT GET CALL FROM RCAS C WILL WANT  
THE FILE ESCALATED TO SUPERVISOR. CRR-EM INFORMED C THAT AN INTERNAL MESSAGE  
HAS BEEN SEND TO RCAS TO CONTACT C. @10/22-ZEM495N

\*\*\*

RCAS-ED IN RECEIPT OF 2 INTERNAL MESSAGES FROM CRR-EM.

\*\*\*

@10/23-ZED501N

RCAS-ED ATTEMPTED TO CONTACT SM-GREG EDWARDS AT 9:20 AM EST ON 10/23/08 AND  
WAS ADVISED THAT SM-GE IS OUT OF THE OFFICE TODAY. RCAS-ED SPOKE TO SA-ROD  
BEAUMAN. SA-RB STATES THAT FULL COST OF REPAIR IS 677.14, WITH 550 FOR PART  
AND 127.08 FOR LABOR.

\*\*\*

@10/23-ZED501N

CRR-JP RECEIVED CALL FROM C.  
CRR-JP VERIFIED NAME AND ADDRESS.  
CRR-JP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
NONE. @10/23-ZJP000N  
CRR-JP ADVISED C NO OPEN RECALLS. @10/23-ZJP000N  
C STATES C HAS NOT BEEN ABLE TO GET IN CONTACT WITH C'S NISSAN DLR.  
C EXPRESSED FRUSTRATION. @10/23-ZJP000N  
C STATES C WOULD LIKE THE FILE TO BE ESCALATED. @10/23-ZJP000N  
CRR-JP ADVISED C THAT THE FILE WOULD BE ESCALATED AND C WOULD BE CONTACTED WITH  
IN 4-8 BUSINESS HOURS. @10/23-ZJP000N  
CRR-JP ESCALATING FILE. @10/23-ZJP000N

\*\*\*

@10/23-ZED501N

RCAS-ED SENT INTERNAL MESSAGE TO DPSM-AR AT 1:35 PM EST ON 10/23/08.

\*\*\*

@10/23-ZED501N

RCAS-ED NOTES THAT C WAS SPOKEN TO BY RCAS-MF ON 10/21/08 AND FOLLOW UP WAS  
SET FOR 10/23/08. @10/23-ZED501N

\*\*\*

@10/23-ZED501N

RCAS-ED CONTACTED C ON DAY/EVE NUMBER AT 1:39 PM EST ON 10/23/08 AND SPOKE TO  
C'S DAUGHTER [REDACTED] WHO WILL BE REFERRED TO AS C. RCAS-ED ADVISED C THAT  
C'S FILE IS STILL UNDER REVIEW. RCAS-ED ADVISED C THAT RCAS-ED HAS SUBMITTED  
A REQUEST TO NNA AND IS AWAITING A RESPONSE. RCAS-ED ADVISED C THAT RCAS-ED  
WILL FOLLOW UP WITH C ON 10/27/08. C STATES THAT IS RIDICULOUS. C STATES C  
HAS BEEN WAITING A WEEK AND HAS NOT HEARD FROM ANYONE. RCAS-ED ASKED IF C IS  
THE PERSON RCAS-MF SPOKE TO ON 10/21/08. C STATED THAT IS CORRECT, BUT THAT  
DOES NOT COUNT AS C DID NOT RECEIVE AN ANSWER. C STATES C'S SEAT IS BROKEN. C  
STATES THAT C IS WITHOUT A VEH. C STATES THIS IS UNACCEPTABLE. C STATES NOBODY  
HAS BEEN DOING ANYTHING TO HELP C. RCAS-ED ADVISED C THAT RCAS-ED WAS OUT OF  
THE OFFICE ON 10/21/08, BUT ON 10/22 AND 10/23, RCAS-ED HAS BEEN CONTACTING  
DLRSH AND HAS SENT ALL INFO TO NNA. C STATES C WANTS TO KNOW IF IT IS NORMAL  
FOR IT TO TAKE A WEEK TO MAKE A DECISION. RCAS-ED ADVISED C THAT IT CAN TAKE  
A WHILE. AND RCAS-ED HAS SUBMITTED C'S REQUEST AND IS JUST WAITING TO HEAR  
BACK. C STATES NNA NEEDS TO HELP C OR C WILL NEVER BUY ANOTHER NISSAN, AND  
WILL ADVISE EVERYONE C KNOWS THAT NNA MAKES VEHS WITH BAD SEATS. C STATES C  
JUST HAD THIS SEAT REPAIRED LESS THAN 2 YEARS AGO. RCAS-ED ADVISED C THAT C'S  
PREVIOUS REPAIR HAS BEEN DOCUMENTED AND WILL BE TAKEN UNDER CONSIDERATION, BUT  
C IS OUTSIDE BASIC WARRANTY AND C'S VSC, AND REPLACEMENT WARRANTY IS 12/12,000  
WCF, SO VEH IS OUTSIDE THAT WARRANTY AS WELL. C STATES THAT SHOULD NOT MATTER.  
C STATES SEAT IS DEFECTIVE. C STATES C NEEDS AN ANSWER SOONER THAN MONDAY. C  
STATES C ASKED FOR A SUPERVISOR IN INBOUND AND WAS NOT ALLOWED TO GET A

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SUPERVISOR CALL. C STATES C NEEDS TO TALK TO A SUPERVISOR. C STATES C CANNOT BELIEVE THERE ARE NO SUPERVISORS. RCAS-ED ADVISED C THAT THERE ARE SUPERVISORS BUT SUPERVISORS DO NOT WORK FILES, AND CANNOT SPEED UP CLAIM, AS CLAIM HAS ALREADY BEEN SUBMITTED TO NNA AND SUPERVISORS ARE HERE TO MONITOR PROFESSIONALISM. C STATES C NEEDS TO HEAR FROM SUPERVISOR. C DEMANDS TO TALK TO SUPERVISOR IMMEDIATELY, NOT ON MONDAY. RCAS-ED ADVISED C THAT RCAS-ED CAN REQUEST FOR A SUPERVISOR TO CALL C BACK BY THE END OF THE NEXT BUSINESS DAY, BUT RCAS-ED CANNOT HAVE A SUPERVISOR CALL C IMMEDIATELY. RCAS-ED ADVISED C THAT SUPERVISOR NEEDS TO REVIEW FILE, AND SUPERVISOR MAY HAVE OTHER CALLS TO MAKE TODAY. C STATES IF C DOES NOT GET A CALLBACK FROM SUPERVISOR TOMORROW. C WILL CALL BACK IN TO 1-800-NISSAN1. RCAS-ED CONFIRMED THAT DAY/EVE NUMBER IS BEST NUMBER TO REACH C.

\*\*\*

@10/23-ZED501N

RCAS-ED SENDING ESCALATION.

@10/23-ZED501N

CRR-LG RECEIVED CALL FROM C STATING THAT C WAS TO RECEIVE A CALL BACK TODAY FROM A SUPERVISOR AND C HAS NOT HAD A CALL BACK.

@10/24-ZLG881N

CRR-LG APOLOGIZED TO C BUT ADVISED C THAT ESCALATION WAS SENT YESTERDAY.

C STATED THAT WAS NOT GOOD ENOUGH AND ASKED WHO C CAN TALK TO ABOUT FILE.

CRR-LG ADVISED C THAT THE ONLY OTHER DEPT C CAN BE TRANSFERRED TO IS BACK TO THE RCAS AGENT.

@10/24-ZLG881N

C DISCONNECTED CALL.

@10/24-ZLG881N

CRR-LG EXITING FILE.

@10/24-ZLG881N

RS-CH REVIEWED FILE. RS EMAILED RCAS-ED ON 10/24/08 REQUESTING FOLLOW UP WITH DPSM.

@10/24-ZCH864N

\*\*\*

RCAS-ED CONTACTED DPSM-AR AT 3:25 PM EST ON 10/24/08 AND DESCRIBED C'S ISSUE. DPSM-AR STATES THAT IF THIS IS A COMMON PROBLEM AND A SAFETY ISSUE, NNA WILL COVER C'S REPAIR.

\*\*\*

@10/24-ZED501N

RS-CH CALLED C ON DAY/EVENING NUMBER AT 3:32PM ON 10/24/08 AND SPOKE TO C.

RS ADVISED C THAT RS WAS AWARE OF C'S CONCERNS AND WAS RETURNING C'S REQUEST FOR A CALL BACK. C STATED C HAS BEEN PUT THROUGH THE RINGER BY NNA OVER THE

LAST WEEK. C STATED C FEELS LIKE C IS JUST BEING PUT OFF. RS ADVISED C THAT

RS WAS VERY SORRY TO HEAR THAT AND ADVISED C THAT RCAS WAS WORKING VERY HARD

TO TRY AND OBTAIN THE INFORMATION NEEDED TO ASSIST WITH THE CONCERNS. RS

ADVISED THAT RCAS WAS ABLE TO CONFIRM TODAY THAT NNA WILL COVER THE COST OF

REPAIRS TO C'S VEH. RS ADVISED C THAT RCAS WOULD CALL TO NOTIFY THE DLR OF

THE ASSISTANCE AND RS ADVISED C THAT IF C DOES NOT HEAR FROM THE DLR ON

10/24/08 THAN RS WOULD SUGGEST C CONTACT THE DLR TO SETUP THE APPOINTMENT.

C STATED C WOULD. C STATED C WAS SORRY ABOUT EVERYTHING AND FEELS C MUST SEEM

VERY DEMANDING C STATED C JUST DID NOT FEEL LIKE ANYTHING WAS BEING DONE AND

C WAS JUST BEING PUT OFF. RS ADVISED C THAT IT WAS QUITE ALRIGHT. RS ADVISED

C THAT RCAS WOULD FOLLOW UP WITH THE DLR AND C TO CONFIRM THE REPAIR IS

COMPLETED AND C IS SATISFIED WITH THE WORK. C STATED THAT WOULD BE GREAT.

\*\*\*

RCAS-ED ATTEMPTED TO CONTACT SM-GREG EDWARDS AT 3:35 PM EST ON 10/24/08 AND WAS ADVISED THAT PAGING SYSTEM IS DOWN AND SM-GE COULD NOT BE LOCATED. RCAS-ED LEFT MESSAGE WITH SA-JIM, RELAYING DECISION AND PROVIDING CONTACT INFO.

\*\*\*

@10/24-ZED501N

RCAS-ED CONTACTED SM-GREG EDWARDS AT 9:35 AM EST ON 10/27/08 AND CONFIRMED

THAT SM-GE HAD RECEIVED MESSAGE AND WAS AWARE OF NNA DECISION. SM-GE STATES

SA-GEORGE IS HANDLING THIS ISSUE AND HAS CONTACTED C TO ADVISE.

\*\*\*

@10/27-ZED501N

RCAS-ED CONTACTED C ON DAY/EVE NUMBER AT 4:19 PM EST ON 10/28/08 AND SPOKE

WITH C. C STATES C IS TAKING VEH IN TOMORROW FOR REPAIRS. RCAS-ED ADVISED C

THAT RCAS-ED WILL FOLLOW UP ON 10/31/08 TO CHECK THAT REPAIRS WERE DONE TO

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C'S SATISFACTION. C AGREED AND THANKED RCAS-ED.

\*\*\*

@10/28-ZED501N

RCAS-ED CONTACTED C ON DAY/EVE NUMBER AT 2:48 PM EST ON 10/31/08 AND LEFT VMX.

\*\*\*\*\*

RCAS-ED NOTES THAT NNA IS COVERING C'S REPAIRS, WHICH WERE SCHEDULED FOR 10/29/08. RCAS-ED NOTES THAT RCAS-ED NEEDS TO CHECK AND MAKE SURE THAT VEH WAS REPAIRED TO C'S SATISFACTION.

\*\*\*\*\*

@10/31-ZED501N

RCAS-WL LEFT A VMX FOR C ON 11/4/08 AT 11:51AM EST ON DAY/EVENING PHONE.

RCAS-WL ADVISED C RCAS-WL IS ASSISTING RCAS-ED TO CALL C. @11/04-ZWL007N

RCAS-WL ADVISED C RCAS-ED WILL FOLLOW UP WITH C ON 11/6/08 BEFORE THE END OF THE BUSINESS DAY ON 11/6/08. RCAS-WL PROVIDED C WITH RCAS-ED'S NAME, EXTENSION, FILE NUMBER.

\*\*\*

RCAS-ED CONTACTED C ON DAY/EVE NUMBER AT 3:42 PM EST ON 11/06/08 AND SPOKE WITH C. C STATES VEH HAS BEEN REPAIRED AND IS JUST FINE. RCAS-ED ADVISED C THAT RCAS-ED JUST WANTED TO CHECK THAT VEH HAD BEEN REPAIRED TO C'S SATISFACTION. RCAS-ED THANKED C FOR ALLOWING NNA TO ASSIST C.

\*\*\*

@11/06-ZED501N

RCAS-ED CLOSING FILE AS C REQUIRES NO FURTHER ASSISTANCE. @11/06-ZED501N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3554           | EFFECTIVE: 10 / 20 / 08   | 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: ZEL799N        |                     |
| HISTORY:                 | UPDATE BY: ZED501N        |                     |
| SVC CALL#:               | UPDATE DATE: 11 / 06 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 11 / 06 / 08  | MICROFILM: N        |
| RESP CAA: DRIEDGER, ERIN | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041634        | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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CA6322239

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:13 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 8/20/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 367       | RCDE02739410 | 3619 MD             | 8/20/2005         | 8/20/2011      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                |              |        |
|----------------------------------------|----------------|--------------|--------|
| -----+-----                            |                |              |        |
| CONTRACT: RCDE02739410                 |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |                | OWNER NAME:  |        |
| PLAN TYPE: C                           |                | PLAN TYPE:   |        |
| PLAN TERM: E                           |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                      |                | DEDUCTABLE:  |        |
| EFFECTIVE: 08/20/05                    |                | EFFECTIVE:   |        |
| EXPIRES: 08/20/11                      | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                              |                | TRANSFER:    |        |
| TRANSACTION: 8/24/2005                 |                | TRANSACTION: |        |
| PRINTED: 08/27/05                      |                | PRINTED:     |        |
| DEALER NO: 3619                        | STATE: MD      | DEALER NO:   | STATE: |
| DEALER NAME: CARMAX NISSAN/WHITE MARSH |                | DEALER NAME: |        |
| -----+-----                            |                |              |        |

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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: MILLRY  
ST/ZIP: AL [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 251 476 7800

VCAN: Y  
PAID:  
SUSP:  
DENY:

VIN: JN8AZ08T05W [REDACTED] Y  
YR/MDL: 2005.0 MUR MILEAGE: 47850  
IN SVC DATE: 01 / 11 / 05  
RTL DLR: 19068 MAROONE NISSAN OF MIAMI  
SVC DLR: 5062 PAT PECK NISSAN  
RESP DLR: 5062 PAT PECK NISSAN  
REGION: 34 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 PREOWNEI X MILES 36000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 5062 PAT PECK NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 9 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 22 / 08 XFER/RSPNSBLTY: 34 10 S  
CONTACT (S): FOLLOWUP DATE: 10 / 31 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 10 / 31 / 08 DATANET (Y/N): 10 / 24 / 08

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION            |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                        |

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C. A. R. COMMENTS

FILE OPENED-ZLG881N 10/22/2008

PREVIOUS RELATED FILES FOUND:

PREVIOUS UNRELATED FILES FOUND:

CRR-LG VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER, AND RESPONSIBLE DEALER.

CRR-LG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE. @10/22-ZLG881N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 06/30/08 5062

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 06/30/08 5062

CRR-LG ADVISED C THERE ARE NONE.

PREVIOUS NISSAN/INFINITI VEH:06 ALTIMA AND 05 MURANO.

CRR-LG RECEIVED INBOUND CALL FROM C.

C STATES THAT A PART UNDER THE DRIVERS SEAT IN THE BACK A PART THAT BROKE THAT IS PART OF THE FRAME AND WHEN C TOOK VEH TO THE DLRSH C WAS TOLD THAT IT WAS NOT COVERED UNDER WARRANTY AND THAT IT WOULD COST C \$1150.00 + TAX TO HAVE THE PART REPAIRED.CRR-LG ASKED C WHERE IS VEH C STATED AT A FRIEND'S HOUSE.

@10/22-ZLG881N

CRR-LG ASKED WHAT IS C REQUESTING FROM NNA.

@10/22-ZLG881N

C STATES THAT C WOULD LIKE TO KNOW WHY C HAS TO PAY FOR THE REPAIR OF THE SEAT AND STATES THAT IT IS A MANUFACTURERE'S DEFECT AND THAT IT IS A SAFETY ISSUE AND WANTS NNA TO PAY FOR THE REPAIR.

@10/22-ZLG881N

CRR-LG ASSURED C THAT CONCERNS ARE BEING DOCUMENTED.

@10/22-ZLG881N

CRR-LG OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-LG GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-LG TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW.

@10/22-ZLG881N

RCAS-NP ASSITING RCAS-NH.

RCAS-NP DATANETTED FILE.

RCAS-NP CALLED C ON DAY PHONE AT 4:30 PM EST ON 10/23/08. LEFT VMX

RCAS-NP CALLED C ON EVE PHONE AT 4:30 PM EST ON 10/23/08. LEFT VMX

=====

CRR-MG RECEIVED INBOUND CALL FROM C AT: 4:55PM EST.

C STATED THAT C WAS AWAITING FOR A CALL BACK FROM RCAS IN REGARDS TO VEH CONCERNS.

C STATED THAT C NEVER RECEIVED ANY CALL FROM THE RCAS IN REGARDS TO CONTACT.

CRR-MG VERIFIED C'S PHONE NUMBER AND FOUND PHONE NUMBER BEING CORRECT FOR C FOR EVENING PHONE NUMBER.

CRR-MG INQUIRED WHEN IS A GOOD TIME TO REACH C ON DAY TIME NUMBER.

C REQUESTS TO HAVE THE EVENING PHONE NUMBER AS POINT OF CONTACT.@10/23-ZMG445N

CRR-MG REMOVING OLD DAY TIME NUMBER AT C'S REQUEST: 251 754 9684

CRR-MG ADDING EVENING PHONE NUMBER AS BEST CONTACT NUMBER FOR BOTH DAY AND EVENING PHONE NUMBER.

@10/23-ZMG445N

CRR-MG ADDED NUMBER OF NISSAN AND INFINITI VEH: 1.

@10/23-ZMG445N

CRR-MG INQUIRED IF C WOULD LIKE TO BE TRANSFERRED TO RCAS.

C STATED THAT C'S CELL PHONE WAS ABOUT TO DIE ON C.

CRR-MG PROVIDED C WITH RCAS PHONE NUMBER AND EXTENSION AS RCAS HAD ATTEMPTED TO CONTACT BY LEAVING VMX ON C'S CELL NUMBER.

CRR-MG SENDING INTERNAL MESSAGE TO RCAS-NH FOR FURTHER ASSISTANCE.

CRR-MG EXITING FILE.

@10/23-ZMG445N

@10/23-ZMG445N

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@10/27-ZNH850N

RCAS-NH CONTACTED C ON DAY/EVENING NUMBER AT 3:50 PM EST ON 10/27/08 NO VMX AVAILABLE.

@10/27-ZNH850N

RCAS-NH CONTACTED C ON DAY/EVENING NUMBER AT 12:15 PM EST ON 10/29/08 NO VMX

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AVAILABLE. @10/29-ZNH850N  
RCAS-NH CONTACTED C ON DAY/EVENING NUMBER AT 10:45 AM EST ON 10/31/08.  
RCAS-NH SENDING POSTCARD. @10/31-ZNH850N  
RCAS-NH CLOSING FILE. @10/31-ZNH850N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

CONTACT(S):

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT4C         | ROOT CAUSE: SNFA    |
| 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: 5062               | EFFECTIVE: 10 / 22 / 08   | 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: ZLG881N        |                     |
| HISTORY:                     | UPDATE BY: ZNH850N        |                     |
| SVC CALL#:                   | UPDATE DATE: 10 / 31 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 10 / 31 / 08  | MICROFILM: N        |
| RESP CAA: HAJDAREVIC, NIZAMA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041471            | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:14 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 6/29/2008

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 368       | NLDJ08264293 | 5062 AL             | 6/29/2008         | 6/29/2013      | 96.484            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                              |               |              |        |
|------------------------------|---------------|--------------|--------|
| -----+-----                  |               |              |        |
| CONTRACT: NLDJ08264293       |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |               | OWNER NAME:  |        |
| PLAN TYPE: L                 |               | PLAN TYPE:   |        |
| PLAN TERM: J                 |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50            |               | DEDUCTABLE:  |        |
| EFFECTIVE: 06/29/08          |               | EFFECTIVE:   |        |
| EXPIRES: 06/29/13            | MILES: 96,484 | EXPIRES:     | MILES: |
| CANCEL:                      | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                    |               | TRANSFER:    |        |
| TRANSACTION: 7/3/2008        |               | TRANSACTION: |        |
| PRINTED: 07/05/08            |               | PRINTED:     |        |
| DEALER NO: 5062              | STATE: AL     | DEALER NO:   | STATE: |
| DEALER NAME: PAT PECK NISSAN |               | DEALER NAME: |        |
| -----+-----                  |               |              |        |

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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08W05W [REDACTED] Y          |
| CITY: NORTH CANTON    |            | YR/MDL: 2005.0 MUR MILEAGE: 55530      |
| ST/ZIP: OH [REDACTED] | VCAN: N    | IN SVC DATE: 08 / 01 / 05              |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 2933 FRED MARTIN NISSAN, LLC  |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 2933 FRED MARTIN NISSAN, LLC  |
| DLR PH: 330 644 8888  | DENY:      | RESP DLR: 2933 FRED MARTIN NISSAN, LLC |
|                       |            | REGION: 24 DIST: SL/SV/PT: 11 11 41    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2933 FRED MARTIN NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 3 MILES: 19000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 22 / 08     | XFER/RSPNSBLTY: 24 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 19 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 19 / 08    | DATANET (Y/N): 10 / 24 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

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



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C. A. R. COMMENTS

FILE OPENED-ZCP655N 10/22/2008

PREVIOUS UNRELATED FILES FOUND:

CRR-CP VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-CP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/22-ZCP655N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 05/05/06 2933

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 05/05/06 2933

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 09/15/06 2933

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 05/18/07 2933

CRR-CP ADVISED C THAT THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INF VEH:NONE

CRR-CP RECEIVED INBOUND CALL FROM C.

C STATES BRACKET THATS HOLDS PASSENGER SEAT DOWN IS BROKEN.

C STATES DLR TOLD C IT IS GOING TO COST \$1100 JUST FOR THE BRACKET.

C STATES DLR WOULD GET NISSAN TO PAY FOR BRACKET IF C GOT 50000 MILES SERVICE  
DONT AT DLRSHIP. @10/22-ZCP655N

C STATES C HAS BEEN SPEAKING WITH JAY IN THE SERVICE DEPARTMENT.@10/22-ZCP655N

C STATES THIS WHOLE ISSUE OCCURED LAST WEEK. @10/22-ZCP655N

C STATES C FEELS THIS IS A SAFETY ISSUE. @10/22-ZCP655N

C STATES C WOULD LIKE NISSAN TO COVER THIS OR C IS GOING TO TAKE THIS FURTHER  
AND DISCUSS THIS WITH C'S ATTORNEY. @10/22-ZCP655N

C STATES IF NISSAN DECIDED TO FIX THIS BRACKET C WOULD NOT LIKE TO GO TO FRED  
MARTIN. @10/22-ZCP655N

C STATES C WOULD LIKE WORK DONE AT: @10/22-ZCP655N

WAIKEM NISSAN, INC. PHONE: 330 478 1801 NUMBER: 2801 NISSAN

4325 LINCOLN WAY E STATUS: ACTIVE SALE PT: P0510 SL SR PT

MASSILLON OH ZIP: 44646 REGION: 24 DISTRICTS: 11 11 41

CRR-CP ADVISED C THAT C WOULD BE CONTACTED BY AN RCAS AGENT BY THE END OF THE  
NEXT BUSINESS DAY. @10/22-ZCP655N

C STATES OK. @10/22-ZCP655N

CRR-CP OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-CP GAVE C NAME, EXTENSION, AND FILE NUMBER. @10/22-ZCP655N

CRR-CP TRANSFERING FILE TO RCAS, @10/22-ZCP655N

RCAS-AM RECEIVED, REVIEWED AND DATA NETTED FILE TO DLR ON 10/23/08.

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 11:00AM EST ON 10/23/08 AND SPOKE WITH C  
C CONFIRMED THAT BRACKET NEEDED FOR REPAIR WAS FOR DRIVER'S SEAT AND THAT C  
OUTRIGHT WOULD REFUSE GOING TO FRED MARTIN NISSAN DLR AND WOULD BE WANTING TO  
GO TO WAIKEM NISSAN INSTEAD.

C STATED THAT C'S UNCLE WAS ATTORNEY AND THAT C'S FATHER WAS LEGAL EXPERT  
WITNESS AND THAT C'S TAKING LEGAL ACTION WOULD BE PREDICATED ON WHETHER NISSAN  
TOOK RESPONSIBILITY AND REPAIRED C'S SEAT FOR C, AS WAS SEVERE SAFETY ISSUE.

C STATED THAT C HAD GONE ON NUMEROUS FORUMS AND UNDERSTOOD THIS CONCERN WITH  
SEAT WAS COMMON AND THAT C HAD SEEN MANY CASES WHERE NNA HAD HELPED C'S AND  
MANY WHERE NNA HAD NOT.

C STATED THAT C HAD PRINTED OFF 100 DIFFERENT DESCRIPTIONS FROM VEH OWNERS AND  
C BEGAN TO READ THESE TO RCAS-AM.

RCAS-AM STOPPED C AND EXPLAINED THAT RCAS-AM COULD NOT TAKE INTO CONSIDERATION  
RANDOM OWNER FORUMS RELATED TO SUPPOSED CONCERN HOWEVER, RCAS-AM COULD CONSUL  
WITH DLR, ON C'S INDIVIDUAL VEH, TO REVIEW SERVICE HISTORY AND REVIEW WHETHER  
C MAY BE OFFERED FINANCIAL ASSISTANCE.

C STATED THAT, AS A COMPANY, NNA WAS UNDER AN OBLIGATION TO DO THE RIGHT THING  
RCAS-AM EXPLAINED THAT, AS A COMPANY, NNA HAD ISSUED VEH WARRANTY GUIDE,  
PROVIDED TO VEH OWNER'S WITH VEH, AND C HAD EXCEEDED PARAMETERS HOWEVER, ON A

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CASE BY CASE BASIS. NNA DID SOMETIMES OFFER FINANCIAL ASSISTANCE WHEN C'S REQUESTED OUTSIDE OF WARRANTY AND RCAS-AM WOULD RESEARCH AND FOLLOW UP WITH C BY 10/28/08.

RCAS-AM PROVIDED RCAS-AM CONTACT INFO, CONFIRMED THAT C HAD NOT RETAINED AN ATTORNEY HOWEVER, C HAD C'S UNCLE "AT THE READY TO BE RETAINED" AND HAD TOLD APPROXIMATELY SEVEN FRIENDS WHOM OWNED TOTAL OF \$250,000 OF NISSAN PRODUCTS AND ALL WERE WAITING ON OUTCOME. @10/23-ZAM269N

RCAS-AM THANKED C FOR INFO AND ENDED CALL.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH DLR. @10/23-ZAM269N

=====

RCAS-TM ASSISTING WITH FILES.

@10/28-ZTM853N

RCAS-TM CALLED C ON DAY/EVENING NUMBER AND SPOKE WITH C 10/28/08 5:17 PM EST AND ADVISED C THAT RCAS-AM IS STILL WORKING ON C'S FILE AND WILL GET CALL BACK 10/30/08. @10/28-ZTM853N

RCAS-AM REVIEWED GRT RESULTS IN CPIA AND FOUND THAT GRT HAD NOT BEEN RECOMMEND -ED. @10/30-ZAM269N

RCAS-AM CALLED DLR AND SPOKE WITH SERVICE MANAGER-JOSH KUNKLE AT 3:00PM EST ON 10/30/08 ABOUT C'S VEH.

RCAS-AM WAS ADVISED THAT PRIOR TO 32,000 MILES C WAS DECENT C OF DLR AND HAD BEEN COMING IN FOR SERVICE.

RCAS-AM INQUIRED WHY C WAS REFUSING TO GO TO THIS DLR ANYMORE AND SM-JK STATED THAT DLR DID NOT KNOW ANYTHING ABOUT THIS AND THAT C HAD NOT BEEN IN TO DLR SINCE 09/2007 AND THEN ONCE TO BODY SHOP IN 11/2007.

SM-JK STATED THAT GRT HAD NOT BEEN RECOMMENDED AND THAT DLR WOULD HAVE QUOTED C CHEAPEST PRICE FOR REPAIR AND THAT REASON PART WAS SO EXPENSIVE WAS DUE TO HAVING TO ORDER AS PART OF ENTIRE LIFT ASSEMBLY.

RCAS-AM THANKED SM-JK FOR UPDATE.

@10/30-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 4:41PM EST ON 10/30/08 AND LEFT MESSAGE WITH RCAS-AM CONTACT INFO FOR CALL BACK: RCAS-AM NOTED GOT CUT OFF 1/2 THROUGH RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH C TO RENDER DECISION.

@10/30-ZAM269N

@10/30-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 4:22PM EST ON 11/03/08 AND LEFT VMX WITH RCAS-AM CONTACT INFO FOR CALL BACK.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH C.

@11/03-ZAM269N

\*\*\*

CRR-AB RECIEVED CALL FROM C

CRR-AB VERIFIED NAME, ADDRESS AND PHONE NUMBER.

@11/05-ZAB627N

C STATED THAT C IS SUPPOSED TO RECIEVED A CALL FROM THE RCAS LAST TUESDAY AND HAVEN'T RECIEVED ANY. C STATED THAT C WANTS TO TALK TO SOMEBODY BEFORE C FORWARDED THE CONCERN TO C'S LAWYER.

CRR-AB INFORMED C THAT RCAS TRIED TO CONTACT C LAST MONDAY BUT WAS NOT ABLE TO GET HOLD OF C THAT'S WHY RCAS LEFT A VMX

C STATED THAT C RECIEVED NO VMX.

CRR-AB INFORMED C THAT CRR-AB WILL SEND AN INTERNAL MESSAGE TO THE RCAS ABOUT THE CALLBACK. CRR-AB ADVISED C TO WAIT THE CALL UNTIL THE END OF THE NEXT BUSI BUSINESSDAY.

C STATED THAT C WANTS TO BE CONTACTED TODAY.

CRR-AB INFORMED C THAT CRR-AB WILL TELL RCAS THAT C WANTS TO BE CONTACTED TODAY. @11/05-ZAB627N

CRR-AB VERIFIED PHONE NUMBER: 330 353 2518

C DISCONNECTED

CRR-AB EXITING FILE.

@11/05-ZAB627N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 12:26PM EST ON 11/06/08 AND LINE WAS GIVING FAST BUSY SIGNAL.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH C.

@11/06-ZAM269N

RCAS-AM NOTED THAT RCAS-AM WAS OUT OF OFFICE ON 11/05/08 AND COULD NOT FOLLOW

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UP WITH C ON EXPECTED DATE.

@11/06-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 2:45PM EST ON 11/10/08 AND LEFT VMX WITH RCAS-AM CONTACT INFO FOR CALL BACK.

RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH C.

@11/10-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 12:34PM EST ON 11/12/08 AND LEFT VMX WITH RCAS-AM CONTACT INFO FOR CALL BACK.

RCAS-AM SENT DENIAL LETTER TO RS-TS, TO BE SENT OUT TO C, ON 11/12/08.

@11/12-ZAM269N

\*\*MT-KC RECEIVED REQUEST FOR LETTER TO GO OUT TO C. MT-KC SENT LETTER OUT.

@11/13-ZKC249N-COMMENT

\*\*\*\*\*

@11/14-ZID108N

CRR-ID RECEIVED CALL FROM: C

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

C STATED THAT C IS HAVING ISSUE WITH THE RCAS SINCE C CAN NOT HOLD THE RCAS.

C STATED THAT C IS VERY DISAPPOINTMENT WITH THE SERVICE.

CRR-ID STATED THAT C WILL RECEIVED A LETTER FROM NISSAN.

C STATED THAT C WANTS TO TALK TO RCAS-AM.

C STATED PROVIDED CALL BACK NUMBER AND RCAS-AM SHOULD SHOULD STATED THAT RCAS IS FROM NISSAN AND THE PEOPLE IN THE OFFICE WILL TRACK C AS SOON AS POSSIBLE.

C PROVIDE WORK NUMBER: [REDACTED] AND [REDACTED].

CRR-ID WILL SEND INTERNAL EMAIL TO RCAS-AM REGARDING C'S ISSUE.

CRR-ID OFFERED FURTHER ASSISTANCE BUT C DECLINED.

C THANKED CRR-ID FOR ASSISTANCE, C SATISFIED.

CRR-ID GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-ID EMAILING RCAS-AM.

@11/14-ZID108N

RCAS-AM DID NOT RECEIVE INTERNAL MESSAGE BUT HAD FILE SHOW BACK UP ON FOLLOW UP AND REVIEWED.

RCAS-AM NOTED THAT NEXT CALL TO C WOULD BE DUE ON 11/17/08 AND RCAS-AM WOULD REVIEW FURTHER AT THAT TIME.

@11/14-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 2:17PM EST ON 11/17/08 AND LEFT VMX WITH RCAS-AM CONTACT INFO FOR CALL BACK.

@11/17-ZAM269N

RCAS-AM LEAVING FILE OPEN PENDING CALL BACK FROM C.

@11/17-ZAM269N

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 4:10PM EST ON 11/19/08 AND LINE RANG SIX TIMES AND THEN DISCONNECTED RCAS-AM.

@11/19-ZAM269N

RCAS-AM CALLED C AGAIN AT DAY/EVE NUMBER AT 4:12PM EST ON 11/19/08 AND SPOKE WITH C.

RCAS-AM EXPLAINED THAT NNA WOULD NOT BE IN A POSITION TO ASSIST C WITH COVERAGE OF BRACKET, AS C HAD BEEN REQUESTING.

C STATED THAT THIS WAS FINE, C WOULD CONTINUE ON TO SEEK LEGAL ACTION BECAUSE C THOUGHT THIS TO BE COMMON CONCERN ON VEH AND WOULD JOIN CLASS ACTION SUIT.

RCAS-AM APOLOGIZED C FELT THIS WAY AND EXPLAINED THAT C WAS WELL OUTSIDE OF BASIC WARRANTY PARAMETERS AND REFERRED C TO C'S WARRANTY BOOKLET.

C THANKED RCAS-AM AND ENDED CALL.

RCAS-AM CLOSING FILE AS NO FURTHER ACTION TO BE TAKEN AT THIS TIME.

@11/19-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

THIS CONSUMER ASSISTANCE REQUEST HAS BEEN CREATED AS A RESULT OF THE FUEL INJECTOR SERVICE CAMPAIGN. PLEASE CONTACT THE CONSUMER WITHIN 24 HOURS FOR REVIEW OF CONCERN.

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

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CA6325511N

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0     | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0    | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1            | DATE: 11 / 14 / 08        | USERID: ZID108N     |
| OTHER #: 0               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 1      | DATE: 11 / 13 / 08        | USERID: ZKC249N     |
| RESP DLR: 2933           | EFFECTIVE: 10 / 22 / 08   | 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: ZCP655N        |                     |
| HISTORY:                 | UPDATE BY: ZAM269N        |                     |
| SVC CALL#:               | UPDATE DATE: 11 / 19 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 11 / 19 / 08  | MICROFILM: N        |
| RESP CAA: MURRAY, AMANDA | CAOM: ADAIR WAYNE         | CAOM: ADAIR WAYNE   |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T75W [REDACTED] Y  
CITY: CANYON COUNTRY YR/MDL: 2005.0 MUR MILEAGE: 83000  
ST/ZIP: CA [REDACTED] IN SVC DATE: 03 / 26 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 3125 VALENCIA NISSAN  
EVE PH: [REDACTED] PAID: SVC DLR: 3125 VALENCIA NISSAN  
DLR PH: 661 255 2020 SUSP: RESP DLR: 3125 VALENCIA NISSAN  
DENY: REGION: 44 DIST: SL/SV/PT: 02 02 32

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: 47000 (PT) MONTHS: MILES: 23000

ORIG CODE: CT 11 OPEN DATE: 10 / 23 / 08 XFER/RSPNSBLTY: 44 02 S  
CONTACT (S): FOLLOWUP DATE: 10 / 24 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 10 / 24 / 08 DATANET (Y/N): 10 / 27 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZET038N 10/23/2008  
PREVIOUS FILES FOUND: NONE.  
CRR-ET VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN,  
MILEAGE AND RESPONSIBLE DLR.  
CRR-ET UPDATED VEH OWNER'S NAME DAY AND EVENING PHONE NUMBERS.  
CRR-ET CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: NONE.  
CRR-ET ADVISED OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEH: NONE. @10/23-ZET038N  
CRR-ET RECEIVED CALL FROM: C.  
C SAID THAT THE LOWER FRAME OF THE DRIVER'S SEAT IS BROKEN.  
C SAID THAT THE VEH IS AT VALENCIA NISSAN AND HAS BEEN INSPECTED.  
C SAID THAT SA-MICAH DIAGNOSED THE VEH.  
C SAID THAT REPAIR WILL COST:  
PART: \$ 650; LABOR: \$330; TAX ON THE PART: \$54.  
C WOULD LIKE NISSAN TO COVER THE COST OF THE REPAIR. @10/23-ZET038N  
CRR-ET ADVISED C THAT CRR-ET WILL FORWARD FILE TO RCAS FOR REVIEW.  
CRR-ET ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUSINESS DAY.  
CRR-ET VERIFIED CALLBACK NUMBERS.  
CRR-ET OFFERED FURTHER ASSISTANCE. C DECLINED.  
C THANKED CRR-ET FOR ASSISTANCE, C SATISFIED.  
CRR-ET GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-ET TRANSFERRING FILE TO RCAS. @10/23-ZET038N

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RCAS-AH DATANET FILE. @10/24-ZAH287N

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@10/24-ZDB338N

CRR-DB RECEIVED CALL FROM C. CRR-DB VERIFIED C'S NAME, ADDRESS, AND  
TELEPHONE NUMBER. @10/24-ZDB338N

C STATES C WOULD LIKE TO HEAR FROM RCAS-AH. @10/24-ZDB338N

CRR-DB INFORMS C THAT CRR-DB WILL SEND AN INTERNAL MESSAGE TO RCAS-AH  
REQUESTING A CALL BACK INTO C'S CONCERN. @10/24-ZDB338N

CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-DB LEAVING FILE OPEN FOR RCAS REVIEW. @10/24-ZDB338N

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@10/24-ZDB338N

RCAS-AH DATANET FILE.

RCAS-AH CALLED DLR AT 7:48 PM EST ON 10/24/08 SPOKE TO SM-STUART SIMMONS  
SM-SS VERIFIED REPAIR HOWEVER C HAS ONLY HAD ONE SERVICE DONE.

ASSISTANCE DENIED NOT A GOOD RETENTION TOOL IN THIS CASE. @10/24-ZAH287N

RCAS-ER CONTACTED C AT DAY/EVE NUMBER AT 7:51 PM EST ON 10/24/08 AND SPOKE TO  
C. RCAS-ER ADVISED C THAT AT THIS TIME, C IS 47000 MILES OOW AND NISSAN IS NOT  
IN A POSITION TO ASSIST C WITH THE COST OF REPAIRS. C UNDERSTANDS AND ENDED  
CALL. RCAS-ER CLOSING FILE. @10/24-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3125         | EFFECTIVE: 10 / 23 / 08   | 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: ZET038N        |                     |
| HISTORY:               | UPDATE BY: ZER229N        |                     |
| SVC CALL#:             | UPDATE DATE: 10 / 24 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 10 / 24 / 08  | MICROFILM: N        |
| RESP CAA: HANN, ASHLEY | OLM: SMIT AGNES           | DOM: BENDICK, RON   |
| PHONE: 0000041460      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                          |
|-----------------------|------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                 |
| STREET: [REDACTED]    | VIN: JN8AZ08T55W [REDACTED] Y            |
| CITY: MADISONVILLE    | YR/MDL: 2005.0 MUR MILEAGE: 35355        |
| ST/ZIP: LA [REDACTED] | IN SVC DATE: 05 / 07 / 05                |
| DAY PH: [REDACTED]    | RTL DLR: 19068 MAROONE NISSAN OF MIAMI   |
| EVE PH: [REDACTED]    | SVC DLR: 3512 E TOURELLE'S NORTHPRK NIS  |
| DLR PH: 985 893 0079  | RESP DLR: 3512 E TOURELLE'S NORTHPRK NIS |
| VCAN: N               | REGION: 32 DIST: SL/SV/PT: 03 03 33      |
| PAID: 3               |                                          |
| SUSP: 1               |                                          |
| 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) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 26000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT  
 OUTSIDE WARRANTY BY (B) MONTHS: 5 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 24 / 08     | XFER/RSPNSBLTY: 32 03 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 03 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 31 / 08    | DATANET (Y/N): 10 / 28 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |



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C. A. R. COMMENTS

FILE OPENED-ZGK999N 10/24/2008

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

CRR-GK VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR. CRR-GK UPDATED OWNERS DATABASE.

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 02/20/08 3821

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 02/20/08 3821

CRR-GK ADVISED C NO OPEN RECALLS ON VEHICLE.

PREVIOUS NISSAN/INFINITI VEHICLES:NONE.

CRR-GK WELCOMED C TO THE NISSAN FAMILY.

CRR-GK RECEIVED CALL FROM C.

C STATED ON THE DRIVERS SIDE TRACK SLIPS AND WHEN C SITS IN THE SEAT THE SEAT PLOPS DOWN. C STATES THERE IS AN L SHAPED BRAKET THAT HAS SNAPPED.

C STATES THAT C DOES NOT KNOW HOW THAT COULD HAVE HAPPENED. @10/24-ZGK999N

C STATES WHEN C IS DRIVING THE SEAT MOVES AROUND AND IS LOOSE. @10/24-ZGK999N

C BROUGHT VEH TO 3512 E TOURELLE'S NORTHPRK NIS ON 10/18/08 AND C WAS TOLD THAT THIS REPAIR WOULD COST \$1000.00 BECAUSE THE WHOLE TRACK WOULD HAVE TO BE REPLACED. @10/24-ZGK999N

C IS REQUESTING FOR NISSAN TO PAY FOR THE REPAIR OF THE VEH DUE TO C FEELS THAT THIS IS A MANUFACTORS DEFECT. @10/24-ZGK999N

C STATES THAT THE REASON THAT C HAS BOUGHT A NISSAN IS BECAUSE OF SAFTEY FEATURES. @10/24-ZGK999N

@10/24-ZGK999N

CRR-GK ADVISED C THAT CRR-GK WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY.

C THANKED CCR-GK FOR ASSISTANCE, C SATISFIED.

CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.

CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED.

CRR-GK THANKED C FOR ALLOWING CRR-GK TO ASSIST C AND STATED THAT NISSAN APPRECIATES C'S BUSINESS.

CRR-GK FORWARD FILE TO RCAS FOR REVIEW. @10/24-ZGK999N

@10/24-ZGK999N @10/24-ZGK999N

@10/24-ZGK999N

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RCAS-SM IN REVIEW OF FILE.

RCAS-SM DATANETTED FILE TO DLR. @10/27-ZSM191N

RCAS-SM SPOKE TO SM-STEVE JACKSON AT 9:43 AM EST ON 10/27/08. SM STATES THAT C HAS NOT BEEN TO THIS DLRSHIP AT ALL. RCAS THANKED SM. @10/27-ZSM191N

RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 11:03 AM EST ON 10/27/08. RCAS ADVISED C THAT RCAS NEEDS TO VERIFY THE DLR THAT C BROUGHT VEH TO. C STATES

THAT C BROUGHT IT IN TO 3512 EDDIE TOURELLES OF NORTH PARK NISSAN. C STATES THAT C HAS BEEN DEALING WITH SM-STEVE JACKSON. RCAS ADVISED C THAT RCAS CONTACTED THE DLR AND THERE IS NO RECORD OF C BRINGING THE VEH IN. C STATES THAT THE DLR DID NOT WRITE A TICKET UP AND JUST ADVISED C THAT THE WHOLE SEAT TRACK WOULD NEED TO BE REPLACED AND QUOTED C ON A PRICE. RCAS ADVISED C THAT RCAS WILL SPEAK TO SM AGAIN AND CONTACT C BACK NO LATER THAN 10/29/08.

@10/27-ZSM191N

RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 11:54 AM EST ON 10/29/08 AND LEFT A VMX. @10/29-ZSM191N

RCAS-SM LEFT VMX FOR SM-STEVE JACKSON AT 1:39 PM EST ON 10/29/08.

@10/29-ZSM191N

RCAS-SM SPOKE TO SM-STEVE JACKSON AT 3:38 PM EST ON 10/29/08. SM STATES THAT

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SM DID NOT HAVE ANY HISTORY ON C BUT DOES REMEMBER TALKING TO C AND INSPECTING THE VEH. SM STATES THAT THE C DOES NEED A NEW SEAT TRACK AND THAT THE BRACKET JUST BROKE. SM STATES THAT THERE IS NO EVIDENCE OF ANY FOUL PLAY. RCAS THANKED SM.  
@10/29-ZSM191N

RCAS-SM SPOKE TO DPSM-TW AT 5:15 PM EST ON 10/29/08. RCAS ADVISED OF C'S CASE. DPSM STATES THAT NNA WILL ASSIST BUT THE PARTS SHOULD BE SOLD AT COST. RCAS THANKED DPSM.  
@10/30-ZSM191N

RCAS-SM SPOKE TO SM-STEVE JACKSON AT 9:06 AM EST ON 10/30/08. RCAS ADVISED SM THAT DPSM-TW HAS APPROVED TO OVERRIDE THE GRT AND THE PARTS WILL HAVE TO BE DONE AT COST. SM THANKED RCAS.  
@10/30-ZSM191N

RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 10:27 AM EST ON 10/30/08 AND LEFT A VMX REQUESTING A CALL BACK.  
@10/30-ZSM191N

RCAS-SM RECEIVED VMX FROM C AT 12:50 PM EST ON 10/31/08. @10/31-ZSM191N

RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 1:49 PM EST ON 10/31/08. RCAS ADVISED C THAT NNA WILL BE COVERING THE REPAIR ON C'S VEH. C STATES THAT SM-STEVE JACKSON ADVISED C OF THIS ON 10/30/08. C THANKED RCAS. RCAS ADVISED C THAT IF ANYTHING FURTHER COMES UP TO CONTACT NNA. C THANKED RCAS.

RCAS-SM UPDATING/VERIFING TREAD AND CLOSING FILE AS NO FURTHER ACTION IS REQUIRED.  
@10/31-ZSM191N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

## CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:                   | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3512             | EFFECTIVE: 10 / 24 / 08   | 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: ZGK999N        |                     |
| HISTORY:                   | UPDATE BY: ZSM191N        |                     |
| SVC CALL#:                 | UPDATE DATE: 10 / 31 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 10 / 31 / 08  | MICROFILM: N        |
| RESP CAA: MCGUIRE, SHANNON | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041595          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W25W [REDACTED] Y       |
| CITY: NORTH KINGSTOWN | YR/MDL: 2005.0 MUR MILEAGE: 72000   |
| ST/ZIP: RI [REDACTED] | IN SVC DATE: 12 / 15 / 04           |
| DAY PH: [REDACTED]    | RTL DLR: 2405 OCEAN STATE NISSAN    |
| EVE PH: [REDACTED]    | SVC DLR: 3995 INSKIP NISSAN         |
| DLR PH: 401 821 1510  | RESP DLR: 3995 INSKIP NISSAN        |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 11 11 41 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: 36000 (PT) MONTHS: MILES: 12000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 24 / 08     | XFER/RSPNSBLTY: 26 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 04 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 10 / 31 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZET038N 10/24/2008

PREVIOUS FILES FOUND: NONE.

CRR-ET VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS, VIN, MILEAGE AND RESPONSIBLE DLR.

CRR-ET CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES: NONE.

CRR-ET ADVISED OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEH: NONE.

CRR-ET RECEIVED CALL FROM: C.

C SAID THAT THE METAL BRACKET BROKE ON THE DRIVER'S SEAT.

C SAID THAT THE ISSUE IS SAFETY RELATED.

C SAID TAHT NNA SHOULD COVER THE REPAIRS.

C WANTED TO KNOW IF THERE IS A RECALL FOR THE SEAT.

CRR-ET ADVISED C THAT THERE IS NO RECALL FOR THE SEAT.

CRR-ET ADVISED C TO TAKE THE VEH TO NNA DLR FOR DIAGNOSIS AND TO CALLBACK FOR FURTHER ASSISTANCE.

C THANKED CRR-ET FOR ASSISTANCE, C SATISFIED. @10/24-ZET038N

CRR-ET OFFERED FURTHER ASSISTANCE. C DECLINED

CRR-ET GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-ET CLOSING FILE. @10/24-ZET038N

@10/24-ZET038N

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@10/27-ZJW936N

CRR-JW RECEIVED INBOUND CALL FROM C. @10/27-ZJW936N

CRR-JW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER, AND RESPONSIBLE DEALER. @10/27-ZJW936N

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/27-ZJW936N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 07/27/06 2405

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 07/27/06 2405

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 12/19/07 3995

CRR-JW ADVISED C THERE ARE NO OPEN RECALLS.

C STATES C TOOK VEH TO DLR THIS MORNING BECAUSE THE BRACKET THAT HOLDS THE SEAT UPRIGHT BROKE WHILE DRIVING AND ALMOST LOST CONTROL OF VEH. @10/27-ZJW936N

C STATES THAT A SEAT BRACKET SHOULD NOT BREAK AT 72000 MILES AND C HAS FOUND SIMILAR COMPLAINS ON LINE AND FEELS IT SHOULD BE A RECALL ISSUE. @10/27-ZJW936N

C STATES DLR HAS ADVISED C THAT SEAT WILL COST \$931.72 FOR PARTS AND LABOR.

C WANTS NNA TO COVER COST OF THE BRACKET BEING REPLACED FOR DRIVERS SEAT.

CRR-JW ADVISED C THAT CRR-JW WILL SEND TO RCAS.

CRR-JW OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/27-ZJW936N

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@10/27-ZDW606N

CRR-WD RECIEVED INBOUND CALL FROM C. @10/27-ZDW606N

C STATES THAT C FEELS THAT IT IS UNACCEPTABLE THAT NNA WILL MAKE C WAIT.

C STATES C WANTS COMPENSATION BEYOND FIXING C'S VEH. @10/27-ZDW606N

CRR-WD ADVISED C THAT C'S FILE IS IN THE RIGHT HANDS AND IF C IS APPLYING FOR OOW ASSISTANCE THERE IS A PROCEDER IN PLACE AND RCAS HAS 24 BUSINESS HOURS TO REVIEW C'S FILE AND CONTACT C BACK. @10/27-ZDW606N

C UNDERSTANDS BUT STATES THAT C IS VERY FRUTTRATED. @10/27-ZDW606N

CRR-WD OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-WD GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-WD LEAVING FILE OPEN FOR RCAS' REVIEW. @10/27-ZDW606N

\*\*\*\*\*

@10/27-ZDW606N

CRR-TP RECEIVED CALL FROM C AND VERIFIED OWNER INFO @10/28-ZTP257N

C STATED HAS NOT HEARD FROM AGENT @10/28-ZTP257N

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CRR-TP DID TELL C THAT AGENT HAS SCHEDULED FOR CALL BACK AND C SHOULD BE  
RECEIVING CALL BY END OF DAY @10/28-ZTP257N

C STATED IS FRUSTRATED @10/28-ZTP257N

CRR-TP GAVE NAME, FILE NUMBER AND EXTENSION NUMBER.

CRR-TP OFFERED FURTHER ASSISTANCE. C DECLINED. C ENDED CALL. @10/28-ZTP257N

\*\*\*\*\* @10/28-ZMA966N

RCAS-MA ASSISTING RCAS-KM. @10/28-ZMA966N

RCAS-MA DATANETTED FILE ON 10/28/08. @10/28-ZMA966N

RCAS-MA CALLED C ON DAYTIME/EVENING NUMBER ON 10/28/08 AT 4:08 PM EST AND  
SPOKE WITH C. RCAS-MA INFORMED C THAT RCAS-MA IS CALLING ON BEHALF OF RCAS-KM  
AND THAT RCAS-KM WILL BE LOOKING INTO C'S CONCERN AND WILL FOLLOW UP WITH C  
ON 10/30/08. C STATES C WANTS THIS DONE NOW, RCAS-MA INFORMED C THAT THIS IS  
AN INITIAL CALL AND THE CONCERN NEEDS TO BE RESEARCHED TO FOR RCAS-KM TO BE  
ABLE TO BEST ASSIST C. C STATES C IS UPSET WITH NISSAN AND THINKS THIS IS  
WRONG C COULDVE BEEN KILLED A SEAT SHOULD NOT BREAK. C STATES C WILL BE GOING  
TO A LAWYER AND WANTS NISSAN TO PAY FOR THE COST AND ALSO FOR THE COST OF A  
RENTAL. @10/28-ZMA966N

RCAS-MA GAVE C RCAS-KM'S NAME, PHONE NUMBER AND EXTENSION. @10/28-ZMA966N

RCAS-MA INFORMED C THAT RCAS-KM WILL CALL C BACK ON 10/30/08. @10/28-ZMA966N

RCAS-KM UPDATING RESPONSIBLE DLR. @10/30-ZKM698N

RCAS-KM LEFT VMX FOR SM-DAN NEGALIA 2:00 PM EST 10/30/08. @10/30-ZKM698N

RCAS-KM RECEIVED CALL FROM SM-DAN NEGALHA 2:20 PM EST 10/30/08. SM-DAN

@10/30-ZKM698N

INFORMED C'S FIRST VISIT TO DLR 12/15/07 FOR FUEL PUMP RECALL, C HAD 2 OIL  
CHANGES AT DLR AND 10/27/08 FOR SEAT BRACKET. @10/30-ZKM698N

SM-DAN INFORMED GRT - NOT RECOMMENDED. RCAS-KM CONFIRMED IN CPIA GRT - NOT  
RECOMMENDED. RCAS-KM INFORMED WILL SEND EMAIL TO DPSM & ORM FOR POSSIBLE  
ASSISTANCE FOR SEAT BRACKET. @10/30-ZKM698N

RCAS-KM SENT EMAIL TO ORM & DPSM FOR POSSIBLE OOW FINANCIAL ASSISTANCE.  
@10/30-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 4:12 PM EST 10/30/08. @10/30-ZKM698N

RCAS-KM RECEIVED VMX FROM C 6:23 PM EST 10/30/08 & 8:32 AM EST 10/31/08 WITH  
WORK PHONE 401-397-6893 EXT 12. @10/31-ZKM698N

RCAS-KM RECEIVED EMAIL FROM DPSM 10/31/08 INFORMING NNA UNABLE TO ASSIST,  
C PAY WARRANTY, NOT A REGULAR CUSTOMER AT DEALER, NO VSC. @10/31-ZKM698N

RCAS-KM CONTACTED C ON WORK PHONE 11:44 AM EST 10/31/08. @10/31-ZKM698N

RCAS-KM INFORMED C NNA UNABLE TO ASSIST WITH OOW FINANCIAL ASSISTANCE, VEHICLE  
@10/31-ZKM698N

OUT OF WARRANTY, NO VSC, NOT REGULAR SERVICING CUSTOMER AT DLR.

C STATED WILL CONTACT NEWS AND ATTORNEY. C STATED WILL NEVER PURCHASE  
ANOTHER NISSAN.

RCAS-KM UPDATING TREAD ACT CODES.

RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @10/31-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: N           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | 2 DATE: 10 / 27 / 08      | USERID: ZJW936N     |
| OTHER #:               | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3995         | EFFECTIVE: 10 / 24 / 08   | 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: ZET038N        |                     |
| HISTORY:               | UPDATE BY: ZKM698N        |                     |
| SVC CALL#:             | UPDATE DATE: 10 / 31 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 10 / 31 / 08  | MICROFILM: N        |
| RESP CAA: MELLOH, KYM  | CAOM: JESSUP MITCH        | CAOM: JESSUP MITCH  |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |         |                               |                          |
|-----------------------|---------|-------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: MULTI CONTRACT            |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08TX5W [REDACTED] Y |                          |
| CITY: FRANKLIN        |         | YR/MDL: 2005.0 MUR MILEAGE: 0 |                          |
| ST/ZIP: TN [REDACTED] |         | IN SVC DATE: 07 / 09 / 05     |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 18051                | STONES RIVER MOTORS. INC |
| EVE PH: [REDACTED]    | PAID: 5 | SVC DLR: 18051                | STONES RIVER MOTORS. INC |
| DLR PH: 615 893 0252  | SUSP: 0 | RESP DLR: 18051               | STONES RIVER MOTORS, INC |
|                       | DENY: 0 | REGION: 34                    | DIST: SL/SV/PT: 04 04 34 |

|                                   |                    |                               |
|-----------------------------------|--------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00      | EXEC: 00 / 00 / 00 | EMAIL: 10 / 24 / 08           |
| FIRE: N (Y/N)                     | ROLLOVER: N (Y/N)  | ACCIDENT: N (Y/N)             |
| PROPERTY DAMAGE: N (Y/N)          | INJURY: N (Y/N)    | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00 | WHERE:             | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW PREOWNEI   | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: UNKNOWN    |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:   | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 10 / 27 / 08     | XFER/RSPNSBLTY: 34 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 27 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 10 / 27 / 08    | 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   |

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C. A. R. COMMENTS

FILE OPENED-ZVK000N 10/27/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1185397

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 10/24/08 DATE CREATED: 10/27/08

CRR-VK VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, DAY/EVENING PHONE.

C DID NOT PROVIDE MILEAGE.

UPDATED THE OWNER DATABASE (NAME, ADDRESS, DAY/EVENING PHONE)

CRR-VK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0601 MURANO TANK R&R NTB06-025

@10/27-ZVK000N

CLSD R0614 MURANO STR LOCK NTB06-091

C'S EMAIL READS:

C STATES "OCTOBER 24, 2008 1900 MY DRIVER SEAT IS TILTED.THE SEAT LEANS TO THE LEFT. THIS HAPPENED AFTER I HEARD A POPPING SOUND. THE SEAT CONTINUES TO HAVE ELECTRICAL POWER BUT LEANS/TILTS TO THE LEFT. NISSAN ON NOLENSVILLE ROAD NASHVILLE TN SAYS THERE IS NO WARRANTY TO COVER THIS. I HAVE FOUND ONLINE A NUMBER OF PEOPLE COMPLAINING OF THE SAME PROBLEM WITH 2005 NISSAN MURANO DRIVER SEAT. I FEEL THIS IS A SAFETY ISSUE.. I AM WORRIED. IF THE TILT BREAKS, I WORRY THE ENTIRE SEAT COULD BREAK. WITH THE POSSIBILITY OF A CRASH RELATED TO LOSS OF VEHICLE CONTROL. PLEASE RESEARCH MY INFORMATION. TELL ME WHO AND WHERE TO TAKE THE VEHICLE FOR REPAIR. THANK YOU [REDACTED]

CRR-VK RESPONSE: FILE # 6328203 DEAR [REDACTED] THANK YOU FOR CONTACTING NISSAN NORTH AMERICA, INC. REGARDING YOUR CONCERN WITH YOUR 2005 NISSAN MURANO. WE APOLOGIZE FOR ANY INCONVENIENCE THIS SITUATION MAY HAVE CAUSED YOU. PLEASE NOTE THAT NISSAN RELIES ON OUR AUTHORIZED DEALER TO PROVIDE TECHNICAL SUPPORT AND WARRANTY COVERAGE TO OUR VALUED CUSTOMERS. PLEASE CONTACT YOU LOCAL NISSAN'S DEALER SERVICE DEPARTMENT AND SCHEDULE AN APPOINTMENT. AS THEY ARE IN THE BEST POSITION TO ASSESS YOUR VEHICLE AND DETERMINE WHETHER A PART IS WARRANTABLE OR NOT. FILE # 6328203 HAS BEEN CREATED TO DOCUMENT YOUR INQUIRY. IF YOU HAVE ANY FURTHER QUESTIONS OR COMMENTS, FEEL FREE TO CALL NISSAN CONSUMER AFFAIRS AT 1 800 647 7261 AND REFERENCE YOUR FILE NUMBER.THANK YOU AGAIN FOR CONTACTING US AND ALLOWING US THE OPPORTUNITY TO BE OF ASSISTANCE. CRR-VK CLOSING FILE AS NO FURTHER FOLLOW UP REQUIRED. @10/27-ZVK000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:



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CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NE8F         | 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: 18051            | EFFECTIVE: 10 / 27 / 08   | 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: ZVK000N        |                     |
| HISTORY:                   | UPDATE BY: ZVK000N        |                     |
| SVC CALL#:                 | UPDATE DATE: 10 / 27 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 10 / 27 / 08  | MICROFILM: N        |
| RESP CAA: KONONCHUK, VLADA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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----- CONSUMER AFFAIRS -----  
CA6328203 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:14 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 6/20/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6328203 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:14 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 6/20/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 373       | NCNC02308176 | 18051 TN            | 6/20/2005         | 6/20/2010      | 100.000           |                |                  |
| 374       | RCDC01839122 | 17013 GA            | 6/20/2005         | 6/20/2010      | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                       |                |              |        |
|---------------------------------------|----------------|--------------|--------|
| -----+-----                           |                |              |        |
| CONTRACT: NCNC02308176                |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                |                | OWNER NAME:  |        |
| PLAN TYPE: C                          |                | PLAN TYPE:   |        |
| PLAN TERM: C                          |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                        |                | DEDUCTABLE:  |        |
| EFFECTIVE: 06/20/05                   |                | EFFECTIVE:   |        |
| EXPIRES: 06/20/10                     | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                               | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                             |                | TRANSFER:    |        |
| TRANSACTION: 7/25/2005                |                | TRANSACTION: |        |
| PRINTED: 07/30/05                     |                | PRINTED:     |        |
| DEALER NO: 18051                      | STATE: TN      | DEALER NO:   | STATE: |
| DEALER NAME: STONES RIVER MOTORS, INC |                | DEALER NAME: |        |
| -----+-----                           |                |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                              |                |              |        |
|------------------------------|----------------|--------------|--------|
| -----+-----                  |                |              |        |
| CONTRACT: RCDC01839122       |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |                | OWNER NAME:  |        |
| PLAN TYPE: C                 |                | PLAN TYPE:   |        |
| PLAN TERM: C                 |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50            |                | DEDUCTABLE:  |        |
| EFFECTIVE: 06/20/05          |                | EFFECTIVE:   |        |
| EXPIRES: 06/20/10            | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                      | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                    |                | TRANSFER:    |        |
| TRANSACTION: 6/30/2005       |                | TRANSACTION: |        |
| PRINTED: 07/02/05            |                | PRINTED:     |        |
| DEALER NO: 17013             | STATE: GA      | DEALER NO:   | STATE: |
| DEALER NAME: ROB DOLL NISSAN |                | DEALER NAME: |        |
| -----+-----                  |                |              |        |

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NAME: [REDACTED] SC: NONE  
STREET: [REDACTED] VIN: JN8AZ08T25W [REDACTED] Y  
CITY: CAVE SPRING YR/MDL: 2005.0 MUR MILEAGE: 50000  
ST/ZIP: GA [REDACTED] IN SVC DATE: 03 / 16 / 05  
DAY PH: [REDACTED] VCAN: N RTL DLR: 17010 VADEN NISSAN  
EVE PH: [REDACTED] PAID: SVC DLR: 2756 HERITAGE NISSAN  
DLR PH: 706 291 1981 SUSP: RESP DLR: 2756 HERITAGE NISSAN  
DENY: REGION: 34 DIST: SL/SV/PT: 01 01 31

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 5000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 2756 HERITAGE NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 14000 (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 10 / 28 / 08 XFER/RSPNSBLTY: 34 07 S  
CONTACT (S): FOLLOWUP DATE: 11 / 20 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 11 / 20 / 08 DATANET (Y/N): 11 / 18 / 08

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZRO512N 10/28/2008

PREVIOUS FILES FOUND: NONE.

RELATED: NONE.

UNRELATED: NONE.

CRR-RO VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-RO CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-RO ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE: NONE.

CRR-RO RECEIVED CALL FROM C.

C STATED THAT THE FRAME OF THE SEAT IS BROKEN.

C STATED THAT THE AIRBAG LIGHT IS ALWAYS FLASHING.

C STATED THAT C WANTED TO VERIFY IF THERE IS AN OPEN RECALL ON C'S VEH  
REGARDING THE SEATS.

CRR-RO CHECKED AND INFORMED C THAT THERE ARE NO RECALLS ON THE VEH.

CRR-RO ADVISED C TO VISIT AN AUTHORIZED NISSAN DLR TO HAVE THE VEH INSPECTED.

C STATED THAT C ALREADY VISITED HERITAGE NISSAN AND HAS BEEN TOLD TO CALL NNA  
TO CHECK FOR BULLETINS REGARDING THE SEAT FRAME.

C STATED THAT C HAS BEEN TOLD THAT THE REPLACEMENT OF SEAT FRAME IS FOR \$600  
NOT INCLUDING THE LABOR.

C STATED THAT THE CONCERN WITH THE VEH IS A SAFETY CONCERN.

CRR-RO APOLOGIZED TO C.

C STATED THAT THE DRIVERS SIDE SEAT FRAME IS THE ONE THAT HAS THE CONCERN.

C STATED THAT C WANTED TO VERIFY IF NNA CAN ASSIST C.

CRR-RO INFORMED C THAT CRR-RO WILL CONNECT CALL TO C GROUP FOR FURTHER  
ASSISTANCE.

C AGREED. C UNDERSTOOD. C THANKED CRR-RO FOR ASSISTANCE, C SATISFIED.

CRR-RO OFFERED FURTHER ASSISTANCE, C DECLINED. @10/28-ZRO512N

CRR-RO GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-RO TRANSFERRED CALL TO C GROUP. @10/28-ZRO512N

\*\*\*\*\* @10/28-ZDB338N

CRR-DB RECEIVED CALL FROM C. CRR-DB VERIFIED C'S NAME, ADDRESS, AND  
TELEPHONE NUMBER. @10/28-ZDB338N

C STATES C WAS AT A NISSAN DLR A FEW MONTHS AGO. CRR-DB ADVISES C TO HAVE  
VEH RECENTLY DIGNOSED BY NISSAN DLR.

C STATES C WILL HAVE VEH RECENTLY DIGNOSED. @10/28-ZDB338N

CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED. @10/28-ZDB338N

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER. @10/28-ZDB338N

CRR-DB CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE. @10/28-ZDB338N

\*\*\*\*\* @10/28-ZDB338N

CRR-RT RECEIVED CALL FROM C.

CR-RT VERIFIED CS' SNAME, ADDRESS, DAY AND EVENINGPHONE NUMBER.

C STATED THAT C ALREADY TOOK THE VEH TO A NISSAN DLR AND WAS ADVSIED THAT C  
NEEDS TO PAY \$650.00 FOR THE REPLACEMENT OF THE NEW SEAT.

C STATED THAT THE FRONT DRIVER SEAT WAS UNWELDED AND C THINKS THAT THE PARTS  
WILL NOT BE REPAIRED AGAIN. @11/17-ZRT116N

CRR-RT ASKED C WHAT NISSAN CAN DO TO ASSIST C.

C STATED THAT C WANTED NNA TO FIX C'S VEH.

CRR-RT INFORMED C THAT CRR-RT WILL FORWARD C'S CONCERN TO AN RCAS AND C WILL  
BE ABLE TO RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY.

C APPRECIATES.

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C THANKED CRR-RT FOR ASSISTANCE.  
CRR-RT OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-RT GAVE FILE NUMBER, FULL NAME AND EXTENSION NUMBER.  
CRR-RT LEAVING FILE OPEN. @11/17-ZRT116N

\*

RCAS-MW DATANETTED FILE, 11/17/08.

\*

@11/17-ZMW999N

RCAS-MW UPDATED FOLLOW UP DATE ON 11/17/08 TO REFLECT INITIAL CALL TO BE MADE ON 11/18/08.

\*

@11/17-ZMW999N

RCAS-MW REVIEWED CPIA, 11/18/08. RCAS-MW NOTING GRT WAS RUN AND DECLINED ON 11/08/08.

\*

@11/18-ZMW999N

RCAS-MW CONTACTED SM KEN BEATENBOUGH, 11/18/08, 11:20AM EST. SM ADVISED TRACK OF SEAT IS BROKEN. SM ADVISED DLR HAS FOUND NO DEFECT. SM ADVISED C HAS ONLY BEEN INTO DLR A HANDFUL OF OTHER TIMES. RCAS-MW NOTING THE FOLLOWING VISITS TO THE DLR: 7338 MILES, 29000 MILES, 44000 MILES, AND NOW AT 50000 MILES. SM ADVISED NONE OF PREVIOUS VISITS WERE FOR ANY SERVICE TO VEH. SM ADVISED GRT WAS RUN AND DECLINED. SM ADVISED DOES NOT FEEL ANY FURTHER ASSISTANCE SHOULD BE PROVIDED.

\*

@11/18-ZMW999N

RCAS-MW UPDATED MILEAGE ON FILE BASED ON SM INPUT, 11/18/08. @11/18-ZMW999N

RCAS-MW CONTACTED C AT DAY NUMBER, 11/18/08, 11:48AM EST, LEFT VMX.

RCAS-MW CONTACTED C AT EVENING NUMBER, 11/18/08, 11:49AM EST, RECEIVED MESSAGE 'ALL CIRCUITS ARE BUSY, TRY AGAIN LATER'.

\*

@11/18-ZMW999N

RCAS-MW UPDATED OOW INFORMATION, 11/18/08.

\*

@11/18-ZMW999N

RCAS-MW CONTACTED C AT DAY NUMBER, 11/20/08, 10:28AM EST. RCAS-MW ADVISED C DLR HAS FOUND NO DEFECT WITH VEH. C STATED C DISAGREES AS WELD IS BROKEN.

C INQUIRED IF C HAS ANY RECOURSE. RCAS-MW ADVISED C THAT C IS WELCOME TO GET SECOND OPINION AT ALTERNATE NNA DLR. C STATED C UNDERSTOOD. RCAS-MW ADVISED IF C CHOOSES TO GET SECOND OPINION, C IS WELCOME TO CONTACT RCAS-MW BACK IF FURTHER ASSISTANCE IS REQUIRED. C STATED C UNDERSTOOD. C STATED C APPRECIATED RCAS-MW CALLING.

\*

@11/20-ZMW999N

RCAS-MW UPDATED TREAD ACT, 11/20/08.

@11/20-ZMW999N

RCAS-MW CLOSING FILE PENDING CALLBACK FROM C, 11/20/08.

\*

@11/20-ZMW999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT MELISSA, NISSAN CONSUMER AFFAIRS, TO DISCUSS THIS FILE, THANKS.  
866-799-1690 EXT 1478

DEALER ACTION:

# CONFIDENTIAL

DATE: 1/26/2009  
TIME: 12:49:15 PM

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

CAR ID:  
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CA6329998N

## CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:               | 1 DATE: 11 / 17 / 08      | USERID: ZRT116N     |
| OTHER #:                  | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 2756            | EFFECTIVE: 10 / 28 / 08   | 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: ZRO512N        |                     |
| HISTORY:                  | UPDATE BY: ZMW999N        |                     |
| SVC CALL#:                | UPDATE DATE: 11 / 20 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 11 / 20 / 08  | MICROFILM: N        |
| RESP CAA: WATSON, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041478         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:15 PM

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

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|                       |         |                                   |                          |
|-----------------------|---------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |         | SC: MULTI CONTRACT                |                          |
| STREET: [REDACTED]    |         | VIN: JN8AZ08W93W [REDACTED] Y     |                          |
| CITY: PHILADELPHIA    |         | YR/MDL: 2003.0 MUR MILEAGE: 82469 |                          |
| ST/ZIP: PA [REDACTED] |         | IN SVC DATE: 05 / 21 / 03         |                          |
| DAY PH: [REDACTED]    | VCAN: Y | RTL DLR: 2157                     | KOEPPPEL NISSAN INC      |
| EVE PH: [REDACTED]    | PAID: 2 | SVC DLR: 3094                     | CONICELLI NISSAN         |
| DLR PH: 610 825 4200  | SUSP: 0 | RESP DLR: 3094                    | CONICELLI NISSAN         |
|                       | DENY: 0 | REGION: 26                        | DIST: SL/SV/PT: 06 06 36 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 38537 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3094 CONICELLI NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 29 MILES: 46469 (PT) MONTHS: 5 MILES: 22469

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 28 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 07 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 07 / 08    | DATANET (Y/N): 10 / 30 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YX     | POOR OR IMPROPER OPERATION          |

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C. A. R. COMMENTS

FILE OPENED-ZDG641N 10/28/2008

PREVIOUS FILES FOUND: @10/28-ZDG641N

RELATED: NONE.

UNRELATED: 4396742

CRR-DG VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-DG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:\_NONE

CRR-DG ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-DG RECEIVED CALL FROM C.

C STATED THAT C HAS THE VSC FOR C'S VEH. @10/28-ZDG641N

C STATED THAT C WENT TO 3094 CONICELLI NISSAN TO HAVE THE DRIVER SEAT TRUCK  
ADJUSTER FIXED DUE TO DEFECT HOWEVER THE DLR TOLD THAT TE PART IS NOT COVERED  
C STATED THAT THE FRONT RIGHT WINDOW WAS GLUED BACK TO THE VEH AND C WAS  
CHARGED \$203.52 BECAUSE THE WINDOW IS NOT ALSO COVERED. @10/28-ZDG641N

C STATED THAT THE REAR LATCH IS ALSO DEFECTIVE AND C WAS ADVISED BY THE DLR  
THAT C WOULD PAY \$48.00 BECAUSE THE PART IS NOT ALSO COVERED.

C STATED THAT C HAS NO PART NUMBER FOR ALL THE DEFECTIVE PARTS.

C IS FRUSTRATED BECAUSE C PURCHASED THE VSC JUST SO TEH VEH WILL BE COVERED  
BY WARRANTY HOWEVER NONE OF THE PARTS DEFECTIVE IS COVERED.

CRR-DG ADVISED C ABOUT C'S VSC:

PLAN TYPE: PREOWNED PREFERRED

EXPIRES: 12/09/10 MILES: 100,000

CRR-DG ADVISED C THAT THE VSC WILL APPLY TO THE COMPONENTS COVERED DUE TO  
MECHANICAL BREAKDOWN WHICH CAN ONLY BE DETERMINE BY AN AUTHORIZED NISSAN DLR.

C STATED THAT C WAS ADVISED BY THE DLR TO CALL NNA-CA FOR COMPLAINT.

CRR-DG ADVISED C THAT THE CALL WILL BE TRANSFERRED TO C-GROUP.

CRR-DG OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-DG GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-DG TRANSFERRING CALL TO C-GROUP. @10/28-ZDG641N

CRR-IC RECEIVED A CALL FROM C WANTING NNA TO COVER THE COSTS FOR THE PARTS  
THAT C WANTS COVERED. @10/28-ZIR568N

C STATED C HAD TO PAY \$203.52 AND C STATED C HAD NO CHOICE. @10/28-ZIR568N

C STATED C WAS JUST AT THE DLR THIS MORNING. @10/28-ZIR568N

C STATED C IS VERY UPSET THAT C HAD TO PAY AND WAS ADVISED BY THE DLR TO CALL  
FOR FINANCIAL ASSITANCE. @10/28-ZIR568N

CRR-IC FORWARDING TO RCAS FOR REVIEW. @10/28-ZIR568N

CRR-IC CONFIRMED C'S NAME AND ADDRESS AND CONTACT NUMBER AND THAT THERE ARE NO  
RECALLS ON THE VEH. @10/28-ZIR568N

RCAS-KM IN REVIEW OF FILE 10/29/08. @10/29-ZKM698N

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR.

RCAS-KM DATA NETTING FILE TO DLR. @10/29-ZKM698N

RCAS-KM IN REVIEW OF PREVIOUS UNRELATED FILE 4396742. @10/29-ZKM698N  
@10/29-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 3:41 PM EST 10/29/08. @10/29-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 2:54 PM EST 10/31/08. RCAS-KM INFORMED  
WILL CONTACT DLR FOR MORE INFO ON REPAIR AND FOLLOW UP WITH C 11/5/08.

@10/31-ZKM698N

C STATED PURCHASED VEHICLE AT CONICELLI NISSAN AND HAS VSC. @10/31-ZKM698N

RCAS-KM CONTACTED SM-JACK DEPRE 2:56 PM EST 10/31/08. SM-JACK INFORMED C IS  
NOT A SERVICING CUSTOMER AT DLR, VSC DOES NOT COVER REPAIR, GRT - NOT  
RECOMMENDED. @10/31-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 11/3/08 10:50 AM EST.

**CONFIDENTIAL**

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RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 11/5/08 12:49 PM EST. @11/05-ZKM698N  
RCAS-KM RECEIVED VMX FROM C 12:10 PM EST 11/6/08. @11/07-ZKM698N  
RCAS-KM CONTACTED C ON DAY PHONE 9:19 AM EST 11/7/08. RCAS-KM INFORMED C N  
NNA UNABLE TO ASSIST WITH OOW FINANCIAL ASSISTANCE FOR SEAT BRACKET.  
RCAS-KM INFORMED VEHICLE IS PAST WARRANTY, VSC DOES NOT COVER SEAT BRACKET,  
C UNDERSTOOD AND THANKED RCAS-KM FOR ASSISTANCE.  
RCAS-KM UPDATING TREAD ACT CODES. @11/07-ZKM698N  
RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @11/07-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

|                        |   |                           |                       |      |
|------------------------|---|---------------------------|-----------------------|------|
|                        |   | CONTACT(S):               |                       |      |
| SATISFIED: Y           |   | ACTION CODE: NT3B         | ROOT CAUSE: DR800     | SNFA |
| 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: 3094         |   | EFFECTIVE: 10 / 28 / 08   | 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: ZDG641N        |                       |      |
| HISTORY:               |   | UPDATE BY: ZKM698N        |                       |      |
| SVC CALL#:             |   | UPDATE DATE: 11 / 07 / 08 |                       |      |
| CLOSE: Y (Y/N)         |   | CLOSE DATE: 11 / 07 / 08  | MICROFILM: N          |      |
| RESP CAA: MELLOH, KYM  |   | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |      |
| PHONE: 0000041429      |   | OWNER FIRST:              | LANGUAGE: E ENGLISH   |      |

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REQUESTED BY: lattad

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                               |                |              |        |
|-------------------------------|----------------|--------------|--------|
| -----+-----                   |                |              |        |
| CONTRACT: PEDM00223629        |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |                | OWNER NAME:  |        |
| PLAN TYPE: E                  |                | PLAN TYPE:   |        |
| PLAN TERM: M                  |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50             |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/09/05           |                | EFFECTIVE:   |        |
| EXPIRES: 12/09/08             | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                     |                | TRANSFER:    |        |
| TRANSACTION: 12/12/2005       |                | TRANSACTION: |        |
| PRINTED: 12/16/05             |                | PRINTED:     |        |
| DEALER NO: 3094               | STATE: PA      | DEALER NO:   | STATE: |
| DEALER NAME: CONICELLI NISSAN |                | DEALER NAME: |        |
| -----+-----                   |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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NISSAN MOTOR CORPORATION IN U.S.A  
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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                               |                |              |        |
|-------------------------------|----------------|--------------|--------|
| -----+-----                   |                |              |        |
| CONTRACT: RMN307759107        |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]        |                | OWNER NAME:  |        |
| PLAN TYPE: M                  |                | PLAN TYPE:   |        |
| PLAN TERM: 3                  |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/09/05           |                | EFFECTIVE:   |        |
| EXPIRES: 12/09/10             | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                       | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                     |                | TRANSFER:    |        |
| TRANSACTION: 12/12/2005       |                | TRANSACTION: |        |
| PRINTED: 12/16/05             |                | PRINTED:     |        |
| DEALER NO: 3094               | STATE: PA      | DEALER NO:   | STATE: |
| DEALER NAME: CONICELLI NISSAN |                | DEALER NAME: |        |
| -----+-----                   |                |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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REQUESTED BY: lattad

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**SC: ONE CONTRACT**

|         |               |              |              |            |                             |
|---------|---------------|--------------|--------------|------------|-----------------------------|
| NAME:   | [REDACTED]    | VIN:         | JN8AZ08W26W  | [REDACTED] | Y                           |
| STREET: | [REDACTED]    | YR/MDL:      | 2006.0       | MUR        | MILEAGE: 53602              |
| CITY:   | ASTON         | IN SVC DATE: | 01 / 30 / 06 |            |                             |
| ST/ZIP: | PA [REDACTED] | VCAN:        | Y            | RTL DLR:   | 2936 CONCORDVILLE NISSAN    |
| DAY PH: | [REDACTED]    | PAID:        | 3            | SVC DLR:   | 2936 CONCORDVILLE NISSAN    |
| EVE PH: | [REDACTED]    | SUSP:        | 1            | RESP DLR:  | 2936 CONCORDVILLE NISSAN    |
| DLR PH: | 610 459 8900  | DENY:        | 0            | REGION:    | 26 DIST: SL/SV/PT: 06 06 36 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2936 CONCORDVILLE NISSA  
 OUTSIDE WARRANTY BY (B) MONTHS: 17 MILES: 17602 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 28 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 04 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 03 / 08    | DATANET (Y/N): 10 / 30 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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REQUESTED BY: lattad

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C. A. R. COMMENTS

FILE OPENED-ZTD508N 10/28/2008

PREVIOUS FILES FOUND:NONE.

CRR-TD VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-TD CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

CRR-TD ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S):NONE.

CRR-TD RECEIVED CALL FROM C.

C STATED THAT VEH'S DRIVER'S SEAT IS BROKEN AND VEH'S OVER 600 MILES OUTSIDE  
THE 53,000 MILES ALLOWED FOR THE VSC WARRANTY. C SAID THAT NISSAN DLR IS  
CHARGING C \$1000 TO FIX THE PROBLEM. C SAID C DOES NOT WANT TO PAY FOR THAT  
AND WOULD LIKE TO ASK FOR A GOODWILL ASSISTANCE FROM NNA.

CRR-TD ADVISED C THAT CALL WILL BE TRANSFERRED TO NEXT LEVEL AGENT FOR  
FURTHER ASSISTANCE.

C THANKED CRR-TD FOR ASSISTANCE, C SATISFIED. @10/28-ZTD508N

CRR-TD OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-TD GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-TD EXITING FILE. @10/28-ZTD508N

\*\*\*\*\*

CRR-AK TAKING OVER CALL FROM AB GROUP.

CRR-AK REVIEWED THE ABOVE MENTIONED DETAILS WITH C. @10/28-ZAK473N

CRR-TD HAD THE WRONG NAME ON FILE AND OWNER'S DATABASE, CRR-AK CROSS CHECKED  
WITH CRR-TD AND WAS INFORMED C'S NAME IS [REDACTED]

C STATES C IS REQUESTING FINANCIAL ASSISTANCE FOR THE BROKEN BRACKET FOR THE  
SEAT THAT WILL COST \$1000 AND WAS LOOKED INTO BY SA-KEVIN AT THE DLRSH. P.

CRR-AK LET C KNOW THAT RCAS WILL BE CONTACTING C BY END OF NEXT BUSINESS DAY.

CRR-AK OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-AK GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-AK TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/28-ZAK473N

@10/28-ZAK473N

RCAS-KM IN REVIEW OF FILE 10/29/08.

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR.

RCAS-KM DATA NETTING FILE TO DLR. @10/29-ZKM698N

RCAS-KM CHECKED CPIA FOR GRT - NOT RECOMMENDED. @10/29-ZKM698N

RCAS-KM CALLED DAY PHONE 3:59 PM EST 10/29/08 - INFORMED C NOT IN OFFICE AND

TO CALL EVE PHONE. @10/29-ZKM698N

RCAS-KM CONTACTED C ON EVE PHONE 4:01 PM EST 10/29/08. C STATED DLR INFORMED

SEAT BRACKET HAS BROKEN OFF AND \$1000.00 TO REPAIR. @10/29-ZKM698N

C STATED HAS CHECKED ON LINE AND FOUND OTHER C'S WITH ISSUE. @10/29-ZKM698N

RCAS-KM INFORMED C RCAS TO CONTACT DLR FOR MORE INFO AND LOOK INTO FINANCIAL  
ASSISTANCE WITH REGION. RCAS-KM TO FOLLOW UP 11/4/08. @10/29-ZKM698N

\*\*\*\*\*

CRR-LB RECEIVED AN INBOUND CALL FROM C REQUESTING TO RE-OPEN FILE AND SPEAK WI  
TH RCAS-KM. @10/30-ZLB631N

CRR-LB ADVISED C THAT CRR-LB CAN SEND AN INTERNAL MESSAGE TO RCAS-KM TO

@10/30-ZLB631N

ADVISE C TO CALL C BACK TODAY. @10/30-ZLB631N

CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-LB GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-LB RE-TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW AND C CALLBACK.631N

@10/30-ZLB631N

RCAS-KM CONTACTED SM-KEVIN LEVENSTEN 2:38 PM EST 10/30/08 - LEFT VMX.

@10/30-ZKM698N



**CONFIDENTIAL**

DATE: 1/26/2009  
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RCAS-KM SENT EMAIL TO ORM & DPSM FOR POSSIBLE OOW FINANCIAL ASSISTANCE.

@10/30-ZKM698N

RCAS-KM RECEIVED EMAIL FROM DPSM OFFERING TO SUPPLY PART AT COST 10/30/08.

@11/03-ZKM698N

RCAS-KM CONTACTED SM-KEVIN LEVENSTEN 11:40 AM EST 11/3/08. SM-KEVIN INFORMED DLR OFFERS TO DISCOUNT LABOUR, DPSM OFFERS TO SUPPLY PART, C PORTION OF REPAIR \$125.00 PLUS TAXES.

@11/03-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 11:50 AM EST 11/3/08. RCAS-KM INFORMED C DLR IS WILLING TO DISCOUNT LABOUR, NNA WILL COVER COST OF PART, C'S PORTION OF REPAIR \$125.00 PLUS TAXES. C THANKED RCAS-KM FOR ASSISTANCE. C STATED IS VERY HAPPY WITH NNA DECISION AND WILL SCHEDULE APPT AT DLR FOR REPAIR. C STATED WILL WORK WITH DLR AND FOLLOW UP FROM RCAS-KM IS NOT REQUIRED, C WILL CONTACT RCAS-KM IF FURTHER ASSISTANCE IS REQUIRED.

RCAS-KM UPDATING TREAD ACT CODES.

RCAS-KM CLOSING FILE PENDING C CALLBACK.

@11/03-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA      |
| 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: 2936         | EFFECTIVE: 10 / 28 / 08   | 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: ZTD508N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 11 / 03 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 03 / 08  | MICROFILM: N          |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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DATE: 1/26/2009  
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REQUESTED BY: lattad

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

CA6330742

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:15 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 1/30/2006

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 378       | RCDN02711131 | 2936 PA             | 1/30/2006         | 7/30/2009      | 53.000            |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                  |               |              |        |
|----------------------------------|---------------|--------------|--------|
| -----+-----                      |               |              |        |
| CONTRACT: RCDN02711131           |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]           |               | OWNER NAME:  |        |
| PLAN TYPE: C                     |               | PLAN TYPE:   |        |
| PLAN TERM: N                     |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                |               | DEDUCTABLE:  |        |
| EFFECTIVE: 01/30/06              |               | EFFECTIVE:   |        |
| EXPIRES: 07/30/09                | MILES: 53,000 | EXPIRES:     | MILES: |
| CANCEL:                          | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                        |               | TRANSFER:    |        |
| TRANSACTION: 1/30/2006           |               | TRANSACTION: |        |
| PRINTED: 02/03/06                |               | PRINTED:     |        |
| DEALER NO: 2936                  | STATE: PA     | DEALER NO:   | STATE: |
| DEALER NAME: CONCORDVILLE NISSAN |               | DEALER NAME: |        |
| -----+-----                      |               |              |        |

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SC: MULTI CONTRACT

|                       |                                            |
|-----------------------|--------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T75W [REDACTED] Y              |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 59041          |
| CITY: LAWRENCEVILLE   | IN SVC DATE: 03 / 21 / 05                  |
| ST/ZIP: GA [REDACTED] | RTL DLR: 3802 HAWKINSON NISSAN, L.L.C.     |
| DAY PH: [REDACTED]    | PAID: SVC DLR: 3611 GWINNETT PLACE NISSAN  |
| EVE PH: [REDACTED]    | SUSP: RESP DLR: 3611 GWINNETT PLACE NISSAN |
| DLR PH: 770 476 7771  | DENY: REGION: 34 DIST: SL/SV/PT: 01 01 31  |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 49000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: 3611 GWINNETT PLACE NIS  
OUTSIDE WARRANTY BY (B) MONTHS: 8 MILES: 23041 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 30 / 08     | XFER/RSPNSBLTY: 34 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 12 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 12 / 08    | DATANET (Y/N): 10 / 31 / 08 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                        |        |                              |
|----|------------------------|--------|------------------------------|
| OC | NISSAN DEALER ISSUES   | 221500 | SALES PERSONNEL (NISSAN)     |
| BE | NSN DEALER SALES DEPT. | YD     | MISLEADING/MISREPRESENTATION |

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C. A. R. COMMENTS

FILE OPENED-ZAK473N 10/30/2008

PREVIOUS UNRELATED/RELATED FILES FOUND:NONE.

CRR-AK VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER, AND RESPONSIBLE DEALER.

CRR-AK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE. @10/30-ZAK473N

CRR-AK ADVISED C OF THE RECALL STATUS.

PREVIOUS NISSAN/INF VEH:NONE.

CRR-AK RECEIVED INBOUND CALL FROM C.

C STATES C WANTS TO CHECK IF THE CD PLAYER IS COVERED UNDER THE PRE OWNED CERTIFIED LIMITED WARRANTY.

CRR-AK CHECKED CA WEBSITE AND LET C KNOW THAT COMPONENTS OF THE ENGINE, TRANSMISSION, FUEL SYSTEM ARE COVERED BUT CD PLAYER ISN'T.

C STATES C BOUGHT THE VEH PREOWNED FROM GWINNETT NISSAN AND C WAS SERVICED BY LM-NADEEL AND THERE WERE SOME ISSUES WITH THE ALIGNMENT, SEAT AND THE CD PLAYER AND C WAS PROMISED C WILL BE TAKEN CARE OF BY THE SERVICE DEPARTMENT.

C STATES THE DLRSHIP ALIGNED THE VEH AND NOW ISN'T CORRECTING THE ISSUES WITH VEH AS THE SEAT IS LOOSE AND NEEDS TO BE REPLACED AND THE SPEAKER NEEDS TO BE REPLACED FOR \$500.

C STATES C IS REQUESTING FINANCIAL ASSISTANCE TO HAVE THESE ISSUES CORRECTED THAT SHOULD HAVE BEEN CORRECTED BY DLRSHIP TO BEGIN WITH. @10/30-ZAK473N

C STATES THAT C IS AT SUTHERLIN NISSAN MALL/GA AT THE MOMENT TO HAVE THE ISSUE LOOKED AT AND SEE IF THAT DLRSHO CAN HELP C IN ANY WAY. @10/30-ZAK473N

CRR-AK LET C KNOW THAT RCAS WILL BE CONTACTING C BY END OF NEXT BUSINESS DAY.

CRR-AK OFFERED FURTHER ASSISTANCE TO C, C DECLINED.

CRR-AK GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-AK TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @10/30-ZAK473N

\*

RCAS-MW DATANETTED UPDATED DLR ON FILE. 10/30.

RCAS-MW DATANETTED FILE TO BOTH GWINNETT PLACE NISSAN (DLR 3611) AND SUTHERLIN NISSAN (DLR 3808), 10/30. @10/30-ZMW999N

RCAS-MW CONTACTED ASSISTANT SM KEVIN PARSONS. 10/31, 9:01AM EST. SM ADVISED C WAS AT DLR COMPLAINING OF DRIVERS FRONT SEAT. SM ADVISED COMPLAINT IS THAT LOWER CUSHION KNOCKS C BACKWARDS WHEN WEIGHT IS ON IT. SM ADVISED REPAIR IS NOT COVERED BY C'S VSC. SM ADVISED COST TO PULL SEAT TO FIND OUT WHAT FAILED WILL BE \$110. SM ADVISED CD PLAYER AND ALIGNMENT CONCERNS WERE NOT ADDRESSED AS SEAT WAS MAIN ISSUE. SM ADVISED C TOOK VEH FROM DLR.

\*

@10/31-ZMW999N

RCAS-MW CONTACTED C AT DAY/EVENING NUMBER, 10/31, 12:28PM EST, LEFT VMX.

\*

@10/31-ZMW999N

RCAS-MW RECEIVED VMX FROM C, 8:30AM EST, 11/03, REQUESTING CALL BACK TO DAY/EVENING NUMBER.

\*

@11/03-ZMW999N

RCAS-MW CONTACTED C AT DAY/EVENING NUMBER. 11/03, 2:07PM EST. C STATED SEAT WAS MOVING WHEN C BOUGHT VEH. C STATED DRIVERS SIDE SPEAKER WORKS ON AND OFF AS WELL. C STATED DLR ADVISED WOULD FIX VEH. C STATED C BOUGHT VEH. C STATED C COULD NOT GO BACK TO THE DLR FOR A COUPLE OF DAYS. C STATED SERVICE DEPARTMENT WAS TO TAKE CARE OF ISSUES. C STATED THERE WAS AN ALIGNMENT CONCERN THAT WAS TAKEN CARE OF. C STATED SERVICE DEPARTMENT ADVISED C THAT SOMETIMES SEATS MOVE. C STATED WITH SPEAKERS. C WAS TOLD TO LOWER BASE. C STATED C TOOK VEH BACK 2 WEEKS LATER AS C WAS OUT OF TOWN. C STATED DLR ADVISED THAT DLR WAS NOT GOING TO FIX VEH. RCAS-MW INQUIRED HOW LONG AGO C PURCHASED VEH. C STATED IT WAS PURCHASED A FEW MONTHS AGO, PROBABLY THE END OF JULY OR BEGINNING OF AUGUST. RCAS-MW INQUIRED WHY C HAS WAITED SO LONG

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TO TRY TO GET ISSUES FIXED. C STATED C WAS NOT IN TOWN. C STATED C HAS A JOB AS WELL. C STATED DLR TELLS C TO BRING VEH IN AND THEN C IS TOLD DIFFERENT THINGS. C STATED C WAS TOLD THAT VSC INCLUDED EVERYTHING. C STATED NO PAPERWORK WAS GIVEN TO C FOR VSC. RCAS-MW ADVISED C THAT RCAS-MW WILL LOOK INTO WHAT CAN BE DONE. RCAS-MW ADVISED C THAT RCAS-MW CAN MAKE NO GUARANTEES, BUT WILL FOLLOW UP WITH C NO LATER THEN 11/10. @11/03-ZMW999N

\* @11/03-ZMW999N

RCAS-MW NOTING C PURCHASED VEH FROM GWINNETT PLACE NISSAN, DLR 3611. RCAS-MW UPDATED DLR ON FILE.

\* @11/03-ZMW999N

RCAS-MW CONTACTED SM JERRY BOOKER, 11/05, 9:05AM EST. RCAS-MW NOTING SA SAM (LAST NAME UNKNOWN) ADVISED SM WOULD CONTACT RCAS-MW BACK. @11/05-ZMW999N

\*

RCAS-MW SPOKE WITH SM JERRY BOOKER, 11/05, 11:25AM EST. SM ADVISED C HAS NEVER COMPLAINED OF SEAT. SM ADVISED VEH WAS AT DLR FOR RADIO ON 07/31/08. SM ADVISED ON 07/31/08 DLR ADVISED RADIO WAS NEEDED. SM ADVISED VEH WAS OOW AT PURCHASE. SM ADVISED WILL PULL SALES CONTRACT. @11/05-ZMW999N

\* @11/05-ZMW999N

RCAS-MW SPOKE WITH SM JERRY BOOKER, 11/05, 3:14PM EST. SM ADVISED HAS SPOKEN WITH PARTS DIRECTOR AND REVIEWED SALES AGREEMENT. SM ADVISED THERE IS NOTHING ABOUT ANY ISSUES TO BE REPAIRED BY DLR. SM ADVISED DLR IS WILLING TO OFFER A DISCOUNT BUT THAT IS IT. @11/05-ZMW999N

RCAS-MW CONTACTED C AT DAY/EVENING NUMBER, 11/10/08, 2:29PM EST, LINE PICKED UP BUT NO ONE ANSWERED.

\* @11/10-ZMW999N

RCAS-MW CONTACTED C AT DAY/EVENING NUMBER, 11/12/08, 11:58AM EST. RCAS-MW ADVISED C THAT VEH WAS OOW WHEN VEH WAS PURCHASED. RCAS-MW ADVISED DLR HAS NOTHING STATING REPAIRS WERE PROMISED AT TIME OF SALE. C STATED THAT NEXT TIME IF C BUYS NNA OR INFINITY VEH C WILL HAVE TO GET INFORMATION IN WRITING. RCAS-MW ADVISED C THAT DLRS ARE INDEPENDENTLY OWNED AND OPERATED. RCAS-MW ADVISED C THAT NNA CAN NOT ALWAYS INTERVINE IN SALES RELATED CONCERNS. RCAS-MW ADVISED C THAT DLR HAS NOTHING SHOWING ANY TYPE OF REPAIRS WERE PROMISED TO C. C STATED SALESPERSON TOLD C VERBALLY. RCAS-MW ADVISED C THAT NNA CAN NOT PROVIDE FINANCIAL ASSISTANCE IN THIS CASE. C STATED C WILL GO TO DLR TODAY TO TRY TO RESOLVE. C THANKED RCAS-MW FOR ASSISTANCE.

\* @11/12-ZMW999N

RCAS-MW UPDATED OOW INFORMATION, 11/12/08. @11/12-ZMW999N

RCAS-MW UPDATED TREAD ACT, 11/12/08.

\*

RCAS-MW CLOSING FILE, 11/12/08. @11/12-ZMW999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT MELISSA, NISSAN CONSUMER AFFAIRS, TO DISCUSS THIS FILE, THANKS.  
866-799-1690 EXT 1478

FOLLOW-UP IS DUE ON OR BEFORE

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

PLEASE CONTACT MELISSA, NISSAN CONSUMER AFFAIRS, TO DISCUSS THIS FILE, THANKS.

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866-799-1690 EXT 1478

DEALER ACTION:

|                           |   |                           |                     |      |
|---------------------------|---|---------------------------|---------------------|------|
|                           |   | CONTACT(S):               |                     |      |
| SATISFIED: Y              |   | ACTION CODE: NT3C         | ROOT CAUSE: LDDC    | SNFA |
| 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: 3611            |   | EFFECTIVE: 10 / 30 / 08   | 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: ZAK473N        |                     |      |
| HISTORY:                  |   | UPDATE BY: ZMW999N        |                     |      |
| SVC CALL#:                |   | UPDATE DATE: 11 / 12 / 08 |                     |      |
| CLOSE: Y (Y/N)            |   | CLOSE DATE: 11 / 12 / 08  | MICROFILM: N        |      |
| RESP CAA: WATSON, MELISSA |   | OLM: ROYSTER KAREN        | DOM:                |      |
| PHONE: 0000041478         |   | OWNER FIRST:              | LANGUAGE: E ENGLISH |      |

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----- CONSUMER AFFAIRS -----  
CA6332768 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:15 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 6/7/2008 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6332768 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:15 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2005.0  
IN SCV DATE: 3/21/2005 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 379       | PEDQ04422291 | 3611 GA             | 6/7/2008          | 3/21/2012      | 100.000           |                |                  |
| 380       | RCDH00289811 | 3802 IL             | 3/21/2005         | 3/21/2008      | 60.000            |                |                  |



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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04422291                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 06/07/08                    | EFFECTIVE:                           |
| EXPIRES: 03/21/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 6/12/2008                 | TRANSACTION:                         |
| PRINTED: 06/14/08                      | PRINTED:                             |
| DEALER NO: 3611        STATE:    GA    | DEALER NO:                    STATE: |
| DEALER NAME: GWINNETT PLACE NISSAN     | DEALER NAME:                         |
| -----+-----                            |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCDH00289811                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: H                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 03/21/05                   | EFFECTIVE:                           |
| EXPIRES: 03/21/08    MILES:    60,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 3/22/2005                | TRANSACTION:                         |
| PRINTED: 03/26/05                     | PRINTED:                             |
| DEALER NO: 3802        STATE:    IL   | DEALER NO:                    STATE: |
| DEALER NAME: HAWKINSON NISSAN, L.L.C. | DEALER NAME:                         |
| -----+-----                           |                                      |

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|                       |                                        |
|-----------------------|----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                               |
| STREET: [REDACTED]    | VIN: JN8AZ08W76W [REDACTED] Y          |
| CITY: MEDFORD         | YR/MDL: 2006.0 MUR MILEAGE: 36174      |
| ST/ZIP: NJ [REDACTED] | IN SVC DATE: 10 / 14 / 06              |
| DAY PH: [REDACTED]    | RTL DLR: 2323 CLASSIC CARS NISSAN INC  |
| EVE PH: [REDACTED]    | SVC DLR: 2323 CLASSIC CARS NISSAN INC  |
| DLR PH: 609 267 2886  | RESP DLR: 2323 CLASSIC CARS NISSAN INC |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 06 06 36    |
| PAID:                 |                                        |
| SUSP:                 |                                        |
| DENY:                 |                                        |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2323 CLASSIC CARS NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 174 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 30 / 08     | XFER/RSPNSBLTY: 26 06 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 04 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 03 / 08    | DATANET (Y/N): 11 / 03 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZJI411N 10/30/2008  
PREVIOUS UNRELATED FILES: NONE  
PREVIOUS RELATED FILES: NONE  
CRR-JI VERIFIED C'S NAME, ADDRESS, VIN, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR  
CRR-JI CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
CRR-JI ADVISED C OF NO OPEN RECALLS.  
PREVIOUS NISSAN/INFINITI VEH'S: NONE  
CRR-JI RECEIVED A CALL FROM C.  
C STATES C JUST LEFT THE NISSAN DLR.  
C STATES THE FRAME IS BROKE ON THE BOTTOM OF THE SEAT.  
C STATES C IS THE ONLY DRIVER OF THE VEH.  
C STATES THE DRIVER SEAT IS BROKEN.  
C STATES THE DLR ADVISED C THAT THE REPAIR WILL COST APPROXIMATELY \$700.  
C STATES THE DLR DID LOWER THE PRICE BY A \$100 AS GOODWILL. @10/30-ZJI411N  
C STATES THE RESPONSIBLE DLR IS 2323 CLASSIC CARS NISSAN INC.  
C STATES C IS JUST OUTSIDE OF THE WARRANTY.  
C STATES C FEELS LIKE THE REPAIR SHOULD BE COVERED UNDER WARRANTY.  
C STATES C WOULD LIKE NISSAN TO REPAIR THE SEAT UNDER WARRANTY.  
C STATES C FELT SOMETHING FUNNY IN THE SEAT FOUR DAYS AGO.  
C STATES EVERYTHING IS WORKING.  
C STATES C DID NOT REALIZE THE SEAT WAS GOING TO BE A MAJOR AND EXPENSIVE  
PROBLEM.  
CRR-JI INFORMED C THAT CRR-JI IS GOING TO TRANSFER THE FILE TO RCAS AND RCAS  
WILL BE IN CONTACT WITH C BY THE END OF BUSINESS DAY TOMORROW.  
CRR-JI INQUIRED THE BEST TIME FOR RCAS TO CONTACT C.  
C STATES ANYTIME ON THE DAY AND EVENING PHONE NUMBER.  
CRR-JI ASKED C IF C NEEDS ANYMORE ASSISTANCE. C IS SATISFIED.  
CRR-JI GAVE C NAME, FILE NUMBER AND EXTENSION.  
CRR-JI TRANSFERRING FILE TO RCAS. @10/30-ZJI411N  
RCAS-KM IN REVIEW OF FILE 10/31/08.  
RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR.  
RCAS-KM DATA NETTING FILE TO DLR. @10/31-ZKM698N  
RCAS-KM CONTACTED C ON DAY PHONE 10/31/08. @10/31-ZKM698N  
RCAS-KM INFORMED C WILL REVIEW BROKEN SEAT WITH DLR AND REGIONAL MANAGER.  
RCAS-KM TO FOLLOW UP WITH C 11/4/08 @10/31-ZKM698N  
C STATED HAS REALLY ENJOYED THIS VEHICLE AND VEHICLE IS ONLY 174 PAST WARRANTY  
AND WOULD APPRECIATE ANY ASSISTANCE NNA IS ABLE TO PROVIDE.  
RCAS-KM CHECKED IN CPIA FOR GRT - NOT RECOMMENDED. @10/31-ZKM698N  
RCAS-KM CONTACTED SM-DONNA BURMEISTER 10:08 AM EST 11/3/08. SM-DONNA  
INFORMED C IS NOT A REGULAR CUSTOMER AT DLR. SM-DONNA FEELS C WOULD BE  
APPRECIATIVE OF ANY ASSISTANCE FOR SEAT BRACKET FROM NNA. @11/03-ZKM698N  
RCAS-KM SENT EMAIL TO ORM & DPSM FOR POSSIBLE OOW FINANCIAL ASSISTANCE 10:15  
AM EST 11/3/08. @11/03-ZKM698N  
RCAS-KM RECEIVED EMAIL FROM ORM 11/3/08 OFFERING OOW ASSISTANCE FOR SEAT  
@11/03-ZKM698N  
BRACKET REPAIR AS A ONE TIME GOODWILL GESTURE AS C IS NOT A REGULAR SERVICING  
CUSTOMER AT DLR. @11/03-ZKM698N  
RCAS-KM CONTACTED SM-DONNA BURMEISTER 11:14 AM EST 11/3/08 AND INFORMED NNA  
OFFERS OOW GOODWILL ASSISTANCE FOR REPAIR TO SEAT BRACKET PER ORM.  
SM-DONNA REQUESTED EMAIL WITH OFFER BE SENT TO SM. @11/03-ZKM698N  
RCAS-KM SENDING EMAIL TO SM-DONNA BURMEISTER 11:15 AM EST 11/3/08.  
@11/03-ZKM698N

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RCAS-KM LEFT VMX FROM C 11/3/08 11:21 AM EST. @11/03-ZKM698N  
RCAS-KM RECEIVED VMX FROM C 4:01 PM EST 11/3/08, @11/03-ZKM698N  
RCAS-KM CONTACTED C ON DAY PHONE 4:26 PM EST 11/3/08 AND INFORMED NNA  
IS ABLE TO ASSIST WITH SEAT BRACKET REPAIR. C STATED DLR CONTACTED C AND  
INFORMED PART IS AT DLR. RCAS-KM SUGGESTED FOR C TO CONTACT DLR TO SCHEDULE  
APPT. C THANKED RCAS-KM FOR ASSISTANCE AND APPRECIATES NNA GOODWILL GESTURE.  
RCAS-KM UPDATING TREAD ACT CODES. @11/03-ZKM698N  
RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @11/03-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA      |
| 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: 2323         | EFFECTIVE: 10 / 30 / 08   | 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: ZJI411N        |                       |
| HISTORY:               | UPDATE BY: ZKM698N        |                       |
| SVC CALL#:             | UPDATE DATE: 11 / 03 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 03 / 08  | MICROFILM: N          |
| RESP CAA: MELLOH, KYM  | OLM: ROYSTER KAREN        | DOM: STALNAKER ROBERT |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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SC: MULTI CONTRACT

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W96W [REDACTED] Y               |
| STREET: [REDACTED]    | YR/MDL: 2006.0 MUR MILEAGE: 61319           |
| CITY: WARWICK         | IN SVC DATE: 03 / 16 / 06                   |
| ST/ZIP: RI [REDACTED] | RTL DLR: 3843 IRA NISSAN TEWKSBURY          |
| DAY PH: [REDACTED]    | PAID: 2 SVC DLR: 3995 INSKIP NISSAN         |
| EVE PH: [REDACTED]    | SUSP: 1 RESP DLR: 3995 INSKIP NISSAN        |
| DLR PH: 401 821 1510  | DENY: 0 REGION: 26 DIST: SL/SV/PT: 11 11 41 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 20000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3995 INSKIP NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 25319 (PT) MONTHS: MILES: 1319

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 30 / 08     | XFER/RSPNSBLTY: 26 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 20 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 19 / 08    | DATANET (Y/N): 11 / 03 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZGK999N 10/30/2008

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

CRR-GK VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE.

CRR-GK ADVISED C NO OPEN RECALLS ON VEHICLE.

PREVIOUS NISSAN/INFINITI VEHICLES:NONE.

CRR-GK WELCOMED C TO THE NISSAN FAMILY.

CRR-GK RECEIVED CALL FROM C.

C STATED BROUGHT VEH INTO 3995\_ INSKIP NISSAN TO HAVE VEH INSPECTED BECAUSE THE DRIVER SEAT IS REAL LOOSE AND SLIDES AROUND. @10/30-ZGK999N

C WAS TOLD THAT THE SEAT IS NOT ATTACHED TO THE FRAME ANYMORE AND WOULD COST \$800.00 TO REPAIR. @10/30-ZGK999N

C STATES C HAS VSC HOWEVER THE VSC DOES NOT COVER THE SEAT. @10/30-ZGK999N

C THINKS THIS IS A SAFETY ISSUE AND DOES NOT FEEL LIKE C SHOULD HAVE TO PAY FOR THE REPAIR. @10/30-ZGK999N

C IS REQUESTING FOR NNA TO PAY FOR THE REPAIR OF THE SEAT. @10/30-ZGK999N

CRR-GK ADVISED C THAT CRR-GK WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY.

C THANKED CRR-GK FOR ASSISTANCE, C SATISFIED.

CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.

CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED.

CRR-GK THANKED C FOR ALLOWING CRR-GK TO ASSIST C AND STATED THAT NISSAN APPRECIATES C'S BUSINESS.

CRR-GK FORWARD FILE TO RCAS FOR REVIEW. @10/30-ZGK999N

RCAS-KM IN REVIEW OF FILE 10/31/08.

RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR.

RCAS-KM DATA NETTING FILE TO DLR. @10/31-ZKM698N

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@10/31-ZMA966N

RCAS-MA ASSISTING RCAS-KM. @10/31-ZMA966N

RCAS-MA CALLED C ON DAYTIME NUMBER ON 10/31/08 AT 4:02 PM EST AND SPOKE WITH C  
RCAS-MA INFORMED C THAT RCAS-KM WILL BE LOOKING INTO C'S CONCERN AND RCAS-KM  
WILL BE CONTACTING C BACK ON 11/04/08 WITH MORE INFORMATION. RCAS-MA GAVE C  
RCAS-KM'S NAME, PHONE NUMBER AND EXTENSION. @10/31-ZMA966N

RCAS-KM CONTACTED C ON DAY PHONE 4:27 PM EST 11/4/08.

C STATED PURCHASED VEHICLE AND VSC AT INSKIP NISSAN.

RCAS-KM INFORMED WILL CONTACT DLR FOR MORE INFO AND FOLLOW UP 11/7/08.

@11/04-ZKM698N

RCAS-KM SENT EMAIL TO SM-DAN NEGALHA 11:07 AM EST 11/5/08 REQUESTING DLR TO  
RUN GRT AND UPDATE ON C'S ISSUE. @11/05-ZKM698N

RCAS-KM RECEIVED EMAIL FROM SM-DAN NEGALHA 11/5/08 INFORMING C IS A GOOD  
SERVICING CUSTOMER AT DLR AND DLR WOULD LIKE TO ASSIST C. @11/06-ZKM698N

RCAS-KM SENDING EMAIL TO ORM & DPSM FOR POSSIBLE OOW FINANCIAL ASSISTANCE.

RCAS-KM SENDING EMAIL TO SM-DAN NEGALHA FOR INFO ON HOW DEALER WOULD OFFER  
@11/06-ZKM698N

DISCOUNT TO CUSTOMER 11/6/08 12:50 PM. @11/06-ZKM698N

RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 11/7/08 3:48 PM EST. @11/07-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 11/11/08 4:06 PM EST. @11/11-ZKM698N

RCAS-KM INFORMED WILL FOLLOW UP 11/14/08.

RCAS-KM LEFT VMX FOR SM-DAN NEGALHA FOR WARRANTY RATE ON REPAIR 11/13/08  
1:45 PM EST. @11/13-ZKM698N

RCAS-KM CONTACTED C ON DAY PHONE 4:17 PM EST 11/14/08. RCAS-KM INFORMED

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STILL WORKING WITH ORM & SM FOR POSSIBLE ASSISTANCE. @11/14-ZKM698N  
RCAS-KM CONTACTED SM-DAN NEGALHA 1:55 PM EST 11/18/08. SM-DAN INFORMED  
WARRANTY COST OF PART IS \$687.58. @11/18-ZKM698N  
RCAS-KM SENT EMAIL TO ORM 2:10 PM EST 11/18/08. @11/18-ZKM698N  
RCAS-KM RECEIVED EMAIL FROM ORM 3:00 PM EST 11/18/08 APPROVING OOW FINANCIAL  
ASSISTANCE FOR SEAT BRACKET REPAIR. @11/18-ZKM698N  
RCAS-KM LEFT VMX FOR C ON DAY & EVE PHONE 3:03 PM EST 11/18/08. @11/18-ZKM698N  
RCAS-KM CONTACTED SM-DAN NEGALHA 3:07 PM EST 11/18/08. RCAS-KM INFORMED  
NNA WILL COVER SEAT BRACKET UNDER OOW FINANCIAL ASSISTANCE. @11/18-ZKM698N  
RCAS-KM RECEIVED CALL FROM C 11:00 AM EST 11/19/08. RCAS-KM INFORMED C  
NNA IS ABLE TO PROVIDE OOW FINANCIAL ASSISTANCE FOR SEAT BRACKET REPAIR.  
C THANKED RCAS-KM FOR ASSISTANCE AND IS VERY SATISFIED WITH NNA OFFER.  
RCAS-KM INFORMED C DLR IS AWARE OF NNA DECISION AND SUGGESTED FOR C TO  
SCH APPT AT DLR FOR REPAIR.  
RCAS-KM UPDATING TREAD ACT CODES.  
RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @11/19-ZKM698N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3995         | EFFECTIVE: 10 / 30 / 08   | 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: ZGK999N        |                     |
| HISTORY:               | UPDATE BY: ZKM698N        |                     |
| SVC CALL#:             | UPDATE DATE: 11 / 19 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 19 / 08  | MICROFILM: N        |
| RESP CAA: MELLOH. KYM  | CAOM: JESSUP MITCH        | CAOM: JESSUP MITCH  |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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----- CONSUMER AFFAIRS -----  
CA6333007 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:16 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2006.0  
IN SCV DATE: 4/21/2007 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6333007 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
TIME: 12:49:16 PM  
NAME: [REDACTED] VIN: MODEL YEAR: 2006.0  
IN SCV DATE: 4/21/2007 MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 382       | PEDQ04064507 | 3995 RI             | 4/21/2007         | 3/16/2013      | 100.000           |                |                  |
| 383       | RMNZ08200533 | 3995 RI             | 4/21/2007         | 3/16/2013      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                            |                |              |        |
|----------------------------|----------------|--------------|--------|
| -----+-----                |                |              |        |
| CONTRACT: PEDQ04064507     |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]     |                | OWNER NAME:  |        |
| PLAN TYPE: E               |                | PLAN TYPE:   |        |
| PLAN TERM: Q               |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50          |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/21/07        |                | EFFECTIVE:   |        |
| EXPIRES: 03/16/13          | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                    | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                  |                | TRANSFER:    |        |
| TRANSACTION: 4/23/2007     |                | TRANSACTION: |        |
| PRINTED: 04/28/07          |                | PRINTED:     |        |
| DEALER NO: 3995            | STATE: RI      | DEALER NO:   | STATE: |
| DEALER NAME: INSKIP NISSAN |                | DEALER NAME: |        |
| -----+-----                |                |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                            |                |              |        |
|----------------------------|----------------|--------------|--------|
| -----+-----                |                |              |        |
| CONTRACT: RMNZ08200533     |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]     |                | OWNER NAME:  |        |
| PLAN TYPE: M               |                | PLAN TYPE:   |        |
| PLAN TERM: Z               |                | PLAN TERM:   |        |
| DEDUCTABLE: \$             |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/21/07        |                | EFFECTIVE:   |        |
| EXPIRES: 03/16/13          | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                    | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                  |                | TRANSFER:    |        |
| TRANSACTION: 4/23/2007     |                | TRANSACTION: |        |
| PRINTED: 04/28/07          |                | PRINTED:     |        |
| DEALER NO: 3995            | STATE: RI      | DEALER NO:   | STATE: |
| DEALER NAME: INSKIP NISSAN |                | DEALER NAME: |        |
| -----+-----                |                |              |        |

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|                       |            |                                          |
|-----------------------|------------|------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                 |
| STREET:               | [REDACTED] | VIN: JN8AZ08T86W [REDACTED] Y            |
| CITY: CHESAPEAKE      |            | YR/MDL: 2006.0 MUR MILEAGE: 60000        |
| ST/ZIP: VA [REDACTED] |            | IN SVC DATE: 04 / 13 / 06                |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3739 VICTORY NISSAN/CHESAPEAKE  |
| EVE PH: [REDACTED]    | PAID: 6    | SVC DLR: 3739 VICTORY NISSAN/CHESAPEAKE  |
| DLR PH: 757 436 4900  | SUSP: 0    | RESP DLR: 3739 VICTORY NISSAN/CHESAPEAKE |
|                       | DENY: 0    | REGION: 36 DIST: SL/SV/PT: 09 09 39      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 0  
 VEHICLE MAINTAINED BY: VICTORY NISSAN/ CHESAPE.  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 24000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 10 / 31 / 08     | XFER/RSPNSBLTY: 36 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 10 / 31 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 11 / 05 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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**C. A. R. COMMENTS**

FILE OPENED-ZSM605N 10/31/2008  
PREVIOUS RELATED FILES FOUND: NONE.  
PREVIOUS UNRELATED FILES FOUND:  
CRR-SM VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR  
CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @10/31-ZSM605N  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 03/28/07 3739  
CRR-SM ADVISED C THERE IS NO OPEN RECALLS:  
PREVIOUS NISSAN VEH AND INFINITI: '02 ALT, '86 300ZX.  
CRR-SM RECIEVED CALL FROM C:  
C STATES C'S DRIVER'S SEAT BROKE, ACTUALLY ONE OF THE BRACES BROKE ON THE SEAT  
C STATES C'S TRANSMISSION ALREADY BROKE, THE RADIATOR WENT BAD AS WELL.  
C STATES THIS IS TOO MANY MAJOR ISSUE'S ALREADY WITH THIS VEH. @10/31-ZSM605N  
C STATES LAST VISIT WITH THE DLRSH. WAS A MONTH OR A MONTH AND A HALF AGO FOR  
THE RADIATOR CONCERN. @10/31-ZSM605N  
C STATES HAS NOT VISITED WITH THE DLR. YET ABOUT THE SEAT. @10/31-ZSM605N  
CRR-SM ADVISED C TO VISIT WITH THE DLRSH. AND HAVE THE VEH. DIAGNOSED AND  
REPAIRED, AND IF NOT SATISFIED CRR-SM ADVISED C TO CALL NNA BACK WITH SPECIFIC  
REQUESTS. @10/31-ZSM605N  
CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-SM GAVE NAME , EXTENSION AND FILE NUMBER.  
C THANKED CRR-SM FOR ASSISTANCE, C SATISFIED.  
CRR-SM CLOSING FILE. @10/31-ZSM605N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

|                        |   |                           |  |                     |
|------------------------|---|---------------------------|--|---------------------|
|                        |   | <b>CONTACT(S):</b>        |  |                     |
| SATISFIED: Y           |   | ACTION CODE: NT8F         |  | 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: 3739         |   | EFFECTIVE: 10 / 31 / 08   |  | 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: ZSM605N        |  |                     |
| HISTORY:               |   | UPDATE BY: ZSM605N        |  |                     |
| SVC CALL#:             |   | UPDATE DATE: 11 / 05 / 08 |  |                     |
| CLOSE: Y (Y/N)         |   | CLOSE DATE: 11 / 05 / 08  |  | MICROFILM: N        |
| RESP CAA: MIOC, SUZI   |   | OLM: ROYSTER KAREN        |  | DOM:                |
| PHONE: 0000000000      |   | OWNER FIRST:              |  | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:16 PM

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

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W73W [REDACTED] Y       |
| CITY: CHAMPAIGN       |            | YR/MDL: 2003.0 MUR MILEAGE: 50100   |
| ST/ZIP: IL [REDACTED] | VCAN: N    | IN SVC DATE: 06 / 15 / 03           |
| DAY PH: [REDACTED]    | PAID: 5    | RTL DLR: 2724 MC KEVITT NISSAN      |
| EVE PH: [REDACTED]    | SUSP: 0    | SVC DLR: 2766 WORDEN-MARTIN NISSAN  |
| DLR PH: 217 352 8910  | DENY: 0    | RESP DLR: 2766 WORDEN-MARTIN NISSAN |
|                       |            | REGION: 24 DIST: SL/SV/PT: 07 07 37 |

|                                                |                    |                               |
|------------------------------------------------|--------------------|-------------------------------|
| 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 PREOWNEI              | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 2766 WORDEN-MARTIN NISS |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 03 / 08     | XFER/RSPNSBLTY: 24 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 07 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 07 / 08    | DATANET (Y/N): 11 / 05 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | VF     | NON-WARRANTY ITEM GOODWILL ASSISTANCE |

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C. A. R. COMMENTS

FILE OPENED-ZPA624N 11/03/2008  
PREVIOUS RELATED FOUND:NONE  
UNRELATED FILES FOUND:NONE

@11/03-ZPA624N

CRR-PA VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVENING PHONE NUMBERS,  
AND RESPONSIBLE DLR.

CRR-PA UPDATED OWNER'S NAME (OR ADDRESS)

CRR-PA CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE

CRR-PA ADVISED C THAT THERE IS

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 07/29/05 2766

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 06/05/06 2766

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 06/05/06 2766

C STATES THAT THE C HAS TO HAVE THE DRIVERS SEAT BEGAN ROCKING BACK AND FORTH  
AND SIDE TO SIDE

C ADVISED THAT THE C TOOK THE VEHICLE TO THE DEALERSHIP TO HAVE THIS FIXED

C ADVISED THAT THIS WAS A FEW YEARS AGO

C ADVISED THAT THE DEALERSHIP REPAIRED THE ISSUE BY REPLACING THE LIFTER  
LINK ASSEMBLY AND THE LIFTER MOTOR

C ADVISED THAT THE C TOOK THE VEHICLE IN NOV 1ST TO HAVE THE DEALERSHIP  
LOOK AT THE VEHICLE

C ADVISED THAT THE DEALERSHIP WAS TOO BUSY TO LOOK AT THE VEHICLE

C ADVISED THAT THE C TOOK THE VEHICLE IN TO-DAY AND WAS ADVISED BY THE  
DEALERSHIP THAT THEY WERE NOT GOING TO FIX THIS FOR THE C UNDER WARRENTY

C ADVISED THAT THE DEALERSHIP TOLD THE C THAT TO GET THIS FIXED WAS GOING TO  
BE \$938.31

C ADVISED THAT THE C ASKED THE DEALERSHIP IF THEY WERE ORDERING THE SAME PART  
NUMBER AND THE DEALERSHIP SAID NO

@11/03-ZPA624N

C ADVISED THAT THE C GOT HOME AND LOOKED IT UP AND FOUND THAT THE PART  
BEING ORDERED IS THE SAME PART BUT WITH AN UPDATED NUMBER

C FEELS THAT THE PART SHOULD NOT HAVE FAILED IN THE FIRST PLACE

C ADVISES THAT THE VEHICLE IS UNSAFE TO DRIVE WITH THE SEAT IN THAT CONDITION

C ADVISED THAT THE C WOULD LIKE ASSISTANCE IN REPAIRING THE SEAT

CRR-PA ADVISED THAT THE C CONCERNS WILL BE FORWARDED TO A REGIONAL  
SPECIALIST WHO WILL BE IN TOUCH WITH THE C BY THE END OF THE NEXT

BUSINESS DAY

C UNDERSTOOD

CRR-PA OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-PA GAVE NAME, EXTENSION AND FILE NUMBER

@11/03-ZPA624N

CRR-PA SENDING INTERNAL MESSAGE TO RCAS AGENT

@11/03-ZPA624N

CRR-PA LEAVING FILE OPEN FURTHER REVIEW FROM RCAS

CRR-PA EXITING FILE

@11/03-ZPA624N

\*\*\*\*\*

RCAS-CR CALLED DAY NUMBER AT 4:47 PM EST ON 11/04/08. RCAS-CR SPOKE WITH C.

RCAS-CR INFORMED C THAT RCAS-CR HAD RECEIVED C'S FILE AND WILL BE LOOKING INTO  
C'S REQUEST FURTHER WITH THE DLR AND REGIONAL STAFF. RCAS-CR INFORMED C THAT  
RCAS-CR WOULD CONTACT C BACK ON 11/07/08 WITH FURTHER ASSISTANCE.

RCAS-CR CALLED DLR 2766 AT 3:19 PM EST ON 11/06/08. RCAS-CR SPOKE WITH CRM-  
NANCY HALE. RCAS-CR INQUIRED ABOUT C. CRM STATED THAT THE PREVIOUS REPAIR DONE  
ON THE VEH WAS FOR INTERNAL FAILURE TO THE SEAT BACK ON 7/20/05. CRM STATED  
THAT THE REPAIR THAT IS NEEDED NOW IS FOR THE SEAT FRAME BOTTOM. CRM STATED  
THAT THE REPAIRS HAVE NOTHING TO DO WITH THE PREVIOUS REPAIRS DONE.

\*\*\*\*\*

@11/07-ZJV720N

CRR-JV RECEIVED CALL FROM C.

CRR-JV VERFIED NAME AND ADDRESS.

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CRR-JV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/07-ZJV720N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 07/29/05 2766

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 06/05/06 2766

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 06/05/06 2766

CRR-JV ADVISED C NO OPEN RECALLS ON VEHICLE.

C STATES C IS WAITING FOR A CALLBACK FROM RCAS. @11/07-ZJV720N

CRR-JV ADVISED C THAT CRR-JV WILL BE RECEIVING A CALLBACK BY END OF BUSINESS DAY TODAY. @11/07-ZJV720N

C AGREED. @11/07-ZJV720N

CRR-JV EXITING FILE. @11/07-ZJV720N

\*\*\*\*\* @11/07-ZJV720N

RCAS-CR CALLED C ON DAY NUMBER AT 3:46 PM EST ON 11/7/08. RCAS-CR INFORMED C THAT RCAS-CR HAD LOOKED INTO C'S REQUEST FOR ASSISTANCE WITH THE REPAIRS AND AT THIS TIME NISSAN IS NOT IN A POSITION TO COVER THE COST OF THE REPAIRS. C STATED THAT C HAS SEEN MANY CASES OF VEHS NEEDING THIS REPAIR DONE. C STATED THATC WOULD LIKE NISSAN TO BE AWARE OF THIS. C STATED THAT C HAS READ ON MANY WEBSITES THAT THIS IS AN ISSUE. C STATED THAT C KNOWS THAT NISSAN HAS COME OUT WITH A TSB TO FIX THIS ISSUE. RCAS-CR INFORMED C THAT TSB'S ARE GIVEN TO THE DLR TO INFORM THE DLR HOW TO REPAIR PARTS. RCAS-CR INFORMED C THAT IF THE VEH IS OUT OF WARRANTY PARAMETERS THE TSB WOULD NOT BE COVERED. C STATED THAT C WOULD JUST LIKE NISSAN TO BE AWARE OF THE SITUATION. RCAS-CR INFORMED C THAT RCAS-CR CAN FORWARD C'S FILE TO THE APPROPRIATE DEPARTMENT FOR FURTHER REVIEW. C THANKED RCAS-CR. RCAS-CR OFFERED C FURTHER ASSISTANCE, C DECLINED. RCAS-CR CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @11/07-ZCR000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 2766            | EFFECTIVE: 11 / 03 / 08   | CHANGED BY:         |
| IIR-DATE: 00 / 00 / 00    | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO |
| 3RD PRTY:                 | PART#:                    | CHECK ISSUED: NO    |
| BYBACK ST:                | OPENED BY: ZPA624N        |                     |
| HISTORY:                  | UPDATE BY: ZCR000N        |                     |
| SVC CALL#:                | UPDATE DATE: 11 / 07 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 11 / 07 / 08  | MICROFILM: N        |
| RESP CAA: ROTSTEIN, CARLY | OLM: SMIT AGNES           | DOM: MATSON LOREN   |
| PHONE: 0000041687         | OWNER FIRST:              | LANGUAGE: E ENGLISH |



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|                       |                                          |
|-----------------------|------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                 |
| STREET: [REDACTED]    | VIN: JN8AZ08W55W [REDACTED] Y            |
| CITY: LYNN            | YR/MDL: 2005.0 MUR MILEAGE: 47000        |
| ST/ZIP: MA [REDACTED] | IN SVC DATE: 04 / 07 / 05                |
| DAY PH: [REDACTED]    | RTL DLR: 04039 ROLAND D. KELLY NISSAN    |
| EVE PH: [REDACTED]    | SVC DLR: 3362 KELLY NISSAN OF LYNNFIELD  |
| DLR PH: 781 598 1234  | RESP DLR: 3362 KELLY NISSAN OF LYNNFIELD |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 10 10 40      |
| PAID:                 |                                          |
| SUSP:                 |                                          |
| DENY:                 |                                          |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 04039 ROLAND D. KELLY NIS  
 OUTSIDE WARRANTY BY (B) MONTHS: 7 MILES: 11000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 04 / 08     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 06 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 06 / 08    | DATANET (Y/N): 11 / 05 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YE     | MULTIPLE REPAIR ATTEMPTS            |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | ZB     | BROKEN/CRACKED                      |

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C. A. R. COMMENTS

FILE OPENED-ZDG641N 11/04/2008

PREVIOUS FILES FOUND: NONE @11/04-ZDG641N

CRR-DG UPDATED OWNER'S INFORMATION (DAY TIME NUMBER).

CRR-DG VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.

CRR-DG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/19/07 3362

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/19/07 3362

CRR-DG ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE.

CRR-DG RECEIVED CALL FROM C.

C STATED THAT C HAD THE DRIVER CHAIR OF C'S VEH REPAIRED LAST YEAR BECAUSE  
THE DRIVER SEAT IS LIKE MOVING ALL AROUND THE PLACE AND IS CRACKED.

C STATED THAT THE DLR, ROLAND D. KELLY NISSAN, DID NOT CHARGE C FOR THE  
REPAIR LAST YEAR BECAUSE THE PART IS UNDER THE WARRANTY. @11/04-ZDG641N

C STATED THAT THE SAME PROBLEM HAPPENED AGAIN AND WHEN C TOOK THE VEH THE  
KELLY NISSAN TODAY, C WAS TOLD THAT C WILL PAY FOR THE REPAIR (\$150.00)

C STATED THAT C BELIEVES C SHOULD NOT BE PAYING THE THE DEFECTIVE  
PART BECAUSE THE DEFECT IS A MANUFACTURING DEFECT.

C STATED THAT C IS PUTTING C'S SELF IN RISK WHEN C IS DRIVING BECAUSE C IS NOT  
LEANING FORWARD AS THE SEAT IS MOVING ALL AROUND THE PLACE.

C IS ASKING ASSISTANCE FROM NNA. @11/04-ZDG641N

CRR-DG ADVISED C THAT CRR-DG WILL CALL C-GROUP FOR C'S ASSISATANCE.

C THANKED CRR-DG FOR ASSISTANCE, C SATISFIED.

CRR-DG OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DG GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-DG TRANSFERRING CALL TO C-GROUP. @11/04-ZDG641N

\*\*\*\*\* @11/04-ZDG641N

CRR-JW RECEIVED INBOUND CALL FROM AB GROUP. @11/04-ZJW936N

CRR-JW VERIFIED C'S NAME, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBER,

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/04-ZJW936N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 03/19/07 3362

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 03/19/07 3362

CRR-JW ADVISED C THERE ARE NONE

C STATES THE DRIVERS POWER SEAT BROKE JUNE OR JULY 07 AND WAS REPAIRED UNDER  
THE WARRANTY. @11/04-ZJW936N

C STATES VEH DRIVERS SEAT STARTED FLOPPING AROUND THE SAME AS IT DID LAST YEAR

C STATES VEH IS AT DLR NOW AND ADVISED C THAT IT WOULD COST \$600.00 - \$700.00

C STATES THE DLR ADVISED THAT THE VEH IS OUT OF WARRANTY THIS TIME AND C WILL  
HAVE TO PAY FOR REPAIR. @11/04-ZJW936N

C WANTS NNA TO PAY FOR REPAIRS TO SEAT BECAUSE C FEELS THAT THE PART THAT WAS  
REPLACED LAST TIME IS THE SAME DEFECTIVE MANUFACTURING PROBLEM AS WHAT OCCURED  
PREVIOUSLY. @11/04-ZJW936N

CRR-JW ADVISED C THAT CRR-JW WILL SEND TO RCAS. @11/04-ZJW936N

CRR-JW OFFERED FURTHER ASSISTANCE TO C, C DECLINED. @11/04-ZJW936N

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @11/04-ZJW936N

\*\*\*\*

RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE. @11/04-ZMB827N

\*\*\* @11/04-ZMB827N

RCAS-MB CALLED ROLAND D KELLY NISSAN ON 11/05/2008 AT 9:51 AM EST, SPOKE WITH  
SM-RON JAYNARD. RCAS-MB INQUIRED INTO C'S CONCERN WITH C'S SEAT. SM-RJ ADVISED

RCAS-MB THAT C'S VEH HAS NOT BEEN SEEN AT THE DLRSHIP SINCE 01/2007. RCAS-MB

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UNDERSTANDS AND THANKED SM-RJ FOR ASSISTANCE.

@11/05-ZMB827N

\*\*\*\*

RCAS-MB CALLED C ON 11/05/2008 AT 10:07 AM EST ON DAY NUMBER, SPOKE WITH C. RCAS-MB INQUIRED INTO THE LOCATION OF C'S VEH. C STATES C'S VEH IS AT KELLY NISSAN OF LYNNFIELD. RCAS-MB ADVISED C THAT RCAS-MB WILL NEED TO CONTACT THE DLRSHIP TO CONFIRM C'S CONCERN. RCAS-MB ADVISED C THAT THE DLR PROVIDED TO RCAS-MB WAS ROLAND D KELLY NISSAN NOT KELLY NISSAN OF LYNNFIELD. C STATES C CANNOT BELEIVE THAT NNA IS NOT WILLING TO ASSIST C WITH C'S REPAIR COST WHEN C IS HAVING THE SAME CONCERN THAT C HAD LAST YEAR. RCAS-MB ADVISED C THAT RCAS-MB WAS NOT AWARE THAT C'S VEH HAD BEEN SEEN AT A NNA DLRSHIP THEREFORE RCAS-MB WAS UNABLE TO ASSIST C WITH C'S REQUEST. RCAS-MB ASSURED C THAT NOW THAT RCAS-MB IS AWARE OF THE CORRECT DLRSHIP RCAS-MB WILL LOOK INTO SEE IF NNA IS WILLING TO ASSIST C WITH C'S REPAIR. C UNDERSTANDS. RCAS-MB ADVISED C THAT RCAS-MB WILL FOLLOW UP WITH C ON 11/06/2008 OR 11/07/2008. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING.

@11/05-ZMB827N

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@11/05-ZMB827N

CRR-IC RECEIVED A CALL FROM C STATING THAT C WANTED RCAS TO UPDATE C. CRR-IC CONFIRMED C'S CONTACT NUMBERS NAME AND ADDRESS AND THAT THERE ARE NO RECALLS ON THE VEH.

@11/05-ZIR568N

C STATED C WANTS AN UPDATE.

@11/05-ZIR568N

CRR-IC ADVISED C THAT C'S FILE IS BEING HANDLED PROPERLY AND C IS AWARE AS C SPOKE TO RCAS THIS MORNING.

@11/05-ZIR568N

C STATED C WANTED A SUPERVISOR.

@11/05-ZIR568N

CRR-IC ADVISE C THER IS NO REASON FOR A SUPERVISOR AS RCAS IS FOLLOWING PROCEDURE AND C WILL HAVE TO WAIT UPON RCAS FOR UPDATE LIKE AGREED THIS MORNING.

@11/05-ZIR568N

C ENDED CALL.

@11/05-ZIR568N

\*\*\*

RCAS-MB CALLED KELLY NISSAN OF LYNNFIELD ON 11/05/2008 AT 4:08 PM EST. SPOKE WITH SM-LEO KELLY. RCAS-MB INQUIRED INTO C'S CONCERN. SM-LK ADVISED RCAS-MB THAT C'S VEH NEEDS A NEW SEAT. SM-LK ADVISED RCAS-MB THAT C'S SEAT ASSEMBLY WAS REPLACED UNDER WARRANTY ON 03/15/2007. SM-LK ADVISED RCAS-MB THAT C'S CONCERN SHOULD BE COVERED UNDER WARRANTY. RCAS-MB INQUIRED INTO C'S SERVICING HISTORY. SM-LK ADVISED RCAS-MB THAT C HAS BEEN AT THE DLRSHIP A TOTAL OF 6 TIMES. RCAS-MB THANKED SM-LK FOR ASSISTANCE.

@11/05-ZMB827N

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@11/05-ZMB827N

RCAS-MB CALLED C ON 11/06/2008 AT 3:01 PM EST ON DAY NUMBER, SPOKE WITH C. RCAS-MB ADVISED C THAT RCAS-MB LOOKED INTO THE POSSIBILITY OF NNA ASSISTING C WITH C'S CONCERN. RCAS-MB THAT NNA IS NOT IN A POSITION TO ASSIST C. RCAS-MB ADVISED C THAT C'S VEH IS OOW AND NNA HAS ALREADY REPAIRED C'S SEAT ONCE UNDER WARRANTY IN MARCH 2007. C STATES C WOULD NOT HAVE A PROBLEM COVERING THE COST OF THE REPAIR IF IS WAS NOT REQUIRED FOR A DEFECTIVE PART. C STATES THIS IS RIDICULOUS AND C IS GOING TO CONTACT THE BBB. C STATES IF C GETS INTO AN ACCIDENT C IS GOING TO SUE NNA. C INQUIRED INTO HOW MANY VEH'S NNA SELLS IN A YEAR. RCAS-MB ADVISED C THAT RCAS-MB DOES NOT HAVE AN EXACT NUMBER FOR C. C STATES C IS NEVER GOING TO PURCHASE ANOTHER NNA VEH AGAIN. C STATES THANKS FOR NOTHING AND ENDED THE CALL.

@11/06-ZMB827N

RCAS-MB CLOSED FILE.

@11/06-ZMB827N

@11/06-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

|                             |   |                           |                      |      |
|-----------------------------|---|---------------------------|----------------------|------|
|                             |   | CONTACT(S):               |                      |      |
| SATISFIED: Y                |   | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     | SCMV |
| CALLBACK: (Y/N) #:          | 0 | DATE: 00 / 00 / 00        | USERID:              |      |
| REOPEN: CALLBACK #:         | 0 | DATE: 00 / 00 / 00        | USERID:              |      |
| NEW INFO #:                 |   | DATE: 00 / 00 / 00        | USERID:              |      |
| OTHER #:                    |   | DATE: 00 / 00 / 00        | USERID:              |      |
| COMMENTS ONLY: #:           | 0 | DATE: 00 / 00 / 00        | USERID:              |      |
| RESP DLR: 3362              |   | EFFECTIVE: 11 / 04 / 08   | 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: ZDG641N        |                      |      |
| HISTORY:                    |   | UPDATE BY: ZMB827N        |                      |      |
| SVC CALL#:                  |   | UPDATE DATE: 11 / 06 / 08 |                      |      |
| CLOSE: Y (Y/N)              |   | CLOSE DATE: 11 / 06 / 08  | MICROFILM: N         |      |
| RESP CAA: BECHARD, MARY ANN |   | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |      |
| PHONE: 0000041590           |   | OWNER FIRST:              | LANGUAGE: E ENGLISH  |      |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W05W [REDACTED] Y       |
| CITY: BOLTON          | YR/MDL: 2005.0 MUR MILEAGE: 63300   |
| ST/ZIP: MA [REDACTED] | IN SVC DATE: 09 / 02 / 05           |
| DAY PH: [REDACTED]    | RTL DLR: 3385 MARLBORO NISSAN       |
| EVE PH: [REDACTED]    | SVC DLR: 3385 MARLBORO NISSAN       |
| DLR PH: 508 481 3232  | RESP DLR: 3385 MARLBORO NISSAN      |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 10 10 40 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 3385 MARLBORO NISSAN  
OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 27300 (PT) MONTHS: MILES: 3300

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 04 / 08     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 14 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 07 / 08    | DATANET (Y/N): 11 / 05 / 08 |

CHECK PAYABLE TO: [REDACTED]  
ADDRESS [REDACTED]  
CITY: BOLTON MA [REDACTED]  
VIN: JN8AZ08W05W [REDACTED] MODEL LINE/YEAR: MUR 2005.0

G/L VALUE CODE: 26GDWIL ACCOUNT: 062480000411131  
G/L DESCRIPTION: NORTHEAST GOODWILL  
CHECK AMOUNT: \$ 812.45

|                            |                         |         |
|----------------------------|-------------------------|---------|
| CHK REQUEST DATE: 11/07/08 | REQUESTED BY: BECHA MAR | ZMB827N |
| CHECK APPROVED: 11/07/08   | APPROVED BY: CALIC RHO  | ZRC310R |
| CHECK ISSUE DATE: 11/08/08 | CHECK NUMBER: 150750    |         |

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

| CONCERN AND CATEGORY |                     | SUBCATEGORY AND SYMPTOM |                                     |
|----------------------|---------------------|-------------------------|-------------------------------------|
| OA                   | VEHICLE CONCERNS    | 196500                  | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV                   | INTERIOR ELECTRICAL | YI                      | OOW GOODWILL ASSISTANCE REQUEST     |
| OA                   | VEHICLE CONCERNS    | 196500                  | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV                   | INTERIOR ELECTRICAL | ZB                      | BROKEN/CRACKED                      |

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C. A. R. COMMENTS

FILE OPENED-ZJW936N 11/04/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-JW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER, AND RESPONSIBLE DEALER.

CRR-JW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/04-ZJW936N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 05/04/06 3385

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 05/04/06 3385

CRR-JW ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH: 2001 PATH

CRR-JW RECEIVED INBOUND CALL FROM C.

C STATES C HAD TO PAY \$812.45 TO HAVE DRIVERS SEAT BRACKET REPLACED BECAUSE IT BROKE AND WAS REPAIRED 10/29/08. @11/04-ZJW936N

C STATES C DOESN'T THINK THAT A DRIVERS SEAT SHOULD BREAK ON A VEH 3 YEARS OLD

C WANTS NNA TO REIMBURSE C FOR THE COST OF SEAT REPAIRS. @11/04-ZJW936N

CRR-JW ADVISED C THAT CRR-JW WILL SEND TO RCAS. @11/04-ZJW936N

CRR-JW OFFERED FURTHER ASSISTANCE TO C. C DECLINED.

CRR-JW GAVE NAME, EXTENSION, AND FILE NUMBER.

CRR-JW TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @11/04-ZJW936N

\*\*\*\*\*

RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE. @11/04-ZMB827N

RCAS-MB UPDATED OOW MONTHS AND MILEAGE. @11/04-ZMB827N

RCAS-MB CALLED C ON 11/05/2008 AT 1:23 PM EST ON DAY NUMBER, SPOKE WITH C.

RCAS-MB INQUIRED INTO C'S REQUEST FOR REIMBURSEMENT. C STATES C COULD NOT

WAIT FOR C'S REPAIR TO BE APPROVED BEFORE C HAD SEAT REPAIRED. C STATES C

FEELS THAT NNA SHOULD REIMBURSE C FOR THE REPAIR. RCAS-MB INQUIRED INTO IF C

COULD FAX IN C'S R/O AND PROOF OF PAYMENT. C STATES CAN'T THAT BE GOTTEN FROM

THE DLRSH. RCAS-MB ADVISED RCAS-MB THAT RCAS-MB CAN REQUEST THE DOCS FROM

THE DLRSH BUT ADVISED C THAT IT MAY BE QUICKER FOR C TO FAX THE DOCS IN

DIRECTLY. C UNDERSTANDS AND ADVISED RCAS-MB THAT C WOULD APPRECIATE IT IF

RCAS-MB CAN GET THE DLR TO FAX IN C'S DOCS. RCAS-MB ADVISED C THAT RCAS-MB

WILL CONTACT THE DLRSH AND REQUEST C'S DOCS BE FAXED IN. RCAS-MB ADVISED C

THAT IF RCAS-MB HAS ANY DIFFICULTIES RCAS-MB WILL CONTACT C. C UNDERSTANDS

AND THANKED RCAS-MB. RCAS-MB ADVISED C THAT RCAS-MB WILL FOLLOW UP WITH C ON

11/07/2008. C UNDERSTANDS.

\*\*\*\*

RCAS-MB CALLED MARLBORO NISSAN ON 11/05/2008 AT 1:30 PM EST, SPOKE WITH

SM-PAUL MULLEN. RCAS-MB INQUIRED INTO IF SM-PM WOULD BE WILLING TO FAX OVER

C'S R/O FOR THE REPAIR TO C'S SEAT. SM-PM ADVISED RCAS-MB THAT SM WOULD.

RCAS-MB PROVIDED FAX NUMBER 615-267-7713. RCAS-MB INQUIRED INTO C'S SERVICING

HISTORY. SM-PM ADVISED RCAS-MB THAT C IS A VERY GOOD SERVICING CUSTOMER.

RCAS-MB INQUIRED INTO IF C REQUESTED ASSISTANCE BEFORE THE REPAIR WAS

COMPLETED. SM-PM ADVISED RCAS-MB THAT C DID AND THE GRT WAS RUN BUT CAME BACK

NOT RECOMMENDED. RCAS-MB UNDERSTANDS AND THANKED SM-PM FOR ASSISTANCE.

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@11/05-ZMB827N

RCAS-MB RECEIVED FAX FROM MARLBORO NISSAN ON 11/06/2008, FAX CONTAINED C'S R/O.

RCAS-MB SUBMITTED C'S REQUEST FOR REIMBURSEMENT TO ORM-RC ON 11/07/2008.

\*\*\*

@11/07-ZMB827N

RCAS-MB RECEIVED INTERNAL MESSAGE FROM ORM-RC ADVISING RCAS-MB THAT ORM-RC

WANTS CONFIRMATION THAT THE GRT WAS RUN, AND IF SO FOR HOW MUCH OF THE

REPAIR COST. ORM-RC INQUIRED IF C'S CONCERN WOULD OF BEEN A WARRANTABLE

REPAIR IF C'S VEH QUALIFIED. ORM-RC INQUIRED INTO IF THE DLRSH FEELS THE

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CUSTOMER DESERVES ASSISTANCE WHY DID THE DLRSHIP NOT OFFER MORE. ORM-RC ADVISED RCAS-MB THAT ORM-RC WOULD LIKE TO KNOW WHAT THE CAUSE OF THE DAMAGE WAS.

\*\*\*\*\*

RCAS-MB ACCESSED CPIA TO DETERMINE THE AMOUNT THE GRT WAS RUN FOR AND FOUND GRT WAS RUN FOR \$734.81. @11/07-ZMB827N

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@11/07-ZMB827N

RCAS-MB CALLED MARLBORO NISSAN ON 11/07/2008 AT 11:05 AM EST, LEFT VMX FOR SM-PAUL MULLEN, PROVIDED NAME, EXT AND PHONE NUMBER. @11/07-ZMB827N

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@11/07-ZMB827N

RCAS-MB CALLED C ON 11/07/2008 AT 11:07 AM EST ON DAY NUMBER. LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

\*\*

@11/07-ZMB827N

RCAS-MB RECEIVED INBOUND CALL FROM SM-PAUL MULLEN ON 11/07/2008. RCAS-MB INQUIRED INTO WHY C'S VEH NEEDED BODY WORK. SM-PM ADVISED RCAS-MB THAT C'S VEH DID NOT NEED BODY WORK, SM ADVISED RCAS-MB THAT THE WRONG CODE WAS USED WHEN ENTERING THE LABOR ON THE COMPUTER. RCAS-MB INQUIRED INTO IF SM RAN THE GRT FOR THE TOTAL AMOUNT ONLY. SM-PM ADVISED RCAS-MB THAT THE GRT WAS ONLY RUN FOR THE TOTAL AMOUNT. RCAS-MB INQUIRED INTO WHAT THE CAUSE OF THE CONCERN WAS. SM-PM ADVISED RCAS-MB THAT THE WELDS ON THE SEAT CAME APART. SM-PM ADVISED RCAS-MB THAT NNA IS AWARE OF THIS CONCERN ON THE MURANO'S. RCAS-MB INQUIRED INTO IF C'S REPAIR WOULD OF BEEN COVERED UNDER WARRANTY IF THE VEH WAS WITHIN THE WARRANTY PARAMETERS. SM-PM ADVISED RCAS-MB THAT YES IT WOULD OF BEEN. RCAS-MB INQUIRED INTO THE HIGH AMOUNT OF THE LABOR COST. SM-PM ADVISED RCAS-MB THAT THE SEAT REPAIR IS VERY TIME CONSUMING. RCAS-MB INQUIRED INTO IF C'S REPAIR HISTORY COULD BE FAXED OVER TO RCAS-MB. SM INQUIRED INTO WHY. RCAS-MB ADVISED SM THAT RCAS-MB WOULD GET BACK TO SM IF THE ORM-RC STILL REQUIRES THE REPAIR HISTORY. SM UNDERSTANDS. RCAS-MB THANKED SM-PM FOR CALLING.

@11/07-ZMB827N

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@11/07-ZMB827N

RCAS-MB RECEIVED INTERNAL MESSAGE FROM ORM-RC. ORM-RC ADVISED RCAS-MB THAT NNA IS WILLING TO REIMBURSE C ON A ONE TIME GOOD WILL BASIS.

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RCAS-MB SUBMITTED C'S CHECK REQUEST FOR \$812.45. @11/07-ZMB827N

\*\*\*\*

RCAS-MB SENT INTERNAL MESSAGE TO ORM-RC ADVISING ORM THAT C'S CHECK REQUEST HAS BEEN SUBMITTED.

@11/07-ZMB827N

\*\*\*

@11/07-ZMB827N

RCAS-MB CALL C ON 11/07/2008 AT 4:11 PM EST ON DAY NUMBER, SPOKE WITH C. RCAS-MB ADVISED C THAT RCAS-MB WANTED TO CONFIRM RCAS-MB HAS C'S CORRECT ADDRESS BEFORE THE CHECK GETS SENT OUT. RCAS-MB CONFIRMED ADDRESS AND ADVISED C THAT C WILL BE RECEIVING C'S CHECK WITHIN THE NEXT 2 TO 4 WEEKS. RCAS-MB ADVISED C TO CONTACT RCAS-MB IF C DOES NOT RECEIVE THE CHECK. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING.

RCAS-MB CLOSING FILE.

@11/07-ZMB827N

@11/07-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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CONTACT(S):

|                             |                           |                      |      |
|-----------------------------|---------------------------|----------------------|------|
| SATISFIED: Y                | ACTION CODE: NT2A         | ROOT CAUSE: SNFA     | SCMV |
| CALLBACK: (Y/N) #:          | 0 DATE: 00 / 00 / 00      | USERID:              |      |
| REOPEN: CALLBACK #:         | 0 DATE: 00 / 00 / 00      | USERID:              |      |
| NEW INFO #:                 | DATE: 00 / 00 / 00        | USERID:              |      |
| OTHER #:                    | DATE: 00 / 00 / 00        | USERID:              |      |
| COMMENTS ONLY: #:           | 0 DATE: 00 / 00 / 00      | USERID:              |      |
| RESP DLR: 3385              | EFFECTIVE: 11 / 04 / 08   | CHANGED BY:          |      |
| IIR-DATE: 00 / 00 / 00      | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: YES |      |
| 3RD PRY:                    | PART#:                    | CHECK ISSUED: YES    |      |
| BYBACK ST:                  | OPENED BY: ZJW936N        |                      |      |
| HISTORY:                    | UPDATE BY: ZMB827N        |                      |      |
| SVC CALL#:                  | UPDATE DATE: 11 / 10 / 08 |                      |      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 11 / 07 / 08  | MICROFILM: N         |      |
| RESP CAA: BECHARD, MARY ANN | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |      |
| PHONE: 0000041590           | OWNER FIRST:              | LANGUAGE: E ENGLISH  |      |



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|                       |            |                                          |
|-----------------------|------------|------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                 |
| STREET:               | [REDACTED] | VIN: JN8AZ08T94W [REDACTED] Y            |
| CITY: FORT WORTH      |            | YR/MDL: 2004.0 MUR MILEAGE: 127589       |
| ST/ZIP: TX [REDACTED] |            | IN SVC DATE: 04 / 10 / 04                |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 2987 GRUBBS NISSAN              |
| EVE PH: [REDACTED]    | PAID: 5    | SVC DLR: 5125 TEXAS NISSAN OF GRAPEVINE  |
| DLR PH: 817 601 3600  | SUSP: 0    | RESP DLR: 5125 TEXAS NISSAN OF GRAPEVINE |
|                       | DENY: 0    | REGION: 32 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 19 MILES: 91589 (PT) MONTHS: MILES: 67589

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 05 / 08     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 19 / 08 | DATANET (Y/N): 2            |
| SEVERITY: 9      | CLOSE DATE: 11 / 19 / 08    | DATANET (Y/N): 11 / 11 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                       |
|----|-------------------------|--------|---------------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)          |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST       |
| OA | VEHICLE CONCERNS        | 191000 | SUN VISOR                             |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST       |
| OA | VEHICLE CONCERNS        | 302500 | CONTINUOUSLY VARIABLE TRANSMISSION(CV |
| BG | POWERTRAIN              | YI     | OOW GOODWILL ASSISTANCE REQUEST       |

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C. A. R. COMMENTS

FILE OPENED-ZNW600N 11/05/2008

PREVIOUS UNRELATED FILES FOUND: NONE.

@11/05-ZNW600N

CRR-NW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-NW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/05-ZNW600N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 10/24/05 11/23/05 2987

OPEN R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 00/00/00

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 00/00/00

CRR-NW ADVISED C THAT THERE ARE 2 OPEN RECALLS FOUND. @11/05-ZNW600N

PREVIOUS NISSAN/INF VEH: NONE.

CRR-NW RECEIVED INBOUND CALL FROM C.

C STATES THERE ARE A FEW ISSUES THAT C HAS BEEN EXPERIENCING WITH VEH.

C STATES C HAS BEEN EXPERIENCING AN ISSUE WITH TRANSMISSION FOR ABOUT THE LAST  
SIX MONTHS. @11/05-ZNW600N

C STATES THAT WHEN VEH IS BEING OPERATED IF FOR WHATEVER C HAS TO STOP AT A  
STOPLIGHT OR ANYTHING FOR THAT MATTER, C THEN HAS TROUBLE ACCELERATING AGAIN.

C STATES C WILL HAVE TO WAIT ABOUT 3-5 SECONDS BEFORE VEH ACCELERATES.

C STATES VEH ALSO HAS ISSUES WHILE BEING OPERATED ON THE HIGHWAY.

C STATES THAT ABOUT A YEAR AGO C BEGAN HAVING ISSUES WITH THE DRIVER'S SIDE  
FRONT SEAT. @11/05-ZNW600N

C STATES THE METAL WAS TOO WEAK AND IT BROKE AND C STATES THAT IF C WAS TO  
PICK UP THE HEADREST THE WHOLE SEAT WOULD TILT FORWARD. @11/05-ZNW600N

C STATES THAT C HAS NOT VISITED A NISSAN DLRSHIP REGARDING THESE ISSUES  
HOWEVER, C HAS VISITED AN INDEPENDENT FACILITY. @11/05-ZNW600N

CRR-NW ADVISED C THAT THE WAY NNA POLICY GOES, RCAS AGENT WILL REQUIRE C TO  
HAVE VEH DIAGNOSED BY A NISSAN DLR. @11/05-ZNW600N

C STATES C UNDERSTANDS THAT BUT C HAS ALREADY HAD VEH DIAGNOSED AND C WOULD  
LIKE TO SPEAK TO SOMEONE FIRST. @11/05-ZNW600N

CRR-NW WOULD LIKE TO NOTE THAT CRR-NW PERSISTED THAT C BRING VEH TO A NISSAN  
DLR FIRST HOWEVER, C DEMANDED THAT FILE BE ESCALATED FIRST SO THAT C CAN BE  
GIVEN OPTIONS BY RCAS AGENT AS TO WHAT TO DO. @11/05-ZNW600N

C STATES THERE IS ALSO AN ISSUE WITH THE SUN VISORS STAYING UP IN VEH.

C STATES C IS SATISFIED WITH VEH HOWEVER, C IS TIRED OF THESE ISSUES.

CRR-NW ADVISED C THAT FILE WILL BE ESCALATED TO AN RCAS AGENT AND C WILL BE  
CONTACTED BY THE END OF BUSINESS TOMORROW. @11/05-ZNW600N

C UNDERSTANDS. @11/05-ZNW600N

CRR-NW OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-NW GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-NW TRANSFERRING FILE TO RCAS. @11/05-ZNW600N

CRR-NW WOULD LIKE TO NOTE THAT C HAS NOT ACTUALLY MADE ANY REQUESTS HOWEVER, C  
IS LEANING TOWARDS SOME SORT OF ASSISTANCE FROM NNA REGARDING THE REPAIR OF  
THESE ISSUES AS C BELIEVES THEY ARE DEFECTIVE PARTS IN VEH. @11/05-ZNW600N

=====

RCAS-TM DATNETTED FILE TO DLR. @11/05-ZTM853N

RCAS-TM CALLED C ON DAY NUMBER 11/06/08 10:41 PM EST AND SPOKE WITH C. RCAS  
INQUIRED AS TO WHAT C IS LOOKING FOR FROM NNA. C STATES THAT C WANTS THE  
REPAIR COVERD BY NNA. RCAS INQUIRED IF C HAS BEEN TO THE NISSAN DLR TO HAVE  
THE VEH DIAGNOSED. C STATES NO. RCAS ADVISED C THAT IN ORDER FOR RCAS TO LOOK  
INTO ANY ASSISTANCE FOR C THAT C NEEDS TO HAVE A RECENT DIAGNOSIS FROM THE  
NISSAN DLR. C INQUIRED AS TO WHAT THE ODDS ARE OF GETTING ASSISTANCE. RCAS  
ADVISED C THAT ALL CASES ARE REVEIEWED ON A CASE BY CASE BASIS. RCAS ADVISED C  
THAT RCAS CAN NOT GUARANTEE THAT C WOULD RECEIVE ANY TYPE OS ASSISTANCE UNTIL  
RCAS IS ABLE TO PROPERLY REVIEW THE FILE WITH THE PROPER PARTIES INVOLVED.

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RCAS ADVISED C TO CALL BACK ONCE C HAS BEEN TO THE DLR FOR DIAGNOSIS. C ENDED THE CALL.

RCAS-TM CLOSING FILE PENDING CALL BACK FROM C ONCE C HAS BEEN TO THE DLR.

=====

RCAS-TM NOTES THAT IF C CALLS BACK CONFIRM WHAT DLR THAT C HAS BEEN TO.

\*\*\*\*\*

@11/07-ZDB338N

CRR-DB RECEIVED CALL FROM C. CRR-DB VERIFIED C'S NAME, ADDRESS, AND TELEPHONE NUMBER.

C STATES THAT C WAS AT A NISSAN DLR 11/7/08 AND DLR INFORMED C THAT

THERE IS AN ISSUE WITH A VALVE IN THE TRANSMISSION. @11/07-ZDB338N

C STATES THE DRIVER SEAT IS BROKEN. C STATES THAT THE DLR INFORMED C THAT

DLR WOULD HAVE TO TAKE OFF LEATHER EXTERIOR ON SEAT AND GET INTO FRAME OF SEAT

C STATES C IS LOOKING FOR ASSISTANCE INTO HAVING THIS COVERED BY NISSAN AT

NO COST TO C. @11/07-ZDB338N

CRR-DB INFORMS C THAT A REGIONAL SPECIALIST WILL CONTACT C

BY THE END OF THE NEXT BUSINESS DAY.

CRR-DB OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-DB TRANSFERING FILE TO RCAS PENDING FURTHER REVIEW. @11/07-ZDB338N

\*\*\*\*\*

@11/07-ZDB338N

RCAS-JK REDATANETED FILE TO DLR. @11/10-ZJK000N

RCAS-JK LEFT A VMX FOR C ON DAY NUMBER AT 2:02PM EST. 11/10/08. RCAS PROVIDED

RCAS-TM'S NAME, NUMBER AND EXTENTION. RCAS ADVISED THAT RCAS WILL CONTACT C BA

CK NO LATER THAN 11/13/08. @11/10-ZJK000N

RCAS-JK ATTEMPTED TO CONTACT C ON EVENING PHONE NUMBER AT 2:03PM EST. 11/10/08

HOWEVER PHONE RANG BUSY. @11/10-ZJK000N

RCAS-JK LEFT A VMX FOR C ON DAY NUMBER AT 11:50AM EST. 11/13/08. @11/13-ZJK000N

RCAS-JK LEFT A VMX FOR C ON EVENING PHONE NUMBER AT 11:51AM EST. 11/13/08.

\*\*\*\*\*

@11/14-ZJV720N

CRR-JV RECEIVED CALL FROM C.

CRR-JV VERIFIED NAME AND ADDRESS.

CRR-JV CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/14-ZJV720N

NONE. @11/14-ZJV720N

CRR-JV ADVISED C NO OPEN RECALLS ON VEHICLE.

C STATES C HAS NOT HEARD FROM RCAS. @11/14-ZJV720N

CRR-JV ADVISED TO C THAT RCAS-JK ATTEMPTED TO CONTACT C YESTERDAY AND LEFT A

VMX. @11/14-ZJV720N

C STATES C JUST CHECKED C'S VMX AND THERE IS NO VMX LEFT. @11/14-ZJV720N

=====

RCAS-TM CALLED DLR 11/17/08 10:16 AM EST AND LEFT VMX FOR SERVICE MANAGER STEVE SIMMONS TO CALL BACK. @11/17-ZTM853N

=====

RCAS-TM CALLED DPSM-RM 11/17/ 12:30 PM EST AND DISCUSSED C'S FILE AND WAS ADVISED THAT IN C'S CASE THAT NNA WOULD NOT BE IN A POSITION TO ASSIST WITH C'S REPAIR. @11/17-ZTM853N

=====

RCAS-TM CALLED C ON DAY NUMBER 11/17/08 1:49 PM EST AND LEFT VMX FOR C TO CALL BACK. @11/17-ZTM853N

RCAS-TM CALLED C ON EVENING NUMBER 11/17/08 1:50 PM EST AND LEFT VMX FOR C TO CALL BACK. @11/17-ZTM853N

=====

RCAS-TM CALLED DLR AND SPOKE WITH SERVICE MANAGER 11/18/08 2:30 PM EST AND WAS ADVISED THAT NEEDS A VALVE BODY AND SEAT SLIDE AND SUNVISOR, SM STATES THAT C HAS ONLY BEEN TO THE DLR ONCE PRIOR TO THIS VISIT. SM STATES THAT GRT WAS DECLINED. @11/18-ZTM853N

=====

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RCAS-TM CALLED C ON DAY NUMBER 11/19/08 10:10 AM EST AND SPOKE WITH C. RCAS ADVISED C THAT RCAS HAS REVIEWED C'S REQUEST FOR ASSISTANCE. RCAS ADVISED C THAT C THAT IN C'S CASE THAT NNA IS NOT IN THE POSITION TO ASSIST WITH THE REPAIRS THAT ARE NEEDED ON THE VEH. C THANKED RCAS FOR LOOKING INTO TO THE 3N SITUATION AND ENDED CALL. @11/19-ZTM853N

RCAS-TM CLOSING FILE AS DECISION HAS BEEN GIVEN TO C. @11/19-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOLLOW-UP IS DUE ON OR BEFORE

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

CAN A GRT BE RUN FOR THIS?

DEALER ACTION:

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0   | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0  | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 1          | DATE: 11 / 07 / 08        | USERID: ZDB338N     |
| OTHER #: 1             | DATE: 11 / 19 / 08        | USERID: ZTM853N     |
| COMMENTS ONLY: #: 0    | DATE: 00 / 00 / 00        | USERID:             |
| RESP DLR: 5125         | EFFECTIVE: 11 / 05 / 08   | 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: ZNW600N        |                     |
| HISTORY:               | UPDATE BY: ZTM853N        |                     |
| SVC CALL#:             | UPDATE DATE: 11 / 19 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 19 / 08  | MICROFILM: N        |
| RESP CAA: MAYNE, TAMMY | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041596      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                           |
|-----------------------|------------|-------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                  |
| STREET:               | [REDACTED] | VIN: JN8AZ08W13W [REDACTED] Y             |
| CITY: CAROL STREAM    |            | YR/MDL: 2003.0 MUR MILEAGE: 76000         |
| ST/ZIP: IL [REDACTED] |            | IN SVC DATE: 12 / 27 / 03                 |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 3089 GERALD NISSAN, INC.         |
| EVE PH: [REDACTED]    | PAID: 2    | SVC DLR: 3115 ARLINGTON NISSAN/ARLINGTON  |
| DLR PH: 847 590 6100  | SUSP: 1    | RESP DLR: 3115 ARLINGTON NISSAN/ARLINGTON |
|                       | DENY: 0    | REGION: 24 DIST: SL/SV/PT: 01 01 31       |

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: 2  
 VEHICLE MAINTAINED BY: INDEPENDENT  
 OUTSIDE WARRANTY BY (B) MONTHS: 23 MILES: 40000 (PT) MONTHS: MILES: 16000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 10 / 08     | XFER/RSPNSBLTY: 24 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 18 / 08    | DATANET (Y/N): 11 / 12 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                  |        |                          |
|----|------------------|--------|--------------------------|
| OA | VEHICLE CONCERNS | 229500 | TRANSAXLE                |
| BG | POWERTRAIN       | YE     | MULTIPLE REPAIR ATTEMPTS |
| OA | VEHICLE CONCERNS | 230000 | TRANSFER CASE            |
| BG | POWERTRAIN       | YE     | MULTIPLE REPAIR ATTEMPTS |

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C. A. R. COMMENTS

FILE OPENED-ZDB338N 11/10/2008

PREVIOUS UNRELATED/RELATED FILES FOUND: 6124174

CRR-DB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-DB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/10-ZDB338N

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 08/21/06 3991

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 08/21/06 3991

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 08/21/06 3991

CRR-DB ADVISED C THERE ARE NO OPEN RECALLS ON VEH.

PREVIOUS NISSAN/INFINITY VEH: MAXIMA

CRR-DB RECEIVED INBOUND CALL FROM C.

C STATES C IS HAVING ISSUES WITH THE TRANSFER BOX AND REAR DIFFERENTIAL ON VEH.

C STATES THAT DRIVER SEAT HAD TO BE REPLACED AT C'S COST. @11/10-ZDB338N

C STATES THAT C THINKS C HAS A LEMON. C STATES C WANTS TO HAVE SOME KIND  
OF GOODWILL FROM NISSAN. C STATES THAT C IS INTERESTED IN A NEW MURANO.

C STATES THAT THIS IS THE SECOND DIFFERENTIAL HAS GONE OUT ON VEH FOR THE  
SECOND TIME. @11/10-ZDB338N

C STATES VEH IS CURRENTLY AT 3115\_ ARLINGTON NISSAN/ARLINGTON @11/10-ZDB338N

C STATES VEH IS A LEMON AND C WOULD LIKE NNA TO BUY BACK VEH. @11/10-ZDB338N

CRR-DB INFORMS C THAT A REGIONAL SPECIALIST WILL CONTACT C

BY THE END OF THE NEXT BUSINESS DAY.

CRR-DB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-DB TRANSFERING FILE TO RCAS PENDING FURTHER REVIEW. @11/10-ZDB338N

\*\*\*\*\* @11/10-ZDB338N

RCAS-AVT RECEIVED FILE 11/11/08 9:09AM EST, DATANETTED FILE. @11/11-ZAV195N

RCAS-AVT CALLED C ON DAY/EVENING NUMBER ON 11/11/08 12:45PM EST SPOKE WITH C.

RCAS-AVT ADVISED C THAT RCAS-AVT IS THE REGIONAL SPECIALIST THAT RECEIVED FILE  
ABOUT C'S REQUEST FOR ASSISTANCE WITH VEH AS C BELIEVES VEH IS A LEMON. C

STATES WANTS RCAS-AVT TO UNDERSTAND C'S GOAL SO THAT PROPER STEPS CAN BE TAKEN

C STATES THAT HAVE ALREADY PUT AROUND \$6,000 OF REPAIRS THAT AREN'T OIL  
CHANGES IN TO VEH. BEEN HAVING ISSUES SINCE EARLY ON IN THE VEH LIFE. THE  
TRANSFER BOX THROUGH DIFFERENTIAL HAVE FAILED AND BEEN REPLACED, AND VEH

CURRENTLY IS AT DLRSHIP HAVING SECOND DIFFERENTIAL PUT INTO VEH. DO LIKE THE

VEH AND WOULD LIKE ASSISTANCE FROM NISSAN IN TRADING TO A NEW MURANO AND

TRYING AGAIN. RCAS-AVT ADVISED C THAT WOULD BE HAPPY TO DO EVERYTHING POSSIBLE  
TO MAKE THIS HAPPEN, ASKED RCAS-AVT IF HAVE ALL WORK ORDERS FOR VEH. C STATES

YES, ONLY ON MISSING IS THE ONE FOR VEH WHILE CURRENTLY AT DLRHSP. RCAS-AVT

ASKED C IF WOULD BE WILLING TO FAX TO RCAS-AVT. C STATES WILL FAX. RCAS-AVT

ADVISED C TO FAX TO RCAS-AVT AT 615-267-7626, ALSO PROVIDED CONTACT

INFORMATION. C STATES WILL FAX WITHIN THE HOUR. RCAS-AVT ADVISED C THAT WOULD

REVIEW AND DO EVERYTHING POSSIBLE FOR THIS REQUEST, IF RECEIVE UNSATISFACTORY

RESPONSE AND WILL DISCUSS OTHER OPTIONS. WILL PROVIDE C AN UPDATE AT THE

LATEST 11/18/08. C STATES THAT IS GOOD. CALL ENDED. @11/11-ZAV195N

\*\*\*\*\* @11/11-ZAV195N

RCAS-LA ASSISTING RCAS-AVT.

---

RCAS-LA RECEIVED R/OS FROM C AND FOLLOWING REPAIR HISTORY SUMMARY:

04/07/06- DOOR HANDLE FOR HATCH. C STATES KNOWN DEFECT WITHOUT RECALL. \$227.07

- FUEL DOOR DOES NOT OPEN-->REPLACE FUEL ACTUATOR AND RELAY, \$338.61

03/12/06- SEAT BACK REPLACEMENT, FASTNERS DETERIATED AND FELL APART, \$181.78

08/18/06- FUEL TANK PROTECTOR RECALL, SEAT BELT REPLACEMENT RECALL, ALTERNATOR

REPLACEMENT RECALL, DRIVE BELT REPLACEMENT \$76.13

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08/27/07- REPLACE FRONT WHEEL ASSEMBLY AND REAR AXLE SEALS, \$704.91  
10/12/07- REPLACE FRONT WHEEL ASSEMBLY AND REAR AXLE SEALS, \$390.72  
04/22/08- REAR DIFFERENTIAL AND BOTH REAR AXLES, \$5012.41  
10/07/08- RIGHT FRONT LOWER CONTROL ARM REPLACEMENT, \$489.95 PENDING REPAIR  
- FUEL FILLER NECK CAP & GAS CAP REPLACEMENT, \$180.25  
11/11/08- REPLACE DIFFERENTIAL & FRONT TRANSFER CASE--UNDER REPAIR  
C STATES BILLS DO NOT INCLUDE REGULAR MAINTENANCE OR CHECK-UPS. NOR ARE COMMON  
ISSUES LIKE DRIVER VISOR BREAKING (\$278 TO REPLACE). C STATES BETWEEN RECALLS  
AND CATASTROPHIC FAILURES IN POWERTRAIN, COMMON FUNCTIONS FAILING, VEH HAS  
BEEN A TRUE LEMON.

---

RCAS-LA NOTES:

R/O#75574-GLENDALE NISSAN-04/27/07-62 372 MILES:

-CUSTOMER STATES CHECK NOISE LEFT FRONT WHEEL AREA CUSTOMER BUMPED  
CURB POSSIBLE WHEEL BEARING?-->DIAGNOSE AND REPLACE RIGHT FRONT  
WHEEL HUB ASSEMBLY  
-NEEDS LEFT SIDE AXLE SEAL-->REPLACE LEFT SIDE AXLE SEAL  
-NEEDS RIGHT REAR RIM-->PRICED

R/O#78837-GLENDALE NISSAN-10/12/07-63 625 MILES:

-CUSTOMER STATES DRIVER SEAT ROCKS BADLY-->FOUND BROKEN LEFT MOTOR  
AND LIFT LINK ASSEMBLY-->PARTS ORDERED

R/O#177770-WOODFIELD NISSAN-04/22/08-68 728 MILES:

(R/O#177770)-CUSTOMER STATES HEARS EXCESSIVE KNOCKING NOISE COMING FROM DRIVER  
SIDE REAR/STATES RIDES PRETTY ROUGH, CHECK AND REPORT-->REAR  
DIFFERENTIAL DAMAGED/NEEDS REAR DIFFERENTIAL AND BOTH REAR AXLES  
\_\_\_\_\_INSTALLED

---

RCAS-LA REVIEWED FILE WITH DPSM-JD 11/18/08, 2:41PM EST: NNA NOT IN A POSITION  
TO OFFER TRADE ASSISTANCE.

---

RCAS-LA CALLED C AT DAY/EVE PHONE 11/18/08, 4:30PM EST AND CONFIRMED C'S  
REQUEST FOR TRADE ASSISTANCE. RCAS-LA ADVISED C THAT FILE HAD BEEN REVIEWED  
AND UNFORTUNATELY NNA WILL NOT BE IN A POSITION TO OFFER TRADE ASSIST INTO  
ANOTHER VEH. C STATES CANNOT BELIEVE THAT NNA IS TAKING THIS POSITION. C  
STATES POWERTRAIN COMPONENTS SHOULD LAST 10 YEARS. C HAS NEVER HAD A VEH WITH  
A POWERTRAIN THAT HAS HAD SO MANY ISSUES. C STATES VEH IS A LEMON. C STATES  
NNA HAS ADDRESSED AND REDESIGNED COMMON CONCERNS IN LATER MODELS BUT C HAS 03.  
C STATES UNDER WARRANTY C HAD TRANSFER CASE REPLACED, HATCH RELEASE REPAIRED,  
FUEL TANK REPLACED. C STATES THE DRIVER SEAT CRACKED. C STATES WILL HAVE TO  
TAKE ANOTHER COURSE OF ACTION. C WILL POST THIS ON YOUTUBE. C STATES NNA IS  
NOT BACKING QUALITY OF VEH. C INQUIRED IF C COULD SPEAK WITH PERSON WHO MADE  
DECISION. RCAS-LA EXPLAINED THAT RCAS ROLE IS TO PROVIDE DECISION AND  
INFORMATION TO CUSTOMERS. RCAS-LA STATED REGIONAL STAFF ARE INTERNAL PERSONNEL  
AND WOULD NOT BE IN A POSITION TO SPEAK WITH C. C STATES WILL MAKE SURE THIS  
IS KNOWN. C STATES HAS SAVED DIFFERENTIAL FROM VEH AND WILL BE SENDING PART  
TO CEO IN JAPAN. C STATES DIFFERENTIAL IS IN DRIVEWAY AND HAS ALREADY INQUIRED  
WITH UPS AS TO HOW MUCH IT WILL COST C TO SEND PART OVERSEAS. C STATES WILL  
BE SENDING PART AND ALL PAPERWORK TO CEO IN JAPAN. C STATES THIS IS ONLY  
COURSE OF ACTION C HAS LEFT. C STATES HOPES NNA SALES PLUNGE. C STATES WILL  
SEND EVERYTHING TO CEO IN JAPAN BECAUSE NNA IS NOT WILLING TO ASSIST C. C  
STATES THIS IS ONLY COURSE OF ACTION C HAS LEFT. C ENDED CALL.

>>>RCAS-LA CLOSING FILE AS NO FURTHER ACTION NEEDED. @11/18-ZLA999N

@11/18-ZLA999N

@11/18-ZLA999N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CUSTOMER WOULD LIKE TO HAVE REPAIR HISTORY REVIEW COMPLETED. RCAS-AVT  
866-799-1690 EXT 1662

DEALER ACTION:

CONTACT(S):

|                              |                           |                      |      |
|------------------------------|---------------------------|----------------------|------|
| SATISFIED: Y                 | ACTION CODE: NT4E         | ROOT CAUSE: SNFA     | SCMV |
| CALLBACK: (Y/N) #:           | 0 DATE: 00 / 00 / 00      | USERID:              |      |
| REOPEN: CALLBACK #:          | 0 DATE: 00 / 00 / 00      | USERID:              |      |
| NEW INFO #:                  | DATE: 00 / 00 / 00        | USERID:              |      |
| OTHER #:                     | DATE: 00 / 00 / 00        | USERID:              |      |
| COMMENTS ONLY: #:            | 0 DATE: 00 / 00 / 00      | USERID:              |      |
| RESP DLR: 3115               | EFFECTIVE: 11 / 10 / 08   | 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: ZDB338N        |                      |      |
| HISTORY:                     | UPDATE BY: ZLA999N        |                      |      |
| SVC CALL#:                   | UPDATE DATE: 11 / 18 / 08 |                      |      |
| CLOSE: Y (Y/N)               | CLOSE DATE: 11 / 18 / 08  | MICROFILM: N         |      |
| RESP CAA: VANTUYL, ALEXANDER | OLM: SMIT AGNES           | DOM: HAFERTEPE, MIKE |      |
| PHONE: 0000041662            | OWNER FIRST:              | LANGUAGE: E ENGLISH  |      |



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|                       |         |                                   |                           |
|-----------------------|---------|-----------------------------------|---------------------------|
| NAME: [REDACTED]      |         | SC: MULTI CONTRACT                |                           |
| [REDACTED]            |         | VIN: JN8AZ08W05W [REDACTED] 71231 |                           |
| CITY: NORTH BRUNSWICK |         | IN SVC DATE: 06 / 10 / 05         |                           |
| ST/ZIP: NJ [REDACTED] | VCAN: Y | RTL DLR: 3852                     | EAST COAST NISSAN/N PLAIN |
| DAY PH: [REDACTED]    | PAID: 6 | SVC DLR: 08064                    | ACME NISSAN               |
| EVE PH: [REDACTED]    | SUSP: 0 | RESP DLR: 08064                   | ACME NISSAN               |
| DLR PH: 732 821 9300  | DENY: 0 | REGION: 26                        | DIST: SL/SV/PT: 05 05 35  |

LETTER RECEIVED 00 / 00 / 00      EXEC: 00 / 00 / 00      EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N)      ROLLOVER: N (Y/N)      ACCIDENT: N (Y/N)      AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N)      INJURY: N (Y/N)      SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00      WHERE:  
 VEHICLE PURCHASED: NEW      PREOWNEI X      MILES 34000      # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 08064 ACME NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: 5      MILES: 35231      (PT) MONTHS:      MILES: 11231

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 11 / 08     | XFER/RSPNSBLTY: 26 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 26 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 26 / 08    | DATANET (Y/N): 11 / 17 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZMC806N 11/11/2008

PREVIOUS FILES FOUND: NONE

CRR-MC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR. UPDATED C'S INFO (DAY PHONE NUMBER ONLY).

CRR-MC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-MC ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-MC RECEIVED CALL FROM C.

C STATED C OWNS A SECURITY+PLUS PRE-OWNED PREFERRED VSC.

C STATED C'S VEH DRIVER SEAT MOVES OFF THE FLOOR.

C STATED C'S VEH DRIVER SEAT SEEMS NOT SECURED IN PLACE BECAUSE THE SEAT  
TILTS TO THE RIGHT WHENEVER PUSHED DOWN.

C STATED C DID TALK TO 08064-ACME NISSAN WHO GAVE C PART# 87450-CA08B AND WHO  
ADVISED C THAT THE SAID PART IS NOT COVERED BY C'S VSC.

CRR-MC REVIEWED C'S VES1 SCREEN RECORD AND CONFIRMED POLICY# [REDACTED]

CRR-MC CONSULTED WARRANTY CLAIMS CODING TO OBTAIN PNC AND WAS GIVEN PNC 87653  
WHICH IS LISTED AS COVERED BY SECURITY+PLUS PRE-OWNED PREFERRED VSC AS PER  
WARRANTY CLAIMS CODING.

CRR-MC DOUBLE-CHECKED PNC WITH NNA-CA'S RECORD AND WAS SHOWN A SLIDE ASSEMBLY  
(POWER/SEAT) WHICH IS LISTED AS A COVERED COMPONENT OF SECURITY+PLUS  
PRE-OWNED PREFERRED VSC.

CRR-MC ADVISED C OF THE ACTIONS CRR-MC TOOK TO VERIFY C'S VEH PART COVERAGE.  
CRR-MC ADVISED C THAT WARRANTY CLAIMS CODING AND NNA-CA ARE SHOWN ON RECORDS  
THAT C'S VEH SLIDE ASSEMBLY/SEAT ADJUSTER IS LISTED AS A COVERED COMPONENT  
OF C'S VSC; HOWEVER, IF 08064-ACME NISSAN HAS DETERMINED THAT THE SAID PART  
IS NOT COVERED BY C'S VSC THEN THE REASON COULD BE THAT THE SAID PART BECAME  
FAULTY NOT DUE TO MECHANICAL BREAKDOWN/FAILURE.

C UNDERSTOOD. @11/11-ZMC806N

C STATED THE SAID DLR DID NOT EVEN CALL WARRANTY DEPARTMENT AND JUST LOOKED  
UP C'S PART# ONLINE BEFORE DENYING C OF THE VSC COVERAGE.

C STATED C IS FRUSTRATED NOW BECAUSE NNA SEEMS TO BE IMPLYING THAT C BROKE  
C'S VEH SEAT.

C STATED C CANNOT BELIEVE THAT JUST BECAUSE C'S VEH SEAT DID NOT FAIL  
MECHANICALLY, THOUGH LISTED AS COVERED, NNA IS NOT WILLING TO COVER THE SAID  
PART UNDER C'S VSC.

CRR-MC ADVISED C THAT ALL SECURITY+PLUS VSCS APPLY ON LISTED COMPONENTS ONLY  
AND ONLY IF THE COMPONENTS FAIL OR BREAK DOWN MECHANICALLY; OTHERWISE, NNA  
DLR MAY NOT COVER THE COMPONENTS THOUGH LISTED AS COVERED.

CRR-MC APOLOGIZED TO C FOR THIS INCONVENIENCE.

C ASKED FOR A SUPERVISOR TO SPEAK WITH.

CRR-MC ADVISED C THAT NNA-CA IS NOT IN THE POSITION TO CONFIRM WARRANTY  
COVERAGE TO C BUT THE NNA DLR ALONE.

CRR-MC ADVISED C TO DISCUSS THIS MATTER WITH 08064-ACME NISSAN AND MAKE SURE  
THAT THE SERVICE DEPARTMENT CALLS WARRANTY DEPARTMENT PRIOR TO GIVING C A  
FINAL DECISION ON C'S VSC CLAIM.

C UNDERSTOOD.

CRR-MC ASSURED C THAT CRR-MC HAS DOCUMENTED C'S DISCUSSION WITH NNA-CA TODAY.

CRR-MC ADVISED C THAT THIS FILE HAS BEEN CREATED FOR NNA'S REVIEW AND THAT C  
CAN CALL NNA-CA BACK TO RE-OPEN C'S FILE IF C WILL NEED FURTHER HELP.

C UNDERSTOOD.

C THANKED CRR-MC FOR ASSISTANCE.

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CRR-MC OFFERED FURTHER ASSISTANCE. C DECLINED.  
CRR-MC GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-MC CLOSING FILE. @11/11-ZMC806N  
\*\*\*\*\*

CRR-RT RECEIVED CALL FROM C.  
CRR-RT VERIFIED C'S ANME, ADDRESS, DAY AND EVENING PHONE NUMBER.  
C STATED THAT C WENT TO ACME NISSAN AND ASKED ABOUT THE WARRANTY ON C'S VEH  
REGARDING THE ADJUSTER ASSY OF THE SEAT OF C'S VEH.  
C STATED THAT THE DLR GAVE A PART NUMBER TO C AND THE DLR INFORMED C IT IS  
NOT UNDER THE COVERAGE COMPONENT OF C'S VSC.  
CRR-RT INFORMED C THAT CRR-RT CALLED WARRANTY CODING CLAIMS DEPARTMENT AND  
ASKD FOR THE PART NUMBER THAT WAS GIVEN BY THE DLR WHICH 87450-CA08B.  
CRR-RT INFORMED C THAT THE WARRANTY DEPARTMENTS INFORMED CRR-RT THAT THE  
PART NUMBER THAT WAS GIVEN BY THE DLR IS UNDER THE COVERED COMPONENTS OF C'S  
VSC.  
C STATED THAT THE DLR WAS ASKING FOR THE CASE NUMBER FRON NNA AND THE DLR  
WILL FIX C'S VEH.  
C STATED THAT C WANTS AN ASSISTANCE FROM NISSAN TO FIX C'S VEH AND C KNOWS  
THERES A MECHANICAL FAILURE ON THE SEAT ADJUSTER ASSY.  
CRR-RT INFORMED C THAT CRR-RT WILL FORWARD C'S CONCERN TO AN RCAS AND C WILL  
BE ABLE TO RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY.  
C APPRECIATES. @11/13-ZRT116N  
C THANKED CRR-XX FOR ASSISTANCE, C SATISFIED.  
CRR-RT OFFERED FURTHER ASSISTANCE, C DECLINED  
CRR-RT GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-RT LEAVING FILE OPEN. @11/13-ZRT116N

\*\*\*\* @11/14-ZMA966N  
RCAS-MA DATANETTED FILE ON 11/14/08. @11/14-ZMA966N  
RCAS-MA CALLED DLR ON 11/14/08 AT 11:27 AM EST AND SPOKE WITH SM-TOM BRADLEY.  
SM STATES SM CAN RUN A GRT FOR RCAS-MA. @11/14-ZMA966N  
SM STATES NO ASSISTANCE. SM STATES THE C BOUGHT THE VEH USED. SM STATES SM  
HAS TOLD THE C IN THE PAST C NEEDED WORK BUT C ALWAYS REFUSES. @11/14-ZMA966N  
SM STATES NO SERVICE AT DLR. @11/14-ZMA966N  
RCAS-MA THANKED SM. @11/14-ZMA966N  
RCAS-MA CALLED C ON DAY/EVE NUMBER ON 11/14/08 AT 11:32 AM EST AND LEFT A VMX  
FOR C WITH NAME, PHONE NUMBER AND EXTENSION. @11/14-ZMA966N  
\* \* \* @11/18-ZKE636N

CRR-KE RECEIVED A CALL FROM C IN REFERENCE TO THIS FILE NUMBER:6342114  
CRR-KE VERIFIED C'S NAME, ADDRESS AND PHONE NUMBERS.  
C IS ASKING FOR A CALLBACK.  
C STATED THAT C CALLED BACK 5 MINUTES AFTER RCAS-MA CALLED C  
CRR-KE INFORMED C THAT CRR-KE WILL BE SENDING RCAS-MA AN INTERNAL MESSAGE  
TO CALL C BACK.  
CRR-KE ASKED C FOR THE BEST TIME AND PHONE NUMBER TO CALL C BACK.  
C GAVE: 201-993-5345,ANYTIME.  
C THANKED CRR-KE FOR ASSISTANCE, C SATISFIED.  
CRR-KE OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-KE GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-KE EXITING FILE. SENDING RCAS-MA AN INTERNAL MESSAGE. @11/18-ZKE636N

\*\*\*\*\* @11/18-ZMA966N  
RCAS-MA CHECKED CPIA FOR GRT ON 11/18/08 AND SAW GRT WAS DECLINED.  
RCAS-MA CALLED C ON DAY/EVE NUMBER ON 11/18/08 AT 2:08 PM EST AND LEFT A VMX  
FOR C WITH NAME, PHONE NUMBER AND EXTENSION. @11/18-ZMA966N  
\*\*\* @11/19-ZMA966N  
RCAS-MA RECEIVED VMX FROM SM-TOM BRADLEY ON 11/19/08. @11/19-ZMA966N  
RCAS-MA CALLED DLR ON 11/19/08 AT 4:14 PM EST AND SPOKE WITH @11/19-ZMA966N

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SM STATES THE ESTIMATE GIVEN WAS FOR WHOLE SEAT. SM STATES GRT DECLINED.  
SM STATES THE WHOLE SEAT DOES NOT NEED REPLACEMENT. SM STATES NOT A VSC ISSUE.  
SM CAN BRING COST DOWN BY REPLACING AFFECTED PARTS AS PER A SERVICE BULLETIN.  
SM STATES THE CUSTOMER ALSO HAS MORE REQUESTS OF NISSAN. RCAS-MA INFORMED SM  
THAT RCAS WILL DENY FOR THE SEAT AND ASK C WHAT OTHER ISSUES RCAS NEEDS TO  
LOOK INTO FOR C. @11/19-ZMA966N

RCAS-MA THANKED SM-TOM BRADLEY. @11/19-ZMA966N

\*\*\*RCAS-OW PLACED CALL TO C ON 11/20/08 AT 3:17PM EST ON BEHALF OF RCAS-MA.

RCAS EXPLAINED THAT RCAS-MA IS AWAY FROM THE OFFICE AND WILL NOT BE  
RETURNING THE CALL TO C UNTIL 11/24/08. C UNDERSTANDS AND THANKED RCAS FOR  
CALLING. @11/20-ZOW482N

\*\*\* @11/24-ZMA966N

RCAS-MA CALLED C ON DAY/EVE NUMBER ON 11/24/08 AT 2:23 PM EST AND LEFT A VMX  
FOR C WITH NAME, PHONE NUMBER AND EXTENSION. @11/24-ZMA966N

\*\*

RCAS-MA CHECKED CPIA FOR GRT AND FOUND THAT THE GRT WAS DECLINED. RCAS-MA  
NOTING THAT THE SM HAS WORKED ON A PRICE AND THAT THERE IS NO OTHER ASSISTANCE  
AS GRT DECLINED THE REPAIR. @11/26-ZMA966N

RCAS-MA CALLED C ON DAY/EVE NUMBER ON 11/26/08 AT 11:47 AM EST AND SPOKE WITH  
C, RCAS-MA INFORMED C THAT RCAS HAS LOOKED INTO C'S CONCERN WITH THE SEAT IN  
C'S VEH. RCAS-MA INFORMED C THAT AT THIS TIME UNFORTUNATELY NISSAN CANNOT  
OFFER ANY FINANCIAL ASSISTANCE AS THE VEH IS OUT OF WARRANTY. C STATES WHAT  
ABOUT THE VSC. RCAS-MA INFORMED C THAT THE DECISION WAS GIVEN AT THE START OF  
THE CLAIM AND BY THE DLR THAT THE SEAT IS NOT COVERED. C UNDERSTANDS AND  
THANKED RCAS-MA FOR LOOKING INTO THE SITUATION. @11/26-ZMA966N

RCAS-MA ASKED C IF THERE WAS ANY OTHER CONCERNS THAT C HAD, C STATES NO THIS  
IS FINE AND C ENDED THE CALL. @11/26-ZMA966N

RCAS-MA UPDATED TREAD ACT CODE. @11/26-ZMA966N

RCAS-MA CLOSING FILE. @11/26-ZMA966N  
@11/26-ZMA966N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

RAN GRT FOR BULLETIN REPAIR OF THIS FAILURE AND WAS NOT RECOMMENDED.

@11/14-08064

T.B. SPOKE TO DPSM AND AUTHORIZED REPAIR GOODWILL..CUST IS HAPPY AND WILL COME  
IN WHEN PARTS ARRIVE. @11/25-08064

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## CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: N           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA      |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:               |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:               |
| NEW INFO #:            | 2 DATE: 11 / 26 / 08      | USERID: ZMA966N       |
| OTHER #:               | 0 DATE: 00 / 00 / 00      | USERID:               |
| COMMENTS ONLY: #:      | 0 DATE: 00 / 00 / 00      | USERID:               |
| RESP DLR: 08064        | EFFECTIVE: 11 / 11 / 08   | 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: ZMC806N        |                       |
| HISTORY:               | UPDATE BY: ZMA966N        |                       |
| SVC CALL#:             | UPDATE DATE: 11 / 26 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 26 / 08  | MICROFILM: N          |
| RESP CAA: ALLEN, MARK  | OLM: ROYSTER KAREN        | DOM: DEVEREAUX JOHN T |
| PHONE: 0000031417      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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----- CONSUMER AFFAIRS -----  
CA6342114                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME: [REDACTED]                                      VIN:                                      TIME: 12:49:17 PM  
IN SCV DATE: 12/11/2006                                      MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR  
SEQ                                      DEALER                                      EFFECTIVE                                      EXPIRE                                      EXPIRE                                      CANCEL                                      TRANSFER  
NO   CONTRACT NO   NUMBER ST   DATE   DATE   MILEAGE   DATE   DATE

----- CONSUMER AFFAIRS -----  
CA6342114                                      SERVICE CONTRACTS SUMMARY                                      DATE: 1/26/2009  
NAME: [REDACTED]                                      VIN:                                      TIME: 12:49:17 PM  
IN SCV DATE: 12/11/2006                                      MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR  
SEQ                                      DEALER                                      EFFECTIVE                                      EXPIRE                                      EXPIRE                                      CANCEL                                      TRANSFER  
NO   CONTRACT NO   NUMBER ST   DATE   DATE   MILEAGE   DATE   DATE  
  
390   PEDQ04219359   5003   NJ   12/11/2006   6/10/2012   100.000  
391   RMNZ08113562   5003   NJ   12/11/2006   6/10/2012   100.000

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: PEDQ04219359               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: E                         |                | PLAN TYPE:   |        |
| PLAN TERM: Q                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50                    |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/11/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 06/10/12                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                              | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 12/15/2006              |                | TRANSACTION: |        |
| PRINTED: 12/15/06                    |                | PRINTED:     |        |
| DEALER NO: 5003                      | STATE: NJ      | DEALER NO:   | STATE: |
| DEALER NAME: NORTH PLAINFIELD NISSAN |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                      |                |              |        |
|--------------------------------------|----------------|--------------|--------|
| -----+-----                          |                |              |        |
| CONTRACT: RMNZ08113562               |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]               |                | OWNER NAME:  |        |
| PLAN TYPE: M                         |                | PLAN TYPE:   |        |
| PLAN TERM: Z                         |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                       |                | DEDUCTABLE:  |        |
| EFFECTIVE: 12/11/06                  |                | EFFECTIVE:   |        |
| EXPIRES: 06/10/12                    | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                              | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                            |                | TRANSFER:    |        |
| TRANSACTION: 12/15/2006              |                | TRANSACTION: |        |
| PRINTED: 12/15/06                    |                | PRINTED:     |        |
| DEALER NO: 5003                      | STATE: NJ      | DEALER NO:   | STATE: |
| DEALER NAME: NORTH PLAINFIELD NISSAN |                | DEALER NAME: |        |
| -----+-----                          |                |              |        |



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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08T55W [REDACTED] Y       |
| CITY: LAKELAND        |            | YR/MDL: 2005.0 MUR MILEAGE: 32788   |
| ST/ZIP: TN [REDACTED] |            | IN SVC DATE: 04 / 22 / 05           |
| DAY PH: [REDACTED]    | VCAN: N    | RTL DLR: 1971 JIM KERAS NISSAN INC  |
| EVE PH: [REDACTED]    | PAID: 5    | SVC DLR: 1971 JIM KERAS NISSAN INC  |
| DLR PH: 901 373 2800  | SUSP: 1    | RESP DLR: 1971 JIM KERAS NISSAN INC |
|                       | DENY: 0    | REGION: 32 DIST: SL/SV/PT: 09 09 39 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 11 / 10 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 11 / 11 / 08     | XFER/RSPNSBLTY: 32 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 08 / 08 | DATANET (Y/N): 2            |
| SEVERITY: 9      | CLOSE DATE: 12 / 08 / 08    | DATANET (Y/N): 11 / 20 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZTM124N 11/11/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1194461

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 11/10/08 DATE CREATED: 11/11/08

CRR-TM VERIFIED C'S NAME, ADDRESS, VIN, RESPONSIBLE DLR, MILEAGE, DAY AND EVENING PHONE NUMBER.

CRR-TM CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 06/14/06 1971

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 06/14/06 1971

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 03/14/07 1971

C'S EMAIL READS:

C STATES "RECENTLY I TOOK MY CAR TO WOLFCHASE NISSAN MEMPHIS, MY DRIVERS SIDE AUTO SEAT CONTROL QUIT WORKING. THEY ORDERED PARTS FOR \$200. LABOR \$300. WHEN I TOOK THE CAR IN TO BE REPAIRED THEY CALL AND TELL ME THE PARTS ORDERED WOULD NOT REPAIR THE SEAT THAT I NEEDED A NEW SEAT FRAME THAT WOULD COST \$915. PLUS TAX. MY CAR ONLY HAS 32,788 MILES. HOW DOES A SEAT FRAME BREAK? I AM THE ONLY DRIVER OF MY CAR. I AM NOT OBESE. I WEIGH 150 POUNDS. NO ONE HAS EVER DRIVEN MY CAR EXCEPT THE NISSAN WORKERS. WOLFCHASE NISSAN CONTACTED NISSAN AND ASKED THEM SINCE MY CAR WAS JUST OUT OF WARRANTY WOULD THEY COVER SOME OF THE COST. THE ANSWER WAS NO. I FEEL LIKE A SEAT FRAME SHOULD NOT BREAK UNDER NORMAL CONDITIONS AND NISSAN SHOULD FIX MY CAR. THIS EXPERIENCE WOULD CAUSE ME TO NEVER PURCHASE A NISSAN AGAIN, OR RECOMMEND A NISSAN. PLEASE CONTACT ME AT 901-372-1808 CONCERNING MY VEHICLE. SINCERELY. TAMMY BILLINGS"

CRR-TM TRANSFERRING FILE TO RCAS.

CRR-TM SENT INTERNAL MESSAGE TO RCAS TO INFORM. @11/11-ZTM124N

\*\*\*\*\*

RCAS-AVT ASSISTING RCAS-PL.

RCAS-AVT NOTES RESPONSIBLE DLR WAS NOT UPDATED, REPSONBILE DLR SHOULD HAVE BEEN 2409 WOLFCHASE NISSAN NOT 1971 JIM KERAS NISSAN INC.

RCAS-AVT DATANETTED FILE TO 2409 WOLFCHASE NISSAN @11/12-ZAV195N

RCAS-AVT CALLED C ON DAY/EVENING NUMBER ON 11/12/08 10:06AM EST SPOKE WITH C. RCAS-AVT ADVISED C THAT WORKING WITH C'S REGIONAL SPECIALIST RCAS-PL, N RECEIVED EMAIL THAT C SENT IN REGARDING VEH NEEDING A NEW SEAT FRAME. C STATES CORRECT DO NEED TO HAVE SEAT FRAME. RCAS-AVT ASKED IF WAS CORRECT WAS FIRST TOLD THAT NEED A AUTO SEAT MOTOR COSTING \$200 THEN \$300 FOR LABOUR AND WHEN SEAT CAME IS WAS TOLD THAT NEED A \$915 SEAT FRAME. C STATES THAT IS CORRECT, DLRSHIP ASKED C IF WANTED PART ORDERED, BUT CAN'T AFFORD RIGHT NOW, WAS TOLD THAT DLRSHIP CALLED NISSAN TRYING TO GET PART OF REPAIR COVERED BUT WAS TOLD NO BY NISSAN AND THE MORE C THOUGHT ABOUT IT AND BEING THE ONLY DRIVER OF THE VEH AND ONLY WEIGHING 150 POUNDS HOW COULD THIS BREAK. C ASKED IF THERE ARE ANY RECALLS ON THIS ISSUE. RCAS-AVT ADVISED C THAT NOT AWARE OF ANY RECALLS FOR THIS ISSUE AND NONE LISTED ON VEH SPECIFICALLY, BUT PART OF ACTION THAT RCAS-AVT AND RCAS-PL WILL BE TO RESEARCH FOR ANY OTHER OCCURENCES AND USE THAT INFORMATION TO TRY AND HAVE REPAIR COVERED FOR C. CANNOT MAKE ANY PROMISES BUT WILL TRY EVERYTHING POSSIBLE TO HAVE REPAIR COVERED, AND WORST CASE SCENARIO WILL HEAR FROM RCAS-PL BY 11/19/08. C STATES THAT IS GOOD, ASKED TO TRY CELL PHONE NUMBER IF NOT REACHED AT HOME NUMBER AS IS TRAVELLING ALOT FOR BUSINESS, OUT OF COUNTRY. RCAS-AVT ASKED FOR CELL PHONE NUMBER. C STATES 901-487-2307.

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RCAS-AVT ADVISED C WILL HAVE IT SETUP THAT WILL TRY HOME NUMBER AND IF NOT REACHED WILL TRY CELL PHONE. C STATES MAY HAVE TO LEAVE A VMX BUT WILL RETURN CALL. RCAS-AVT ADVISED C THAT IF RECEIVE VOICEMAIL SYSTEM WILL LEAVE A VOICEMAIL. C THANKED RCAS-AVT FOR THE ASSISTANCE. CALL ENDED. @11/12-ZAV195N

\*\*\*\*\*

@11/12-ZAV195N

RCAS-PL CALLED DLR SM-RONNIE SHAPPLEY AT 2:35 PM EST ON 11.19.08 AND CONFIRMED THAT THE SEAT REPAIR IS A BROKEN SEAT FRAME AND DOES NEED REPLACING BUT C HAS ONLY BEEN TO DLR FOR A FEW OIL CHANGES. @11/19-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 2:45 PM ON 11.19.08 AND SPOKE TO C AND WAS ADVISED BY C THAT C DOES NOT HAVE A LOT OF CONFIDENCE IN DLR BECAUSE OF THE PROBLEM WITH THE I-KEY AND DLR NOT KNOWING ABOUT THE BATTERIES FOR \$3.50 THAT NEEDED REPLACING RATHER THAN REPROGRAMMING AT \$165 C WOULD LIKE A SECOND OPINION ON THE SEAT FRAME ISSUE. RCAS-PL ADVISED TO FOLLOW UP AT JIM KERAS ANDM SEE IF THIS IS THE PROPER REPAIR WHICH SHOULD BE PUT FORWARD FOR ASSISTANCE RCAS-PL ADVISED WOULD LIKE TO KNOW WHAT THE MAIN ISSUE IS WHETHER A WELD A TRACK BROKEN OR WHAT. C AGREED TO GO TO JIM KERAS NISSAN AND RCAS-PL AGREED TO SEND FILE TO DLR TO BRING TO DLR ATTENTION. RCAS-PL AGREED TO FOLLOW UP 11.24.

08. @11/19-ZPL000N

RCAS-PL CALLED WARRANTY ADMINISTRATOR-ASHLEY HARMON AT 2:05 PM EST IN RESPONSE TO VMX AT 10:56 AM EST ON 11.21.08 AND INFORMED WA-ASHLEY IN VMX THAT LOOKING FOR DETERMINATION OF WHAT THE PROBLEM WAS FOR THE VEH REPAIR AND LOOKING INTO WHETHER ASSISTANCE MIGHT BE PROVIDED THROUGH GOODWILL. @11/21-ZPL000N

RCAS-PL CALLED DLR SM-JIM LORD AND FOUND THAT SM HAD NOT YET REVIEWED THE FILE BUT WOULD LEAVE A NOTE IN THE FILE AT 2:20 PM EST ON 11.21.08. @11/21-ZPL000N

RCAS-PL CALLED SM-JIM LORD AT 4:45 PM EST ON 11.24.08 AND SPOKE TO SM WHO STATES DPSM-CG ADVISES TO FIX THE SEAT FOR GOOD WILL. @11/24-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 4:55 PM EST ON 11.24.08 AND LEFT VMX TO RETURN CALL IF C NEEDS FURTHER ASSISTANCE. @11/24-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 3:55 PM ON 11/28/08 AND SPOKE TO C AND C REPORTS THAT VEH SEAT HAS NOT BEEN RECEIVED BY DLR AT THIS POINT. C IS WAITING FOR A CALL FROM DLR ABOUT SEAT. @11/28-ZPL000N

RCAS-PL CALLED SM-JIM LORD AT 4:00 PM EST ON 11/28/08 AND FOUND THAT SM IS OFF FOR THE WEEKEND. @11/28-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 1:55 PM ON 12/02/08 AND LEFT VMX TO RETURN CALL. @12/02-ZPL000N

RCAS-PL RECEIVED INBOUND VMX FROM SM-JIM LORD AT 3:15 PM EST ON 12/02/08 AND FOUND THAT C HAS BEEN LEFT NUMEROUS MESSAGES THAT THE PARTS ARE IN FOR VEH AND HAS NOT RESPONDED. @12/02-ZPL000N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 12:20 PM EST ON 12/04/08 AND LEFT VMX TO RETURN CALL. @12/04-ZPL000N

RCAS-PL RECEIVED INBOUND VMX FROM C AT 8:50 AM EST ON 12/06/08 STATING THAT VEH SEAT WAS REPAIRED ON 12/03/08 AND C WAS HAPPY FOR THE ASSISTANCE FROM NNA AND APPRECIATES THE WORK OF NNA CONSUMER AFFAIRS. RCAS-PL CLOSING FILE.

@12/08-ZPL000N

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 WOULD LIKE REPAIR COVERED BY NISSAN.

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

SENDING CUSTOMER TO YOU TO DETERMINE IF THIS IS A BROKEN SEAT FRAME ISSUE SO  
WE HAVE A GOOD IDEA OF WHAT THE REPAIR IS SINCE C IS OOW

DEALER ACTION:

CONTACT(S):

|                        |                           |                       |
|------------------------|---------------------------|-----------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA      |
| 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: 1971         | EFFECTIVE: 11 / 11 / 08   | 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: ZTM124N        |                       |
| HISTORY:               | UPDATE BY: ZPL000N        |                       |
| SVC CALL#:             | UPDATE DATE: 12 / 08 / 08 |                       |
| CLOSE: Y (Y/N)         | CLOSE DATE: 12 / 08 / 08  | MICROFILM: N          |
| RESP CAA: LAINEN, PAUL | OLM: SMIT AGNES           | DOM: CLINCO MICHAEL J |
| PHONE: 0000041599      | OWNER FIRST:              | LANGUAGE: E ENGLISH   |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08T56W [REDACTED] Y       |
| CITY: HUNTINGTON      | YR/MDL: 2006.0 MUR MILEAGE: 77000   |
| ST/ZIP: WV [REDACTED] | IN SVC DATE: 01 / 21 / 06           |
| DAY PH: [REDACTED]    | RTL DLR: 22047 BUCKEYE NISSAN, INC. |
| EVE PH: [REDACTED]    | SVC DLR: 2123 MOSES NISSAN          |
| DLR PH: 304 736 5291  | RESP DLR: 2123 MOSES NISSAN         |
| VCAN: N               | REGION: 36 DIST: SL/SV/PT: 07 07 37 |
| PAID: 3               |                                     |
| SUSP: 1               |                                     |
| 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) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 2123 MOSES NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 35000 (PT) MONTHS: MILES: 11000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 11 / 08     | XFER/RSPNSBLTY: 36 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 14 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 14 / 08    | DATANET (Y/N): 11 / 13 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZMG445N 11/11/2008

PREVIOUS RELATED AND UNRELATED FILES FOUND: NONE.

CRR-MG VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-MG CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 02/20/06 22047

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 07/17/07 2123

CRR-MG INFORMED C THERE IS NO OPEN RECALLS ON VEH.

PREVIOUS NISSAN AND INFINITI VEH: NONE.

CRR-MG UPDATED PHONE NUMBER ON FILE.

CRR-MG RECEIVED CALL FROM: C

C STATED THAT C HAS CONCERNS WITH THE BOLTS HAVE COME OUT OF THE DRIVER SEAT

C STATED THAT C WAS INFORMED THIS WAS DUE TO A FAILED WELDING OF THE VEH.

C REQUESTS SOME SORT OF GOODWILL ASSISTANCE AS C IS OOW. @11/11-ZMG445N

C WAS LAST AT NISSAN DLRSH LAST WEEK. @11/11-ZMG445N

C STATED THAT NISSAN DLRSH INFORMED C ON THE CONCERNS IN REGARDS TO THE DRIVER SEAT. @11/11-ZMG445N

C WANTS NNA TO REPAIR THIS CONCERN AS C FEELS THIS IS A MANUFACTURING DEFECT ON C'S VEH. @11/11-ZMG445N

C IS SCHEDULED FOR REPAIRS WITH THE NISSAN DLRSH ON THURSDAY THIS WEEK.

CRR-MG INFORMED C THAT CRR-MG COULD SEND THE FILE TO RCAS FOR FURTHER ASSISTANCE IN REGARDS TO THE VEH CONCERNS.

CRR-MG ASSURED C THAT RCAS WILL BE IN CONTACT WITH C BY THE END OF THE NEXT BUSINESS DAY.

CRR-MG PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.

C THANKED CRR-MG FOR ASSISTANCE.

CRR-MG INQUIRED IF C REQUESTED ANY FURTHER ASSISTANCE. @11/11-ZMG445N

CRR-MG TRANSFERRING FILE TO RCAS. @11/11-ZMG445N

\*\*\* BEST CONTACT NUMBER IS DAY NUMBER \*\* @11/11-ZMG445N

\*\*\*\*\* @11/12-ZMF628N

RCAS-MF CONTACTED SM-JIM FERREL ON 11/12. SM STATES C WAS LAST IN WITH AN ISSUE FOR THE FUEL GUARGE NOT READING PROPERLY. SM SATTES THAT THE PARTS WERE ORDERED AND WITH AND C WAS SCHEDULED IN ON 11/10. SM STATES C DID NOT SHOW UP FOR THE APOINTMENT. SM SATETS THAT C DID HAVE SM LOOK AT THE SEAT ISSUE. SM 8N STATES THE SEAT WAS BROKEN, AND C PRE-PAID FOR A NEW SEAT. SM SATETS THAT WHEN C COMES BACK FOR THE FUEL GUAGE ISSUE, SM CAN RUN GOODWILL FOR THE REST OF THE SEAT REPAIR.

\*\*\*\*\* @11/12-ZMF628N

RCAS-MF CONTACTED C ON 11/12 AT 330PM EST. RCAS-MF SPOKE WITH C. RCAS-MF ADVISED C TAHT ONCE THE VEH IS BACK AT THE DLRSHIP, THE SM WILL LOOK INTO GOODWILL ASSISTANCE FOR THE SEAT ISSUE. C AGREED.

\*\*\*\*\* @11/12-ZMF628N

RCAS-MF REVIEWED AND NOTES THAT GRT WAS RECOMMENDED ON 11/13 IN THE AMOUNT OF \$632.56.

\*\*\*\*\* @11/14-ZMF628N

RCAS-MF SPOKE WITH SM ON 11/14. SM STATES THAT THE SEAT ISSUE WAS GOODWILLED FOR 100%. SM STATAES THAT THE VEH RETURNED YESTERDY TO HAVE THE FUEL GAUGE ISSUE REPAIRED ALSO.

\*\*\*\*\* @11/14-ZMF628N

RCAS-MF CONTACTED C ON 11/14 AT 1120AM EST. RCAS-MF SPOKE WITH C. C STATES THA THAT ALL IS TAKEN CARE OF AT THIS POINT. C THANKED RCAS FOR ASSISTANCE. RCAS-MF UPDATED TRED ACT AND OOW ON MAIN PAGE.

RCAS-MF CLOSING FILE AS C NO LONGER REQUIRES ASSISTANCE. @11/14-ZMF628N

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@11/14-ZMF628N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 2123            | EFFECTIVE: 11 / 11 / 08   | 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: ZMG445N        |                     |
| HISTORY:                  | UPDATE BY: ZMF628N        |                     |
| SVC CALL#:                | UPDATE DATE: 11 / 14 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 11 / 14 / 08  | MICROFILM: N        |
| RESP CAA: FORGIE, MELISSA | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000041657         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

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|                       |            |                                       |
|-----------------------|------------|---------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                              |
| STREET:               | [REDACTED] | VIN: JN8AZ08T65W [REDACTED] Y         |
| CITY: HAYWARD         |            | YR/MDL: 2005.0 MUR MILEAGE: 27000     |
| ST/ZIP: CA [REDACTED] | VCAN: N    | IN SVC DATE: 09 / 10 / 05             |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3994 SUPERIOR NISSAN/FREMONT |
| EVE PH: [REDACTED]    | SUSP:      | SVC DLR: 3788 SAN LEANDRO NISSAN      |
| DLR PH: 510 347 4000  | DENY:      | RESP DLR: 3788 SAN LEANDRO NISSAN     |
|                       |            | REGION: 48 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)             |
| PROPERTY DAMAGE: N (Y/N)                    | INJURY: N (Y/N)    | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00           | WHERE:             | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI           | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: INDEPENDENT FACILITY |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:             | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 12 / 08     | XFER/RSPNSBLTY: 48 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 26 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 26 / 08    | DATANET (Y/N): 11 / 14 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                         |
|----|-------------------------|--------|-----------------------------------------|
| OA | VEHICLE CONCERNS        | 190500 | SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST         |



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C. A. R. COMMENTS

FILE OPENED-ZMH605N 11/12/2008  
PREVIOUS RELATED FILES FOUND:NONE. @11/12-ZMH605N  
PREVIOUS UNRELATED FILES FOUND:NONE.  
CRR-MH VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER,  
AND RESPONSIBLE DEALER.  
CRR-MH UPDATED OWNER DATABASE.  
CRR-MH CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 04/10/06 3994  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 04/10/06 3994  
CRR-MH ADVISED C THERE ARE NO OPEN RECALLS.  
PREVIOUS NISSAN/INFINITI VEH:NONE.  
CRR-MH RECEIVED INBOUND CALL FROM C.  
C STATES THAT THE DRIVERS SEAT FRAME BROKE THE BOTTOM OF THE SEAT WHERE C SITS  
HAS SNAPPED AND NOONE CAN SIT IN THE SEAT. @11/12-ZMH605N  
C STATES THAT THIS HAPPENED ON 10/07/08. @11/12-ZMH605N  
C STATES THAT THIS COULD HAVE CAUSED AN ACCIDENT. @11/12-ZMH605N  
C WENT TO THE DLR SHP ON 11/11/08 THE VEH IS IN THE SHOP NOW. @11/12-ZMH605N  
C WAS TOLD THAT THE SEAT IS OUTSIDE OF THE WARRANTY AND THE REPAIR WILL BE  
\$841.90. @11/12-ZMH605N  
C STATES THAT C WAS NEVER NOTIFIED THAT THE VEH WAS OUT OF THE WARRANTY.  
C IS REQUESTING FINANCIAL ASSISTANCE FOR THIS AS THIS COULD HAVE CAUSED A HUGE  
ACCIDENT AND THIS IS DANGEROUS. @11/12-ZMH605N  
CRR-MH OFFERED FURTHER ASSISTANCE TO C, C DECLINED.  
CRR-MH GAVE NAME, EXTENSION, AND FILE NUMBER.  
CRR-MH TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @11/12-ZMH605N  
\*\*\*\*\*  
CRR-CM RECIEVED CALL FROM C.  
CRR-CM VERIFIED C'S NAME, ADDRESS AND CONTACT NUMBER.  
C WANTS TO GET AN UPDATE WITH C'S VEH'S CONCERN.  
CRR-CM INFORMED C THAT FILE WAS TRANSFERRED TO RCAS AND RCAS WILL BE CALLING C  
BY END OF THE BUSINESS DAY TODAY.  
C OKAYED.  
C THANKED CRR-CM FRO ASSISTANCE. C SATISFIED.  
CRR-CM OFFERED FURTHER ASSISTANCE: C DECLINED.  
CRR-CM GAVE C NAME, EXTENSION NUMBER AND FILE NUMBER.  
CRR-CM EXITING FILE. @11/13-ZCM798N  
=====  
CRR-JG RECICED CALL FROM  
C STATED THAT C IS EXPECTING FOR A CALL BACK FROM RCAS HOWEVER C WASN'T ABLE  
RO RECEIVE ANY CALL FROM RCAS.  
C WISHED TO BE CONTACTED ASAP.  
CRR-JG ADVISED C THAT CRR-JG WILL BE SENDING AN INTERNAL MSG TO THE  
RESPONSIBLE RCAS REPRESENTATIVE TO FURTHER ASSIST C.  
C AGREED AND UNDERSTOOD.  
CRR-JG REVIEWD THE FILE AND FOUND OUT THAT THE RESPONSIBLE RCAS REPRESENTATIVE  
WILL BE RCAS-ER.  
C THANKED CRR-JG FOR ASSISTANCE. C SATISFIED.  
CRR-JG OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-JG GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-JG SENDING AN EMAIL TO RCAS-ER.  
CRR-JG EXITING FILE. @11/13-ZJG642N  
RCAS-ER CONTACTED C AT EVENING NUMBER AT 7:21 PM EST ON 11/13/08 AND SPOKE TO  
C. RCAS-ER ADVISED C THAT RCAS-ER HAD RECIEVED FILE AND WOULD LOOK INTO

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THE POSSIBILITY OF SPECIAL FINANCIAL ASSISTANCE FOR C. C STATES THAT THE VEH HAS BEEN REPAIRED AND THE COST WAS \$892. RCAS-ER ADVISED C THAT RCAS-ER WOULD FOLLOW UP WITH C BEFORE THE END OF 11/18/08. C UNDERSTANDS AND THANKED RCAS-ER @11/13-ZER229N

RCAS-ER SENT INTERNAL MESSAGE TO SERVICE DIRECTOR AL KELLER ON 11/14/08. @11/14-ZER229N

X @11/18-ZER229N

RCAS-ER CONTACTED DLR AT 2:26 PM EST ON 11/18/08 AND WAS ADVISED THAT SM AL KELLER WAS ON VACATION AND THAT SA KEN MONTALVO WAS NOT AVAILABLE.

@11/18-ZER229N

\*\*\*\*\*

@11/18-ZES647N

CRR-ES RECEIVED INBOUND CALL FROM C

CRR-ES VERIFIED NAME, ADDRESS, PHONE NUMBER

C WANTS TO BE TRANSFERRED TO THE RESPONSIBLE RCAS.

CRR-ES TOLD C THAT CRR-ES WILL SEND INTERNAL MESSAGE TO RESPONSIBLE RCAS

BUT C WOULD LIKE TO TALK TO RCAS

CRR-ES AGAIN TOLD C THAT CRR-ES WILL SEND INTERNAL MESSAGE TO RESPONSIBLE RCAS

C WANTS CRR-ES TO PUT ON THE NOTES THAT C ALREADY SPOKE WITH 5 PERSON AND WAS TO GET YET THE RESULT

CRR-ES APOLOGIZED

CRR-ES ASKED FOR THE NUMBER 5105897591 AND THE BEST TIME WILL BE ANYTIME

C THANKED CRR-ES FOR ASSISTANCE, C SATISFIED.

@11/18-ZES647N

CRR-ES OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-ES GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-ES EXITING FILE

@11/18-ZES647N

@11/18-ZES647N

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 7:24 PM EST ON 11/18/08 AND LEFT VMX.

RCAS-ER CONTACTED C AT EVENING NUMBER AT 7:25 PM EST ON 11/18/08 AND SPOKE TO

C. RCAS-ER ADVISED C THAT RCAS-ER WAS STILL LOOKING INTO C'S REQUEST FOR REIMBURSEMENT AND THAT RCAS-ER WOULD FOLLOW UP WITH C BEFORE THE END OF

11/20/08. C UNDERSTANDS AND THANKED RCAS-ER.

@11/18-ZER229N

RCAS-ER CONTACTED DLR AT 2:22 PM EST ON 11/19/08 AND SPOKE TO SERVICE ADVISOR

KEN MONTALVO AS SM AL KELLER IS CURRENTLY ON VACATION. SA STATES THAT THE ONLY REPAIR HISTORY THAT THE DLRSHIP HAS FOR C IS FROM THE LAST REPAIR ON 11/12/08

SA STATES THAT THERE IS NO OTHER HISTORY OF THIS VEH AT THE DLRSHIP. SA STATES

THAT THE DLRSHIP RAN THE GRT AND THE GRT WAS DECLINED. SA STATES THAT C DOES

NOT HAVE A NNA VSC. SA STATES THAT C IS NOT A GOOD CANDIDATE FOR GOODWILL AND

THAT IS WHY THE DLRSHIP DID NOT GO TO DPSM-RV FOR OVERRIDE. RCAS-ER THANKED

SA AND ENDED CALL.

@11/19-ZER229N

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 2:40 PM EST ON 11/19/08 AND LEFT VMX FOR C.

RCAS-ER CONTACTED C AT EVENING NUMBER AT 2:41 PM EST ON 11/19/08 AND SPOKE TO

C. RCAS-ER ADVISED C THAT AT THIS TIME, NNA WAS NOT IN A POSITION TO REIMB

C FOR THE COST OF REPAIRS TO THE SEAT. C STATED THAT THIS WAS UNACCEPTABLE.

C'S WIFE COULD HAVE DIED. RCAS-ER ADVISED C THAT RCAS-ER WOULD NOT DISCUSS

HYPOTHETICALS WITH C AS C'S WIFE DID NOT DIE. RCAS-ER ADVISED C THAT NNA WOULD

NOT ASSIST IN REIMBURSEMENT FOR REPAIRS THAT C HAS COMPLETED ON VEH. C STATED

THAT C WOULD LIKE TO SPEAK TO SOMEONE HIGHER THAN RCAS. RCAS-ER ADVISED C THAT

RCAS-ER WOULD FORWARD FILE TO RCAS SUPERVISOR AND C WOULD BE CONTACTED BEFORE

THE END OF THE NEXT BUSINESS DAY. C UNDERSTANDS.

RCAS-ER ESCALATED FILE TO RS-DD ON 11/19/08.

@11/19-ZER229N

\*\*\*\*\*

@11/20-ZSD591N

RS-DD ATTEMPTED TO CONTACT C ON DAY PHONE ON 11/20/2008 AT 7:13PM EST LEFT VMX FOR C.

@11/20-ZSD591N

RS-DD ATTEMPTED TO CONTACT C ON EVE PHONE ON 11/20/2008 AT 7:14PM EST LEFT VMX FOR C.

@11/20-ZSD591N

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\*\*\*\*\*

@11/24-ZSD591N

RS-DD ATTEMPTED TO CONTACT C ON DAY PHONE ON 11/24/2008 AT 7:31PM EST LEFT VMX  
FOR C TO RETURN RS-DD CALL.

@11/24-ZSD591N

RS-DD ATTEMPTED TO CONTACT C ON EVE PHONE ON 11/24/2008 AT 7:32PM EST LEFT  
A VMX FOR C.

@11/24-ZSD591N

\*\*\*\*\*

@11/26-ZSD591N

RS-DD ATTEMPTED TO CONTACT C ON DAY PHONE ON 11/26/2008 AT 6:07PM EST LEFT VMX  
FOR C.

RS-DD ATTEMPTED TO CONTACT C ON EVE PHONE ON 11/26/2008 AT 6:09PM EST LEFT VMX  
FOR C.

@11/26-ZSD591N

RS-DD CLOSING FILE PENDING C CALLBACK.

@11/26-ZSD591N

RS-DD FORWARDING FILE TO RCAS-ER TO UPDATE TREAD ACT AND ENTER CLOSING CODES.

@11/26-ZSD591N

@11/26-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

SATISFIED: Y

ACTION CODE: NT3B

ROOT CAUSE: SNFA

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: 3788

EFFECTIVE: 11 / 12 / 08

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: ZMH605N

HISTORY:

UPDATE BY: ZER229N

SVC CALL#:

UPDATE DATE: 11 / 26 / 08

CLOSE: Y (Y/N)

CLOSE DATE: 11 / 26 / 08

MICROFILM: N

RESP CAA: REID. EMA LEA

OLM: SMIT AGNES

DOM: INMAN. GARY

PHONE: 0000041646

OWNER FIRST:

LANGUAGE: E ENGLISH

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REQUESTED BY: lattad

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NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: MIDLAND  
ST/ZIP: NC [REDACTED] 0000  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 704 535 4012

VCAN: Y  
PAID: 2  
SUSP: 0  
DENY: 0

SC: MULTI CONTRACT  
VIN: JN8AZ08W66W [REDACTED] Y  
YR/MDL: 2006.0 MUR MILEAGE: 70000  
IN SVC DATE: 01 / 06 / 06  
RTL DLR: 4000 EAST CHARLOTTE NISSAN  
SVC DLR: 4000 EAST CHARLOTTE NISSAN  
RESP DLR: 4000 EAST CHARLOTTE NISSAN  
REGION: 36 DIST: SL/SV/PT: 12 12 42

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 34000 (PT) MONTHS: MILES: 10000

ORIG CODE: CT 11 OPEN DATE: 11 / 17 / 08 XFER/RSPNSBLTY: 36 12 S  
CONTACT (S): FOLLOWUP DATE: 11 / 17 / 08 DATANET (Y/N): 0  
SEVERITY: 9 CLOSE DATE: 11 / 17 / 08 DATANET (Y/N): 00 / 00 / 00

## CONCERN AND CATEGORY

## SUBCATEGORY AND SYMPTOM

OB EXTENDED SERVICE CONTRAC 242500 PRE-OWNED PREFERRED PLAN  
BL SECURITY PLUS ZE COMPONENT COVERAGE INQUIRY

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**C. A. R. COMMENTS**

FILE OPENED-ZEP645N 11/17/2008  
PREVIOUS FILES FOUND: 1 RELATED: 6305443  
CRR-EP UPDATED OWNER'S INFORMATION (ADDRESS AND PHONE NUMBERS).  
CRR-EP VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-EP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 00/00/00 01/09/06 223  
CRR-EP ADVISED C THERE IS NO OPEN RECALL FOR THE VEH.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE  
CRR-EP RECEIVED CALL FROM C.  
C STATED THAT THE DRIVER'S SEAT HAVE A PROBLEM, ASKING IF FRONT SEAT BRACKET  
IS COVERED UNDER VSC.  
CRR-EP INFORMED C THAT SOME OF THE SEAT COMPONENTS ARE COVERED, AND ADVISED  
C TO TAKE VEH AT A NISSAN DLR FOR PROPER DIAGNOSIS.  
C THANKED CRR-EP FOR ASSISTANCE, C SATISFIED. @11/17-ZEP645N  
CRR-EP OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-EP GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-EP CLOSING FILE. @11/17-ZEP645N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

**CONTACT(S):**

|                           |                           |                     |
|---------------------------|---------------------------|---------------------|
| SATISFIED: Y              | ACTION CODE: NT8D         | 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: 4000            | EFFECTIVE: 11 / 17 / 08   | 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: ZEP645N        |                     |
| HISTORY:                  | UPDATE BY: ZEP645N        |                     |
| SVC CALL#:                | UPDATE DATE: 11 / 17 / 08 |                     |
| CLOSE: Y (Y/N)            | CLOSE DATE: 11 / 17 / 08  | MICROFILM: N        |
| RESP CAA: PANTE, EMMANUEL | OLM: ROYSTER KAREN        | DOM:                |
| PHONE: 0000000000         | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:18 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED] VIN: [REDACTED]  
IN SCV DATE: 12/6/2006

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

## CA6346860

## SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:18 PM  
MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN: [REDACTED]  
IN SCV DATE: 12/6/2006

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

|     |              |      |    |           |          |         |
|-----|--------------|------|----|-----------|----------|---------|
| 395 | PEDQ04263115 | 4000 | NC | 12/6/2006 | 1/6/2013 | 100.000 |
| 396 | RMNZ08111330 | 4000 | NC | 12/6/2006 | 1/6/2013 | 100.000 |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04263115                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 12/06/06                    | EFFECTIVE:                           |
| EXPIRES: 01/06/13    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 12/7/2006                 | TRANSACTION:                         |
| PRINTED: 12/08/06                      | PRINTED:                             |
| DEALER NO: 4000        STATE:    NC    | DEALER NO:                    STATE: |
| DEALER NAME: EAST CHARLOTTE NISSAN     | DEALER NAME:                         |
| -----+-----                            |                                      |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                         |                                      |
|-----------------------------------------|--------------------------------------|
| -----+-----                             |                                      |
| CONTRACT: RMNZ08111330                  | CONTRACT:                            |
| OWNER NAME: [REDACTED]                  | OWNER NAME:                          |
| PLAN TYPE: M                            | PLAN TYPE:                           |
| PLAN TERM: Z                            | PLAN TERM:                           |
| DEDUCTABLE: \$                          | DEDUCTABLE:                          |
| EFFECTIVE: 12/06/06                     | EFFECTIVE:                           |
| EXPIRES: 01/06/13    MILES:    100,000  | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:       | CANCEL:                    MILES:    |
| TRANSFER:                               | TRANSFER:                            |
| TRANSACTION: 12/7/2006                  | TRANSACTION:                         |
| PRINTED: 12/08/06                       | PRINTED:                             |
| DEALER NO: 4000            STATE:    NC | DEALER NO:                    STATE: |
| DEALER NAME: EAST CHARLOTTE NISSAN      | DEALER NAME:                         |
| -----+-----                             |                                      |



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|                       |            |                                        |
|-----------------------|------------|----------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                               |
| STREET:               | [REDACTED] | VIN: JN8AZ08W95W [REDACTED] Y          |
| CITY: MURRIETA        |            | YR/MDL: 2005.0 MUR MILEAGE: 65000      |
| ST/ZIP: CA [REDACTED] | VCAN: N    | IN SVC DATE: 11 / 15 / 05              |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3397 MOSSY NISSAN ESCONDIDO   |
| EVE PH:               | SUSP:      | SVC DLR: 3774 QUALITY NISSAN/TEMECULA  |
| DLR PH: 951 676 6601  | DENY:      | RESP DLR: 3774 QUALITY NISSAN/TEMECULA |
|                       |            | REGION: 44 DIST: SL/SV/PT: 01 01 31    |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3774 QUALITY NISSAN/TEM  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 29000 (PT) MONTHS: MILES: 5000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 17 / 08     | XFER/RSPNSBLTY: 44 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 09 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 08 / 08    | DATANET (Y/N): 11 / 18 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZKD793N 11/17/2008

CRR-KD VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY,  
EVENING PHONE NUMBERS AND RESPONSIBLE DLR.

CRR-KD CHECKED FOR OPEN OR CLOSED RECALLS/ CAMPAIGNS/ UPGRADES FOUND:

CLSD R0516 MURANO TANK PROTECT NTB06023

PREVIOUS NISSAN/INFINITI VEHICLE(S): 0

CRR-KD RECEIVED CALL FROM C.

C STATED/ASKED DRIVER SEAT BROKE, NOT ATTACHED, THE LEFT SIDE OF THE DRIVER  
SEAT SPLITS AS C TURNS TO THE LEFT

C KNOWS THAT C IS OOW OF OVER 65000 MILES.

C STATED THAT THE DLRSHR STATED TO CALL NNA

C BELIEVES THAT THIS PROBLEM IS A MANUFACTURING DEFECT

DLR SAID THAT IT WILL COST \$1200 AS C STATED

C ASKED CRR-KD IF A PARTICULAR PART IS COVERED UNDER WARRANTY OR NOT, CRR-KD  
REFERRED THE CUSTOMER TO A NISSAN DLR SINCE ONLY THE NISSAN DLR IS IN THE BEST  
POSITION TO DETERMINE IF THE REPAIR OF THAT PART IS COVERED OR NOT.

C STILL THINKS THAT THIS IS A SAFETY ISSUE ALREADY & STILL A MANUFACTURING  
DEFECT.

C NEEDED FURTHER ASSISTANCE

C THANKED CRR-KD FOR ASSISTANCE, C SATISFIED.

CRR-KD OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-KD GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-KD TRANSFERRING CALL TO C GROUP.

\*\*\*\*\*

@11/17-ZKD793N

CRR-EM RECEIVED TRANSFER CALL FROM AB GROUP FROM CRR-KD

CRR-EM VERIFIED C'S NAME, ADDRESS AND DAY AND EVENING PHONE NUMBER

CRR-EM CHECKED FOR OPEN/CLOSED RECALL/CAMPAIGN AND FOUND:NONE

C STATES THAT C WENT TO THE DLR BECAUSE OF THE SEAT AND C FEELS THAT SEATS ARE  
NOT WEAR AND TEAR ISSUE. C STATES THAT C IS OOW AND C STATES THAT C WOULD LIKE  
ASSISTANCE FROM NNA TO HAVE THE DRIVER'S SEAT REPAIRED. C STATES THE ISSUE  
HAS BEEN AN ISSUE FOR ABOUT A WEEK OR SO, AND DLR INFORMED C TO CALL NNA CA  
FOR ASSISTANCE.

CRR-EM GAVE C NAME, EXTENSION, AND FILE NUMBER

CRR-EM INFORMED C THAT ALL INFORMATION WAS DOCUMENTED

CRR-EM ASSURED C THAT FILE WILL BE FORWARDED TO REGIONAL SPECIALIST

WHO WILL CONTACT C END OF BUSINESS NEXT DAY.

CRR-EM FORWARDING FILE TO REGIONAL SPECIALIST FOR FURTHER REVIEW.

@11/17-ZEM495N

RCAS-VH DATANETTED FILE.

RCAS-VH CALLED SM RON PRICE AT 1:41PM EST ON 11/18/08. SM STATES C WAS AT THE  
DLR ON 11/15/08. SA STATES C WANTED A RENTAL VEH AND WANTED DLR TO LOOK AT  
THE VEH. SM STATES SEAT BRACKET BROKE. SM STATES DLR HAS SEEN ANOTHER VEH  
THAT HAD THE SAME ISSUE. SM STATES C IS OOW. SM STATES C JUST DID THE  
60,000 MILE SERVICE. SM STATES NO RO WAS WRITTEN UP AS C DID NOT HAVE THE  
TIME. RCAS INFORMED DLR THAT RCAS WILL GET C TO COME BACK IN FOR DIAGNOSIS  
AND INQUIRED IF DLR WOULD RUN GRT. DLR STATES WHEN VEH COMES BACK IN DLR WILL  
RUN GRT.

@11/18-ZVH038N

RCAS-VH CALLED C ON DAY NUMBER AT 2:49PM EST ON 11/18/08. C STATES THE SEAT  
BRACKET GAVE OUT AND IT IS VERY UNCOMFORTABLE AND UNSAFE. RCAS ADVISED C THAT  
NNA CAN NOT LOOK INTO FINANANCIAL ASSISTANCE, HOWEVER C WOULD NEED TO BRING  
THE VEH INTO THE DLR FOR A FULL DIAGNOSTIC. RCAS ADVISED C ONCE VEH HAS BEEN  
DIAGNOSED C CAN CALL BACK FOR FURTHER ASSISTANCE. C UNDERSTOOD. RCAS UPDATED  
TREAD ACT AND CLOSED FILE PENDING CALLBACK FROM C.

@11/18-ZVH038N

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RCAS-VH REICVED MESSAGE FROM SA-CHRISTIAN TINAGLIA. SA STATES DLR RAN GRT AND IT WAS DECLINED. SA STATES DLR CONTACT DPSM-MQ AND DPSM DECLINED ASSISTANCE. SA STATES C IS A GOOD CUSTOMER BUT WAS DECLINED. SA INQUIRED IF RCAS CAN OVER RIDE DPSM DECISION. RCAS ADVISED SA THAT RCAS CAN NOT OVER RIDE DPSM DECISION. SA UNDERSTOOD AND WILL INFORM C. @11/21-ZVH038N-COMMENT

\*\*\*\*\*  
@12/02-ZRA979N

CRR-RA RE-OPENING FILE AT C'S REQUEST. @12/02-ZRA979N  
C STATES C WOULD LIKE RCAS-VH TO CALL C BACK AS SOON AS POSSIBLE REGARDING C'S ISSUE. @12/02-ZRA979N

CRR-RA SENDING INTERNAL MESSAGE TO RCAS-VH. @12/02-ZRA979N  
CRR-RA CHECKED FOR OPEN RECALLS/CAMPAINS/UPGRADES FOUND:  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 03/27/06 37749N  
CRR-RA ADVISED C THAT THERE ARE NO OPEN RECALLS. @12/02-ZRA979N  
CRR-RA OFFERED FURTHER ASSISTANCE. C DECLINED  
CRR-RA GAVE NAME, EXT AND FILE NUMBER TO C. @12/02-ZRA979N  
CRR-RA CLOSING FILE. @12/02-ZRA979N

\*\*\*\*\*  
@12/08-ZDB338N

CRR-DB RECEIVED CALL FROM C. CRR-DB VERIFIED C'S NAME, ADDRESS, AND TELEPHONE NUMBER. @12/08-ZDB338N  
C STATES C WOULD LIKE TO KNOW WHAT STATUS OF FILE IS. CRR-DB INFORMED C THAT C WAS DECLINED ASSISTANCE FROM NISSAN ON SEAT ISSUE. @12/08-ZDB338N  
C STATES C DID NOT RECEIVE A CALL FROM RCAS-VH ON ISSUE. CRR-DB INFORMS C THAT RCAS-VH DECISION IS FINAL. @12/08-ZDB338N  
C STATES THAT C WANTS TO TAKE ISSUE FURTHER AND WILL CONTACT ATTORNEY GENERAL.  
CRR-DB OFFERED FURTHER ASSISTANCE. C DECLINED.  
CRR-DB GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-DB CLOSING FILE. @12/08-ZDB338N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE  
DEALER, PLEASE REVIEW WITH YOUR SERVICE DEPT. FOR ASSISTANCE AND CONTACT THE CUSTOMER.  
VALERIE HANSEN X1483

DEALER ACTION:

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## CONTACT(S):

|                           |                           |                         |       |
|---------------------------|---------------------------|-------------------------|-------|
| SATISFIED: Y              | ACTION CODE: NT8G         | ROOT CAUSE: SNFA        | DR800 |
| CALLBACK: (Y/N) #:        | 0 DATE: 00 / 00 / 00      | USERID:                 |       |
| REOPEN: CALLBACK #:       | 0 DATE: 00 / 00 / 00      | USERID:                 |       |
| NEW INFO #:               | 1 DATE: 12 / 08 / 08      | USERID: ZDB338N         |       |
| OTHER #:                  | 1 DATE: 12 / 02 / 08      | USERID: ZRA979N         |       |
| COMMENTS ONLY: #:         | 2 DATE: 11 / 24 / 08      | USERID: ZVH038N         |       |
| RESP DLR: 3774            | EFFECTIVE: 11 / 17 / 08   | 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: ZKD793N        |                         |       |
| HISTORY:                  | UPDATE BY: ZDB338N        |                         |       |
| SVC CALL#:                | UPDATE DATE: 12 / 08 / 08 |                         |       |
| CLOSE: Y (Y/N)            | CLOSE DATE: 12 / 08 / 08  | MICROFILM: N            |       |
| RESP CAA: HANSEN, VALERIE | OLM: SMIT AGNES           | DOM: MORRELL, ANN MARIE |       |
| PHONE: 0000041442         | OWNER FIRST:              | LANGUAGE: E ENGLISH     |       |

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**SC: ONE CONTRACT**

|                       |                             |                                     |
|-----------------------|-----------------------------|-------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T85W [REDACTED] | Y                                   |
| STREET: [REDACTED]    | YR/MDL: 2005.0              | MUR MILEAGE: 24378                  |
| CITY: MADISON         | IN SVC DATE: 07 / 11 / 05   |                                     |
| ST/ZIP: WI [REDACTED] | VCAN: Y                     | RTL DLR: 3900 ZIMBRICK NISSAN       |
| DAY PH: [REDACTED]    | PAID: 3                     | SVC DLR: 3700 KAYSER NISSAN         |
| EVE PH: [REDACTED]    | SUSP: 1                     | RESP DLR: 3700 KAYSER NISSAN        |
| DLR PH: 608 271 6000  | DENY: 0                     | REGION: 24 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)             |
| PROPERTY DAMAGE: N (Y/N)                  | INJURY: N (Y/N)    | SENT TO LEGAL: N (Y/N)        |
| PREVIOUSLY REPAIRED: 00 / 00 / 00         | WHERE:             |                               |
| VEHICLE PURCHASED: NEW X PREOWNEI         | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: 3700 KAYSER NISSAN |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS: 4         | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 17 / 08     | XFER/RSPNSBLTY: 24 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 01 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 01 / 08    | DATANET (Y/N): 11 / 20 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZEM495N 11/17/2008  
PREVIOUS RELATED FILE (S)NONE  
PREVIOUS UNRELATED FILE(S)NONE  
CRR-EM VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND  
EVENING PHONE, AND RESPONSIBLE DLR.  
CRR-EM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NO VIN  
CRR-EM INFORMED C OF RECALL STATUS  
PREVIOUS NISSAN OR INFINITI VEHICLES:NONE  
CRR-EM UPDATED CUSTOMER DATABASE:YES  
CRR-EM RECEIVED CALL FROM C STATING THAT C DOES NOT HAVE THE VIN AND THAT C  
HAS CONCERNS ABOUT THE DRIVER'S SEAT. @11/17-ZEM495N  
C STATES THAT C HAS PROBLEMS WITH THE DRIVER'S SEAT THAT IS BROKEN  
C STATES THAT C TOOK THE VEH TO DLR AND DLR STATED THAT C IS  
OOV AND WOULD HAVE TO PAY ABOUT \$1000.00 TO HAVE THE SEAT FIXED.  
C STATES THAT C CAN NOT UNDERSTAND WHY THE SEAT IS BROKEN BECAUSE  
C HAS NEVER BEEN IN AN ACCIDENT AND HAS NO CHILDREN.  
C STATES THAT C CAN NOT BE DRIVING AROUND A VEH WITH A SEAT THAT  
MOVES AROUND WHILE C IS DRIVING. C STATES THAT IT IS NOT SAFE TO DRIVE THE VEH  
C STATES THAT C WOULD LIKE ASSISTANCE FROM NNA TO HAVE THE SEAT REPAIRED.  
C STATES THAT C HAS A WARRANTY AND THE WARRANTY WILL NOT COVER THE REPAIRS  
TO THE SEAT AND C DOES NOT UNDERSTAND WHY C IS OOV. @11/17-ZEM495N  
C STATES THAT C FEELS THAT THIS IS A MANUFACTURER DEFECTIVE @11/17-ZEM495N  
CRR-EM INFORMED C THAT C CAN CALL IN AND SPEAK TO ANY AGENT AND THE AGENT WILL  
INPUT THE VIN AND CHECK FOR THE RECALLS AND FORWARD THE FILE TO RCAS FOR  
FURTHER ASSISTANCE. @11/17-ZEM495N  
CRR-EM LEAVING FILE OPEN TILL C CALLBACK WITH VIN FOLLOW UP DATE 11/19/08  
@11/17-ZEM495N @11/17-ZEM495N

\*\*\*\*\*  
CRR-EM RECEIVED VMX FROM C ON 11/18/08 AT 2:42PM STATING THAT C HAS THE VIN  
AND THE MILEAGE FOR THE VEH. CRR-EM CALLED C ON 11/19/08 AT 9:30 PM AND SPOKE  
TO C. C PROVIDE CRR-EM VIN AND CURRENT MILEAGE AND CRR-EM CHECKED FOR OPEN  
RECALLS AND FOUND NONE.

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 05/27/08 3700  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 04/29/08 3700  
CRR-EM INFORMED C THAT CRR-EM WILL BE FORWARDING FILE TO RCAS FOR FURTHER  
REVIEW AND ASSISTANCE. @11/19-ZEM495N  
CRR-EM GAVE C NAME, EXTENSION, AND FILE NUMBER  
CRR-EM INFORMED C THAT ALL INFORMATION WAS DOCUMENTED  
CRR-EM ASSURED C THAT FILE WILL BE FORWARDED TO REGIONAL SPECIALIST  
WHO WILL CONTACT C END OF BUSINESS NEXT DAY.  
CRR-EM FORWARDING FILE TO REGIONAL SPECIALIST FOR FURTHER REVIEW.

\*\*\*\*\*  
RCAS-AVT NOTES WAS NOT ADVISED OF FILE BEING TRANSFERRED TO RCAS-AVT. RCAS-AVT  
DATANETTED FILE ON 11/19/08 12:03PM EST, CORRECTING FOLLOW UP DAY.  
\*\*\*\*\* @11/20-ZAV195N

RCAS-AVT CALLED C ON DAY NUMBER ON 11/20/08 9:41AM EST SPOKE WITH C.  
RCAS-AVT ADVISED C THAT RCAS-AVT IS REGIONAL SPECIALIST THAT RECEIVED FILE.  
APPARENTLY HAVING ISSUE WITH SEAT FRAME OF VEH. C STATES THAT IS CORRECT,  
HAVEN'T BEEN INTO ACCIDENT OR ANYTHING ITS JUST BROKEN. RCAS-AVT ASKED IF  
CORRECT THAT WILL COST AROUND \$1000.00. C STATES THAT IS RIGHT THE SAID \$900  
AND SOMETHING ALMOST \$1000.00. RCAS-AVT ADVISED C THAT VEH IS OUTSIDE OF  
BASIC WARRANTY AND EXTENDED WARRANTY, BUT WILL LOOK INTO SEEING IF CAN STILL  
HAVE REPAIR COVERED FOR C, AND WILL CALL BACK NO LATER THEN 11/25/08. C STATES

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THAT IS FINE. CALL ENDED

\*\*\*\*\*

@11/20-ZAV195N

RCAS-AVT CALLED 3700 KAYSER NISSAN ON 11/25/08 11:54AM EST LEFT VMX FOR  
SM-TIM DOUGLAS TO CALL BACK.

@11/25-ZAV195N

\*\*\*\*\*

@11/25-ZAV195N

RCAS-AVT CHECKED CPIA AND NOTES THAT GRT WAS RUN AND DECLINED. @11/25-ZAV195N

\*\*\*\*\*

@11/25-ZAV195N

RCAS-AVT CALLED 3700\_ KAYSER NISSAN ON 11/25/08 1:55PM EST SPOKE WITH  
SA-DURAND LARSON AS SM-TIM DOUGLAS NOT AVAILABLE. RCAS-AVT ASKED SA-DURAND  
ABOUT VEH. SA-DURAND STATES THAT LIKE MANY MURANOS NEEDS NEW SEAT TRACKS.  
PART HAS BEEN SPECIAL ORDERED, IS IN AND WAITING TO WORK THINGS OUT WITH  
NISSAN TO SEE IF C PAYS. RCAS-AVT ASKED SA-DURAND IF GRT RUN. SA-DURNAD STATES  
RUN AND DECLINED. RCAS-AVT ASKED SA-DURAND ABOUT SERVICING HISTORY. SA-DURAND  
STATES C HAS HAD ALL OIL CHANGES SINCE APRIL DONE AT DLRHSP IS NEW TO DLRSH. RCAS-AVT ADVISED SA-DURAND THAT WOULD SPEAK WITH DSPM AS SEEN ON OTHER VEH,  
AND HAS BEEN TO DLRSH FOR MAINTENANCE SINCE APRIL AND WILL ADVISED SA-DURNAD  
WHAT DECISION IS. SA-DURAND UNDERSTOOD. CALL ENDED. @11/25-ZAV195N

\*\*\*\*\*

@11/25-ZAV195N

RCAS-AVT CALLED DPSM-RS ON 11/25/08 2:01PM EST LEFT VMX ADVISING OF REQUEST

\*\*\*\*\*

@11/25-ZAV195N

RCAS-AVT RECEIVED CALL FROM DPSM-RS ON 11/25/08 2:45PM EST ADVISED TO COVER  
REPAIR FOR C.

@11/25-ZAV195N

\*\*\*\*\*

RCAS-AVT CALLED 3700 KAYSER NISSAN ON 11/25/08 2:41PM EST SPOKE WITH  
SA-DURAND LARSON AS SM-TIM DOUGLAS NOT AVAILBLE. RCAS-AVT ADVISED SA-DURAND  
THAT DPSM-RS SAYS TO COVER REPAIR. SA-DURAND STATES THAT C HAS ALREADY PAID  
FOR DIAGNOSIS AND THE PART ITSELF, NOT SURE HOW WANT THAT HANDLED. RCAS-AVT  
ASKED SA-DURAND IF POSSIBLE TO REFUND C THE COST OF THE PART AND THEN CHARGE  
THE PART WITH THE REST OF THE CLAIM AS RCAS-AVT UNDERSTANDING IS DPSM-RS WILL  
OVERTURN GRT TO HAVE DLRSH PAID OUT. SA-DURAND STATES WILL CHECK WITH SERVICE  
DIRECTOR TO SEE IF THIS IS OKAY. RCAS-AVT THANKED SA-DURAND FOR THE ASSISTANCE  
WILL FOLLOW UP. CALL ENDED.

@11/25-ZAV195N

\*\*\*\*\*

@11/25-ZAV195N

RCAS-AVT CALLED C ON DAY NUMBER ON 11/25/08 2:47PM EST SPOKE WITH C. RCAS-AVT  
ADVISED C THAT CAN TELL C THAT REPAIR WILL BE COVERED FOR C. JUST WORKING OUT  
SOME FINER DETAILS AS C ALREADY PAID FOR PART AND DIAGNOSIS AND WORKING ON  
GETTING C REFUNDED AT THE DLRSH LEVEL FOR REPAIRS, IF NECESSARY WILL HAVE A  
CHECK SENT OUT FROM NISSAN. C STATES THAT IS FINE, GOING ON HOLIDAYS IF NEEDED  
CAN BE CONTACTED AT [REDACTED]. RCAS-AVT ADVISED C THAT IF NECESSARY WILL  
CONTACT THERE NO LATER THEN 12/01/08 CALL ENDED

@11/25-ZAV195N

\*\*\*\*\*

@11/25-ZAV195N

RCAS-AVT CALLED 3700 KAYSER NISSAN ON 12/01/08 11:26AM EST LEFT VMX FOR  
SM-TIM DOUGLAS TO CALL BACK.

@12/01-ZAV195N

\*\*\*\*\*

@12/01-ZAV195N

CRR-MH RECEIVED CALL FROM C STATING C WANTED TO KNOW WHEN C COULD TAKE C'S  
VEH INTO THE DLRSH FOR THE SERVICING ON C'S VEH. CRR-MH INFORMED C THAT  
AN INTERNAL MEMO WOULD BE SENT TO RCAS-AVT TO CALL C ASAP WITH THE  
INFORMATION AND TO CALL C ON DAYTIME PHONE NUMBER.

\*\*\*\*\*

@12/01-ZMH815N

RCAS-AVT CALLED 3700 KAYSER NISSAN ON 12/01/08 2:25PM EST SPOKE WITH SM-TIM  
DOUGLAS. RCAS-AVT ADVISED SM-TIM THAT DPSM-RS WOULD LIKE TO HAVE REPAIR  
COVERED, ASKED IF C CAN BE REIMBURSED WHAT PAID AND DLRSH CHARGED THROUGH  
CLAIM. SM-TIM STATES THAT WAS SPEAKING WITH SA-DURAND AND HAVE ADVISED  
SA-DURAND THAT WHEN C RETURN TO REFUND MONEY PAID TO C AND COMPLETE REPAIR AT  
NO COST TO C. RCAS-AVT THANKED SM-TIM FOR ASSISTANCE. CALL ENDED.

\*\*\*\*\*

@12/01-ZAV195N

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:18 PM

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

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CA6347882N

RCAS-AVT RECEIVED INTERNAL MESSAGE. @12/01-ZAV195N  
RCAS-AVT CALLED C ON DAY NUMBER ON 12/01/08 2:53PM EST SPOKE WITH C. RCAS-AVT ADVISED C THAT HAVE EVERYTHING ARRANGED, DLRSHIP WILL REFUND C WHAT ALREADY PAID FOR REPAIR AND COMPLETE REPAIR, SUGGEST CALLING DLRSHIP TO ARRANGE AN APPOINTMETN FOR REPAIR. C ASKED IF NEED ANY KIND OF REFERENCE NUMBER WHEN GOING THERE. RCAS-AVT ADVISED C TO SPEAK WITH DURAND LARSON OR TIM DOUGLAS, AND IF RUN INTO ANY PROBLEMS CAN CONTACT RCAS-AVT. C THANKED RCAS-AVT FOR THE INFORMATION. CALL ENDED. RCAS-AVT VERIFIED TREAD ACT AND OOW INFORMAITON. RCAS-AVT CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE @12/01-ZAV195N  
\*\*\*\*\*

CRR-EM RECEIVED VMX FROM C ON 12/01/08 AT 11:09AM EST STATING THAT C WOULD LIK LIKE AN UPDATE. CRR-EM NOTICED THAT RCAS-AVT HAD CLOSED FILE AND THAT C WAS SATISFIED AND THAT IT SEEMS C HAD CALLED BEFORE RCAS HAD CALLED C.

@12/03-ZEM495N-COMMENT

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 WOULD LIKE REPAIRS COVERED BY NISSAN. RCAS-AVT 866-799-1690EXT 1662

DEALER ACTION:

**CONTACT(S):**

|                              |                           |                     |
|------------------------------|---------------------------|---------------------|
| SATISFIED: Y                 | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #: 0         | DATE: 00 / 00 / 00        | USERID:             |
| REOPEN: CALLBACK #: 0        | DATE: 00 / 00 / 00        | USERID:             |
| NEW INFO #: 0                | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #: 0                   | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #: 1          | DATE: 12 / 03 / 08        | USERID: ZEM495N     |
| RESP DLR: 3700               | EFFECTIVE: 11 / 17 / 08   | 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: ZEM495N        |                     |
| HISTORY:                     | UPDATE BY: ZAV195N        |                     |
| SVC CALL#:                   | UPDATE DATE: 12 / 03 / 08 |                     |
| CLOSE: Y (Y/N)               | CLOSE DATE: 12 / 01 / 08  | MICROFILM: N        |
| RESP CAA: VANTUYL, ALEXANDER | OLM: SMIT AGNES           | DOM: DILLIOT, JOHN  |
| PHONE: 0000041662            | OWNER FIRST:              | LANGUAGE: E ENGLISH |



CONFIDENTIAL

DATE: 1/26/2009  
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----- CONSUMER AFFAIRS -----

CA6347882

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:18 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 7/11/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 398       | RCDL02607850 | 3900 WI             | 7/11/2005         | 10/11/2008     | 39.000            |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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DATE: 1/26/2009  
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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                              |               |              |        |
|------------------------------|---------------|--------------|--------|
| -----+-----                  |               |              |        |
| CONTRACT: RCDL02607850       |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]       |               | OWNER NAME:  |        |
| PLAN TYPE: C                 |               | PLAN TYPE:   |        |
| PLAN TERM: L                 |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50            |               | DEDUCTABLE:  |        |
| EFFECTIVE: 07/11/05          |               | EFFECTIVE:   |        |
| EXPIRES: 10/11/08            | MILES: 39,000 | EXPIRES:     | MILES: |
| CANCEL:                      | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                    |               | TRANSFER:    |        |
| TRANSACTION: 9/22/2005       |               | TRANSACTION: |        |
| PRINTED: 09/24/05            |               | PRINTED:     |        |
| DEALER NO: 3900              | STATE: WI     | DEALER NO:   | STATE: |
| DEALER NAME: ZIMBRICK NISSAN |               | DEALER NAME: |        |
| -----+-----                  |               |              |        |

**CONFIDENTIAL**

DATE: 1/26/2009  
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|                       |       |                                   |                          |
|-----------------------|-------|-----------------------------------|--------------------------|
| NAME: [REDACTED]      |       | SC: ONE CONTRACT                  |                          |
| STREET: [REDACTED]    |       | VIN: JN8AZ08W05W [REDACTED] Y     |                          |
| CITY: EAST ISLIP      |       | YR/MDL: 2005.0 MUR MILEAGE: 26000 |                          |
| ST/ZIP: NY [REDACTED] |       | IN SVC DATE: 06 / 11 / 05         |                          |
| VCAN: Y               | PAID: | RTL DLR: 2620                     | BRUCE BENNETT NISSAN     |
| DAY PH: [REDACTED]    | SUSP: | SVC DLR: 5045                     | ADVANTAGE NISSAN         |
| EVE PH: [REDACTED]    | DENY: | RESP DLR: 5045                    | ADVANTAGE NISSAN         |
| DLR PH: 516 338 5600  |       | REGION: 26                        | DIST: SL/SV/PT: 02 02 32 |

|                                   |                    |                               |
|-----------------------------------|--------------------|-------------------------------|
| LETTER RECEIVED 00 / 00 / 00      | EXEC: 00 / 00 / 00 | EMAIL: 11 / 19 / 08           |
| FIRE: N (Y/N)                     | ROLLOVER: N (Y/N)  | ACCIDENT: N (Y/N)             |
| PROPERTY DAMAGE: N (Y/N)          | INJURY: N (Y/N)    | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00 | WHERE:             | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW PREOWNEI   | MILES              | # NISSAN/INFINITI VEHICLES: 1 |
| VEHICLE MAINTAINED BY: UNKNOWN    |                    |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:   | MILES:             | (PT) MONTHS: MILES:           |

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 11 / 19 / 08     | XFER/RSPNSBLTY: 26 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 02 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 02 / 08    | DATANET (Y/N): 11 / 21 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                              |
|----|-------------------------|--------|------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER) |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED               |

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C. A. R. COMMENTS

FILE OPENED-ZVK000N 11/19/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO.: 1201189

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 11/19/08 DATE CREATED: 11/19/08

CRR-VK VERIFIED C'S NAME, ADDRESS, RESPONSIBLE DLR, VIN, DAY/EVENING PHONE AND MILEAGE.

CRR-VK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CLSD R0601 MURANO TANK R&R NTB06-025

C'S EMAIL READS: @11/19-ZVK000N

C STATES "I HAVE 26,000 MILES ON MY 2005 NISSAN MURANO WITH A "CERTIFIED 100,000 WARRANTY" AND THE DRIVERS FRONT SEAT NEEDS TO BE REPAIRED ALREADY. THERE IS NOTHING WRONG WITH THE ELECTRIC COMPONENTS RATHER; I'M BEING TOLD THE ISSUE IS ONE OF THE FOLLOWING BY A NISSAN SERVICE WRITER: "SEAT TRACK ASSY PART #87450-CA08A. PART PRICE \$613.91. LABOR TO REMOVE AND INSTALL TRACK \$298.50. THERE IS A SEAT TRACK BRACKET THAT MAY JUST NEED TO BE INSTALLED. SEAT BRACKET KIT IS \$268.00 BUT THE LABOR WOULD BE THE SAME. THE BEST BET WOULD BE TO LET US CHECK IT OUT FIRST BECAUSE IT MAY BE THE CHEAPER OF THE 2. THANKS, JOE" APPARENTLY THIS IS A COMMON PROBLEM ON THIS VEHICLE AND I DON'T THINK I SHOULD BE MADE TO PAY FOR IT. I WAS IN THE AUTO REPAIR INDUSTRY FOR 15 YEARS AND HAVE NEVER SEEN AN ISSUE LIKE THIS BEFORE (ESPECIALLY ON A VEHICLE THIS NEW). I NEED TO GET THIS FIXED ASAP BECAUSE IT IS VERY UNSTABLE AND A MAJOR SAFETY CONCERN TO MY WIFE AND I. PLEASE CALL OR E-MAIL ME TO DISCUSS HOW THIS WILL BE HANDLED AS I'M BEING TOLD IT IS NOT COVERED UNDER WARRANTY. THANK YOU. ANTHONY YETKOFKY" @11/19-ZVK000N

CRR-VK WILL NOT BE RESPONDING TO C, AS THIS IS AN RCAS ISSUE.

CRR-VK TRANSFERRING FILE TO RCAS AND SENDING AN INTERNAL MESSAGE TO NOTIFY. @11/19-ZVK000N

=====

RCAS-TM CALLED 11/20/08 5:25 PM EST AND SPOKE WITH C. RCAS ADVISED C THAT RCAS HAS GOT THE FILE. RCAS CONFIRMED RESPONSIBLE DLR AND RCAS WILL LOOK INTO C'S REQUEST FOR ASSISTANCE AND CALL BACK TO C 11/25/08. @11/20-ZTM853N

\*\* @11/25-ZTP481N

RCAS-TP LEFT VMX FOR C O DAY TIME NUMBER AT 11:09 AM EST ON 11/25/08 AND REQUESTED CALL BACK. @11/25-ZTP481N

\*\* @11/25-ZTP481N

RCAS-TP CONTACTED FEMALE ON C'S EVE NUMBER AT 11:11 AM EST ON 11/25/08 AND PROVIDED RCAS-TP'S CONTACT INFORMATION FOR C TO CONTACT RCAS-TP BACK. @11/25-ZTP481N @11/25-ZTP481N

\*\* @11/25-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 8:22 AM EST ON 11/28/08 AND REQUESTED CALL BACK. @11/28-ZTP481N

\*\* @11/28-ZTP481N

RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 8:24 AM EST ON 11/28/08 AND REQUESTED CALL BACK. @11/28-ZTP481N

\*\* @11/28-ZTP481N

RCAS-TP LEFT VMX FOR C ON DAY TIME NUMBER AT 10:07 AM EST ON 12/02/08 AND REQUESTED CALL BACK. @12/02-ZTP481N

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\*\* @12/02-ZTP481N  
RCAS-TP LEFT VMX FOR C ON EVE NUMBER AT 10:07 AM EST ON 12/02/08 AND  
REQUESTED CALL BACK. @12/02-ZTP481N

\*\* @12/02-ZTP481N  
RCAS-TP CLOSING FILE PENDING C CALL BACK. @12/02-ZTP481N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

|                               |   |                           |  |                        |      |
|-------------------------------|---|---------------------------|--|------------------------|------|
|                               |   | CONTACT(S):               |  |                        |      |
| SATISFIED: Y                  |   | ACTION CODE: NT4B         |  | ROOT CAUSE: SNFA       | SCCP |
| CALLBACK: (Y/N) #:            | 0 | DATE: 00 / 00 / 00        |  | USERID:                |      |
| REOPEN: CALLBACK #:           | 0 | DATE: 00 / 00 / 00        |  | USERID:                |      |
| NEW INFO #:                   |   | DATE: 00 / 00 / 00        |  | USERID:                |      |
| OTHER #:                      |   | DATE: 00 / 00 / 00        |  | USERID:                |      |
| COMMENTS ONLY: #:             | 0 | DATE: 00 / 00 / 00        |  | USERID:                |      |
| RESP DLR: 5045                |   | EFFECTIVE: 11 / 19 / 08   |  | 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: ZVK000N        |  |                        |      |
| HISTORY:                      |   | UPDATE BY: ZTP481N        |  |                        |      |
| SVC CALL#:                    |   | UPDATE DATE: 12 / 02 / 08 |  |                        |      |
| CLOSE: Y (Y/N)                |   | CLOSE DATE: 12 / 02 / 08  |  | MICROFILM: N           |      |
| RESP CAA: PIETRANTUANO, TANYA |   | OLM: ROYSTER KAREN        |  | DOM: ZIMMERMAN LARRY E |      |
| PHONE: 0000041672             |   | OWNER FIRST:              |  | LANGUAGE: E ENGLISH    |      |

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REQUESTED BY: lattad

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

CA6349666

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:18 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 8/3/2007

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 399       | PEDQ04052019 | 2620 CT             | 8/3/2007          | 6/11/2012      | 100.000           |                |                  |

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**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                        |                                      |
|----------------------------------------|--------------------------------------|
| -----+-----                            |                                      |
| CONTRACT: PEDQ04052019                 | CONTRACT:                            |
| OWNER NAME: [REDACTED]                 | OWNER NAME:                          |
| PLAN TYPE: E                           | PLAN TYPE:                           |
| PLAN TERM: Q                           | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                      | DEDUCTABLE:                          |
| EFFECTIVE: 08/03/07                    | EFFECTIVE:                           |
| EXPIRES: 06/11/12    MILES:    100,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:      | CANCEL:                    MILES:    |
| TRANSFER:                              | TRANSFER:                            |
| TRANSACTION: 8/31/2007                 | TRANSACTION:                         |
| PRINTED: 08/31/07                      | PRINTED:                             |
| DEALER NO: 2620        STATE:    CT    | DEALER NO:                    STATE: |
| DEALER NAME: BRUCE BENNETT NISSAN      | DEALER NAME:                         |
| -----+-----                            |                                      |

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DATE: 1/26/2009  
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|                       |                                              |
|-----------------------|----------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                     |
| STREET: [REDACTED]    | VIN: JN8AZ08W65W [REDACTED] Y                |
| CITY: GUERNVILLE      | YR/MDL: 2005.0 MUR MILEAGE: 44000            |
| ST/ZIP: CA [REDACTED] | IN SVC DATE: 09 / 16 / 05                    |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 2434 SHINGLE SPRINGS NISSAN |
| EVE PH: [REDACTED]    | PAID: 7 SVC DLR: 3979 NISSAN OF SANTA ROSA   |
| DLR PH: 707 545 7050  | SUSP: 1 RESP DLR: 3979 NISSAN OF SANTA ROSA  |
|                       | DENY: 0 REGION: 48 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3979 NISSAN OF SANTA RO  
 OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 8000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 19 / 08     | XFER/RSPNSBLTY: 48 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 03 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 03 / 08    | DATANET (Y/N): 11 / 20 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                     |        |                                     |
|----|---------------------|--------|-------------------------------------|
| OA | VEHICLE CONCERNS    | 196500 | POWER SEAT (SEAT/SWITCH/CONTROLLER) |
| AV | INTERIOR ELECTRICAL | YI     | OOW GOODWILL ASSISTANCE REQUEST     |



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C. A. R. COMMENTS

FILE OPENED-ZLR000N 11/19/2008

PREVIOUS RELATED FILES FOUND:

PREVIOUS UNRELATED FILES FOUND:

CRR-LR VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR

CRR-LR CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/19-ZLR000N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 08/29/06 3979

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 08/29/06 3979

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 01/15/07 06/13/07 3979

CRR-LR ADVISED C THERE ARE NO OPEN RECALLS

PREVIOUS NISSAN/INFINITI VEH:

CRR-LR RECEIVED CALL FROM C

C STATES IS HAVING SOME PROBLEMS WITH C'S VEH. C STATES THAT THE DRIVER'S SEAT  
BOTTOM LINK IS BROKEN. C STATES THAT THE SEAT IS ON AN AGLE. C STATES THAT THE  
VEH IS AT 45000 MILES NOW AND C PREVIOUSLY HAD THE SEAT FIXED AT AROUND 30000  
MILES AS WELL. C STATES IS OUT OF WARRANTY SO THE REPAIRS WILL COST OVER \$400  
C STATES WAS ADVISED TO CALL NNA CA TO SEE IF THERE IS ANY ASSISTANCE THAT  
CAN BE PROVIDED TO C. C STATES THAT THIS IS SAFETY ISSUE AND WOULD LIKE TO  
HAVE IT FIXED. C STATES THAT THE VEH IS AT THE DLRSHR RIGHT NOW AND C HAVE  
THE DLRSHR THE GO AHEAD TO WORK ON THE VEH AND THAT C WOULD TRY AND GET SOME  
ASSISTANCE FROM NISSAN. C STATES THAT C HAS BEEN WORKING WITH SERVICE  
CONSULTANT JASON GREY @11/19-ZLR000N

CRR-LR ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW

CRR-LR ADVISED C THAT RCAS WILL CALL BACK BY END OF THE NEXT BUSINESS DAY

C UNDERSTANDS

CRR-LR OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-LR GAVE NAME, FILE NUMBER AND EXTENSION

C AWAITING RESPONSE FROM RCAS

@11/19-ZLR000N

RCAS-ER REVIEWING FILE, DATANETTING.

@11/19-ZER229N

\*\*\*

@11/20-ZLR000N

CRR-LR RECEIVED VMX FROM C ON 11/20/08

C STATES THAT C WENT TO THE DLRSHR AND FOUND THAT THE ADJUSTOR IS NOT WORKING  
ANYMORE AND THAT THIS IS GOING TO COST A LOT. C STATES THAT THE ADJUSTOR WENT  
OUT ALONG WITH THE LINKS. C STATED ANY ASSISTANCE THAT COULD BE PROVIDED  
WOULD BE APPRECIATED @11/20-ZLR000N

CRR-LR EXITING FILE

@11/20-ZLR000N

RCAS-ER CONTACTED C AT DAY/EVE NUMBER AT 6:24 PM EST ON 11/20/08 AND SPOKE TO  
C. C STATES THAT ANOTHER PART ON THE VEH WENT OUT. C STATES THAT C WOULD LIKE  
ASSISTANCE. C STATES THAT C'S SA IS JASON GREY. RCAS-ER ADVISED C THAT RCAS-ER  
WOULD LOOK INTO ASSISTANCE AND WOULD CONTACT C BEFORE THE END OF 11/26/08.

C UNDERSTANDS AND THANKED RCAS-ER.

@11/20-ZER229N

RCAS-ER CONTACTED DLR AT 4:45 PM EST ON 11/21/08 AND SPOKE TO SERVICE MANAGER  
DAVE CAVANAUGH. SM STATES THAT C HAD A REPAIR AT 30000 MILES TO THE SEAT AND  
THAT THIS REPAIR APPEARS TO BE RELATED TO THE SAME ISSUE. SM STATES THAT C IS  
A GOOD CUSTOMER AND THAT THE DLRSHIP RAN GRT BUT IT WAS DECLINED. SM STATES  
THAT SM WILL SPEAK WITH SA ABOUT C'S CONCERN AND WILL TAKE REQUEST FOR  
ASSISTANCE TO DPSM-RV. RCAS-ER THANKED SM AND ENDED CALL. @11/21-ZER229N

RCAS-ER CONTACTED DLR AT 2:35 PM EST ON 11/26/08 AND SPOKE TO SERVICE MANAGER  
DAVE CAVANAUGH. SM STATES THAT SM IS WAITING FOR SA JASON TO TELL SM THAT  
PARTS ARE IN AND THEN SM WILL GO TO DPSM-RV TO GET OVERRIDE FOR GRT WITH  
DEDUCTIBLE. SM STATES THAT SA JASON HAS CALLED C AND ADVISED THAT SM WILL  
BE LOOKING INTO NNA ASSISTING WITH REPAIR AND THAT C HAS AUTHORIZED THE  
REPAIRS. SM STATES RCAS CAN CALL NEXT WEEK FOR UPDATE ON STATUS OF

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REQUESTED BY: lattad

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ASSISTANCE.

@11/26-ZER229N

RCAS-ER CONTACTED C AT DAY/EVE NUMBER AT 2:43 PM EST ON 11/26/08 AND SPOKE TO C. RCAS-ER ADVISED C THAT RCAS WAS STILL LOOKING INTO FINANCIAL ASSISTANCE AS IS DLR AND RCAS WOULD FOLLOW UP WITH C BEFORE THE END OF 12/03/08 WITH MORE INFORMATION.

@11/26-ZER229N

RCAS-ER CONTACTED DLR AT 8:37 PM EST ON 12/02/08 AND LEFT VMX FOR SERVICE MANAGER DAVE CAVANAUGH.

@12/02-ZER229N

@12/02-ZER229N

RCAS-ER CONTACTED DLR AT 4:23 PM EST ON 12/03/08 AND LEFT VMX FOR SERVICE MANAGER DAVE CAVANAUGH.

@12/03-ZER229N

RCAS-ER CONTACTED DLR AT 7:00 PM EST ON 12/03/08 AND SPOKE TO SERVICE MANAGER DAVE CAVANAUGH. SM STATES THAT DPSM-RV HAD APPROVED REPAIR WITH A \$100 DEDUCTIBLE. SM STATES THAT THE VEH HAS BEEN REPAIRED AND THAT C HAS BEEN NOTIFIED THAT VEH IS READY TO BE PICKED UP. RCAS-ER THANKED SM AND ENDED CALL

@12/03-ZER229N

RCAS-ER CONTACTED C AT DAY/EVE NUMBER AT 7:11 PM EST ON 12/03/08 AND SPOKE TO C. C STATES THAT C IS LOOKING AT THE VEH RIGHT NOW AND IS SO HAPPY. C STATES THAT C IS VERY HAPPY WITH NISSAN AND WILL CONTINUE TO BE A NISSAN CUSTOMER. RCAS-ER INQUIRED IF C NEEDED ANY FURTHER ASSISTANCE? C DECLINED.

@12/03-ZER229N

RCAS-ER CLOSING FILE.

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3979          | EFFECTIVE: 11 / 19 / 08   | 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: ZLR000N        |                     |
| HISTORY:                | UPDATE BY: ZER229N        |                     |
| SVC CALL#:              | UPDATE DATE: 12 / 03 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 12 / 03 / 08  |                     |
| RESP CAA: REID. EMA LEA | OLM: SMIT AGNES           | MICROFILM: N        |
| PHONE: 0000041646       | OWNER FIRST:              | DOM: INMAN. GARY    |
|                         |                           | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:18 PM

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

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SC: ONE CONTRACT

|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08W15W [REDACTED] Y             |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 60500         |
| CITY: PAWTUCKET       | IN SVC DATE: 07 / 11 / 05                 |
| ST/ZIP: RI [REDACTED] | RTL DLR: 3980 MASTRIA NISSAN. INC.        |
| DAY PH: [REDACTED]    | PAID: SVC DLR: 3081 NISSAN OF SMITHFIELD  |
| EVE PH: [REDACTED]    | SUSP: RESP DLR: 3081 NISSAN OF SMITHFIELD |
| DLR PH: 401 232 2800  | DENY: REGION: 26 DIST: SL/SV/PT: 11 11 41 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 50000 # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
OUTSIDE WARRANTY BY (B) MONTHS: 4 MILES: 24500 (PT) MONTHS: MILES: 500

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 20 / 08     | XFER/RSPNSBLTY: 26 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 25 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 25 / 08    | DATANET (Y/N): 11 / 24 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZSM605N 11/20/2008  
PREVIOUS RELATED FILES FOUND: NONE.  
PREVIOUS UNRELATED FILES FOUND: NONE.  
CRR-SM VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR  
CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/20-ZSM605N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 09/18/06 3980  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 09/18/06 3980  
CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 09/18/06 3980  
CRR-SM ADVISED C THERE IS NO OPEN RECALLS:  
PREVIOUS NISSAN VEH AND INFINITI: NONE.  
CRR-SM RECIEVED CALL FROM C. @11/20-ZSM605N  
C STATES DEALT WITH MARK IN THE SERVICE DEPT OF 3081 NISSAN OF SMITHFIELD THIS MORNING. @11/20-ZSM605N  
C STATES FEEL'S THIS IS A SAFETY CONCERN. @11/20-ZSM605N  
C STATES THAT DRIVER'S SEAT HAS CRACKE ON THE BOTTOM OF THE DRIVER'S SEAT, THE WHOLE FRAME IS CRACKED AND NEEDS TO BE REPLACED. AT A COST OF \$923.00. C STATES DID ASK DLR. FOR A RENTAL AND DLR. TOLD C THAT THIS CONCERN IS NOT THAT IMPORTANT AND C DOESN'T NEED A RENTAL. @11/20-ZSM605N  
C STATES FEEL'S LIKE THIS IS DANGEROUS. @11/20-ZSM605N  
C STATES DLR. NEEDED TO ORDER PART'S AND C CAN'T HAVE VEH. FIXED UNTIL NEXT WEEK SOMETIME. @11/20-ZSM605N  
C STATES DOESN'T WANT TO PAY FOR THIS SEAT AS C FEELS THIS IS NOT NORMAL WEAR AND TEAR AND C FEEL'S THAT C SHOULD NOT HAVE TO DRIVE THIS VEH. AROUND FOR A WEEK AS C FEEL'S IT IS UNSAFE. @11/20-ZSM605N  
CRR-SM ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW.  
CRR-SM ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUISINESS DAY C UNDERSTANDS.  
CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-SM GAVE NAME, EXTENSION AND FILE NUMBER. @11/20-ZSM605N  
C-THANKED CRR-SM FOR ASSISTANCE, C SATISFIED.  
C AWAITING RESPONSE FROM RCAS. @11/20-ZSM605N  
RCAS-KM IN REVIEW OF FILE 11/21/08. @11/21-ZKM698N  
RCAS-KM UPDATING OUT OF WARRANTY PARAMETERS, MAINTENANCE DLR.  
RCAS-KM DATA NETTING FILE TO DLR. @11/21-ZKM698N  
RCAS-KM CONTACTED C ON DAY PHONE 2:50 PM EST 11/21/08. C STATED PURCHASED VEHICLE FROM NISSAN OF SMITHFIELD WITH NO WARRANTY. @11/21-ZKM698N  
RCAS-KM INFORMED WILL CONTACT DLR FOR MORE INFO AND FOLLOW UP 11/25/08. @11/21-ZKM698N  
RCAS-KM CONTACTED SM-MARK SANTOSUOSSA 12:35 PM EST 11/25/08. SM-MARK INFORMED C IS NOT A REGULAR SERVICING CUSTOMER AT DLR, PURCHASED VEHICLE PRE OWNED, NO VSC. DLR HAS LOCATED A PRE OWNED PART FOR C TO HAVE C'S INDEPENDENT FACILITY INSTALL FOR C AT A LESSER COST. @11/25-ZKM698N  
RCAS-KM CONTACTED C ON DAY PHONE 12:42 PM EST 11/25/08. RCAS-KM INFORMED C NNA UNABLE TO ASSIST WITH SEAT REPAIR, VEHICLE PURCHASED PRE OWNED PAST @11/25-ZKM698N  
WARRANTY, NO VSC. C STATED DOES NOT UNDERSTAND HOW SEAT BROKE AT SUCH AN EARLY TIMEFRAME.  
C STATED WILL NOT HAVE SEAT REPAIRED AT DLR WILL TAKE TO INDEPENDENT.  
RCAS-KM UPDATING TREAD ACT CODES.  
RCAS-KM CLOSING FILE AS NO FURTHER ASSISTANCE REQUIRED. @11/25-ZKM698N  
CRR-IC RECEIVED A CALL FROM C STATING THAT C FORGOT TO INFORM RCAS OF SOMETHING AND WANTED TO BE TRANSFERED TO RCAS [EXTENSION.@11/25-ZIR568N-COMMENT](#)

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CRR-IC PROVIDED RCAS EXTENSION AND TRANSFERED C AS PER THE REQUEST ONLY AFTER CONFIRMING WITH C THERE ARE NO RECALLS ON THE VEH AND THE C NAME AND ADDRESS AND CONTACT PHONE NUMBER.  
@11/25-ZIR568N-COMMENT

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

DEALER SM LOCATED A USED PART FOR CUSTOMER FOR \$250.00. CUSTOMER IS SECOND OWNER AND DOES NOT HAVE ANY EXTENDED SERVICE CONTRACT. CUSTOMER DOES NO MAINTENCE OR REPAIR AT DEALER 3081. ALSO, CUSTOMER DEMANDED A RENTAL AT NO COST.  
REQUEST UPDATED BY PAUL FORTIN, SM DLR 3081, 10/24/2008. @11/24-3081

**CONTACT(S):**

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:     | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:    | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:            | DATE: 00 / 00 / 00        | USERID:             |
| OTHER #:               | DATE: 00 / 00 / 00        | USERID:             |
| COMMENTS ONLY: #:      | 1 DATE: 11 / 25 / 08      | USERID: ZIR568N     |
| RESP DLR: 3081         | EFFECTIVE: 11 / 20 / 08   | 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: ZSM605N        |                     |
| HISTORY:               | UPDATE BY: ZKM698N        |                     |
| SVC CALL#:             | UPDATE DATE: 11 / 25 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 11 / 25 / 08  | MICROFILM: N        |
| RESP CAA: MELLOH, KYM  | CAOM: JESSUP MITCH        | CAOM: JESSUP MITCH  |
| PHONE: 0000041429      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6350713

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:19 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED]

VIN:  
IN SCV DATE: 7/11/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 401       | RCDJ02577623 | 3980 MA             | 7/11/2005         | 7/11/2007      | 40.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCDJ02577623                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: J                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 07/11/05                   | EFFECTIVE:                           |
| EXPIRES: 07/11/07    MILES:    40,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 8/10/2005                | TRANSACTION:                         |
| PRINTED: 08/12/05                     | PRINTED:                             |
| DEALER NO: 3980        STATE:    MA   | DEALER NO:                    STATE: |
| DEALER NAME: MASTRIA NISSAN, INC.     | DEALER NAME:                         |
| -----+-----                           |                                      |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W05W [REDACTED] Y       |
| CITY: TULSA           | YR/MDL: 2005.0 MUR MILEAGE: 103220  |
| ST/ZIP: OK [REDACTED] | IN SVC DATE: 01 / 05 / 05           |
| DAY PH: [REDACTED]    | RTL DLR: 2963 SUPERIOR NISSAN       |
| EVE PH: [REDACTED]    | SVC DLR: 3007 JACKIE COOPER NISSAN  |
| DLR PH: 918 249 9393  | RESP DLR: 3007 JACKIE COOPER NISSAN |
| VCAN: N               | REGION: 32 DIST: SL/SV/PT: 05 05 35 |
| PAID:                 |                                     |
| SUSP:                 |                                     |
| DENY:                 |                                     |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW PREOWNEI X MILES 2000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 10 MILES: 67220 (PT) MONTHS: MILES: 43220

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 20 / 08     | XFER/RSPNSBLTY: 32 05 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 20 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 11 / 21 / 08    | DATANET (Y/N): 11 / 24 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |
| OA | VEHICLE CONCERNS        | 194000 | DOOR LOCK ACTUATOR/SWITCH       |
| AV | INTERIOR ELECTRICAL     | YI     | OOW GOODWILL ASSISTANCE REQUEST |



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C. A. R. COMMENTS

FILE OPENED-ZSM605N 11/20/2008

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

CRR-SM VERIFIED C'S NAME , ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR

CRR-SM CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/20-ZSM605N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/01/06 06/28/07 3007

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/01/06 06/28/07 3007

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 06/28/07 3007

CRR-SM ADVISED C THERE IS NO OPEN RECALLS:

PREVIOUS NISSAN VEH AND INFINITI: MAX. '95

CRR-SM RECIEVED CALL FROM C. @11/20-ZSM605N

C STATES DEALT WITH GARY ACOSTA AT 3007 JACKIE COOPER NISSAN THIS MORNING.

C STATES CALLED ABOUT A BROKEN FRAME ON C'S DRIVER'S SEAT.

C STATES WAS ADVISED TO GO TO THE NISSAN DLRSH. @11/20-ZSM605N

C STATES ANOTHER CONCERN WAS THE DOOR LOCK ACTUATOR, HAD ONE PASSENGER SIDE  
REPLACED AND NOW THE DRIVER'S SIDE IS OUT TOO.

C STATES DLR. ADVISED C THAT THESE DON'T GO OUT TOO OFTEN. @11/20-ZSM605N

C STATES DLR. ADVISED C THAT THE DRIVER'S SIDE FRAME IS BROKEN ESTIMATE COST  
OF REPAIR PARTS \$675.79 AND LABOUR \$237.38. @11/20-ZSM605N

C STATES DOOR LOCK ACTUATOR PART \$257.54 AND LABOUR \$142.43. @11/20-ZSM605N

C STATES THOUGHT THIS WAS UNUSUAL FOR THIS CHAIR FRAME TO BREAK AND THIS DOES  
NOT MAKE SENSE. @11/20-ZSM605N

C STATES THIS IS C'S SECOND ACTUATOR FOR C'S VEH. AND FEELS THIS IS STRANGE.

C STATES WOULD BE HAPPY IF NISSAN WOULD TAKE CARE OF THE PART'S AND C WOULD

COVER THE LABOUR, C FEEL'S THAT THE PART'S MAY HAVE BEEN FAULTY. @11/20-ZSM605N

CRR-SM ADVISED C WILL FORWARD FILE TO RCAS FOR REVIEW.

CRR-SM ADVISED C THAT RCAS WILL CALL BACK BY THE END OF THE NEXT BUISINESS DAY  
C UNDERSTANDS.

CRR-SM OFFERED FURTHER ASSISTANCE, C DECLINED. @11/20-ZSM605N

CRR-SM GAVE NAME, EXTENSION AND FILE NUMBER.

C-THANKED CRR-SM FOR ASSISTANCE. C SATISFIED.

C AWAITING RESPONSE FROM RCAS. @11/20-ZSM605N

\*\*\*\*\*

RCAS-LA SPOKE WITH SM-JIMMY PEEK 11/21/08, 11:57AM EST WHO STATES WILL CALL  
RCAS-LA BACK.

---

RCAS-LA RECEIVED INBOUND CALL FROM SM-JIMMY 11/21/08, 12:12PM EST WHO STATES  
VEH CAME IN:

11/20/08-103 320 MILES-C STATES DRIVER'S SEAT FRAME BROKEN, KEYLESS ENTRY ON  
DRIVER'S DOOR DOES NOT WORK, AWD BUTTON WILL NOT COME BACK UP AFTER  
PRESSING, REAR HATCH INSIDE PANEL LOOSE-->DLR FOUND VEH REQUIRES  
SEAT BOTTOM FRAME. RE-ATTACHED AWD BUTTON

SM-JIMMY STATES WILL HAVE TO CALL BACK WITH FURTHER REPAIR INFORMATION.

RCAS-LA INQUIRED IF C WOULD BE A GOOD CANDIDATE FOR GOODWILL: SM-JIMMY STATES

LAST TIME VEH WAS IN WAS 11/07 FOR OIL CHANGE. FIRST TIME VEH CAME TO DLRSH

WAS 03/06-37 000 MILES-C STATES VEH DIED AT STOP LIGHT.WILL NOT STAY RUNNING

-->BOOT ON AIR FILTER LOOSE, REINSTALLED BOOT AND MASS

AIR FLOW SENSOR

06/07-77 578 MILES-FRONT BRAKE JOB, TRANSMISSION SERVICE, REPLACED REAR  
SHOCKS, REAR BRAKES, DRIVE BELTS REPLACED, ALIGNMENT,  
RECALL

08/07-82 099 MILES-C STATES PASSENGER DOOR LOCK INOPERABLE-->REPLACED

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FRONT RIGHT DOOR LOCK ACTUATOR

11/10/07-86 922 MILES-OIL CHANGE, REPLACED OIL COOLER OIL RING FOR OIL  
LEAK

SM-JIMMY STATES VEH IS WELL OOW WITH OVER 100 000 MILES.

---

RCAS-LA RECEIVED VMX FROM SM-JIMMY 11/21/08 STATING C IS INTERESTED IN SEAT  
BEING COVERED UNDER WARRANTY: WARRANTY PART COST \$550.06 AND LABOR \$100.

---

RCAS-LA REVIEWED FILE WITH DPSM-CB 11/21/08, 1:49PM EST: VEH IS WELL OOW AND  
NNA NOT IN A POSITION TO ASSIST WITH REPAIRS. @11/21-ZLA999N

---

RCAS-LA CALLED C AT DAY/EVE PHONE 11/21/08, 1:54PM EST AND CONFIRMED C'S  
REQUEST. RCAS-LA ADVISED C THAT REQUEST HAD BEEN REVIEWED AND UNFORTUNATELY  
NNA WILL NOT BE IN A POSITION TO ASSIST WITH REPAIRS AS VEH WILL WELL OOW. C  
STATES DRIVER'S SEAT SHOULD GO OUT AT 103 000 MILES? C STATES THIS HAS TO BE  
A MANUFACTURING ISSUE. RCAS-LA STATED THAT IS WHAT WARRANTY WAS FOR: FOR  
MANUFACTURING DEFECTS BUT ONCE VEH IS OOW--C INTERRUPTED--C STATES  
MANUFACTURING ISSUES STILL OCCUR AFTER WARRANTY ENDS. RCAS-LA STATED ONCE VEH  
IS OUT OF WARRANTY PARAMETERS, NNA IS NOT OBLIGATED TO REPAIR VEH AND REPAIRS  
WOULD BE--C INTERRUPTED-- C STATES NNA IS NOT GOING TO HELP. C STATES THIS  
WILL BE COME A HUGE COMPLAINT. RCAS-LA STATED WAS SORRY--C INTERRUPTED--C  
STATES RCAS-LA IS NOT SORRY AND IS JUST DOING RCAS JOB. C STATES THAT IS FINE,  
THIS IS C'S PROBLEM NOW. RCAS-LA THANKED C FOR TIME. C STATES NNA IS NOT GOING  
TO COVER DOOR LOCK REPAIR EITHER. C STATES THAT IS FINE. C WILL SEARCH ONLINE  
FOR OTHER CUSTOMERS WITH SAME PROBLEM AND IF THERE IS ENOUGH PEOPLE THEN THERE  
WILL BE A CLASS ACTION SUIT. C ENDED CALL.

>>>RCAS-LA CLOSING FILE AS NO FURTHER ACTION NEEDED. @11/21-ZLA999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

FOR YOUR REVIEW.

DEALER ACTION:

CONFIDENTIAL

DATE: 1/26/2009  
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REQUESTED BY: lattad

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CONTACT(S):

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3007           | EFFECTIVE: 11 / 20 / 08   | 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: ZSM605N        |                     |
| HISTORY:                 | UPDATE BY: ZLA999N        |                     |
| SVC CALL#:               | UPDATE DATE: 11 / 21 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 11 / 21 / 08  | MICROFILM: N        |
| RESP CAA: AREVALO, LINDA | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041597        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:19 PM

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

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|                       |                                                |
|-----------------------|------------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                       |
| STREET: [REDACTED]    | VIN: JN8AZ08T36W [REDACTED] Y                  |
| CITY: NEW ORLEANS     | YR/MDL: 2006.0 MUR MILEAGE: 48000              |
| ST/ZIP: LA [REDACTED] | IN SVC DATE: 04 / 10 / 06                      |
| DAY PH: [REDACTED]    | VCAN: N RTL DLR: 1908 ROSENTHAL NISSAN MAZDA   |
| EVE PH: [REDACTED]    | PAID: 1 SVC DLR: 3888 PREMIER NISSAN/METAIRIE  |
| DLR PH: 504 455 5800  | SUSP: 1 RESP DLR: 3888 PREMIER NISSAN/METAIRIE |
|                       | DENY: 0 REGION: 32 DIST: SL/SV/PT: 03 03 33    |

|                                                |                             |                               |
|------------------------------------------------|-----------------------------|-------------------------------|
| 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)             | AIRBAG: (Y/N)                 |
| PREVIOUSLY REPAIRED: 00 / 00 / 00              | WHERE:                      | SENT TO LEGAL: N (Y/N)        |
| VEHICLE PURCHASED: NEW X PREOWNEI              | MILES                       | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: 3888 PREMIER NISSAN/MET |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                | MILES:                      | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                               | OPEN DATE: 11 / 21 / 08     | XFER/RSPNSBLTY: 32 03 S       |
| CONTACT (S):                                   | FOLLOWUP DATE: 12 / 05 / 08 | DATANET (Y/N): 1              |
| SEVERITY: 9                                    | CLOSE DATE: 12 / 03 / 08    | DATANET (Y/N): 11 / 24 / 08   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZRW000N 11/21/2008  
PREVIOUS RELATED/UNRELATED FILES FOUND:6064027  
CRR-RW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER  
AND RESPONSIBLE DLR.  
\*CRR-RW UPDATED OWNER DATABASE.  
CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.  
CRR-RW ADVISED C NO OPEN RECALLS ON VEHICLE.  
PREVIOUS NISSAN/INFINITI VEHICLES:94 ALTIMA.  
CRR-RW RECEIVED CALL FROM C.  
C STATES C HAS PROBLEMS WITH VEH,  
C STATES PROBLEM IS PERTAINING TO THE SEAT COMMING OUT OF BRACKET WHILE  
APPLYING BREAKS.  
C STATES C TOOK VEH TO THE NISSAN DLRSH. P.  
C STATES DLRSH. P. DIAGNOSED THE ISSUE BEING BROKEN.  
C STATES DLRSH. P. ADVISED C THAT NNA HAS TO PUT IN ANOTHER SEAT. @11/21-ZRW000N  
C STATES DLRSH. P. STATED THIS WOULDNT BE UNDER WARRENTY AND WILL COST  
\$1100.00.  
C STATES C SPOKE WITH THE SERVICE MANAGER.  
C STATES VEH IS CURRENTLY AT THE DLRSH. P.  
C STATES VEH IS OPERABLE.  
CRR-RW ASKED C WHAT CAN NNA DO TO KEEP C A SATISFIED CUSTOMER.  
C STATES C WOULD LIKE NNA TO COVER THIS SEAT BECAUSE ITS UNUSUAL FOR SOMETHING  
LIKE THIS TO HAPPEN. @11/21-ZRW000N  
CRR-RW ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.  
CRR-RW ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.  
CRR-RW OFFERED FURTHER ASSISTANCE. C SATISFIED.  
CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER.  
CRR-RW TRANSFERING FILE TO RCAS AGENT. @11/21-ZRW000N  
\*\*\*\*\*  
CRR-JI RECEIVED CALL FROM C. @11/21-ZJI787N  
CRR-JI VERIFIED C'S NAME, ADDRESS, DAY AND EVENING PHONE NUMBERS.  
C STATED THAT C WANTS TO BE TRANSFERRED TO CRR-RW EXT 47109.  
CRR-JI ADVISED C THAT CRR-JI WILL SEND AN INTERNAL MESSAGE TO CRR-RW TO GIVE  
C A CALLBACK. CRR-JI ALSO ADVISED C THAT CRR-JI WILL TRANSFER THE CALL TO  
CRR-RW EXT NUMBER.  
C THANKED CRR-JI FOR ASSISTANCE, C SATISFIED.  
CRR-JI EXITING FILE. @11/21-ZJI787N  
\*\*\*\*  
RCAS-SM IN REVIEW OF FILE.  
RCAS-SM DATANETTED FILE TO DLR. @11/21-ZSM191N  
RCAS-SM SPOKE TO SM-PAT ANTOINE AT 9:37 AM EST ON 11/21/08. SM STATES THAT  
C DOES NEED A NEW DRIVERS SEAT. SM STATES THAT GRT WAS RUN AND DECLINED. RCAS  
INQUIRED IF C IS A GOOD C. SM STATES THAT SM BELIEVES THAT C PURCHASED THE  
VEH PREOWNED AND HAS BEEN COMING TO THE DLRSH. P. SINCE. RCAS ADVISED SM THAT  
RCAS WILL SPEAK TO DPSM-TW. @11/24-ZSM191N  
RCAS-SM SPOKE TO DPSM-TW AT 11:06 AM EST ON 11/24/08. RCAS ADVISED OF C'S  
SITUATION. DPSM STATES THAT DPSM WILL OVER RIDE GRT. RCAS THANKED DPSM.  
@11/24-ZSM191N  
RCAS-SM LEFT VMX FOR SM-PAT ANTOINE AT 11:40 AM EST ON 11/24/08 ADVISING OF  
DPSM'S DECISION. @11/24-ZSM191N  
RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 1:50 PM EST ON 11/24/08 AND LEFT A  
VMX. @11/24-ZSM191N  
\*\*\*\*\*

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CRR-MB RECEIVED CALL FROM C.  
CRR-MB VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
C STATED THAT IS RETURNING A CALL FOM NISSAN.  
CRR-MB INFORMED C THAT C'S FILE IS HANDLDE BY RCAS AND THAT CRR-MB WILL JUST S  
END AN INTERNAL MESSAGE TO RCAS-SM FOR ANY UPDATE ON C'S FILE.  
C UNDERSTOOD.  
C THANKED CRR-MB FOR ASSISTANCE. @11/24-ZAB630N  
CRR-MB OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-MB GAVE C NAME, EXTENSION AND FILE NUMBER.  
CRR-MB EXITING FILE. @11/24-ZAB630N

\*\*\*\* @11/25-ZSM191N  
RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 1:54 PM EST ON 11/25/08. RCAS ADVISED  
C THAT NNA IS GOING TO COVER THE COST OF THE REPAIRS ON C'S SEAT. C STATES  
THAT THE DLRSHp HAS ALREADY ADVISED C OF THE NEWS BUT THANKED RCAS FOR  
FOLLOWING UP. RCAS ADVISED WILL CONTACT C NEXT WEEK TO VERIFY THE REPAIRS  
WERE COMPLETED. @11/25-ZSM191N

\*\*\*\*  
RCAS-SM CONTACTED C ON DAY.EVE NUMBER AT 2:15 PM EST ON 12/02/08 AND LEFT A  
VMX. @12/02-ZSM191N

RCAS-SM CONTACTED C ON DAY/EVE NUMBER AT 2:30 PM EST ON 12/03/08. RCAS  
INQUIRED IF C'S REPAIR HAS BEEN COMPLETED. C STATES THAT IT HAS. RCAS ADVISED  
C TO CONTACT NNA IF ANYTHING FURTHER COMES UP. C THANKED RCAS. @12/03-ZSM191N  
RCAS-SM UPDATING/VERIFING TREAD AND CLOSING FILE AS NO FURTHER ACTION IS  
REQUIRED. @12/03-ZSM191N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

**CONTACT(S):**

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3888             | EFFECTIVE: 11 / 21 / 08   | CHANGED BY:         |
| IIR-DATE: 00 / 00 / 00     | TRANS DATE: 00 / 00 / 00  | CHECK REQUESTED: NO |
| 3RD PRty:                  | PART#:                    | CHECK ISSUED: NO    |
| BYBACK ST:                 | OPENED BY: ZRW000N        |                     |
| HISTORY:                   | UPDATE BY: ZSM191N        |                     |
| SVC CALL#:                 | UPDATE DATE: 12 / 03 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 12 / 03 / 08  | MICROFILM: N        |
| RESP CAA: MCGUIRE, SHANNON | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041595          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W65W [REDACTED] Y       |
| CITY: BOSTON          |            | YR/MDL: 2005.0 MUR MILEAGE: 37098   |
| ST/ZIP: MA [REDACTED] | VCAN: N    | IN SVC DATE: 06 / 19 / 05           |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 3410 QUIRK NISSAN, INC.    |
| EVE PH:               | SUSP:      | SVC DLR: 3410 QUIRK NISSAN, INC.    |
| DLR PH: 617 472 6700  | DENY:      | RESP DLR: 3410 QUIRK NISSAN, INC.   |
|                       |            | REGION: 26 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 PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 6 MILES: 1098 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 25 / 08     | XFER/RSPNSBLTY: 26 10 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 16 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 16 / 08    | DATANET (Y/N): 11 / 26 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |
| OA | VEHICLE CONCERNS        | 262500 | LEFT FRONT AIRBAG               |
| BK | RESTRAINT SYSTEM        | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 262500 | LEFT FRONT AIRBAG               |
| BK | RESTRAINT SYSTEM        | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZKP796N 11/25/2008

PREVIOUS FILES FOUND:

RELATED: NONE

UNRELATED: NONE

CRR-KP VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY AND EVENING PHONE NUMBERS AND RESPONSIBLE DLR.

CRR-KP CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 06/13/06 3410

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 06/13/06 3410

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 06/13/06 3410

CRR-KP ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-KP RECEIVED CALL FROM C.

C STATED THAT THE FRONT SEAT IS BROKEN AND BROUGHT THE VEH TO QUIRK NISSAN.

C STATED THAT C BROUGHT THE VEH ON THURSDAY FOR THE DLRSH TO LOOK AT THE VEH.

C STATED THAT C WAS ADVISED BY THE DLRSH THAT THE DLRSH HAVE THE PART TO FIX THE SEAT.

C STATED THAT C WAS ADVISED TO BRING THE VEH BACK TO THE DLRSH BY MONDAY THAT THE DLRSH DO NOT HAVE THE PART.

C STATED THAT C WAS ADVISED BY THE DLRSH THAT C WOULD BE CHARGED BY \$450 FOR THE PART NEEDED TO FIX THE SEAT.

C STATED THAT THE REPAIR WOULD NOT BE COVERED UNDER THE WARRANTY BECAUSE THE VEH IS ALREADY UP THE WARRANTY.

C STATED THAT THE AIRBAG LIGHT IS ON.

C STATED THAT THE CORE BEHIND THE AIRBAG SYSTEM NEEDS TO BE REPLACED.

C STATED THAT C WAS ADVISED THAT C WOULD BE CHARGED BY \$250.

CRR-KP ASKED C WHAT NNA CAN DO TO SATISFY C.

C STATED THAT C WANTS THE VEH BE FIXED AND WANTS SOME ASSISTANCE FROM NNA.

C THANKED CRR-KP FOR ASSISTANCE, C SATISFIED. @11/25-ZKP796N

CRR-KP OFFERED FURTHER ASSISTANCE, C DECLINED. @11/25-ZKP796N

CRR-KP GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-KP TRANSFERRING CALL TO C GROUP. @11/25-ZKP796N

>>> @11/25-ZGK999N

CRR-GK RECEIVED CALL FROM C.

CRR-GK VERIFIED NAME AND ADDRESS.

PREVIOUS RELATED FILES FOUND: NONE.

PREVIOUS UNRELATED FILES FOUND: NONE.

CRR-GK CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:NONE.

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 04/10/06 06/13/06 3410

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 06/13/06 3410

CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 04/10/06 06/13/06 34109N

CRR-GK ADVISED C OF RECALL/CAMPAIGN STATUS OF VEH. @11/25-ZGK999N

BROUGHT VEH INTO 3410 QUIRK NISSAN, INC. 11/24/08 BECAUSE THE DRIVERS SEAT WAS TILTED TO THE LEFT. C STATES THAT THE SEAT IS LOOSE. C STATES THAT IT WILL COST \$450.00 TO REPAIR THE SEAT.

@11/25-ZGK999N

C STATED THAT THE DRIVER SIDE AIRBAG LIGHT WILL NOT GO OFF AND C WAS ALSO ADVISED THIS REPAIR WILL COST \$250.00.

C WAS ADVISED THAT C WAS OOW AND IS REQUESTING FOR FINACIAL ASSISTANCE WITH THE REPAIR.M C STATES C IS ONLY 500 MILES OOW. @11/25-ZGK999N

CRR-GK ADVISED C THAT CRR-GK WILL FORWARD FILE TO RCAS FOR REVIEW AND C WILL RECEIVE A FOLLOW UP CALL BY END OF NEXT BUSINESS DAY.

C THANKED CCR-GK FOR ASSISTANCE, C SATISFIED.



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CRR-GK PROVIDED C WITH NAME, EXTENSION AND FILE NUMBER.  
CRR-GK OFFERED C FURTHER ASSISTANCE, C DECLINED.  
CRR-GK THANKED C FOR ALLOWING CRR-GK TO ASSIST C AND STATED THAT NISSAN APPRECIATES C'S BUSINESS.

CRR-GK FORWARD FILE TO RCAS FOR REVIEW. @11/25-ZGK999N

\*\*\*

RCAS-MB IN REVIEW OF FILE. RCAS-MB DATANETTED FILE. @11/25-ZMB827N  
RCAS-MB CALLED C ON 11/26/2008 AT 2:52 PM EST ON DAY/EVENING NUMBER, LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER. @11/26-ZMB827N

\*\*\*

@11/26-ZMB827N

RCAS-MB CALLED QUIRK NISSAN ON 11/28/2008 AT 12:35 PM EST SPOKE WITH ASSISTANT SM-CANNEN FOTH. ASSISTANT SM-CF ADVISED RCAS-MB THAT C'S VEH HAS BEEN REPAIRED AND C PAID. RCAS-MB INQUIRED INTO C'S SERVICING HISTORY. ASSISTANT SM-CF ADVISED RCAS-MB THAT C IS NOT A GOOD SERVICING CUSTOMER. C WAS LAST AT THE DLRSHp TWO YEARS AGO. RCAS-MB UNDERSTANDS AND THANKED ASSISTANT SM-CF FOR ASSISTANCE. @11/28-ZMB827N

\*\*\*

RCAS-MB RECEIVED VMX FROM C ON 12/01/2008 AT 10:24 AM EST, C STATES C WOULD LIKE A CALL BACK AT [REDACTED] @12/01-ZMB827N

\*\*

RCAS-MB CALLED C ON 12/01/2008 AT 12:55 PM EST ON DAY/EVENING NUMBER, SPOKE WITH C. RCAS-MB INQUIRED INTO C'S CONCERN. C STATES C'S AIRBAG LIGHT CAME ON. C WAS CHARGED FOR THE REPAIR. C STATES C IS LOOKING TO BE REIMBURSED FOR THE REPAIR. RCAS-MB INQUIRED INTO IF C COULD FAX IN C'S R/O AND PROOF OF PAYMENT TO [REDACTED] C STATES C CAN. RCAS-MB ADVISED C THAT ONCE THE DOCS ARE RECEIVED RCAS-MB WILL REVIEW C'S REQUEST WITH NNA AND FOLLOW UP WITH C ON 12/04/2008. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING. @12/01-ZMB827N

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@12/01-ZMB827N

RCAS-MB RECEIVED FAX FROM C ON 12/01/2008. FAX CONTAINED R/O AND PROOF OF PAYMENT. @12/02-ZMB827N

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@12/02-ZMB827N

RCAS-MB SENT INTERNAL MESSAGE TO ORM-RC FOR ASSISTANCE WITH DECISION.

\*\*\*\*\*

@12/03-ZMB827N

RCAS-MB RECEIVED INTERNAL MESSAGE FROM ORM-RC. ORM-RC ADVISED RCAS-MB THAT NNA OFFERS NO GOOD WILL ASSISTANCE TO C. C'S VEH IS OUT OF WARRANTY AND C DOES NOT VISIT THE DLRSHp ON A REGULAR BASIS, NO CUSTOMER LOYALTY WILL BE GAINED FROM OFFERING C ASSISTANCE. @12/03-ZMB827N

RCAS-MB CALLED C ON 12/04/2008 AT 4:10 PM EST ON DAY/EVENING NUMBER, LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

\*\*

@12/04-ZMB827N

RCAS-MB CALLED C ON 12/08/2008 AT 11:35 AM EST ON DAY/EVENING NUMBER, LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

RCAS-MB CALLED C ON 12/08/2008 AT 11:37 AM EST ON CELL NUMBER [REDACTED] LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER. @12/08-ZMB827N

\*\*\*

@12/08-ZMB827N

RCAS-OW PLACED CALL TO C ON 12/10/08 AT 2:22PM EST ON BEHALF OF RCAS-MB. RCAS LEFT VMX ON C'S CELL NUMBER [REDACTED]. RCAS-OW PLACED CALL TO C ON DAY NUMBER ON BEHALF OF RCAS-MB ON 12/10/08 AT 2:25PM EST. RCAS LEFT VMX AND WILL BE FOLLOWING UP ON 12/12/08. @12/10-ZOW482N

\*\*\*

RCAS-MB CALLED C ON 12/12/2008 AT 3:17 PM EST ON DAY/EVENING NUMBER, LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER. @12/12-ZMB827N

RCAS-MB CALLED C ON 12/12/2008 AT 3:18 PM EST ON [REDACTED] LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER. @12/12-ZMB827N

\*\*\*

@12/12-ZMB827N

RCAS-MB RECEIVED VMX FROM C ON 12/16/2008 AT 8:44 AM EST, C STATES C CAN BE

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REACHED ON C'S CELL AT [REDACTED] @12/16-ZMB827N

\*\*\*

@12/16-ZMB827N

RCAS-MB CALLED C ON 12/16/2008 AT 2:56 PM EST ON DAY/EVENING NUMBER, LEFT VMX WITH NAME, FILE, EXT AND PHONE NUMBER.

RCAS-MB CALLED C ON 12/16/2008 AT 2:58 PM EST ON [REDACTED] SPOKE WITH C.

RCAS-MB ADVISED C THAT C'S REQUEST FOR REIMBURSEMENT HAS BEEN REVIEWED WITH NNA AND NNA IS NOT IN A POSITION TO REIMBURSE C FOR C'S REPAIR EXPENSE. C INQUIRED NOT FOR ANY OF IT. RCAS-MB ADVISED C NOT FOR ANY. C UNDERSTANDS AND THANKED RCAS-MB FOR CALLING.

RCAS-MB CLOSED FILE.

@12/16-ZMB827N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                             |                           |                      |
|-----------------------------|---------------------------|----------------------|
| SATISFIED: Y                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA     |
| 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: 3410              | EFFECTIVE: 11 / 25 / 08   | 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: ZKP796N        |                      |
| HISTORY:                    | UPDATE BY: ZMB827N        |                      |
| SVC CALL#:                  | UPDATE DATE: 12 / 16 / 08 |                      |
| CLOSE: Y (Y/N)              | CLOSE DATE: 12 / 16 / 08  | MICROFILM: N         |
| RESP CAA: BECHARD, MARY ANN | OLM: ROYSTER KAREN        | DOM: WILLIAMS RODNEY |
| PHONE: 0000041590           | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

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REQUESTED BY: lattad

CAR ID: CA6354230N  
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SC: ONE CONTRACT

NAME: [REDACTED]  
STREET: [REDACTED]  
CITY: TACOMA  
ST/ZIP: WA [REDACTED]  
DAY PH: [REDACTED]  
EVE PH: [REDACTED]  
DLR PH: 253 473 6200

VCAN: Y  
PAID:  
SUSP:  
DENY:

VIN: JN8AZ08T03W [REDACTED] Y  
YR/MDL: 2003.0 MUR MILEAGE: 51000  
IN SVC DATE: 10 / 10 / 03  
RTL DLR: 2395 ROYAL PALM NISSAN  
SVC DLR: 3072 BRUCE TITUS TACOMA NISSAN  
RESP DLR: 3072 BRUCE TITUS TACOMA NISSAN  
REGION: 48 DIST: SL/SV/PT: 06 06 36

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES 38700 # NISSAN/INFINITI VEHICLES: 2  
VEHICLE MAINTAINED BY: 3072 BRUCE TITUS TACOMA  
OUTSIDE WARRANTY BY (B) MONTHS: 25 MILES: 15000 (PT) MONTHS: 1 MILES:

ORIG CODE: CT 11 OPEN DATE: 11 / 25 / 08 XFER/RSPNSBLTY: 48 06 S  
CONTACT (S): FOLLOWUP DATE: 11 / 26 / 08 DATANET (Y/N): 1  
SEVERITY: 9 CLOSE DATE: 11 / 26 / 08 DATANET (Y/N): 11 / 26 / 08

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                         |
|----|-------------------------|--------|-----------------------------------------|
| OA | VEHICLE CONCERNS        | 190500 | SEAT CUSHION (CLOTH/FABRIC/STUFFING/LEA |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST         |

CONFIDENTIAL

DATE: 1/26/2009  
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CA6354230N

C. A. R. COMMENTS

FILE OPENED-ZLB631N 11/25/2008

PREVIOUS UNRELATED/RELATED FILES FOUND: NONE

CRR-LB VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-LB CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/25-ZLB631N

STATUS NUM DESCRIPTION ADDED MAILED COMPLETED DLR

CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/01/05 08/10/05 19123

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/03/06 04/27/06 19123

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/03/06 04/27/06 19123

CRR-LB ADVISED C THAT THERE ARE\_NO OPEN RECALLS.

PREVIOUS NISSAN/INF VEH:\_1991 SENTRA

CRR-LB RECEIVED INBOUND CALL FROM C.

C STATES THAT C IS HAVING AN ISSUE WITH THE BOTTOM HALF OF THE DRIVERS SEAT. I  
T IS ONLY ON THE LEFT CHEEK SIDE, THE SEAT HAS REALLY BROKEN DOWN AND THE LEAT  
HER HAS SPLIT. C STATES THAT C HAS ALREADY BEEN TO THE DLR WITH THIS ISSUE

@11/25-ZLB631N

AND THE DLR WOULD NOT REPLACE ANYTHING FOR C. C STATES THAT DLR DIAGNOSED THAT  
THIS IS A WEAR N TEAR PROBLEM AND NOT A MANUFACTURERS PROBLEM. @11/25-ZLB631N

C STATES THAT THE DLR ESTIMATED THAT JUST FOR THE BOTTOM HALF OF THE SEAT IT W  
OULD BE ABOUT 900\$.

@11/25-ZLB631N

C STATES THAT C WOULD LIKE TO SEEK FINANCIAL ASSISSTANCE FROM NNA FOR THIS SEA  
T ISSUE AS C IS AN EXTENDED WARRANTY HOLDER, AS WELL AS A LOYAL NISSAN CONSUM  
ER, THIS IS C'S SECOND NISSAN AND C DOES LOVE THE VEH VERY MUCH AND HAS ALL C'  
S OIL CHANGE AND MAINTENANCE DOEN AT THE DLR.

@11/25-ZLB631N

CRR-LB OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-LB GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-LB TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @11/25-ZLB631N

@11/25-ZLB631N

RCAS-ER REVIEWING FILE.

RCAS-ER DATANETTING FILE.

@11/25-ZER229N

RCAS-ER CONTACTED DLR AT 3:18 PM EST ON 11/26/08 AND SPOKE TO SERVICE MANAGER  
BILL JONES. SM STATES THAT C HAS HAD MAINTENANCE DONE AT THE DLRSHIP. SM  
STATES THAT C STARTED COMING TO THE DLRSHIP AT 38000 MILES, PERFORMED MOST OF  
THE 45000 MILE SERVICE. SM STATES THAT C DOES NOT HAVE A VSC. AND DID NOT  
PURCHASE THE VEH FROM THE DLRSHIP. SM STATES THAT C IS OOW FOR BOTH POWERTRAIN  
AND BASIC WARRANTIES. SM STATES THAT C IS NOT A GOOD CANDIDATE FOR GOODWILL  
ASSISTANCE.

@11/26-ZER229N

RCAS-ER CONTACTED C AT DAYTIME NUMBER AT 3:24 PM EST ON 11/26/08 AND SPOKE TO  
C. RCAS-ER ADVISED C THAT AT THIS TIME, NNA WAS NOT IN A POSITION TO ASSIST  
C WITH THE COST OF THE REPAIR TO THE DLRSHIP. RCAS-ER ADVISED C THAT AT THIS  
TIME C IS OOW AND THE DLRSHIP IS ADVISING THAT THE REPAIR NEEDED IS DUE TO  
WEAR AND TEAR. C STATES THAT SOMETHING MUST BE WRONG WITH THE SEAT AS ONLY  
THE DRIVERS SEAT IS THE ONE DAMAGED. RCAS-ER ADVISED C THAT THE DAMAGE IS  
CONSIDERED WEAR AND TEAR AND NISSAN WILL NOT ASSIST. C THANKED RCAS-ER AND  
ENDED CALL. RCAS-ER CLOSING FILE.

@11/26-ZER229N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

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CUSTOMER.

DEALER ACTION:

CONTACT(S):

|                         |                           |                     |
|-------------------------|---------------------------|---------------------|
| SATISFIED: Y            | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3072          | EFFECTIVE: 11 / 25 / 08   | 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: ZLB631N        |                     |
| HISTORY:                | UPDATE BY: ZER229N        |                     |
| SVC CALL#:              | UPDATE DATE: 11 / 26 / 08 |                     |
| CLOSE: Y (Y/N)          | CLOSE DATE: 11 / 26 / 08  | MICROFILM: N        |
| RESP CAA: REID. EMA LEA | OLM: SMIT AGNES           | DOM: TOOMEY. CARRIE |
| PHONE: 0000041646       | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

CA6354230

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:19 PM  
MODEL YEAR: 2003.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED] VIN:  
IN SCV DATE: 10/10/2003

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 405       | RCDO80188143 | 2395 FL             | 10/10/2003        | 10/10/2010     | 70.000            |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                |               |              |        |
|--------------------------------|---------------|--------------|--------|
| -----+-----                    |               |              |        |
| CONTRACT: RCDO80188143         |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]         |               | OWNER NAME:  |        |
| PLAN TYPE: C                   |               | PLAN TYPE:   |        |
| PLAN TERM: O                   |               | PLAN TERM:   |        |
| DEDUCTABLE: \$ 50              |               | DEDUCTABLE:  |        |
| EFFECTIVE: 10/10/03            |               | EFFECTIVE:   |        |
| EXPIRES: 10/10/10              | MILES: 70,000 | EXPIRES:     | MILES: |
| CANCEL:                        | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                      |               | TRANSFER:    |        |
| TRANSACTION: 10/14/2003        |               | TRANSACTION: |        |
| PRINTED: 10/17/03              |               | PRINTED:     |        |
| DEALER NO: 2395                | STATE: FL     | DEALER NO:   | STATE: |
| DEALER NAME: ROYAL PALM NISSAN |               | DEALER NAME: |        |
| -----+-----                    |               |              |        |

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|                       |                                     |
|-----------------------|-------------------------------------|
| NAME: [REDACTED]      | SC: NONE                            |
| STREET: [REDACTED]    | VIN: JN8AZ08W15W [REDACTED] Y       |
| CITY: CHESTNUT RIDGE  | YR/MDL: 2005.0 MUR MILEAGE: 50789   |
| ST/ZIP: NY [REDACTED] | IN SVC DATE: 03 / 21 / 05           |
| DAY PH: [REDACTED]    | RTL DLR: 3811 NISSAN OF QUEENS      |
| EVE PH: [REDACTED]    | SVC DLR: 3207 ROCKLAND NISSAN       |
| DLR PH: 845 358 6700  | RESP DLR: 3207 ROCKLAND NISSAN      |
|                       | REGION: 26 DIST: SL/SV/PT: 09 09 39 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
VEHICLE PURCHASED: NEW PREOWNEI X MILES # NISSAN/INFINITI VEHICLES: 1  
VEHICLE MAINTAINED BY: INDEPENDENT  
OUTSIDE WARRANTY BY (B) MONTHS: MILES: 14789 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 25 / 08     | XFER/RSPNSBLTY: 26 09 S     |
| CONTACT (S):     | FOLLOWUP DATE: 11 / 25 / 08 | DATANET (Y/N): 0            |
| SEVERITY: 9      | CLOSE DATE: 11 / 25 / 08    | DATANET (Y/N): 00 / 00 / 00 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |



**CONFIDENTIAL**

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**C. A. R. COMMENTS**

FILE OPENED-ZSZ808N 11/25/2008  
PREVIOUS FILES FOUND: NONE @11/25-ZSZ808N  
CRR-SZ VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-SZ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 06/12/06 01/29/08 3207  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 06/12/06 01/29/08 3207  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 01/28/08 3207  
CRR-SZ ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE  
CRR-SZ RECEIVED CALL FROM C.  
C STATED THAT C'S DRIVERS SEAT IS BROKEN AND C IS ASKING ASSISTANCE FROM  
NISSAN FOR THE REPAIRS SINCE SAW THAT THERE WERE A LOT OF CUSTOMERS WITH THE  
SAME PROBLEM WITH C ON THE WEBSITE.  
CRR-SZ ADVISED C TO HAVE THE VEH INSPECTED FIRST FROM A NISSAN DLRSHIP THEN  
CALL NNA BACK WITH THE DIAGNOSIS FOR C'S REQUEST TO BE TRANSFERRED TO C  
GROUP.  
C UNDERSTOOD.  
C THANKED CRR-SZ FOR ASSISTANCE. C SATISFIED.  
CRR-SZ OFFERED FURTHER ASSISTANCE, C DECLINED.  
CRR-SZ GAVE C NAME, EXTENSION AND FILE NUMBERS.  
CRR-SZ CLOSING FILE. @11/25-ZSZ808N

**SPECIAL REMARKS:**

**DEALER INSTRUCTIONS:**

**DEALER ACTION:**

|                            |   |                           |  |                     |
|----------------------------|---|---------------------------|--|---------------------|
|                            |   | <b>CONTACT(S):</b>        |  |                     |
| SATISFIED: Y               |   | ACTION CODE: NT8F         |  | 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: 3207             |   | EFFECTIVE: 11 / 25 / 08   |  | 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: ZSZ808N        |  |                     |
| HISTORY:                   |   | UPDATE BY: ZSZ808N        |  |                     |
| SVC CALL#:                 |   | UPDATE DATE: 11 / 25 / 08 |  |                     |
| CLOSE: Y (Y/N)             |   | CLOSE DATE: 11 / 25 / 08  |  | MICROFILM: N        |
| RESP CAA: ZAFRANCO, SHEILA |   | OLM: ROYSTER KAREN        |  | DOM:                |
| PHONE: 0000000000          |   | OWNER FIRST:              |  | LANGUAGE: E ENGLISH |

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|                       |                                         |
|-----------------------|-----------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                |
| STREET: [REDACTED]    | VIN: JN8AZ08W45W [REDACTED] Y           |
| CITY: HAMDEN          | YR/MDL: 2005.0 MUR MILEAGE: 65933       |
| ST/ZIP: CT [REDACTED] | IN SVC DATE: 09 / 23 / 05               |
| DAY PH: [REDACTED]    | RTL DLR: 3033 GEORGE HARTE NISSAN, INC. |
| EVE PH: [REDACTED]    | SVC DLR: 3422 EXECUTIVE NISSAN          |
| DLR PH: 203 239 5371  | RESP DLR: 3422 EXECUTIVE NISSAN         |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 13 13 43     |
| PAID:                 |                                         |
| SUSP:                 |                                         |
| DENY:                 |                                         |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3033 GEORGE HARTE NISSA  
 OUTSIDE WARRANTY BY (B) MONTHS: 2 MILES: 29933 (PT) MONTHS: MILES: 5933

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 11 / 26 / 08     | XFER/RSPNSBLTY: 26 13 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 18 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 18 / 08    | DATANET (Y/N): 11 / 28 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |

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C. A. R. COMMENTS

FILE OPENED-ZMC806N 11/26/2008

PREVIOUS FILES FOUND: NONE

CRR-MC VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR. UPDATED C'S INFO (PHONE NUMBERS ONLY).

CRR-MC CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

CRR-MC ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): NONE

CRR-MC RECEIVED CALL FROM C.

C STATED C JUST BROUGHT C'S VEH TO 3422-EXECUTIVE NISSAN TODAY BECAUSE THE  
DRIVER SEAT BOUNCES/MOVES UP AND DOWN WHILE DRIVING.

C STATED C SPOKE WITH SA-SCOTT WHO ADVISED C THAT C'S WHOLE VEH FRAME IS  
CRACKED.

C STATED C AND SA-SCOTT FIND THIS CONDITION EXTREMELY UNBELIEVABLE AS C'S VEH  
HAS NOT BEEN INVOLVED IN ANY ACCIDENT WHATSOEVER.

C STATED C'S VEH HAS ONLY BEEN DRIVEN FOR 3 YEARS AND C CONSIDERS THIS  
SITUATION A PREMATURE ISSUE AND A MFR DEFECT.

C STATED THE COSTS FOR REPLACING C'S VEH DRIVER SEAT AND FRAME ARE VERY  
COSTLY, AROUND \$1000.00.

C STATED C IS SUPPOSED TO USE THE VEH FOR THE UPCOMING HOLIDAY WEEKEND AND  
DRIVE C'S VEH TO C'S IN-LAWS TOMORROW FOR THANKSGIVING. @11/26-ZMC806N

\*\*\*\*\*

CRR-LB RECEIVED INBOUND CALL FROM C'S HUSBAND WANTING TO RE-OPEN THE FILE.1N  
CRR-LB NOTICES NO FILE # OR CLOSING STATEMENTS WERE OFFERED OR PUT INTO THE  
FILE. @11/26-ZLB631N

C STATES THAT C IS AN ATTORNEY AND IS NOT SATISFIED WITH THE FACT THAT NISSAN  
DLR IS TRYING TO CHARGE C FOR THE SEAT OF 1000\$ AND WOULD LIKE NNA TO PICK UP  
THE COST OF THIS PROCEDURE. @11/26-ZLB631N

CRR-LB ADVISES C TO BE PATIENT AND A REGIONAL SPECIALIST WILL LOOK INTO THIS  
CASE FOR C. @11/26-ZLB631N

CRR-LB OFFERED FURTHER ASSISTANCE. C DECLINED.

CRR-LB GAVE C NAME, EXTENSION, AND FILE NUMBER.

CRR-LB TRANSFERRING FILE TO RCAS PENDING FURTHER REVIEW. @11/26-ZLB631N

-----  
<CONTINUATION FROM PAGE 2 OF C.A.R.>

C STATED C WORRIES THAT C MAY BE WITHOUT VEH TOMORROW.

C STATED C STILL PLANS TO BUY ANOTHER MUR OR RGE NEXT YEAR.

C STATED C WOULD LIKE NNA TO HAVE C'S VEH SEAT/FRAME REPLACED AT NO CHARGE AS  
C AND SA-SCOTT DEEM THE CRACKED FRAME TO BE A MFR DEFECT NOT TO MENTION THAT  
C'S VEH HAS NOT BEEN INVOLVED IN ANY KIND OF ACCIDENT AT ALL.

C STATED C WAS ADVISED BY SA-SCOTT TO CALL NNA-CA TO REQUEST ASSISTANCE.

CRR-MC ADVISED C THAT NNA-CA UNDERSTANDS C'S CONCERN AND APOLOGIZES FOR ANY  
INCONVENIENCE CAUSED BY C'S 05.0 MUR.

CRR-MC ADVISED C THAT C'S CONCERN AND REQUEST TO NNA HAVE BEEN DOCUMENTED AND  
C'S FILE WILL BE FORWARDED FOR REVIEW TO A RCAS WHO WILL BE RETURNING C'S  
CALL BY THE END OF THE NEXT BUSINESS DAY. IF NOT PRIOR TO THANKSGIVING DAY.  
C UNDERSTOOD.

C THANKED CRR-MC FOR ASSISTANCE.

CRR-MC OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-MC GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-MC TRANSFERRING FILE TO RCAS.

CRR-MC EXITING FILE.

@11/26-ZMC806N

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DATE: 1/26/2009  
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\*\*\* CRR-MC NOTING THAT CRR-MC RECEIVED ANOTHER INBOUND CALL WHILE DOCUMENTING  
ON C'S FILE SO CRR-MC WAS NOT ABLE TO FORWARD FILE TO RCAS IMMEDIATELY.

\*\*\* CRR-MC KEEPING FOLLOW-UP DUE DATE TO TODAY'S. @11/26-ZMC806N

\*\*\*\*\*  
@11/28-ZMM816N

RCAS-MM REVIEWED AND DATANETTED FILE. @11/28-ZMM816N

RCAS-MM RECEIVED AN INBOUND CALL FROM 3422 EXECUTIVE NISSAN AT 1:45 PM EST ON  
11/26/08 AND SPOKE WITH SM-FRANK GARGANO AND WAS ADVISED THAT THE SEAT WILL  
COST \$1,000 AND THIS WILL BE AT C PAY AS C IS OUT OF WARRANTY. SM STATES THAT  
SM RAN THE GRT AND C WAS DECLINED. SM OFFERED THAT C PAY \$600.00 FOR THE  
REPAIR. SM WOULD BE GIVING \$400 OFF THE PRICE. RCAS THANKED AND ENDED CALL.

\*\*\*\*\*  
@11/28-ZMM816N

RCAS-MM CALLED C ON DAY/EVE NUMBER AT 8:34 AM ON 11/28/08 AND C STATED THAT C  
BELIEVES THAT THIS PROBLEM WITH THE SEAT IS A MANUFACTURES DEFECT AS THIS  
SHOULD ONLY HAPPEN IF THE VEH HAS BEEN IN AN ACCIDENT. RCAS ADVISED THAT RCAS  
WILL LOOK INTO THIS AND WILL FOLLOW UP ON 12/02/08, C AGREED AND RCAS ENDED  
CALL.

\*\*\*\*\*

RCAS-MM CALLED 3422 EXECUTIVE NISSAN AT 12:56 PM EST ON 12/02/08 AND LEFT VMX  
FOR SM-FRANK GARGANO AND SM STATES THAT C HAS SEEN ONLY 6-7 BROKEN SEATS IN  
THIS VEH AND 4 OF THEM WHERE WITH THE SAME LADY. SM DOES NOT BELIEVE THAT THIS  
IS A MANUFACTURE DEFECT. RCAS THANKED AND ENDED CALL. @12/02-ZMM816N

\*\*\*\*\*  
@12/02-ZMM816N

\*\*\*\*\*  
@12/02-ZMM816N

RCAS-MM CALLED DPSM-RP AT 3:08 PM EST ON 12/2/08 AND DPSM STATES THAT THERE  
WILL NOT BE COVERING ANYMORE OF THIS COST DPSM THINKS THE SM'S OFFER OFF \$400  
IS RATHER GENEROUS. RCAS AGREED AND ENDED CALL. @12/02-ZMM816N

\*\*\*\*\*  
@12/02-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 3:15PM EST ON 12/2/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/02-ZMM816N

RCAS-MM CALLED C ON EVE NUMBER AT 3:16PM EST ON 12/2/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/02-ZMM816N

RCAS-MM FOLLOW UP ON 12/4/08. @12/02-ZMM816N

\*\*\*\*\*  
@12/04-ZMM816N

RCAS-MM RECEIVED VMX FROM C'S HUSBAND AT 4:17 PM EST ON 12/3/08. @12/04-ZMM816N

\*\*\*\*\*  
@12/04-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 9:25 AM EST ON 12/04/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/04-ZMM816N

RCAS-MM CALLED C ON EVE NUMBER AT 9:26 AM EST ON 12/04/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER.

RCAS-MM WILL FOLLOW UP 12/8/08. @12/04-ZMM816N

\*\*\*\*\*

RCAS-MM CALLED C ON DAY NUMBER AT 11:09 AM EST ON 12/8/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/08-ZMM816N

RCAS-MM CALLED C ON EVE NUMBER AT 11:10 AM EST ON 12/8/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/08-ZMM816N

RCAS-MM SET FOLLOW UP ON 12/10/08 @12/08-ZMM816N

\*\*\*\*\*

RCAS-MM CALLED C ON DAY NUMBER AT 11:28 AM EST ON 12/10/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/10-ZMM816N

RCAS-MM CALLED C ON EVE NUMBER AT 11:29 AM EST ON 12/10/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/10-ZMM816N

RCAS-MM WILL FOLLOW UP ON 12/12/08. @12/10-ZMM816N

RCAS-MM RECEIVED A VMX FROM C AT 7:46 AM EST ON 12/12/08 REQUESTING A CALL  
BACK. @12/12-ZMM816N

\*\*\*\*\*  
@12/12-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 11:14 AM EST ON 12/12/08 AND LEFT A VMX WITH

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NAME, EXT, FILE AND PHONE NUMBER. @12/12-ZMM816N  
RCAS-MM CALLED C ON EVE NUMBER AT 11:15 AM EST ON 12/12/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/12-ZMM816N  
RCAS-MM WILL FOLLOW UP ON 12/16/08. @12/12-ZMM816N

\*\*\*\*\*

RCAS-MM CALLED C ON DAY NUMBER AT 10:50 AM EST ON 12/16/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/16-ZMM816N  
RCAS-MM CALLED C ON EVE NUMBER AT 10:53 AM EST ON 12/16/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/16-ZMM816N  
RCAS SET FOLLOW UP 12/18/08. @12/16-ZMM816N

\*\*\*\*\*

@12/18-ZMM816N

RCAS-MM CALLED C ON DAY NUMBER AT 9:20 AM EST ON 12/18/08 AND LEFT A VMX WITH  
NAME, EXT, FILE AND PHONE NUMBER. @12/18-ZMM816N  
RCAS-MM CALLED C ON EVE NUMBER AT 9:21 AM EST ON 12/18/08 AND  
SPOKE TO C'S HUSBAND CHRIS, RCAS ADVISED THAT

AT THIS TIME NISSAN HAS REVIEWED THIS FILE AND BELIEVES THAT THE OFFER THAT C  
WAS GIVEN FROM THE DLR IS MORE THEN GENEROUS. C STATES THAT C IS AN ATTRONEY  
AND WILL BE MAKING THIS A CLASS ACTION SUIT AGAINST NISSAN AS THE NHTSA IS  
WELL AWARE OF THIS DEFECT IN THE VEH. RCAS ADVISED THAT RCAS, MANAGEMENT, AND  
SM HAS LOOKED AT THIS ISSUE AND AT THIS TIME THERE WILL BE NO FURTHER  
ASSISTANCE ON THIS. C STATES THEN NISSAN WILL HAVE A CLASS ACTION LAWSUIT.  
C ASKED FOR THE ADDRESS FOR C TO WRITE TO. RCAS GAVE NNA, CA P.O BOX 685003,  
FRANKLIN, TN 37068-5003. C THANKED AND ENDED CALL. @12/18-ZMM816N

RCAS-MM UPDATING TREAD ACT. @12/18-ZMM816N  
RCAS-MM CLOSING FILE. @12/18-ZMM816N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                            |                           |                        |
|----------------------------|---------------------------|------------------------|
| SATISFIED: Y               | ACTION CODE: NT3B         | ROOT CAUSE: SNFA       |
| 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: 3422             | EFFECTIVE: 11 / 26 / 08   | 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: ZMC806N        |                        |
| HISTORY:                   | UPDATE BY: ZMM816N        |                        |
| SVC CALL#:                 | UPDATE DATE: 12 / 18 / 08 |                        |
| CLOSE: Y (Y/N)             | CLOSE DATE: 12 / 18 / 08  | MICROFILM: N           |
| RESP CAA: MERCER, MICHELLE | OLM: ROYSTER KAREN        | DOM: CARMICHEL BUTCH X |
| PHONE: 0000041592          | OWNER FIRST:              | LANGUAGE: E ENGLISH    |

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SC: ONE CONTRACT

|         |               |              |                        |                                        |
|---------|---------------|--------------|------------------------|----------------------------------------|
| NAME:   | [REDACTED]    | VIN:         | JN8AZ08WX5W [REDACTED] | Y                                      |
| STREET: | [REDACTED]    | YR/MDL:      | 2005.0                 | MUR MILEAGE: 62628                     |
| CITY:   | BRIDGEPORT    | IN SVC DATE: | 11 / 18 / 05           |                                        |
| ST/ZIP: | CT [REDACTED] | VCAN:        | Y                      | RTL DLR: 3265 PAUL MILLER NISSAN, LLC  |
| DAY PH: | [REDACTED]    | PAID:        | 9                      | SVC DLR: 3265 PAUL MILLER NISSAN, LLC  |
| EVE PH: | [REDACTED]    | SUSP:        | 0                      | RESP DLR: 3265 PAUL MILLER NISSAN, LLC |
| DLR PH: | 203 367 5050  | DENY:        | 0                      | REGION: 26 DIST: SL/SV/PT: 01 01 31    |

|                                 |                            |           |              |                             |              |
|---------------------------------|----------------------------|-----------|--------------|-----------------------------|--------------|
| 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 PREOWNEI             | MILES     |              | # NISSAN/INFINITI VEHICLES: | 1            |
| VEHICLE MAINTAINED BY:          | 3265 PAUL MILLER NISSAN, L |           |              |                             |              |
| OUTSIDE WARRANTY BY (B) MONTHS: | 1                          | MILES:    | 26628        | (PT) MONTHS:                |              |
|                                 |                            |           |              | MILES:                      | 2628         |

|              |       |                |              |                 |              |
|--------------|-------|----------------|--------------|-----------------|--------------|
| ORIG CODE:   | CT 11 | OPEN DATE:     | 11 / 26 / 08 | XFER/RSPNSBLTY: | 26 01 S      |
| CONTACT (S): |       | FOLLOWUP DATE: | 12 / 10 / 08 | DATANET (Y/N):  | 1            |
| SEVERITY:    | 9     | CLOSE DATE:    | 12 / 10 / 08 | DATANET (Y/N):  | 11 / 27 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZNW600N 11/26/2008

PREVIOUS UNRELATED FILES FOUND: NONE.

@11/26-ZNW600N

CRR-NW VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY & EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-NW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @11/26-ZNW600N

CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 07/24/06 08/31/06 3265

CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 07/24/06 08/31/06 3265

CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 05/10/07 3265

CRR-NW ADVISED C THAT THERE ARE NO OPEN RECALLS FOUND. @11/26-ZNW600N

PREVIOUS NISSAN/INF VEH: NONE.

CRR-NW RECEIVED INBOUND CALL FROM C'S SON DERRICK PAUL.

C STATES THERE IS AN ISSUE WITH THE DRIVER'S SIDE SEAT WHERE AN ARM UNDER THE  
SEAT HAS BROKEN CAUSING THE SEAT TO LEAN BACK AT THE LEFT CORNER.

C STATES C BROUGHT VEH TO DLRSHIP (PAUL MILLER NISSAN) ABOUT 2 WEEKS AGO.

C STATES DLR ADVISED C THAT REPAIR WOULD COST OVER \$1000 AND THAT REPAIR WOULD  
NOT BE HONORED UNDER WARRANTY. @11/26-ZNW600N

C STATES C DECLINED REPAIR AND ORDERED THE EXACT PART FROM A GM DLRSHIP AT A  
LOWER PRICE. @11/26-ZNW600N

C STATES ONCE THE PART CAME IN IT TURNED OUT THAT DLR HAD ADVISED C OF THE  
WRONG PART AND ISSUE COULD NOT BE REPAIRED. @11/26-ZNW600N

C STATES C WOULD LIKE NISSAN TO REPAIR ISSUE WITH SEAT AND HONOR REPAIR UNDER  
WARRANTY AS BELIEVES THIS IS A PREMATURE WEAR/FAILURE. @11/26-ZNW600N

PAUL STATES VEH IS CURRENTLY IN C'S POSSESSION. @11/26-ZNW600N

PAUL STATES VEH IS OPERABLE HOWEVER, IT IS A SAFETY ISSUE. @11/26-ZNW600N

CRR-NW ADVISED PAUL THAT FILE WILL BE ESCALATED TO AN RCAS AGENT AND C WILL BE  
CONTACTED BY THE END OF BUSINESS ON FRIDAY 11/28/08. @11/26-ZNW600N

PAUL UNDERSTANDS. @11/26-ZNW600N

PAUL STATES PAUL WOULD PREFER IF RCAS AGENT CONTACTED PAUL AT PHONE NUMBER  
203 455 1988. @11/26-ZNW600N

CRR-NW OFFERED FURTHER ASSISTANCE, PAUL DECLINED. @11/26-ZNW600N

CRR-NW PROVIDED PAUL WITH NAME, EXTENSION, AND FILE NUMBER. @11/26-ZNW600N

CRR-NW TRANSFERRING FILE TO RCAS. @11/26-ZNW600N

\*\*\*RCAS-OW REVIEWED FILE ON 11/26/08 AT 4:18PM EST. RCAS UPDATED SERVICING

DLR AND DATANETTED FILE. RCAS UPDATED BASIC/POWERTRAIN WARRANTY INFORMATION.  
RCAS WILL BE PLACING A CALL TO C ON 11/28/08 TO DISCUSS THE FILE FURTHER.

@11/26-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 11/28/08 AT 8:35AM EST. C EXPLAINED THAT C'S

MOM IS JUST AT 150LBS AND IS NOT OVERWEIGHT. C STATED THAT C DOES NOT  
UNDERSTAND HOW THIS PART CAN BREAK. C EXPLAINED THAT THE DRIVERS SIDE SEAT

ARM UNDER THE SEAT HAS BROKEN, CAUSING THE SEAT TO LEAN BACK TO THE LEFT  
CORNER. C STATED THAT THE DLRSHIP EXPLAINED THAT THERE HAVE BEEN ALOT OF

MURANOS COME INTO THE DLRSHIP WITH THIS SAME CONCERN. C IS LOOKING FOR  
SPECIAL FINANCIAL ASSISTANCE TOWARDS THE COST OF THE REPAIR WHICH DLRSHIP

ESTIMATES AT A COST OF \$1000. C STATED THAT THE PART WAS ORDERED THROUGH  
GM DLRSHIP HOWEVER, NISSAN DLRSHIP HAD ORDERED THE WRONG PART. RCAS EXPLAINED

THAT THE DLRSHIP WILL BE CONTACTED TO DISCUSS THE FILE FURTHER. RCAS AGREED  
WITH C THAT A FOLLOW UP CALL WILL BE TO C ON 12/02/08 BEFORE THE END OF THE

BUSINESS DAY. C TOOK DOWN NAME/NUMBER OF RCAS AND AGREED. @11/28-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-MIKE GINICOLA ON 12/01/08 AT 11:42AM EST. SM

STATED THAT THE VEHICLE IS WAY OOW. RCAS INQUIRED IF C WERE A GOOD SERVICING  
CUSTOMER TO THE DLRSHIP AND IF THERE WOULD BE ANYTHING FURTHER THAT SM

WOULD LIKE TO DO IN ASSISTING C FURTHER WITH THE REPAIRS TO THE VEHICLE. SM

STATED THAT NORMALLY C IS NOT A GOOD SERVICING CUSTOMER TO THE DLRSHIP HOWEVER,

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AGREED WITH RCAS THAT THE DLRSHIP WILL RUN A GRT FOR C IN REGARDS TO OFFERING FURTHER ASSISTANCE. SM EXPLAINED THAT DUE TO THE MILEAGE ON THE VEHICLE, SEAT FRAMES BREAK ALL THE TIME BUT DUE TO CUSTOMER SATISFACTION AGREED TO RETURN THE CALL TO RCAS TO EXPLAIN IF GRT WILL APPROVE FURTHER ASSISTANCE TOWARDS THE REPAIR OF THE VEHICLE. SM AGREED TO CONTACT RCAS ONCE THE RESULTS COME IN. RCAS THANKED SM FOR THE ASSISTANCE. @12/01-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-MIKE GINICOLA ON 12/02/08 AT 9:43AM EST.

RCAS-OW LEFT VMX. RCAS THEN CHECKED CPIA AND NOTES THAT GRT WAS APPROVED FOR THE REPAIR TO C'S VEH. RCAS CURRENTLY AWAITING CALL BACK FROM SM.

@12/02-ZOW482N

3265 JN8AZ08WX5W 413460 6003933 1 Y 2008-12-01 N

@12/02-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/02/08 AT 9:52AM EST. RCAS SPOKE WITH C'S MOM AND EXPLAINED THAT NNA IS CURRENTLY WORKING ON THE FILE IN DETERMINING IF NNA IS IN A POSITION TO ASSIST. RCAS EXPLAINED THAT A FINAL DECISION WILL BE MADE ON THE FILE FOR 12/03/08. C THANKED RCAS FOR CALLING AND AGREED.

@12/02-ZOW482N

\*\*\*RCAS-OW RECEIVED VMX FROM SM-MIKE GINICOLA ON 12/02/08 AT 12:14PM EST. SM EXPLAINED THAT IN RUNNING THE GRT, NNA WILL APPROVE \$200 TOWARDS THE REPAIR WHICH WOULD MEAN THAT C WOULD NEED TO CONTRIBUTE \$100 TOWARDS THE REPAIR. SM STATED THAT RCAS MAY CONTACT SM IN ORDER TO GO AHEAD AND ORDER THE PART IF APPROVED BY C.

@12/02-ZOW482N

RCAS-OW PLACED CALL TO C ON 12/02/08 AT 12:37PM EST. RCAS EXPLAINED TO C THAT IN RECEIVING A CALL FROM SM-MIKE GINICOLA, IF C AGREES TO CONTRIBUTE \$100 TOWARDS THE COST OF THE REPAIR, SM WILL GO AHEAD AND ORDER THE PART. C AGREED TO CONTACT THE DLRSHIP TO APPROVE FOR THE VEHICLE TO BE BROUGHT IN FOR REPAIRS. C THANKED RCAS FOR CALLING. RCAS WILL BE FOLLOWING UP ON 12/04/08 TO INQUIRE AS TO THE DATE THAT THE VEHICLE WILL BE BROUGHT IN FOR SERVICING.

@12/02-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/04/08 AT 9:18AM EST. RCAS LEFT VMX AND WILL BE FOLLOWING UP ON 12/08/08.

@12/04-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/08/08 AT 11:56AM EST ON DAY NUMBER. RCAS LEFT VMX. RCAS PLACED CALL TO C ON 12/08/08 AT 11:58AM EST ON EVE NUMBER. RCAS LEFT 2ND VMX AND WILL BE FOLLOWING UP ON 12/10/08.

@12/08-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/10/08 AT 10:58AM EST ON DAY NUMBER AND LEFT VMX. RCAS PLACED CALL TO C ON 12/10/08 AT 11:00AM EST ON EVE NUMBER AND LEFT 3RD VMX. RCAS WILL BE CLOSING FILE PENDING C CALL BACK.

@12/10-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:



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CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 3265         | EFFECTIVE: 11 / 26 / 08   | 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: ZNW600N        |                     |
| HISTORY:               | UPDATE BY: ZOW482N        |                     |
| SVC CALL#:             | UPDATE DATE: 12 / 10 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 12 / 10 / 08  | MICROFILM: N        |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: YAKIM DAVID N  |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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

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SERVICE CONTRACTS SUMMARY

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TIME: 12:49:20 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME [REDACTED]

VIN:  
IN SCV DATE: 11/18/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|
| 408       | RCDL02616188 | 3265 CT             | 11/18/2005        | 2/18/2009      | 39.000            |

| CANCEL<br>DATE | TRANSFER<br>DATE |
|----------------|------------------|
|                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| -----+-----                           |                                      |
| CONTRACT: RCDL02616188                | CONTRACT:                            |
| OWNER NAME: [REDACTED]                | OWNER NAME:                          |
| PLAN TYPE: C                          | PLAN TYPE:                           |
| PLAN TERM: L                          | PLAN TERM:                           |
| DEDUCTABLE: \$ 50                     | DEDUCTABLE:                          |
| EFFECTIVE: 11/18/05                   | EFFECTIVE:                           |
| EXPIRES: 02/18/09    MILES:    39,000 | EXPIRES:                    MILES:   |
| CANCEL:                    MILES:     | CANCEL:                    MILES:    |
| TRANSFER:                             | TRANSFER:                            |
| TRANSACTION: 11/21/2005               | TRANSACTION:                         |
| PRINTED: 11/26/05                     | PRINTED:                             |
| DEALER NO: 3265        STATE:    CT   | DEALER NO:                    STATE: |
| DEALER NAME: PAUL MILLER NISSAN, LLC  | DEALER NAME:                         |
| -----+-----                           |                                      |

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|                       |                                           |
|-----------------------|-------------------------------------------|
| NAME: [REDACTED]      | SC: NONE                                  |
| STREET: [REDACTED]    | VIN: JN8AZ08WX6W [REDACTED] Y             |
| CITY: PENNSBURG       | YR/MDL: 2006.0 MUR MILEAGE: 49334         |
| ST/ZIP: PA [REDACTED] | IN SVC DATE: 07 / 17 / 06                 |
| DAY PH: [REDACTED]    | RTL DLR: 09027 ROTHROCK MOTOR SALES, INC  |
| EVE PH: [REDACTED]    | SVC DLR: 09027 ROTHROCK MOTOR SALES, INC  |
| DLR PH: 610 439 8485  | RESP DLR: 09027 ROTHROCK MOTOR SALES, INC |
| VCAN: N               | REGION: 26 DIST: SL/SV/PT: 08 08 38       |
| PAID: 1               |                                           |
| SUSP: 1               |                                           |
| 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 PREOWNEI              | MILES                       | # NISSAN/INFINITI VEHICLES: 2 |
| VEHICLE MAINTAINED BY: 09027 ROTHROCK MOTOR S, |                             |                               |
| OUTSIDE WARRANTY BY (B) MONTHS:                | MILES: 13334                | (PT) MONTHS: MILES:           |
| ORIG CODE: CT 11                               | OPEN DATE: 12 / 01 / 08     | XFER/RSPNSBLTY: 26 08 S       |
| CONTACT (S):                                   | FOLLOWUP DATE: 12 / 12 / 08 | DATANET (Y/N): 1              |
| SEVERITY: 9                                    | CLOSE DATE: 12 / 12 / 08    | DATANET (Y/N): 12 / 01 / 08   |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WT     | UNABLE DIAGNOSE/DUPLICATE       |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZRT116N 12/01/2008

PREVIOUS FILES FOUND: NONE.

@12/01-ZRT116N

CRR-RT VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS

AND RESPONSIBLE DLR.CRR-RT UPDATED C'S DAY AND EVENING PHONE NUMBER.

CRR-RT CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE. @12/01-ZRT116N

CRR-RT ADVISED C OF RECALL STATUS.

PREVIOUS NISSAN/INFINITI VEHICLE(S): 03 XTRA

CRR-RT RECEIVED CALL FROM C.

C STATED THAT C TOOK C'S VEH TO THE DLR BECAUSE C IS HAVING PROBLEM WITH THE DLR.

C STATED THAT C WAS INFORMED BY THE DLR THAT THE DLR NEEDS TO INSTALL A NEW DRIVER SEAT BECAUSE THE FRAME WAS ALREADY BROKEN AND C NEEDS TO PAY THE COST OF \$890 AND LABOR.

C STATED THAT C THINKS THAT THERES A MANUFACTURERS DEFECT ON THA DRIVER SEAT BECAUSE THE FRAME SUDDENLY BROKE.

@12/01-ZRT116N

C STATED THAT C'S PLANNING TO TURN IN THE VEH AND PURCHASE A NEW NISSAN VEH.

C STATED THAT C WANT'S ASSISTANCE FROM NISSAN TO COVER THE COST OF THE REPAIR AND TO FIX C'S VEH.

@12/01-ZRT116N

CRR-RT INFORMED C THAT CRR-RT WILL TRANSFER C TO AN RCAS AND C WILL BE ABLE TO RECEIVE A CALLBACK BY THE END OF THE NEXT BUSINESS DAY.

C APPRECIATES.

C THANKED CRR-RT FOR ASSISTANCE, C SATISFIED.

CRR-RT OFFERED FURTHER ASSISTANCE, C DECLINED

CRR-RT GAVE C NAME, EXTENSION AND FILE NUMBERS.

CRR-RT LEAVING FILE OPEN,

@12/01-ZRT116N

@12/01-ZRT116N

\*\*\*RCAS-OW REVIEWED FILE ON 12/01/08 AT 3:22PM EST. RCAS UPDATED SERVICING DLR AND DATANETTED FILE. RCAS UPDATED BASIC WARRANTY INFORMATION BY MILEAGE. RCAS WILL BE PLACING A CALL TO C ON 12/02/08 TO DISCUSS THE FILE FURTHER.

@12/01-ZOW482N

RCAS-OW PLACED CALL TO C ON 12/02/08 AT 9:00AM EST ON DAY NUMBER AND LEFT VMX.

RCAS-OW PLACED CALL TO C ON 12/02/08 AT 9:02AM EST ON EVE NUMBER AND LEFT VMX.

RCAS WILL BE FOLLOWING UP ON 12/04/08.

@12/02-ZOW482N

\*\*\*RCAS-OW RECEIVED VMX FROM C ON 12/02/08 AT 9:56AM EST. C REQUESTED FOR RCAS TO RETURN THE CALL AT 215-872-3477.

@12/02-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/02/08 AT 11:10AM EST. C STATED THAT C IS REQUESTING FOR SPECIAL FINANCIAL ASSISTANCE TOWARDS THE REPAIR OF THE VEH.

C STATED THAT THE DRIVERS SIDE SEAT FRAME JUST BROKE AND THE DLRSHIP HAS QUOTED REPAIRS TOTALLING THE AMOUNT OF \$890. RCAS EXPLAINED THAT THIS COMPONENT IS COVERED UNDER A BASIC WARRANTY OF 36/36,000 MILEAGE WHICHEVER COMES FIRST HOWEVER, RCAS STATED THAT THE DLRSHIP WILL BE CONTACTED TO DISCUSS THE FILE FURTHER. RCAS ASKED C IF C DOES ALOT OF THE MAINTANANCE TO THE VEH AT THE ROTHROCK MOTORS. C STATED YES. ALL OF THE VEHICLES SERVICES ARE PERFORMED THERE. C AGREED WITH RCAS THAT A FOLLOW UP CALL WILL BE ON 12/04/08 TO EXPLAIN IF NISSAN IS IN A FURTHER POSITION TO ASSIST. C THANKED RCAS FOR CALLING.

@12/02-ZOW482N

RCAS-OW PLACED CALL TO SM-GREG HILT ON 12/03/08 AT 1:45PM EST. RCAS EXPLAINED THAT C IS REQUESTING FOR SPECIAL FINANCIAL ASSISTANCE TOWARDS THE REPAIR OF THE VEHICLE. RCAS AGREED WITH SM THAT THIS HAS BEEN HAPPENING ALOT WITH THESE YR/MODEL VEHICLES AND AGREED TO CONTACT DPSM-KH IN PAYING FOR THE PART IF C PAYS FOR THE LABOR. RCAS AGREED WITH SM THAT DPSM WILL BE SENT AN EMAIL FOR FURTHER ASSISTANCE. RCAS THANKED SM FOR THE ASSISTANCE.

@12/03-ZOW482N

\*\*\*RCAS-OW SENT INTERNAL EMAIL TO DPSM-KH ON 12/03/08 AT 1:57PM EST. RCAS

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EXPLAINED THAT THE DRIVERS SIDE SEAT HAS BROKEN AND DUE TO THIS PROBLEM BECOMING AN ISSUE WITH THIS YR/MODEL VEHICLE, IF NNA WOULD BE ABLE TO COVER FOR PARTS WHILE C COVERS THE LABOR. RCAS CURRENTLY AWAITING RESPONSE.

@12/03-ZOW482N

\*\*\*RCAS-OW RECEIVED EMAIL FROM DPSM-KH ON 12/03/08 AT 2:26PM EST. DPSM EXPLAINED IN THE INTEREST OF CUSTOMER SATISFACTION, NNA WILL COVER THE PART IF C COVERS LABOR.

@12/03-ZOW482N

RCAS-OW PLACED CALL TO SM-GREG HILT ON 12/04/08 AT 9:30AM EST. RCAS LEFT VMX.

@12/04-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/04/08 AT 10:52AM EST. RCAS LEFT VMX AND WILL BE FOLLOWING UP ON 12/08/08.

@12/04-ZOW482N

\*\*\*RCAS-OW RECEIVED VMX FROM C ON 12/04/08 AT 12:31PM EST. C REQUESTED FOR RCAS TO RETURN THE CALL ON CELL AT [REDACTED]

@12/04-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-GREG HILT ON 12/04/08 AT 12:53PM EST. RCAS EXPLAINED THAT NISSAN IS WILLING TO COVER FOR THE PART IF C COVERS FOR THE LABOR. SM AGREED. RCAS ASKED HOW MUCH IN TOTAL THE REPAIR WOULD COST. SM STATED THAT LABOR COST TO C WOULD EQUAL IN THE AMOUNT OF \$210.00 PLUS TAX.

@12/04-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/04/08 AT 1:00PM EST. RCAS EXPLAINED THAT NISSAN IS WILLING TO COVER THE PART IF C COVERS THE LABOR. C WAS SATISFIED WITH THE OFFER AND HAS AGREED TO CONTACT SM-GREG HILT TO DISCUSS A DATE THAT THE VEHICLE CAN BE BROUGHT IN FOR SERVICING. C THANKED RCAS FOR THE ASSISTANCE AND AGREED THAT A FOLLOW UP CALL WILL BE PLACED TO C ON 12/08/08 TO RECEIVE AN UPDATE AS TO THE FILE STATUS.

@12/04-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/08/08 AT 2:41PM EST. C STATED THAT THE DLRSHIP HAS ORDERED THE PART HOWEVER, C WAS UNSURE AS TO WHEN THE PART WILL BE ARRIVING AT THE DLRSHIP. RCAS EXPLAINED THAT THE DLRSHIP WILL BE CONTACTED TO ACHIEVE AN ETA FOR THE PART. RCAS EXPLAINED TO C THAT A FOLLOW UP CALL WILL BE ON 12/10/08 TO DISCUSS THE FILE FURTHER. C THANKED RCAS FOR CALLING.

@12/08-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-GREG HILT ON 12/09/08 AT 12:38PM EST. SM STATED THAT THE PART HAS BEEN ORDERED FOR C AND IS EXPECTED TO ARRIVE BY 12/12/08. RCAS THANKED SM FOR THE ASSISTANCE.

@12/09-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/10/08 AT 12:47PM EST ON DAY NUMBER AND LEFT VMX. RCAS-OW PLACED CALL TO C ON 12/10/08 AT 12:49PM EST ON EVE NUMBER. RCAS LEFT VMX AND WILL BE FOLLOWING UP ON 12/12/08.

@12/10-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO SM-GREG HILT ON 12/12/08 AT 12:58PM EST. SM STATED THAT THE PART HAS ARRIVED FOR C'S VEHICLE AND C WILL BE CONTACTED LATER IN THE DAY. RCAS THANKED SM FOR THE ASSISTANCE.

@12/12-ZOW482N

\*\*\*RCAS-OW PLACED CALL TO C ON 12/12/08 AT 12:59PM EST. C STATED THAT C DOES HAVE AN APPOINTMENT SET UP FOR 12/18/08 HOWEVER, C IS NOT ABLE TO MAKE IT FOR THIS TIME AND EXPLAINED THAT THE REPAIR DATE WILL BE RESET. RCAS EXPLAINED THAT RCAS LIKES TO FOLLOW UP WITH THE CUSTOMERS ONCE THE VEHICLE HAS BEEN REPAIRED. JUST TO BE SURE THAT CUSTOMERS ARE COMPLETELY SATISFIED WITH THE REPAIR. RCAS EXPLAINED THAT A FOLLOW UP CALL CAN BE PLACED FOR THE NEXT 2 WEEKS. C EXPLAINED THAT THE FILE CAN BE CLOSED AT THIS POINT AND IF THERE ARE ANY FURTHER CONCERNS THAT MAY ARISE, C WILL CONTACT RCAS FOR FURTHER ASSISTANCE. RCAS AGREED. RCAS WILL BE CLOSING FILE PENDING C CALL BACK.

@12/12-ZOW482N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 09027        | EFFECTIVE: 12 / 01 / 08   | 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: ZRT116N        |                     |
| HISTORY:               | UPDATE BY: ZOW482N        |                     |
| SVC CALL#:             | UPDATE DATE: 12 / 12 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 12 / 12 / 08  | MICROFILM: N        |
| RESP CAA: WELCH, OWEN  | OLM: ROYSTER KAREN        | DOM: MEEKS FRED L   |
| PHONE: 0000041591      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08W34W [REDACTED] Y       |
| CITY: DOVER           |            | YR/MDL: 2004.0 MUR MILEAGE: 65000   |
| ST/ZIP: OH [REDACTED] | VCAN: N    | IN SVC DATE: 05 / 10 / 04           |
| DAY PH: [REDACTED]    | PAID:      | RTL DLR: 2801 WAIKEM NISSAN, INC.   |
| EVE PH:               | SUSP:      | SVC DLR: 2801 WAIKEM NISSAN, INC.   |
| DLR PH: 330 478 1801  | DENY:      | RESP DLR: 2801 WAIKEM NISSAN, INC.  |
|                       |            | REGION: 24 DIST: SL/SV/PT: 11 11 41 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: 19 MILES: 29000 (PT) MONTHS: MILES: 5000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 12 / 02 / 08     | XFER/RSPNSBLTY: 24 11 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 05 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 05 / 08    | DATANET (Y/N): 12 / 03 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |



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FILE OPENED-ZAK126N 12/02/2008  
PREVIOUS RELATED FILED FOUND: NONE  
PREVIOUS UNRELATED FILES FOUND: NONE  
CRR-AK VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE NUMBER AND RESPONSIBLE DLR.  
CRR-AK CHECKED FOR APEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/02-ZAK126N  
CLSD P5215 MURANO ALTERNATOR NTB05-059 05/25/05 08/15/05 02/02/06 3881  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 05/22/06 10/17/06 3881  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 05/22/06 10/17/06 3881  
CRR-AK ADVISED THERE IS NO OPEN RECALL.  
PREVIOUS NISSAN /INF VEH: NONE  
CRR-AK RECIVED INBOUND CALL FROM C.  
C STATES C'S LEFT FRONT SEAT TRACK IS CRACKED. @12/02-ZAK126N  
C STATES C WENT TO A MECHANIC AND MECHANIC TOLD THE SEAT HAS TO BE REPLACED.  
C STATES MECHANIC SAID IT WILL COST \$770 PLUS TAXES TO FIX THE ISSUE.  
C SAID THE PART ITSELF COST \$613.91. @12/02-ZAK126N  
C STATES C THINK IT IS A MANUFACTUR DEFECT. @12/02-ZAK126N  
C STATES C AND C'S WIFE IS NOT HEAVY PEOPLE, AND THERE IS NO WAY THE SEAT TRACK CAN BREAK. @12/02-ZAK126N  
C TALKED TO THE DLRTSHIP AND DLRSHIP WILL NOT COVER THAT UNDER WARRANTY.  
CRR-AK ADVISED C IS OUT OF WARRANTY. @12/02-ZAK126N  
C STATES IS VERY DISSAPOINTED AND WILL NEVER BUY A NISSAN VEH IF NISSAN IS NOT FIXING THE ISSUE. @12/02-ZAK126N  
CRR-AK ASKED C HOW NISSAN CAN ASSIT C WITH THE ISSUE. @12/02-ZAK126N  
C STATES C WANT NISSAN TO PROVIDE THE PART AND C IS WILLING TO PAY FOR LABOR.  
CRR-AK ASSURED C THAT C'S CONCERN IS DOCUMENTED AND WILL BE SEND TO AN RCAS AGENT FOR REVIEW AND WILL BE CONTACTED BACK BY THE END OF NEXT BUSINESS DAY.  
C STATES C WANT A CALL BACK BETWEEN 3-8 ON 330.204.7536. @12/02-ZAK126N  
RR-AK OFFERED FURTHER ASSIATANCE, C DECLINED  
CRR-AK GAVE NAME, EXT, AND THE FILE NUMBER TO C. @12/02-ZAK126N  
CRR-AK TRANSFERING FILE TO RCAS. @12/02-ZAK126N  
RCAS-AM RECEIVED. REVIEWED AND DATA NETTED FILE TO DLR FOR REVIEW ON 12/02/08.  
RCAS-AM NOTED THAT INITIAL CALL WOULD BE MADE TO C ON 12/03/08. @12/02-ZAM269N  
RCAS-AM CALLED C AT DAY/EVE NUMBER AT 11:08AM EST ON 12/03/08 AND LEFT VMX WITH RCAS-AM CONTACT INFO FOR CALL BACK.  
RCAS-AM LEAVING FILE OPEN PENDING CONTACT WITH C AND DLR. @12/03-ZAM269N  
\*\*CRR-EM IN REVIEW OF FILE AS CRR-EM RECEIVED INBOUND CALL FROM C  
C STATED THAT C WAS RETURNING CALL FROM RCAS-AM  
CRR-EM ADVISED C THAT RCAS-AM IS SCHEDULED TO CONTACT C BY END OF BUSINESS TODAY  
C STATED THAT WOULD BE FINE AND REQUESTED T HAT CRR-EM TAKE DOWN C'S CELL NUMBER  
CRR-EM INQUIRED WHAT THAT NUMBER WOULD BE  
C STATED [REDACTED]  
CRR-EM ADVISED C THAT AN INTERNAL MESSAGE WOULD BE SENT @12/05-ZEM990N  
C THANKED CRR-EM FOR ASSISTANCE  
CRR-EM OFFERED FURTHER ASSISTANCE. C DECLINED  
CRR-EM SENDING INTERNAL MESSAGE TO RCAS-AM @12/05-ZEM990N  
RCAS-AM CALLED DLR AT 4:15PM EST ON 12/05/08 AND SPOKE WITH SERVICE MANAGER-BILL GRAF, WHOM INFORMED RCAS-AM THAT C HAD ONLY EVER BEEN TO DLR ONCE PRIOR TO THIS CONCERN, FOR ONE OIL CHANGE IN 2004. @12/05-ZAM269N  
SM-BG AGREED TO RUN GRT FOR C HOWEVER, STATED THAT THIS HAD NOT BEEN DONE, DUE TO THE C HAVING BEEN SO FAR OUT OF WARRANTY PARAMETERS AND NOT HAVING

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ASKED FOR ASSISTANCE AT DLR LEVEL.

RCAS-AM THANKED SM-BG AND CONFIRMED THAT DLR WOULD RUN GRT ASAP FOR FINAL OUTCOME.  
@12/05-ZAM269N

RCAS-AM FOUND GRT RESULTS IN CPIA, RAN BY DLR, AND GRT WAS NOT RECOMMENDED.

RCAS-AM CALLED C AT DAY/EVE NUMBER AT 4:46PM EST ON 12/05/08 AND INFORMED C THAT NNA WOULD NOT BE IN POSITION TO OFFER FINANCIAL ASSISTANCE OUTSIDE OF C'S BASIC WARRANTY OF 36 MONTHS, OR 36,000 MILES; WHICHEVER CAME FIRST.

C STATED THAT C WILL NEVER PURCHASE ANOTHER NISSAN VEH AND NISSAN SHOULD COVER THIS BECAUSE TWO DLR'S TOLD C THAT SEAT PART WAS DEFECTIVE.

RCAS-AM EXPLAINED THAT DEFECTS WERE ONLY COVERED UNDER WARRANTY, WHICH C HAD EXCEEDED.

C STATED THAT THIS WAS A SAFETY CONCERN.

RCAS-AM RECOMMENDED THAT IF C FELT THIS WAY, C HAVE VEH REPAIRED ASAP.

C THANKED RCAS-AM AND SAID C WAS NOT MAD BUT NNA HAD TO COVER THESE THINGS.

RCAS-AM EXPLAINED AGAIN THAT NNA WOULD NOT BE COVERING C'S SEAT REPAIR.

C STATED THAT C UNDERSTOOD AND ENDED CALL.

RCSA-AM CLOSING FILE AS NO FURTHER ACTION REQUIRED. @12/05-ZAM269N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

**CONTACT(S):**

|                          |                           |                     |
|--------------------------|---------------------------|---------------------|
| SATISFIED: Y             | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 2801           | EFFECTIVE: 12 / 02 / 08   | 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: ZAK126N        |                     |
| HISTORY:                 | UPDATE BY: ZAM269N        |                     |
| SVC CALL#:               | UPDATE DATE: 12 / 05 / 08 |                     |
| CLOSE: Y (Y/N)           | CLOSE DATE: 12 / 05 / 08  | MICROFILM: N        |
| RESP CAA: MURRAY, AMANDA | CAOM: ADAIR WAYNE         | CAOM: ADAIR WAYNE   |
| PHONE: 0000041626        | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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|                       |            |                                     |
|-----------------------|------------|-------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                            |
| STREET:               | [REDACTED] | VIN: JN8AZ08WX6W [REDACTED] Y       |
| CITY: HOFFMAN ESTATES |            | YR/MDL: 2006.0 MUR MILEAGE: 38585   |
| ST/ZIP: IL [REDACTED] | VCAN: N    | IN SVC DATE: 02 / 02 / 06           |
| DAY PH: [REDACTED]    | PAID: 1    | RTL DLR: 3079 JIM M'LADY NISSAN     |
| EVE PH: [REDACTED]    | SUSP: 2    | SVC DLR: 3079 JIM M'LADY NISSAN     |
| DLR PH: 815 459 2288  | DENY: 0    | RESP DLR: 3079 JIM M'LADY NISSAN    |
|                       |            | REGION: 24 DIST: SL/SV/PT: 01 01 31 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3079 JIM M'LADY NISSAN  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 2585 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 12 / 02 / 08     | XFER/RSPNSBLTY: 24 01 S     |
| CONTACT (S):     | FOLLOWUP DATE: 01 / 02 / 09 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 01 / 02 / 09    | DATANET (Y/N): 12 / 04 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | WA     | PREMATURE WEAR/FAILURE          |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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FILE OPENED-ZRF155N 12/02/2008

PREVIOUS RELATED FILES FOUND: NONE.

CRR-RF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE, AND RESPONSIBLE DLR.

CRR-RF UPDATED OWNER NAME, ADDRESS AND PHONE NUMBERS.

PREVIOUS NISSAN/INFINITI VEH: NONE.

CRR-RF RECEIVED CALL FROM: C.

C STATED C WENT TO DLR TO HAVE THE CROSS BAR OF THE SEAT TRACK THAT BROKE PREMATURELY FIXED BUT DLR ADVISED C THAT C'S BASIC WARRANTY HAS ALREADY EXPIRED. C STATED THE PART SHOULD NOT BREAK THAT EASILY. C STATED C'S SURE NISSAN WOULD DO SOMETHING ABOUT THIS. C STATED C'S LOOKING INTO BUYING ANOTHER NISSAN. C STATED DLR AHS ADVISED C TO CALL UP NNA-CA FOR ASSISTANCE.

CRR-RF CHECKED FOR C'S VSC IN ZCA1 AND VES1 AND FOUND:

OPEN R0516 MURANO TANK PROTECT NTB06023

CRR-RF ADVISED C THAT THERE WAS/WERE RECALLS FOUND. @12/02-ZRF155N

CRR-RF ADVISED C TO BRING VEH TO A NISSAN DLR TO HAVE RECALLS FIXED FOR FREE.

C AGREED AND STATED WILL CALL DLR NOW AND SET UP AN APPOINTMENT.

CRR-RF ADVISED C THAT CRR-RF WILL TRANSFER C TO A NEXT LEVEL AGENT TO BETTER ASSIST C FURTHER WITH C'S CONCERN.

C AGREED.

CRR-RF OFFERED FURTHER ASSISTANCE, C DECLINED.

C THANKED CRR-RF FOR ASSISTANCE, C SATISFIED.

CRR-RF GAVE C NAME, EXTENSION AND FILE NUMBER.

CRR-RF TRANSFERRED C TO C GROUP. @12/02-ZRF155N

\*\*\*\*\*

CRR-RW RECEIVED CALL FROM C.

CRR-RW VERIFIED NAME ,ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE NUMBER AND RESPONSIBLE DLR.

CRR-RW CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND:ONE.

OPEN R0516 MURANO TANK PROTECT NTB06023 01/06/06 04/10/06 00/00/00

CRR-RW ADVISED C OF OPEN RECALLS ON VEHICLE. @12/02-ZRW000N

C STATES C HAVE PROBLEM WITH VEHICLE.

C STATES THE PROBLEM IS PERTAINING TO THE DRIVERS SEAT CROSS BAR FOR THE SEAT TRACK.

C STATES C TOOK VEH TO THE NISSAN DLRSHIP.

C STATES THE NISSAN DLRSHIP STATED THAT VEH WILL NEED A NEW SEAT TRACK.

C STATES THE DLRSHIP STATED THAT THIS WILL NOT BE UNDER WARRENTY.

C STATES C WASNT GIVEN ESTIMATED COST.

C STATES C SPOKE WITH THE SERVICE DEPT DOESNT RECALL NAMES.

C STATES VEH IS CURRENTLY IN C'S POSSESSION.

C STATES VEH IS OPERABLE.

C STATES NO REPAIRS HAVE BEEN SCHEDULED.

CRR-RW ASKED C WHAT CAN NNA DO TO KEEP C A SATISFIED CUSTOMER.

C STATES C WOULD LIKE THIS ISSUE COVERED. @12/02-ZRW000N

CRR-RW ADVISED C THAT FILE WILL BE TRANSFERED TO REGIONAL SPECIALIST.

CRR-RW ADVISED C THAT C WOULD BE CONTACTED BY THE END OF NEXT BUSINESS DAY.

CRR-RW OFFERED FURTHER ASSISTANCE. C SATISFIED.

CRR-RW GAVE NAME, EXTENSION AND FILE NUMBER.

CRR-RW TRANSFERING FILE TO RCAS AGENT. @12/02-ZRW000N

\*\*\*\*\*

RCAS-AVT RECEIVED FILE 12/03/08 9:03AM EST, DATANETTED FILE. @12/03-ZAV195N

\*\*\*\*\*

@12/03-ZAV195N

RCAS-AVT CALLED C ON DAY NUMBER ON 12/03/08 10:19AM EST RECEIVED RECORDING

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THAT NUMBER IS NOT A WORKING NUMBER. @12/03-ZAV195N  
RCAS-AVT CALLED C ON EVENING NUMBER ON 12/03/08 10:20AM EST LEFT VMX FOR C TO  
CALL BACK. @12/03-ZAV195N

\*\*\*\*\*

RCAS-AVT CALLED C ON EVENING NUMBER ON 12/05/08 10:03AM EST LEFT VMX FOR C TO  
CALL BACK. @12/05-ZAV195N

\*\*\*\*\*

@12/05-ZAV195N

RCAS-PL CALLED C AT DAY/EVE NUMBERS AT 4:50 PM EST ON 12/10/08 AND FOUND THAT  
NUMBER WAS WRONG FOR C CONTACT AND FEMALE AT EVE NUMBER ADVISED OF NEW NUMBER  
AND RCAS-PL UPDATED FRONT SCREEN OF FILE. @12/10-ZPL000N

RCAS-PL CALLED C AT NEW NUMBER AT 4:52 PM EST ON 12/10/08 AND LEFT VMX TO  
RETURN CALL TO RCAS-AVT EXTENSION. @12/10-ZPL000N

\*\*

RCAS-SM SPOKE TO SM-MARK FELD AT 4:40 PM EST ON 12/15/08. SM STATES THAT C  
HAS NOT BEEN INTO THE DLRSH AND SHOULD BRING VEH IN FOR DIAGNOSISES. RCAS  
THANKED SM. @12/15-ZSM191N

\*\*\*

RCAS-SM CONTACTED C ON DAY NUMBER AT 4:42 PM EST ON 12/15/08. RCAS ADVISED C  
THAT IN ORDER FOR NNA TO ASSIST THE VEH WILL NEED TO BE DIAGNOSISED BY THE  
DLRSH. C STATES THAT C SPOKE TO SOMEONE OVER THE PHONE AND WAS ADVISED TO  
CONTACT NNA. RCAS ADVISED C TO BRING VEH INTO THE DLRSH AND ONCE THAT IS  
COMPLETE NNA CAN REVIEW C'S REQUEST FOR FINANCIAL ASSISTANCE. C UNDERSTOOD  
AND STATED WILL TRY TO BRING VEH IN TO THE DLRSH ON 12/16/08. RCAS ADVISED  
THAT RCAS-AVT WILL FOLLOW UP WITH THE DLRSH AND C NO LATER THAN 12/17/08.

\*\*\*\*\*

RCAS-AVT CALLED C ON DAY NUMBER ON 12/17/08 11:47AM EST LEFT VMX FOR C TO CALL  
BACK ADVSIED FOLLOW UP 12/29/08 AT LATEST

RCAS-AVT CALLED C ON EVENING NUMBER ON 12/17/08 11:48AM EST LEFT VMX FOR C TO  
CALL BACK ADVSIED FOLLOW UP 01/02/08 AT LATEST @12/17-ZAV195N

\*\*\*\*\*

@12/17-ZAV195N

RCAS-AVT CALLED 3079 JIM M'LADY NISSAN ON 12/18/08 1:34PM EST LEFT VMX FOR  
SM-MARK FELD TO CALL BACK. @12/18-ZAV195N

\*\*\*\*\*

RCAS-AVT RECEIVED RESPONSE FROM SM-MARK FELD THAT VEH HAS BEEN TO DLRSH TO  
HAVE SEAT LOOKED AT, APPROX \$350 TO REPAIR, GRT RUN AND DECLINED.

\*\*\*\*\*

@12/19-ZAV195N

RCAS-AVT SENT ASSISTANCE REQUEST TO ORM-DS AND DPSM-JD. @12/29-ZAV195N

\*\*\*\*\*

RCAS-AVT RECEIVED RESPONSE FROM ORM-DS TO HAVE COVERED SEAT REPAIR.

\*\*\*\*\*

RCSA-AVT CALLED 3079\_ JIM M'LADY NISSAN ON 01/02/09 9:48AM EST LEFT VMX FOR  
SM-MARK FELD TO CALL BACK, ADVISED OF COVERAGE APPROVAL. @01/02-ZAV195N

\*\*\*\*\*

RCAS-AVT SENT EMAIL TO SM-MARK FELD ADVISING OF APPROVAL. @01/02-ZAV195N  
\*\*\*\*\*  
@01/02-ZAV195N

RCAS-AVT RECEIVED EMAIL RESPONSE FROM SM-MARK THAT ODERING PART AND WILL  
CONTACT C ONCE PART ARRIVES.

\*\*\*\*\*

@01/02-ZAV195N

RCAS-AVT CALLED C ON DAY NUMBER ON 01/02/09 10:53AM EST SPOKE WITH C. RCAS-AVT  
ADVISED C THAT DLRSH WILL BE CALLING ONCE PART ARRIVED SINCE HAS BEEN  
ORDERED TO INSTALL IN C'S VEH AT NO COST TO C. C STATES THAT IS GREAT, THANKED  
RCAS-AVT. RCAS-AVT ADVISED C THAT IF HAVE ANY FURHTER PROBLEMS TO FEEL FREE TO  
CALL. @01/02-ZAV195N

SPECIAL REMARKS:

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DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CUSTOMER WOULD LIKE SEAT TRACK REPAIR COVERED FOR VEHICLE. RCAS-AVT  
866-799-1690 EXT 1662

DEALER ACTION:

CONTACT(S):

|                              |                           |                      |
|------------------------------|---------------------------|----------------------|
| SATISFIED: Y                 | ACTION CODE: NT1B         | ROOT CAUSE: SNFA     |
| 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: 3079               | EFFECTIVE: 12 / 02 / 08   | 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: ZRF155N        |                      |
| HISTORY:                     | UPDATE BY: ZAV195N        |                      |
| SVC CALL#:                   | UPDATE DATE: 01 / 02 / 09 |                      |
| CLOSE: Y (Y/N)               | CLOSE DATE: 01 / 02 / 09  | MICROFILM: N         |
| RESP CAA: VANTUYL, ALEXANDER | OLM: SMIT AGNES           | DOM: HAFERTEPE, MIKE |
| PHONE: 0000041662            | OWNER FIRST:              | LANGUAGE: E ENGLISH  |

**CONFIDENTIAL**

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|                       |                                      |
|-----------------------|--------------------------------------|
| NAME: [REDACTED]      | SC: NONE                             |
| STREET: [REDACTED]    | VIN: JN8AZ08T74W [REDACTED] Y        |
| CITY: HUNTSVILLE      | YR/MDL: 2004.0 MUR MILEAGE: 103000   |
| ST/ZIP: TX [REDACTED] | IN SVC DATE: 04 / 21 / 04            |
| DAY PH: [REDACTED]    | RTL DLR: 3346 STREATER-SMITH NISSAN  |
| EVE PH: [REDACTED]    | SVC DLR: 3346 STREATER-SMITH NISSAN  |
| DLR PH: 936 760 2446  | RESP DLR: 3346 STREATER-SMITH NISSAN |
| VCAN: N               | REGION: 32 DIST: SL/SV/PT: 02 02 32  |
| PAID:                 |                                      |
| SUSP:                 |                                      |
| DENY:                 |                                      |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 12 / 03 / 08  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDENT  
 OUTSIDE WARRANTY BY (B) MONTHS: 20 MILES: 67000 (PT) MONTHS: MILES: 43000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CE 11 | OPEN DATE: 12 / 03 / 08     | XFER/RSPNSBLTY: 32 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 17 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 16 / 08    | DATANET (Y/N): 12 / 04 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZCS694N 12/03/2008

\*\*\*\*\*EMAIL FILE LOGGED\*\*\*\*\*

@12/03-ZCS694N

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

EMAIL ADDRESSED TO: [NNACONSUMERAFFAIRS@NISSAN-USA.COM](mailto:NNACONSUMERAFFAIRS@NISSAN-USA.COM)

METHOD OF CONTACT: EMAIL ID NO: 1210654

EMAIL ADDRESS: [REDACTED]

DATE RECEIVED: 12/03/08 DATE CREATED: 12/03/08

CRR-CS VERIFIED C'S NAME, ADDRESS, AND DAY PHONE NUMBER, RESPONSIBLE DLR, VIN  
C DID NOT PROVIDE MILEAGE

CRR-CS UPDATED THE OWNER DATA BASE (NAME, ADDRESS, DAY PHONE NUMBER)

CRR-CS CHECKED FOR OPEN RECALLS, CAMPAIGNS, OR UPGRADES :NONE

CLSD P5215 MURANO ALTERNATOR NTB05-059

CLSD R0511 MURANO SB PROTECT NTB06-024

CLSD R0516 MURANO TANK PROTECT NTB06023

@12/03-ZCS694N

C'S EMAIL READS: FROM THE FIRST TIME OF PURCHASE MY CAR BLOWS FUSES  
WHEN I TRY TO CHARGE MY CELL PHONE. MY DRIVER'S VISOR WILL NOT REMAIN  
UP BLOCKING MY VIEW, THE MOST DANGEROUS PROBLEM I HAVE NOW IS THAT  
THE DRIVER'S SEAT IS BROKEN AND IS UNSAFE AND MOVES ABOUT  
UNSECURED. I OWN A REAL ESTATE COMPANY IN HUNTSVILLE, TEXAS AND I  
MUST DRIVE CUSTOMERS AND CLIENTS AROUND TO VIEW PROPERTIES. I WAS  
TOLD BY THE DEALERSHIP THAT I WOULD HAVE TO PAY CLOSE TO \$800.00 TO  
REPAIR A PROBLEM THAT IS OBVIOUSLY A FACTORY DEFECT. THIS IS  
OUTRAGEOUS AND THIS DEFECT COULD RESULT IN VERY SERIOUS INJURY TO  
ME OR ANYONE RIDING IN THE CAR WITH ME. WHEN THE SEAT MOVES & IF I FELL  
BACKWARD THIS WOULD HAVE DIRE CONSEQUENCES TO MY LIFE AND POSSIBLE  
THE LIVES OF OTHERS. JUST THE FACT THAT WE COULD HAVE SERIOUS INJURIES  
DUE TO ANY ACCIDENT CAUSED BY THIS DEFECT IN ANY CIRCUMSTANCE  
SHOULD BE OF GRAVE CONCERN TO YOUR COMPANY. IT IS MY HOPE THAT WE  
CAN RESOLVE THIS MATTER ASAP IF NOT I AM PREPARED TO CONTACT MY  
ATTORNEY. EVERYDAY IS A RISK OF LIFE AND INJURY AND I HOPE YOU ARE  
COMMITTED TO THE SAFETY OF THE PEOPLE WHO PURCHASE AND RELY ON YOU  
FOR THEIR SAFETY.

@12/03-ZCS694N

CRR-CS FORWARDING FILE TO RCAS

@12/03-ZCS694N

\*\*\*\*\*

RCAS-JK DATANETTING FILE TO DLR.

@12/03-ZJK000N

RCAS-JK SPOKE TO C ON DAY/EVENING PHONE NUMBER AT 3:43PM EST. 12/04/08. RCAS  
ADVISED C THAT RCAS WILL BE LOOKING INTO THIS FOR C AND WILL CONTACT C BACK  
NO LATER THAN 12/09/08. RCAS REQUESTS TO KNOW WHAT THE CURRENT MILEAGE IS ON  
VEH. C STATES THAT IT IS APPROX. 103000MILES. RCAS UNDERSTOOD. RCAS ASSURED  
C THAT RCAS CANNOT MAKE ANY GUARANTEES BUT WILL LOOK INTO THIS FOR C. C THANKS  
RCAS FOR THIS. RCAS ASSURED C THAT THIS WAS RCAS PLEASURE. RCAS PROVIDED RCAS  
NAME, NUMBER AND EXTENTION.

@12/04-ZJK000N

RCAS-JK LEFT A VMX FOR SM-STEVE HILDENBRANDT AT 4:59PM EST. 12/04/08.

@12/04-ZJK000N

CRR-VK NOTING THE RECEIPT OF A DUPLICATE EMAIL FROM C ID 1210658, CRR-VK NOT  
RESPONDING AS ISSUE IS ALREADY BEING HANDLED BY RCAS.

@12/04-ZVK000N

RCAS-JK SPOKE TO SM-STEVE HILDENBRANDT AT 2:08PM EST. 12/05/08. SM STATES THAT  
C IS SO FAR OUTSIDE OF WARRANTY THAT A GRT WILL NOT EVEN RECOMMEND. SM STATES  
THAT THIS WILL BE A C PAY CONCERN. RCAS AGREED AND THANKS SM FOR THIS.

@12/05-ZJK000N

RCAS-JK LEFT A VMX FOR C ON DAY/EVENING PHONE NUMBER AT 12:43PM EST. 12/09/08.

@12/09-ZJK000N



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RCAS-RH LEFT VMX ON C DAY/EVENING PHONE AT 1117AM EST ON 12/11/08; LEFT  
RCAS-JK CONTACT INFORMTION; CALLBACK FOR 12/15/08. @12/11-ZRH999N  
RCAS-JK LEFT A VMX FOR C ON DAY/EVENING PHONE NUMBER AT 12:35PM EST. 12/15/08.  
@12/15-ZJK000N

RCAS-JK SPOKE TO C ON DAY NUMBER AT 3:55PM EST. 12/16/08. RCAS ADVISED C THAT  
RCAS DID LOOK INTO THIS FOR C. RCAS ADVISED C THAT NNA IS NOT IN A POSITION TO  
ASSIST C WITH THIS REPAIR. C STATES THAT C COULD NOT WAIT FOR AN ANSWER DUE TO  
HAVING TO USE VEH ALL THE TIME. C STATES THAT THIS WAS A SAFETY CONCERN AND C  
WENT AHEAD AND HAD THIS FIXED AT AN INDEPENDENT FACILITY. RCAS THANKS C FOR  
THIS INFORMATION. C STATES THAT NISSAN DOES NOT STAND BEHIND THEIR PRODUCT AND  
EVEN THE INDEPENDENT FACILITY STATED THAT THIS WAS A DEFECT. RCAS UNDERSTOOD.  
RCAS OFFERED FURTHER ASSITANCE, C DECLINED BUT STATED THAT C WILL NEVER BUY  
ANOTHER NISSAN AGAIN. C STATES THAT IT IS NOT RCAS FAULT, HOWEVER THOUGHT  
NISSAN WOULD UNDERSTAND THAT THIS WAS A DEFECT. RCAS UNDERSTOOD AND ASSURED C  
THAT THIS WILL BE DOCUMENTED. C THANKS RCAS FOR THIS. @12/16-ZJK000N  
RCAS-JK CLOSING FILE AS NO FURTHER ACTION IS REQUIRED. @12/16-ZJK000N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

CAN A GRT BE RUN FOR THIS?

DEALER ACTION:

**CONTACT(S):**

|                             |                           |                     |
|-----------------------------|---------------------------|---------------------|
| SATISFIED: Y                | ACTION CODE: NT3B         | ROOT CAUSE: SNFA    |
| 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: 3346              | EFFECTIVE: 12 / 03 / 08   | 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: ZCS694N        |                     |
| HISTORY:                    | UPDATE BY: ZJK000N        |                     |
| SVC CALL#:                  | UPDATE DATE: 12 / 16 / 08 |                     |
| CLOSE: Y (Y/N)              | CLOSE DATE: 12 / 16 / 08  | MICROFILM: N        |
| RESP CAA: KRISTOFF, JOCELYN | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041594           | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SC: MULTI CONTRACT

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08WX6W [REDACTED] Y               |
| STREET: [REDACTED]    | YR/MDL: 2006.0 MUR MILEAGE: 79000           |
| CITY: PALMDALE        | IN SVC DATE: 04 / 29 / 06                   |
| ST/ZIP: CA [REDACTED] | RTL DLR: 042B UNIVERSAL CITY NISSAN INC     |
| DAY PH: [REDACTED]    | PAID: SVC DLR: 3728 ANTELOPE VALLEY NISSAN  |
| EVE PH: [REDACTED]    | SUSP: RESP DLR: 3728 ANTELOPE VALLEY NISSAN |
| DLR PH: 661 274 4700  | DENY: REGION: 44 DIST: SL/SV/PT: 02 02 32   |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3728 ANTELOPE VALLEY NIS  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 43000 (PT) MONTHS: MILES: 19000

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 12 / 04 / 08     | XFER/RSPNSBLTY: 44 02 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 08 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 08 / 08    | DATANET (Y/N): 12 / 05 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |

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C. A. R. COMMENTS

FILE OPENED-ZAK126N 12/04/2008

PREVIOUS RELATED FILED FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-AK VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-AK CHECKED FOR APEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/04-ZAK126N  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 12/18/06 03/01/07 3728

CRR-AK ADVISED THERE IS NO OPEN RECALL.

PREVIOUS NISSAN /INF VEH:

CRR-AK RECIVED INBOUND CALL FROM C.

C STATES C'S DRIVER SEAT BRACKET UNDER THE SEAT IS CRACKED. @12/04-ZAK126N

C STATES DLRSHIP WENT TO THE DLRSHIP AND DLRSHIP ADVISED C THAT IT WILL COST  
\$1000.00 TO FIX THE ISSUE. @12/04-ZAK126N

C STATES THERE WAS NO ACCIDENT INVOLVED AND THE SEAT MOVES WHEN C DRIVES  
THE VEH. @12/04-ZAK126N

C STATES NISSAN WANT TO PAY FOR THE ISSUE AND HAVE THIS RESOLVED AS SOON  
AS POSSIBLE. @12/04-ZAK126N

CRR-AK ADVISED C'S CONCERN IS DOCUMENTED AND WILL BE SEND TO A RCAS AGENT  
FOR REVIEW AND WILL BE CONTACTED BACK BY THE END OF NEXT BUSINESS DAY.

C UNDERSTOD. @12/04-ZAK126N

CRR-AK STATES SINCE C IS REQUESTING FOR ASSISTANCE. CRR-AK INFORMED C  
FILE WILL BE FORWARDED TO A RCAS AGENT FOR FURTHER REVIEW.

CRR-AK TRANSFERING FILE TO RCAS. @12/04-ZAK126N

\*\*\*\*\*

RCAS-AH DATANET FILE.

RCAS-AH SENDING EMAIL TO SM-GREGG LEAMER AT 11:55 PM EST ON 12.04.08.

@12/04-ZAH287N

RCAS-AH RECEIVED EMAIL FROM SM-GREGG LEAMER AT 1:11 PM EST ON 12/05/08.

THIS CUSTOMER HAS 79000 MILES ON THE VEHICLE AND A BRACE UNDERNEATH  
ON THE SEAT FRAME IS BROKEN. THE

CUSTOMER HAS SEC+ GOLD BUT IT IS NOT A COVERED COMPONENT. THE  
CUSTOMER HAS NOT BEEN TO US SINCE APRIL 2008 AND SPENDS NO MONEY  
HE HAD MAINTENANCE+ WHICH HAS NOW EXPIRED, SO HE NO LONGER

SERVICES WITH US. WE DID NOT RUN A GRT AS WE FELT IT WAS NOT  
WARRANTED. THE CUSTOMER HAS AUTHORIZED THE REPAIR FOR \$990.00 @12/05-ZAH287N

\*\*\*\*\* @12/05-ZAH287N

CRR-JF REVIEWING FILE UPON C'S REQUEST.

C STATES C HAS NOT RECIEVED A CALL BACK

CRR-JF ADVISED C THAT CRR-JF WILL SEND AN INTERNAL MESSAGE

C IS THANKFUL

CRR-JF OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JF GAVE NAME, EXT. AND FILE NUMBER TO C.

CRR-JF EXITING FILE. @12/05-ZJF413N

\*\*\*\*\*

RCAS-AH CALLED DAY/EVE NUMBER AT 4:09 PM EST ON 12/05/08 LEFT VMX FOR C.

@12/05-ZAH287N

RCAS-AH RECEIVED EMAIL FROM SM-GL AT 11:00 AM EST ON 12/08/08.

EMAIL ADVISED DLR DECIDED TO RUN GRT AND GRT ACCEPTED 500.

C WAS HAPPY WITH THE REPAIR.

RCAS-AH CALLED DAY/EVE NUMBER AT 5:06 PM EST ON 12/08/08 SPOKE TO C.

C THANKED NNA FOR ASSISTANCE.

RCAS-AH CLOSING FILE. @12/08-ZAH287N

@12/08-ZAH287N

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SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1C         | ROOT CAUSE: SNFA    |
| 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: 3728         | EFFECTIVE: 12 / 04 / 08   | 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: ZAK126N        |                     |
| HISTORY:               | UPDATE BY: ZAH287N        |                     |
| SVC CALL#:             | UPDATE DATE: 12 / 08 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 12 / 08 / 08  | MICROFILM: N        |
| RESP CAA: HANN, ASHLEY | OLM: SMIT AGNES           | DOM: BENDICK, RON   |
| PHONE: 0000041460      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:21 PM

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

CAR ID: CA6360751N  
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----- CONSUMER AFFAIRS -----  
CA6360751 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
NAME: [REDACTED] VIN: TIME: 12:49:21 PM  
IN SCV DATE: 4/29/2006 MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
|-----------|-------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|

----- CONSUMER AFFAIRS -----  
CA6360751 SERVICE CONTRACTS SUMMARY DATE: 1/26/2009  
NAME: [REDACTED] VIN: TIME: 12:49:21 PM  
IN SCV DATE: 4/29/2006 MODEL YEAR: 2006.0  
MAKE:  
MODEL LINE: MUR

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 413       | MONJ00678281 | 042B CA             | 4/29/2006         | 4/29/2011      | 75.000            |                |                  |
| 414       | RCNC02920522 | 042B CA             | 4/29/2006         | 4/29/2011      | 100.000           |                |                  |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |               |              |        |
|----------------------------------------|---------------|--------------|--------|
| -----+-----                            |               |              |        |
| CONTRACT: MONJ00678281                 |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |               | OWNER NAME:  |        |
| PLAN TYPE: O                           |               | PLAN TYPE:   |        |
| PLAN TERM: J                           |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                         |               | DEDUCTABLE:  |        |
| EFFECTIVE: 04/29/06                    |               | EFFECTIVE:   |        |
| EXPIRES: 04/29/11                      | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                              |               | TRANSFER:    |        |
| TRANSACTION: 5/8/2006                  |               | TRANSACTION: |        |
| PRINTED: 05/12/06                      |               | PRINTED:     |        |
| DEALER NO: 042B                        | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: UNIVERSAL CITY NISSAN INC |               | DEALER NAME: |        |
| -----+-----                            |               |              |        |

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

|                                        |                |              |        |
|----------------------------------------|----------------|--------------|--------|
| -----+-----                            |                |              |        |
| CONTRACT: RCNC02920522                 |                | CONTRACT:    |        |
| OWNER NAME: [REDACTED]                 |                | OWNER NAME:  |        |
| PLAN TYPE: C                           |                | PLAN TYPE:   |        |
| PLAN TERM: C                           |                | PLAN TERM:   |        |
| DEDUCTABLE: \$                         |                | DEDUCTABLE:  |        |
| EFFECTIVE: 04/29/06                    |                | EFFECTIVE:   |        |
| EXPIRES: 04/29/11                      | MILES: 100,000 | EXPIRES:     | MILES: |
| CANCEL:                                | MILES:         | CANCEL:      | MILES: |
| TRANSFER:                              |                | TRANSFER:    |        |
| TRANSACTION: 5/8/2006                  |                | TRANSACTION: |        |
| PRINTED: 05/12/06                      |                | PRINTED:     |        |
| DEALER NO: 042B                        | STATE: CA      | DEALER NO:   | STATE: |
| DEALER NAME: UNIVERSAL CITY NISSAN INC |                | DEALER NAME: |        |
| -----+-----                            |                |              |        |

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|                       |            |                                          |
|-----------------------|------------|------------------------------------------|
| NAME:                 | [REDACTED] | SC: NONE                                 |
| STREET:               | [REDACTED] | VIN: JN8AZ08T86W [REDACTED] Y            |
| CITY: LOUISVILLE      |            | YR/MDL: 2006.0 MUR MILEAGE: 57840        |
| ST/ZIP: TX [REDACTED] | VCAN: N    | IN SVC DATE: 03 / 10 / 06                |
| DAY PH: [REDACTED]    | PAID: 2    | RTL DLR: 872A BANKSTON NISSAN OF DALLAS  |
| EVE PH: [REDACTED]    | SUSP: 1    | SVC DLR: 3437 BANKSTON NISSAN LEWISVILL  |
| DLR PH: 972 420 9500  | DENY: 0    | RESP DLR: 3437 BANKSTON NISSAN LEWISVILL |
|                       |            | REGION: 32 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 PREOWNEI X MILES 36000 # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: INDEPENDANT FACILITY  
 OUTSIDE WARRANTY BY (B) MONTHS: MILES: 21840 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 12 / 04 / 08     | XFER/RSPNSBLTY: 32 04 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 17 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 16 / 08    | DATANET (Y/N): 12 / 05 / 08 |

**CONCERN AND CATEGORY**

**SUBCATEGORY AND SYMPTOM**

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YX     | POOR OR IMPROPER OPERATION      |
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | ZB     | BROKEN/CRACKED                  |



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C. A. R. COMMENTS

FILE OPENED-ZSF999N 12/04/2008

PREVIOUS RELATED FILES FOUND: NONE

PREVIOUS UNRELATED FILES FOUND: NONE

CRR-JF VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVE PHONE NUMBER  
AND RESPONSIBLE DLR.

CRR-JF CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/04-ZSF999N  
CLSD R0614 MURANO STR LOCK NTB06-091 11/09/06 02/12/07 05/30/07 3939

CRR-JF ADVISED THERE IS AN OPEN RECALL ON THE VEH.

PREVIOUS NISSAN/INF VEH: NONE

CRR-JF RECIEVED INBOUND CALL FROM C

C STATES C'S DRIVER SEAT FELL OFF ITS TRACK.

C STATES C IS LEANING 12 INCHES TOWARDS THE DOOR. @12/04-ZSF999N

C STATES C THE SEAT OF THE VEH IS ROCKING BACK AND FORTH WHILE C IS DRIVING

C STATES DLRSHIP SAID IT WOULD APPROXIMATLY \$960 TO REPLACE PARTS AND LABOUR

C STATES DLR TRIED TO GOODWILL IT AND IT WAS TURNED DOWN. @12/04-ZSF999N

C STATES C IS DISSAPOINTED BECAUSE C LOVES HIS NISSAN SO MUCH AND THE VEH IS O  
OLD AND THE SEAT FELL OFF THE TRACK.

C STATES THE PART NUMBER IS 87450-CA68B @12/04-ZSF999N

C STATES C WOULD LIKE NISSAN TO COVER THE REPAIR FOR THE COST OF THE SEAT AS  
THE VEH IS BRAND NEW AND THIS IS NOT C'S FAULT.

CRR-JF ADVISED C THAT CRR-JF WOULD SEND FILE TO RCAS FOR REVIEW, AND A  
REGIONAL SPECIALIST WOULD BE IN TOUCH WITH C BY END OF BUSINESS DAY TOMORROW  
12-05-08.

C IS THANKFUL.

CRR-JF OFFERED FURTHER ASSISTANCE, C DECLINED.

CRR-JF GAVE NAME, EXT. AND FILE NUMBER TO C.

CRR-JF TRANSFERRING FILE TO RCAS. @12/04-ZSF999N

=====

RCAS-TM DATANETTED FILE TO DLR. @12/04-ZTM853N

RCAS-TM CALLED DLR 12/05/08 1:43 AM EST AND LEFT VMX FOR SERVICE MANAGER TO  
CALL BACK.853N @12/05-ZTM853N

=====

RCAS-TM CALLED DLR AND SPOKE WITH SERVICE MANAGER JOE FLORES 3:41 PM EST. SM  
ADVISED THAT SM WAS ON A TEST DRIVE. RCAS ADVISED THAT RCAS WILL SEND SM AN  
EMAIL TO LOOK UP C'S INFO AND RESPOND.

RCAS-TM SENT EMAIL TO SERVICE MANAGER JOE FLORES.

=====

RCAS-TM CALLED C ON DAY/EVENING NUMBER 12/05/08 3:45 PM EST AND LEFT VMX FOR C  
RCAS-TM RECEIVED EMAIL FROM SERVICE MANAGER 12/05/08 ADVISED THAT GOODWILL WAS  
RUN AND DECLINED AND THAT DPSM SHOULD BE CONTACTED TO OVERRIDE THE GRT.

RCAS-TM CALLED DPSM-RM 12/09/08 12:10 PM EST AND SPOKE WITH DPSM IN REGARDS TO  
C'S REQUEST. DPSM APPROVED TO COVER REPAIR AND GAVE RCAS APPROVAL NUMBER  
RM1209A. RCAS THANKED DPSM FOR INFO. @12/09-ZTM853N

=====

RCAS-TM CALLED DLR 12/09/08 12:20 PM EST AND SPOKE WITH SERVICE MANAGER JOE  
FLORES. RCAS ADVISED THAT DPSM HAS APPROVED TO OVERRIDE THE GRT. RCAS  
PROVIDED SM WITH APPROVAL NUMBER THAT WAS GIVEN BY DPSM. @12/09-ZTM853N

=====

RCAS-TM CALLED C ON DAY/EVENING NUMBER 12/09/08 12:55 PM EST AND SPOKE WITH C.  
C STATES THAT THE DLR HAS CALLED C TO INFORM C THAT THE REPAIR WILL BE  
COVERED. C THANKED RCAS FOR GETTING ASSISTANCE FOR C. RCAS INQUIRED IF C HAD  
MADE ARRANGEMENTS TO HAVE THE REPAIR COMPLETED. C STATES THAT REPAIRS ARE  
SCHEDULED FOR 12/16/08. RCAS ADVISED C THAT RCAS WILL FOLLOW UP WITH C

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12/07/08 TO CONFIRM THAT THE REPAIR HAS BEEN COMPLETED. C THANKED RCAS ONCE  
AGAIN AND ENDED THE CALL. @12/09-ZTM853N

=====

RCAS-TM CALLED DLR 12/06/08 2:50 PM EST AND SPOKE WITH SERVICE MANAGER JOE  
FLORES. SM ADVISED THAT VEH IS REPAIRED.  
RCAS-TM CALLED C ON DAY/EVENING NUMBER 12/16/08 2:6 PM EST AND SPOKE WITH C.  
RCAS INQUIRED IF THE REPAIR HAS BEEN COMPLETED. C STATES THAT YES C HAS THE  
VEH BACK. C THANKED RCAS FOR GETTING ASSISTANCE FOR C. RCAS OFFERED FURTHER  
ASSISTANCE C DECLINED AND ENDED THE CALL. @12/16-ZTM853N

=====

RCAS-TM CLOSING FILE AS NO FURTHER ACTION IS NEEDED. @12/16-ZTM853N

=====

RCAS-TM VERIFIED OOW SCREEN IS UPDATED ON THE MAIN PAGE. @12/16-ZTM853N  
RCAS-TM UPDATED TREAD ACT. @12/16-ZTM853N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

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

DEALER ACTION:

## CONTACT(S):

|                        |                           |                     |
|------------------------|---------------------------|---------------------|
| SATISFIED: Y           | ACTION CODE: NT1B         | ROOT CAUSE: SNFA    |
| 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: 3437         | EFFECTIVE: 12 / 04 / 08   | 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: ZSF999N        |                     |
| HISTORY:               | UPDATE BY: ZTM853N        |                     |
| SVC CALL#:             | UPDATE DATE: 12 / 16 / 08 |                     |
| CLOSE: Y (Y/N)         | CLOSE DATE: 12 / 16 / 08  | MICROFILM: N        |
| RESP CAA: MAYNE, TAMMY | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000041596      | OWNER FIRST:              | LANGUAGE: E ENGLISH |

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SC: ONE CONTRACT

|                       |                                             |
|-----------------------|---------------------------------------------|
| NAME: [REDACTED]      | VIN: JN8AZ08T55W [REDACTED] Y               |
| STREET: [REDACTED]    | YR/MDL: 2005.0 MUR MILEAGE: 48000           |
| CITY: STOCKTON        | IN SVC DATE: 07 / 01 / 05                   |
| ST/ZIP: CA [REDACTED] | VCAN: Y RTL DLR: 3624 NISSAN OF STOCKTON    |
| DAY PH: [REDACTED]    | PAID: 11 SVC DLR: 3998 STOCKTON NISSAN      |
| EVE PH: [REDACTED]    | SUSP: 0 RESP DLR: 3998 STOCKTON NISSAN      |
| DLR PH: 209 956 6500  | DENY: 0 REGION: 48 DIST: SL/SV/PT: 07 07 37 |

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00  
 FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)  
 PROPERTY DAMAGE: N (Y/N) INJURY: N (Y/N) SENT TO LEGAL: N (Y/N)  
 PREVIOUSLY REPAIRED: 00 / 00 / 00 WHERE:  
 VEHICLE PURCHASED: NEW X PREOWNEI MILES # NISSAN/INFINITI VEHICLES: 1  
 VEHICLE MAINTAINED BY: 3624 \*NISSAN OF STOCKTO  
 OUTSIDE WARRANTY BY (B) MONTHS: 5 MILES: 12000 (PT) MONTHS: MILES:

|                  |                             |                             |
|------------------|-----------------------------|-----------------------------|
| ORIG CODE: CT 11 | OPEN DATE: 12 / 04 / 08     | XFER/RSPNSBLTY: 48 07 S     |
| CONTACT (S):     | FOLLOWUP DATE: 12 / 19 / 08 | DATANET (Y/N): 1            |
| SEVERITY: 9      | CLOSE DATE: 12 / 19 / 08    | DATANET (Y/N): 00 / 00 / 00 |

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

|    |                         |        |                                 |
|----|-------------------------|--------|---------------------------------|
| OA | VEHICLE CONCERNS        | 190000 | SEAT (SEAT/LEVER/POSITIONER)    |
| AU | INTERIOR (NON-ELECTRIC) | YI     | OOW GOODWILL ASSISTANCE REQUEST |

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C. A. R. COMMENTS

FILE OPENED-ZID108N 12/04/2008  
PREVIOUS FILES FOUND: NONE  
CRR-ID VERIFIED C'S NAME, VIN, ADDRESS, MILEAGE, DAY, EVENING PHONE NUMBERS  
AND RESPONSIBLE DLR.  
CRR-ID CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: @12/04-ZID108N  
CLSD R0511 MURANO SB PROTECT NTB06-024 02/14/06 03/20/06 10/03/06 3998  
CLSD R0516 MURANO TANK PROTECT NTB06023 01/06/06 03/20/06 10/03/06 3998  
CLSD R0601 MURANO TANK R&R NTB06-025 02/23/06 03/20/06 10/05/06 3998  
CRR-ID ADVISED C OF RECALL STATUS.  
PREVIOUS NISSAN/INFINITI VEHICLE(S):  
CRR-ID RECEIVED CALL FROM C.  
C STATED THAT C HAS ISSUE WITH THE VEH.  
C STATED THAT WHEN THE VEH STILL UNDER WARRANTY THE C WENT TO THE DLR 3 OR 4 T  
TIMES REGARDING THE DRIVER SIDE SEAT.  
C STATED THAT SINCE THE SEAT IS BEEN REMOVE MANY TIMES TO FIND THE MAIN CAUSE  
AND AT THE END THE POWER MOTORS WAS REPLACE BUT C'S CONCERN IS THE WORK  
THAT WAS DONE TO THE VEH.  
C STATED THAT BECAUSE OF REMOVING AND INSTALLING OF THE PARTS IN THE SEAT  
METAL HINGES WHERE LOOSE. THE FRAME IS CRACK AND THE PANEL ALSO LOOSE.  
C STATED THAT SEAT MOVES AND C IS CONCERN ABOUT THE SAFETY SINCE EVERY TIME  
C USED THE VEH THE SEAT IS NOT STABLE.  
C STATED THAT C TALKS TO SA-JUAN AND SA-PATRICK HALNAN.  
C STATED THAT SA-PATRICK ADVISE C TO CONTACT NNA REGARDING THIS ISSUE SINCE  
THE CAUSE OF DOES PARTS TO LOOSES AND CRACKING BECAUSE OF THE WORK THAT  
WAS DONE WHEN THE VEH IS UNDER WARRANTY.  
C IS ASKING ASSISTANCE TO COVER THE REPAIR.  
CRR-ID INFORM C THAT C'S FILE WILL BE FORWARDED TO RCAS FOR REVIEW.  
CRR-ID STATED THAT C WILL RECEIVED CALL BACK FROM RCAS BY TOMORROW  
BEFORE END OF BUSINESS DAY.  
C PROVIDE ADDITIONAL DAY TIME NUMBER: 209 465 4912 EXT 1542  
CRR-ID OFFERED FURTHER ASSISTANCE BUT C DECLINED.  
C THANKED CRR-ID FOR ASSISTANCE. C SATISFIED.  
CRR-ID GAVE C NAME, EXTENSION, AND FILE NUMBER.  
CRR-ID TRANSFER FILE TO RCAS. @12/04-ZID108N

\*\*\*\*\*  
RCAS-FC CALLED DLR ON 12/05/08 AT 4:09PM EST AND SPOKE TO SM-RON AGUIR.  
SM ADVISED WAHT WAS DONE PREVIOUSLY ON AREA ON DRIVER SEAT WAS THE REPLACEMENT  
OF THE SEAT SWITCH WHICH IS AN ELECTRICAL COMPONENT. CURRENTLY THERE'S NO OPEN  
RO. AND SM CHECKED WITH ADVISOR THAT SPOKE TO C AND SM CONFIRMED FRAME HAS  
NOT BEEN REPLACED BEFORE AND SM DOES NOT SEE THE SWITCH REPLACEMENT AS THE  
REASON WHY FRAME NEEDS TO BE REPLACED. SM HAS NOT SEEN VEH NOR VEH HAS  
BEEN PROPERLY DIAGNOSED, SM DOES CONSIDER C A GOOD SERVICING CUSTOMER BUT  
SM IS SUGESTING TO HAVE C COME IN WITH VEH FOR FURTHER DIAGNOSIS BEFORE  
HAVING NNA MAKING A DECISION ON C'S CASE. @12/05-ZFC233N

\*\*\*\* @12/05-ZFC233N  
RCAS-FC CALLED C AT DAY TIME PHONE ON 12/05/08 AT 4:12PM EST AND LEFT VMX.  
@12/05-ZFC233N  
RCAS-FC CALLED C AT EVENING PHONE ON 12/05/08 AT 4:14PM EST BUT PHONE KEPT  
RINGING AND NO VMX COULD BE LEFT. @12/05-ZFC233N

\*\*\*  
RCAS-FC CALLED C AT DAY TIME PHONE ON 12/09/08 AT 6:24 PM EST AND LEFT VMX.  
@12/09-ZFC233N  
RCAS-FC CALLED C AT EVENING PHONE ON 12/09/08 AT 6:25 PM EST AND LEFT VMX.

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@12/09-ZFC233N

RCAS-FC CALLED C AT DAY TIME PHONE ON 12/11/08 AT 4:05 PM EST AND LEFT VMX.

RCAS-FC CALLED C AT EVENING PHONE ON 12/11/08 AT 4:06 PM EST AND LEFT VMX.

@12/11-ZFC233N

RCAS-FC CLOSING FILE SENDING POST CARD.

@12/11-ZFC233N

RCAS-FC REOPENING FILE AS DLR HAS CONFIRMED DIAGNOSIS

RCAS-FC NOTING SM-RON AGUAIR ADVISED VEH WAS TAKING BACK FOR DIAGNOSIS AND

DLR ATTEMPTED TO RUN GRT ON SEAT REPAIR BUT GRT WAS DECLINED. WARRANTY

PRICE IS 699.38. SM IS AGAIN SUGGESTING NNA TO ASSIST AS C A GOOD SERVICING

CUSTOMER. RCAS-FC ADVISED RCAS-FC WILL FORWARD REQUEST TO DPSM-PS FOR

POSSIBLE ASSISTANCE ON 12/15/08.

@12/15-ZFC233N

\*\*\*\*

RCAS-FC FORWARDING REQUEST FOR ASSISTANCE TO DPSM-PS.

@12/15-ZFC233N

\*\*\*\*\*

RCAS-FC CALLED C AT DAY TIME PHONE ON 12/15/08 AT 4:53PM EST AND SPOKE TO C.

RCAS-FC INFORMED C RCAS-FC HAS FORWARDED A REQUEST TO HAVE REGION CHECKING

ON POSSIBLE ASSISTANCE AND RCAS-FC WILL CONTACT C WITHIN THE NEXT 2 BUSINESS

DAYS WITH UPDATE/RESOLUTION. C AGREED.

@12/15-ZFC233N

\*\*\*\*\*

CRR-PA COLLECTED POST CARD FROM RCAS-TL

CRR-PA SENT POSTCARD TO C

CRR-PA EXITING FILE

@12/16-ZPA624N

\*\*\*

RCAS-FC NOTING DPSM-PS APPROVED. NNA WILL FIX SEAT FOR C AND DLR WILL NOTIFY  
CUSTOMER.

@12/16-ZFC233N

@12/16-ZFC233N

\*\*\*

RCAS-FC CALLED C AT DAY TIME PHONE ON 12/17/08 AT 1:50PM EST AND LEFT VMX.

@12/17-ZFC233N

RCAS-FC CALLED C AT EVENING PHONE ON 12/17/08 AT 1:52PM EST BUT PHONE KEPT

GIVING BUSY TONE.

@12/17-ZFC233N

\*\*\*\*

RCAS-FC CALLED C AT DAY TIME PHONE ON 12/18/08 AT 4:06PM EST AND LEFT VMX.

RCAS-FC CALLED C AT EVENING PHONE ON 12/18/08 AT 4:07PM EST BUT PHONE KEPT

GIVING BUSY TONE.

@12/18-ZFC233N

RCAS-FC CALLED C AT DAY TIME PHONE ON 12/19/08 AT 1:48PM EST AND LEFT VMX.

RCAS-FC CALLED C AT EVENING PHONE ON 12/19/08 AT 1:49PM EST BUT COULD NOT

LEAVE A VMX.

@12/19-ZFC233N

RCAS-FC CLOSING FILE PENDING C CALL BACK.

@12/19-ZFC233N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE

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

DEALER ACTION:

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## CONTACT(S):

|                            |                           |                     |
|----------------------------|---------------------------|---------------------|
| SATISFIED: Y               | ACTION CODE: NT4B         | ROOT CAUSE: SNFA    |
| CALLBACK: (Y/N) #:         | 0 DATE: 00 / 00 / 00      | USERID:             |
| REOPEN: CALLBACK #:        | 0 DATE: 00 / 00 / 00      | USERID:             |
| NEW INFO #:                | 1 DATE: 12 / 15 / 08      | USERID: ZFC233N     |
| OTHER #:                   | 0 DATE: 00 / 00 / 00      | USERID:             |
| COMMENTS ONLY: #:          | 0 DATE: 00 / 00 / 00      | USERID:             |
| RESP DLR: 3998             | EFFECTIVE: 12 / 04 / 08   | 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: ZID108N        |                     |
| HISTORY:                   | UPDATE BY: ZFC233N        |                     |
| SVC CALL#:                 | UPDATE DATE: 12 / 19 / 08 |                     |
| CLOSE: Y (Y/N)             | CLOSE DATE: 12 / 19 / 08  | MICROFILM: N        |
| RESP CAA: CORTES, FRANISCO | OLM: SMIT AGNES           | DOM:                |
| PHONE: 0000040000          | OWNER FIRST:              | LANGUAGE: E ENGLISH |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:21 PM

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

CAR ID: CA6361488N  
Page 5

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

CA6361488

SERVICE CONTRACTS SUMMARY

DATE: 1/26/2009  
TIME: 12:49:21 PM  
MODEL YEAR: 2005.0  
MAKE:  
MODEL LINE: MUR

NAME: [REDACTED] VIN:  
IN SCV DATE: 7/1/2005

| SEQ<br>NO | CONTRACT NO  | DEALER<br>NUMBER ST | EFFECTIVE<br>DATE | EXPIRE<br>DATE | EXPIRE<br>MILEAGE | CANCEL<br>DATE | TRANSFER<br>DATE |
|-----------|--------------|---------------------|-------------------|----------------|-------------------|----------------|------------------|
| 416       | MONJ00468310 | 3624 CA             | 7/1/2005          | 7/1/2010       | 75.000            |                |                  |

**CONFIDENTIAL**

DATE: 1/26/2009  
TIME: 12:49:21 PM

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

CAR ID:  
Page 6

CA6361488N

**CURRENT SERVICE CONTRACT**

**PRIOR SERVICE CONTRACT**

|                                 |               |              |        |
|---------------------------------|---------------|--------------|--------|
| -----+-----                     |               |              |        |
| CONTRACT: MONJ00468310          |               | CONTRACT:    |        |
| OWNER NAME: [REDACTED]          |               | OWNER NAME:  |        |
| PLAN TYPE: O                    |               | PLAN TYPE:   |        |
| PLAN TERM: J                    |               | PLAN TERM:   |        |
| DEDUCTABLE: \$                  |               | DEDUCTABLE:  |        |
| EFFECTIVE: 07/01/05             |               | EFFECTIVE:   |        |
| EXPIRES: 07/01/10               | MILES: 75,000 | EXPIRES:     | MILES: |
| CANCEL:                         | MILES:        | CANCEL:      | MILES: |
| TRANSFER:                       |               | TRANSFER:    |        |
| TRANSACTION: 7/15/2005          |               | TRANSACTION: |        |
| PRINTED: 07/15/05               |               | PRINTED:     |        |
| DEALER NO: 3624                 | STATE: CA     | DEALER NO:   | STATE: |
| DEALER NAME: NISSAN OF STOCKTON |               | DEALER NAME: |        |
| -----+-----                     |               |              |        |



## Answers to Request #2

a. Consumer complaints, including those from fleet operators:

369 complaints from Nissan's Consumer Affairs database, representing 353 unique VIN's

b. Field reports, including dealer field reports:

19 Dealer field reports, representing 19 unique VIN's.  
2 Field reports, representing 2 unique VIN's

c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports:

There is one consumer complaint alleging minor, unsubstantiated injuries. There are also 2 other reports (single incident) that reference an unsubstantiated injury involving a seat, but the description of the events do not match with the subject condition of the PE. There is no property damage or fatalities associated with these reports.

d. Property damage claims, alleged to have resulted from alleged defect:

There are no property damage claims.

e. Third-party arbitration proceedings where Nissan is or was a party to the arbitration; and

There are no third party arbitration proceedings

f. Lawsuits, both pending and closed, in which Nissan is or was a defendant or codefendant.

| MATTER NAME | TYPE                       | RESOLUTION                                               | ALLEGATION                                               | INCIDENT COMMENTS                                                                                                                   | Response to No. 2 of NHTSA's PE                                                                                                                                                |
|-------------|----------------------------|----------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Redacted ) | Breach of Warranty Lawsuit | CA resolved Small Claims case for \$621 due to Lemon Law | Seat bracket fell apart after just 3 years of ownership. | Plaintiff alleges that several unsuccessful repair attempts were made to the following vehicle components. Seat bracket fell apart. | a) There are 2 CA files (one file opened for check request only); b) No IIR; c) no injury, no fatality; d) seat bracket fell apart; e) no arbitration; f) Small claims lawsuit |
| (redacted)  | Insurance Subrogation      | Settled for check to State Farm for \$500                | Driver's seat frame broke                                | Driver hit a bump and the driver's seat frame broke. Owner and wife both weigh over 250 pounds.                                     | a) There are no CA files; b) No IIR; c) no injury, no fatality; d) seat frame broke; e) no arbitration; f) no lawsuit                                                          |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



## INFORMATION Redacted PURSUANT TO THE FREEDOM OF

## INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

|                                                                              |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
|------------------------------------------------------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                          |                                 | <b>FI0670936</b>                 |                                    |                                                                                                                                                                                                       |                               |
| <b>ID-Report TL</b>                                                          | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>        | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>                                                                                                                                                                               | <b>Date-Close TL</b>          |
| <b>FI0670936</b>                                                             | <b>MINI</b>                     | <b>0</b>                         | <b>10/7/2004</b>                   | <b>1/12/2005</b>                                                                                                                                                                                      |                               |
| <b>Text-Incd Desc TL</b>                                                     |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>DRIVER SEAT CREAKS + ROCKS ON ACCEL</b>                                   |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>Code-TSS1 TL</b>                                                          |                                 | <b>Code-TSS1 TL Name</b>         |                                    | <b>Name-Caller TL</b>                                                                                                                                                                                 |                               |
| <b>160</b>                                                                   |                                 | <b>Z * ROBERT BEATTIE</b>        |                                    | <b>TIM SCHMIDT</b>                                                                                                                                                                                    |                               |
| <b>Code-Series TL</b>                                                        | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>        | <b>VIN-TL</b>                      | <b>Installed Options</b>                                                                                                                                                                              |                               |
| <b>Z50</b>                                                                   | <b>2004</b>                     | <b>MUR</b>                       | <b>JN8AZ08T44W</b>                 | C03 50 STATE EMISSION<br>F35 NAVI MANUAL<br>G04 SL TOURING PKG<br>L92 FLOOR MATS<br>N93 CARGO PROTECTOR<br>R92 R/R CROSSBARS<br>S92 S/R WIND DEFLECTO<br>T01 DYNAMIC CONTROL<br>U01 NAVIGATION SYSTEM |                               |
| <b>Mileage-Initial TL</b>                                                    | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>         | <b>Code-Body Type TL</b>           |                                                                                                                                                                                                       |                               |
| <b>0</b>                                                                     | <b>8,429</b>                    | <b>07414</b>                     | <b>COV</b>                         |                                                                                                                                                                                                       |                               |
| <b>Code-Engine Prefix VC</b>                                                 | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>        | <b>Code-Vehicle Color VC</b>       |                                                                                                                                                                                                       |                               |
| <b>VQ35</b>                                                                  | <b>139964</b>                   | <b>1</b>                         | <b>KY2</b>                         |                                                                                                                                                                                                       |                               |
| <b>Name-Plant VC</b>                                                         | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>        | <b>Code-Distributor TL</b>         |                                                                                                                                                                                                       |                               |
| <b>Kyushyu</b>                                                               | <b>3/3/2004</b>                 | <b>4/20/2004</b>                 | <b>USA</b>                         |                                                                                                                                                                                                       |                               |
| <b>Dlr Retl Last VC</b>                                                      |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>Code</b>                                                                  | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                                                                                                                                                                                          |                               |
| <b>3029</b>                                                                  | <b>34</b>                       | <b>DELAND NISSAN</b>             | <b>DELAND</b>                      | <b>FL</b>                                                                                                                                                                                             |                               |
| <b>Serv Dlr TL</b>                                                           |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>Code</b>                                                                  | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                                                                                                                                                                                          |                               |
| <b>3029</b>                                                                  | <b>34</b>                       | <b>DAYTONA NISSAN</b>            | <b>DAYTONA BEACH</b>               | <b>FL</b>                                                                                                                                                                                             |                               |
| <b>Code-Component TL Desc</b>                                                |                                 | <b>Code-Symp TL Desc</b>         |                                    | <b>Code-Oper Mode TL Desc</b>                                                                                                                                                                         | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                             |                                 | <b>CHIRP/CREAK/SQUEAK/SQUEAL</b> |                                    |                                                                                                                                                                                                       |                               |
| <b>Code-Amb Humidity TL Desc</b>                                             | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>    | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>                                                                                                                                                                                   |                               |
|                                                                              |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>Code-TREAD TL</b>                                                         | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>    | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>                                                                                                                                                                              |                               |
| <b>16</b>                                                                    | <b>N</b>                        | <b>N</b>                         | <b>10/7/2004</b>                   |                                                                                                                                                                                                       |                               |
| <b>Code-Reason For Call TL Desc: 1- LEGITIMATE TECHNICAL ASSISTANCE CALL</b> |                                 |                                  |                                    |                                                                                                                                                                                                       | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                      | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>         | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>                                                                                                                                                                          |                               |
|                                                                              |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>Text-Solution TL:</b>                                                     |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                      |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                      |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>CHECK WITH CHASSIS EARS</b>                                               |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>** CUSTOMER COMMENT:</b>                                                  |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>-C/S SEAT ROCKS AS CAR ACCELERATES.</b>                                   |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>.</b>                                                                     |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                         |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1</b>                          |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>-SEAT CREAKS AND ROCKS ON ACCEL.</b>                                      |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>-OTHER VEHICLES DO NOT PRODUCE NOISE OR MOVE LIKE CUSTOMERS VEHICLE.</b>  |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>-NO COMPONENTS REPLACED.</b>                                              |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                         |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>-ROBERT160(OPEN)10-07-04</b>                                              |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |
| <b>-TECH TO REPLACE DRIVERS SEAL LIFTER/ADJUSTER ASSY.</b>                   |                                 |                                  |                                    |                                                                                                                                                                                                       |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                                                                                                        |                                 |                               |                                    |                               |                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                                                                                                    |                                 | <b>FI0686451</b>              |                                    |                               |                               |
| <b>ID-Report TL</b>                                                                                                                                    | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>     | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>FI0686451</b>                                                                                                                                       | <b>MINI</b>                     | <b>0</b>                      | <b>1/4/2005</b>                    | <b>1/12/2005</b>              |                               |
| <b>Text-Incd Desc TL</b>                                                                                                                               |                                 |                               |                                    |                               |                               |
| <b>SNAPING NOISE FROM DRIVER'S SEAT</b>                                                                                                                |                                 |                               |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                                                                                                    |                                 | <b>Code-TSS1 TL Name</b>      |                                    | <b>Name-Caller TL</b>         |                               |
| <b>103</b>                                                                                                                                             |                                 | <b>Z - GREG CHRISTENSEN</b>   |                                    | <b>PEDRO RICE T</b>           |                               |
| <b>Code-Series TL</b>                                                                                                                                  | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>     | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                                                                                                             | <b>2004</b>                     | <b>MUR</b>                    | <b>JN8AZ08W74W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                                                                                                              | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>      | <b>Code-Body Type TL</b>           | <b>G04 SL TOURING PKG</b>     |                               |
| <b>0</b>                                                                                                                                               | <b>2,950</b>                    | <b>07814</b>                  | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                               |
| <b>Code-Engine Prefix VC</b>                                                                                                                           | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>     | <b>Code-Vehicle Color VC</b>       | <b>M94 SPLASH GUARDS</b>      |                               |
| <b>VQ35</b>                                                                                                                                            | <b>236563</b>                   | <b>1</b>                      | <b>KH3</b>                         |                               |                               |
| <b>Name-Plant VC</b>                                                                                                                                   | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>     | <b>Code-Distributor TL</b>         |                               |                               |
| <b>Kyushyu</b>                                                                                                                                         | <b>6/15/2004</b>                | <b>8/30/2004</b>              | <b>USA</b>                         |                               |                               |
| <b>Dlr Retl Last VC</b>                                                                                                                                |                                 |                               |                                    |                               |                               |
| <b>Code</b>                                                                                                                                            | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2795</b>                                                                                                                                            | <b>24</b>                       | <b>EVANSTON NISSAN, INC.</b>  | <b>EVANSTON</b>                    | <b>IL</b>                     |                               |
| <b>Serv Dlr TL</b>                                                                                                                                     |                                 |                               |                                    |                               |                               |
| <b>Code</b>                                                                                                                                            | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2795</b>                                                                                                                                            | <b>24</b>                       | <b>EVANSTON NISSAN, INC.</b>  | <b>EVANSTON</b>                    | <b>IL</b>                     |                               |
| <b>Code-Component TL Desc</b>                                                                                                                          |                                 | <b>Code-Symp TL Desc</b>      |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                                                                                                       |                                 | <b>EXCESSIVE NOISE</b>        |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                                                                                                       | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b> | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
|                                                                                                                                                        |                                 |                               |                                    |                               |                               |
| <b>Code-TREAD TL</b>                                                                                                                                   | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b> | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                                                                                                              | <b>N</b>                        | <b>N</b>                      | <b>1/4/2005</b>                    |                               |                               |
| <b>Code-Reason For Call TL Desc: 9- CALLER PROVIDES PRODUCT INFORMATION ONLY</b>                                                                       |                                 |                               |                                    | <b>Flag-Attachment TL: N</b>  |                               |
| <b>Flag-Parts Avail</b>                                                                                                                                | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>      | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
|                                                                                                                                                        |                                 |                               |                                    |                               |                               |
| <b>Text-Solution TL:</b>                                                                                                                               |                                 |                               |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                                                                                                |                                 |                               |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                                                                                                |                                 |                               |                                    |                               |                               |
| <b>M</b>                                                                                                                                               |                                 |                               |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                                                                                                            |                                 |                               |                                    |                               |                               |
| - CUSTOMER STATES SNAPPING NOISE WHEN STOPPING, TURNING, OR ACCELERATING FROM THE DRIVER'S SEAT.(WEIGHT SHIFT)                                         |                                 |                               |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                                                                                                   |                                 |                               |                                    |                               |                               |
| <b>** VERIFIED N REPAIR ATTEMPTS 1 DAYS DOWN 0</b>                                                                                                     |                                 |                               |                                    |                               |                               |
| - TECH STATES THAT HIS SERVICE MANAGER HAS HEARD THE INCIDENT SNAPPING, BUT HE HAS NOT.                                                                |                                 |                               |                                    |                               |                               |
| - THE SEAT BOTTOM WAS REPLACED 3 WEEKS AGO, AND RESOLVED THE INCIDENT BRIEFLY.                                                                         |                                 |                               |                                    |                               |                               |
| - NO FURTHER DIAGNOSTIC HAS BEEN PERFORMED.                                                                                                            |                                 |                               |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                                                                                                   |                                 |                               |                                    |                               |                               |
| - HAVE SERVICE MANAGER REPRODUCE THE INCIDENT WHILE TECH RIDES IN PASSENGER SEAT, AND BEHIND DRIVER'S SEAT, TO ISOLATE THE SNAPPING INCIDENT LOCATION. |                                 |                               |                                    |                               |                               |
| - TECH TO CALL BACK WITH THE RESULTS.                                                                                                                  |                                 |                               |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                                               |                                 |                                  |                                    |                               |                               |
|-----------------------------------------------------------------------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                                           |                                 | <b>F10730386</b>                 |                                    |                               |                               |
| <b>ID-Report TL</b>                                                                           | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>        | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>F10730386</b>                                                                              | <b>MINI</b>                     | <b>0</b>                         | <b>9/15/2005</b>                   | <b>9/15/2005</b>              |                               |
| <b>Text-Incd Desc TL</b>                                                                      |                                 |                                  |                                    |                               |                               |
| <b>DRIVER SEAT ROCKS,NTB05-043 DONE</b>                                                       |                                 |                                  |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                                           |                                 | <b>Code-TSS1 TL Name</b>         |                                    | <b>Name-Caller TL</b>         |                               |
| <b>161</b>                                                                                    |                                 | <b>Z * PHILIP GODFRAY</b>        |                                    | <b>BILL TRONCO</b>            |                               |
| <b>Code-Series TL</b>                                                                         | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>        | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                                                    | <b>2003</b>                     | <b>MUR</b>                       | <b>JN8AZ08T93W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                                                     | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>         | <b>Code-Body Type TL</b>           | <b>G01 COLD PACKAGE</b>       |                               |
| <b>0</b>                                                                                      | <b>29,245</b>                   | <b>17413</b>                     | <b>COV</b>                         | <b>J01 SUNROOF</b>            |                               |
| <b>Code-Engine Prefix VC</b>                                                                  | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>        | <b>Code-Vehicle Color VC</b>       | <b>K69 HOME-LINK CARD</b>     |                               |
| <b>VQ35</b>                                                                                   | <b>624287</b>                   | <b>1</b>                         | <b>E12</b>                         | <b>L92 CARPETED FLOOR MA</b>  |                               |
| <b>Name-Plant VC</b>                                                                          | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>        | <b>Code-Distributor TL</b>         | <b>M95 SPLASH GUARDS (4)</b>  |                               |
| <b>Kyushyu</b>                                                                                | <b>10/10/2002</b>               | <b>6/13/2003</b>                 | <b>USA</b>                         | <b>P01 SL PREMIUM PKG</b>     |                               |
| <b>Dlr Retl Last VC</b>                                                                       |                                 |                                  |                                    |                               |                               |
| <b>Code</b>                                                                                   | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2393</b>                                                                                   | <b>26</b>                       | <b>NISSAN WORLD OF RED BANK</b>  | <b>RED BANK</b>                    | <b>NJ</b>                     |                               |
| <b>Serv Dlr TL</b>                                                                            |                                 |                                  |                                    |                               |                               |
| <b>Code</b>                                                                                   | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2393</b>                                                                                   | <b>26</b>                       | <b>PINE BELT AUTOMOTIVE, INC</b> | <b>TOMS RIVER</b>                  | <b>NJ</b>                     |                               |
| <b>Code-Component TL Desc</b>                                                                 |                                 | <b>Code-Symp TL Desc</b>         |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                                              |                                 | <b>FELL OFF/LOOSE/POOR FIT</b>   |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                                              | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>    | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
|                                                                                               |                                 |                                  |                                    |                               |                               |
| <b>Code-TREAD TL</b>                                                                          | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>    | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                                                     | <b>N</b>                        | <b>N</b>                         | <b>9/15/2005</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b>                        |                                 |                                  |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                                       | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>         | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
|                                                                                               |                                 |                                  |                                    |                               |                               |
| <b>Text-Solution TL:</b>                                                                      |                                 |                                  |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                                       |                                 |                                  |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                                       |                                 |                                  |                                    |                               |                               |
| <b>M</b>                                                                                      |                                 |                                  |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                                                   |                                 |                                  |                                    |                               |                               |
| <b>- SEAT ROCKS BACK AND FOURTH WHILE DRIVING.</b>                                            |                                 |                                  |                                    |                               |                               |
| <b>.</b>                                                                                      |                                 |                                  |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                                          |                                 |                                  |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN ?</b>                                           |                                 |                                  |                                    |                               |                               |
| <b>- INCIDENT VERIFIED BY TECH, NTB05-043 WAS APPLIED WITH NO CHANGE TO INCIDENT.</b>         |                                 |                                  |                                    |                               |                               |
| <b>- WHEN ASKED, TECH REPORTS INCIDENT IS WORSE THAN A KG VEHICLE OF COMPAREABLE MILEAGE.</b> |                                 |                                  |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                                          |                                 |                                  |                                    |                               |                               |
| <b>- REPLACE ENTIRE SEAT FRAME IF THATS NECESSARY TO RESOLVE INCIDENT.</b>                    |                                 |                                  |                                    |                               |                               |
| <b>- HAVE REPAIR PRE-APPROVED BY WCC FIRST.</b>                                               |                                 |                                  |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                              |                                 |                                  |                                    |                               |                               |
|------------------------------------------------------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                          |                                 | <b>FI0754695</b>                 |                                    |                               |                               |
| <b>ID-Report TL</b>                                                          | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>        | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>FI0754695</b>                                                             | <b>MINI</b>                     | <b>0</b>                         | <b>2/14/2006</b>                   | <b>2/14/2006</b>              |                               |
| <b>Text-Incd Desc TL</b>                                                     |                                 |                                  |                                    |                               |                               |
| <b>DRIVER SEAT COLLAPSED</b>                                                 |                                 |                                  |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                          |                                 | <b>Code-TSS1 TL Name</b>         |                                    | <b>Name-Caller TL</b>         |                               |
| <b>185</b>                                                                   |                                 | <b>Z * TED POWELL</b>            |                                    | <b>HUGH ANDREWS</b>           |                               |
| <b>Code-Series TL</b>                                                        | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>        | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                                   | <b>2005</b>                     | <b>MUR</b>                       | <b>JN8AZ08W95W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                                    | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>         | <b>Code-Body Type TL</b>           | <b>J01 SUNROOF</b>            |                               |
| <b>0</b>                                                                     | <b>9,750</b>                    | <b>07815</b>                     | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                               |
| <b>Code-Engine Prefix VC</b>                                                 | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>        | <b>Code-Vehicle Color VC</b>       | <b>M94 SPLASH GUARDS</b>      |                               |
| <b>VQ35</b>                                                                  | <b>426277</b>                   | <b>1</b>                         | <b>EY0</b>                         | <b>N93 CARGO AREA PROTEC</b>  |                               |
| <b>Name-Plant VC</b>                                                         | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>        | <b>Code-Distributor TL</b>         | <b>R92 ROOF RACK CROSSBA</b>  |                               |
| <b>Kyushyu</b>                                                               | <b>12/21/2004</b>               | <b>6/30/2005</b>                 | <b>USA</b>                         | <b>S92 SUNROOF WIND DEFL</b>  |                               |
| <b>Dlr Retl Last VC</b>                                                      |                                 |                                  |                                    |                               |                               |
| <b>Code</b>                                                                  | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3214</b>                                                                  | <b>26</b>                       | <b>RIVERHEAD AUTO MALL, LTD.</b> | <b>RIVERHEAD</b>                   | <b>NY</b>                     |                               |
| <b>Serv Dlr TL</b>                                                           |                                 |                                  |                                    |                               |                               |
| <b>Code</b>                                                                  | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3214</b>                                                                  | <b>26</b>                       | <b>RIVERHEAD AUTO MALL, LTD.</b> | <b>RIVERHEAD</b>                   | <b>NY</b>                     |                               |
| <b>Code-Component TL Desc</b>                                                |                                 | <b>Code-Symp TL Desc</b>         |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                             |                                 | <b>LOOSE</b>                     |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                             | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>    | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
| <b>Code-TREAD TL</b>                                                         | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>    | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                                    | <b>N</b>                        | <b>N</b>                         | <b>2/14/2006</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: G- CALL FOR FI ONLY, WARRANTY OR PARTS</b>  |                                 |                                  |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                      | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>         | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
| <b>Text-Solution TL:</b>                                                     |                                 |                                  |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                      |                                 |                                  |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                      |                                 |                                  |                                    |                               |                               |
| <b>PARTS ISSUE?</b>                                                          |                                 |                                  |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                                  |                                 |                                  |                                    |                               |                               |
| <b>-DRIVER SEAT COLLAPSED.</b>                                               |                                 |                                  |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                         |                                 |                                  |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1</b>                          |                                 |                                  |                                    |                               |                               |
| <b>-APPLIED BULLETIN 05-043.</b>                                             |                                 |                                  |                                    |                               |                               |
| <b>-UPON DISSASSEMBLY FOUND REAR SECTION OF SEAT LIFTER IS SEPERATED.</b>    |                                 |                                  |                                    |                               |                               |
| <b>-BULLETIN PARTS ONLY SUPPLY FRONT SECTION OF LIFTER</b>                   |                                 |                                  |                                    |                               |                               |
| <b>-PARTS SYSTEM REFERS BACK TO TECH BULLETIN WHEN TRYING TO ORDER PART.</b> |                                 |                                  |                                    |                               |                               |
| <b>-CALLING FOR RECOMMENDATION.</b>                                          |                                 |                                  |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                         |                                 |                                  |                                    |                               |                               |
| <b>-REAR SECTION IS PROBABLY NOT AVAILABLE SEPERATELY.</b>                   |                                 |                                  |                                    |                               |                               |
| <b>-ORDER COMPLETE LOWER FRAME.</b>                                          |                                 |                                  |                                    |                               |                               |
| <b>-IF DIFFICULTY EXISTS LOCATING PROPER PART CONTACT PARTS REP.</b>         |                                 |                                  |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                        |                                 |                                  |                                    |                               |                               |
|------------------------------------------------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                    |                                 | <b>FI0765574</b>                 |                                    |                               |                               |
| <b>ID-Report TL</b>                                                    | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>        | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>FI0765574</b>                                                       | <b>MINI</b>                     | <b>0</b>                         | <b>4/26/2006</b>                   | <b>4/26/2006</b>              |                               |
| <b>Text-Incd Desc TL</b>                                               |                                 |                                  |                                    |                               |                               |
| <b>DRIVERS SEAT LOOSE</b>                                              |                                 |                                  |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                    |                                 | <b>Code-TSS1 TL Name</b>         |                                    | <b>Name-Caller TL</b>         |                               |
| <b>107</b>                                                             |                                 | <b>Z - RAYMOND RICE</b>          |                                    | <b>HUGO CARDAO</b>            |                               |
| <b>Code-Series TL</b>                                                  | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>        | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                             | <b>2003</b>                     | <b>MUR</b>                       | <b>JN8AZ08W63W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                              | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>         | <b>Code-Body Type TL</b>           | <b>G01 COLD PACKAGE</b>       |                               |
| <b>0</b>                                                               | <b>35,621</b>                   | <b>07813</b>                     | <b>COV</b>                         | <b>J01 SUNROOF</b>            |                               |
| <b>Code-Engine Prefix VC</b>                                           | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>        | <b>Code-Vehicle Color VC</b>       | <b>K69 HOME-LINK CARD</b>     |                               |
| <b>VQ35</b>                                                            | <b>743068</b>                   | <b>1</b>                         | <b>BW9</b>                         | <b>L92 CARPETED FLOOR MA</b>  |                               |
| <b>Name-Plant VC</b>                                                   | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>        | <b>Code-Distributor TL</b>         | <b>M95 SPLASH GUARDS (4)</b>  |                               |
| <b>Kyushyu</b>                                                         | <b>1/17/2003</b>                | <b>5/10/2003</b>                 | <b>USA</b>                         | <b>N93 CARGO AREA PROTEC</b>  |                               |
| <b>Dlr Retl Last VC</b>                                                |                                 |                                  |                                    | <b>P01 SL PREMIUM PKG</b>     |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  | <b>X04 SL LEATHER PKG</b>     |
| <b>5003</b>                                                            | <b>26</b>                       | <b>EAST COAST NISSAN/N PLAIN</b> | <b>NORTH PLAINFIELD NJ</b>         |                               |                               |
| <b>Serv Dlr TL</b>                                                     |                                 |                                  |                                    |                               |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  |                               |
| <b>5003</b>                                                            | <b>26</b>                       | <b>NORTH PLAINFIELD NISSAN</b>   | <b>NORTH PLAINFIELD NJ</b>         |                               |                               |
| <b>Code-Component TL Desc</b>                                          |                                 | <b>Code-Symp TL Desc</b>         |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>POWER SEAT SYSTEM</b>                                               |                                 | <b>LOOSE</b>                     |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                       | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>    | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
|                                                                        |                                 |                                  |                                    |                               |                               |
| <b>Code-TREAD TL</b>                                                   | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>    | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                              | <b>N</b>                        | <b>N</b>                         | <b>4/26/2006</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b> |                                 |                                  |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>         | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
|                                                                        |                                 |                                  |                                    |                               |                               |
| <b>Text-Solution TL:</b>                                               |                                 |                                  |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                |                                 |                                  |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                |                                 |                                  |                                    |                               |                               |
| <b>M</b>                                                               |                                 |                                  |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                            |                                 |                                  |                                    |                               |                               |
| <b>- C/S DRIVERS SEAT HAS PLAY</b>                                     |                                 |                                  |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                   |                                 |                                  |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 2</b>                    |                                 |                                  |                                    |                               |                               |
| <b>- PERFORMED NTB05-043, NO CHANGE</b>                                |                                 |                                  |                                    |                               |                               |
| <b>- CALLING FOR ASSISTANCE</b>                                        |                                 |                                  |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                   |                                 |                                  |                                    |                               |                               |
| <b>- REPLACE DRIVERS SEAT FRAME IF NECESSARY.</b>                      |                                 |                                  |                                    |                               |                               |
| <b>- TECH TO CALL WITH RESULTS</b>                                     |                                 |                                  |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                                                    |                                |                                 |                              |                                    |                               |                      |
|----------------------------------------------------------------------------------------------------|--------------------------------|---------------------------------|------------------------------|------------------------------------|-------------------------------|----------------------|
| <b>ID-Report TL</b>                                                                                |                                | <b>FI0775888</b>                |                              |                                    |                               |                      |
| <b>ID-Report TL</b>                                                                                |                                | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>    | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b> |
| <b>FI0775888</b>                                                                                   |                                | <b>MINI</b>                     | <b>1</b>                     | <b>7/11/2006</b>                   | <b>8/1/2006</b>               |                      |
| <b>Text-Incd Desc TL</b>                                                                           |                                |                                 |                              |                                    |                               |                      |
| <b>DRIVER SEAT ROCKS SIDE TO SIDE</b>                                                              |                                |                                 |                              |                                    |                               |                      |
| <b>Code-TSS1 TL</b>                                                                                |                                | <b>Code-TSS1 TL Name</b>        |                              | <b>Name-Caller TL</b>              |                               |                      |
| <b>161</b>                                                                                         |                                | <b>Z * PHILIP GODFRAY</b>       |                              | <b>JEFF GIFFORD</b>                |                               |                      |
| <b>Code-Series TL</b>                                                                              | <b>MY Full TL</b>              | <b>Code-Model Line TL</b>       | <b>VIN-TL</b>                | <b>Installed Options</b>           |                               |                      |
| <b>Z50</b>                                                                                         | <b>2005</b>                    | <b>MUR</b>                      | <b>JN8AZ08W75W</b>           | <b>C03 50 STATE EMISSION</b>       |                               |                      |
| <b>Mileage-Initial TL</b>                                                                          | <b>Mileage-Current TL</b>      | <b>Code-NNA Model VC</b>        | <b>Code-Body Type TL</b>     | <b>G02 SE TOURING PKG</b>          |                               |                      |
| <b>35244</b>                                                                                       | <b>37,100</b>                  | <b>07715</b>                    | <b>COV</b>                   | <b>L92 FLOOR MATS</b>              |                               |                      |
| <b>Code-Engine Prefix VC</b>                                                                       | <b>Number-Engine Serial VC</b> | <b>Code-Trans Type VC</b>       | <b>Code-Vehicle Color VC</b> | <b>M94 SPLASH GUARDS</b>           |                               |                      |
| <b>VQ35</b>                                                                                        | <b>311291</b>                  | <b>1</b>                        | <b>BW9</b>                   | <b>N93 CARGO AREA PROTEC</b>       |                               |                      |
| <b>Name-Plant VC</b>                                                                               | <b>Date-Manufacture VC</b>     | <b>Date-In Service VC</b>       | <b>Code-Distributor TL</b>   | <b>T01 DYNAMIC CONTROL P</b>       |                               |                      |
| <b>Kyushyu</b>                                                                                     | <b>9/3/2004</b>                | <b>12/29/2004</b>               | <b>USA</b>                   | <b>V01 MES PRE WIRE</b>            |                               |                      |
| <b>Dlr Retl Last VC</b>                                                                            |                                |                                 |                              |                                    |                               |                      |
| <b>Code</b>                                                                                        | <b>Region</b>                  | <b>Name</b>                     | <b>City</b>                  | <b>State</b>                       |                               |                      |
| <b>1768</b>                                                                                        | <b>24</b>                      | <b>ST. CHARLES NISSAN INC</b>   | <b>SAINT PETERS</b>          | <b>MO</b>                          |                               |                      |
| <b>Serv Dlr TL</b>                                                                                 |                                |                                 |                              |                                    |                               |                      |
| <b>Code</b>                                                                                        | <b>Region</b>                  | <b>Name</b>                     | <b>City</b>                  | <b>State</b>                       |                               |                      |
| <b>1768</b>                                                                                        | <b>24</b>                      | <b>ST. CHARLES NISSAN INC</b>   | <b>SAINT PETERS</b>          | <b>MO</b>                          |                               |                      |
| <b>Code-Component TL Desc</b>                                                                      |                                | <b>Code-Symp TL Desc</b>        |                              | <b>Code-Oper Mode TL Desc</b>      | <b>Code-Oper Temp TL Desc</b> |                      |
| <b>SEATS/ADP</b>                                                                                   |                                | <b>LOOSE</b>                    |                              |                                    |                               |                      |
| <b>Code-Amb Humidity TL Desc</b>                                                                   | <b>Code-Amb Temp TL Desc</b>   | <b>Code-Prob Freq TL Desc</b>   |                              | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                      |
|                                                                                                    |                                |                                 |                              |                                    |                               |                      |
| <b>Code-TREAD TL</b>                                                                               | <b>Flag-FSSS TL</b>            | <b>Flag-NNA Inspection TL</b>   |                              | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                      |
| <b>22</b>                                                                                          | <b>N</b>                       | <b>N</b>                        |                              | <b>7/11/2006</b>                   |                               |                      |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b>                             |                                |                                 |                              |                                    | <b>Flag-Attachment TL: N</b>  |                      |
| <b>Flag-Parts Avail</b>                                                                            | <b>Date-Parts Request TL</b>   | <b>Name-Parts For TL</b>        |                              | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                      |
|                                                                                                    |                                |                                 |                              |                                    |                               |                      |
| <b>Text-Solution TL:</b>                                                                           |                                |                                 |                              |                                    |                               |                      |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                                            |                                |                                 |                              |                                    |                               |                      |
| <b>Text-Dealer Followup Comment TL:</b>                                                            |                                |                                 |                              |                                    |                               |                      |
| <b>M</b>                                                                                           |                                |                                 |                              |                                    |                               |                      |
| <b>** CUSTOMER COMMENT:</b>                                                                        |                                |                                 |                              |                                    |                               |                      |
| <b>-DRIVERS SEAT HAS EXCESSIVE SIDE TO SIDE MOVEMENT AND POP NOISE FROM LEFT SIDE OF SEAT</b>      |                                |                                 |                              |                                    |                               |                      |
| <b>*</b>                                                                                           |                                |                                 |                              |                                    |                               |                      |
| <b>** DEALER ACTION/OBSERVATION:</b>                                                               |                                |                                 |                              |                                    |                               |                      |
| <b>** VERIFIED Y REPAIR ATTEMPTS 4_ DAYS DOWN 1</b>                                                |                                |                                 |                              |                                    |                               |                      |
| <b>-TECH FOUND LOOSENESS IN REAR CUSHION LIFT MECHANISM OF L/F SEAT ASSY</b>                       |                                |                                 |                              |                                    |                               |                      |
| <b>-TECH HAS VERIFIED POP NOISE AND FOUND IT SOURCE IS LEFT SEAT SLIDE RAIL</b>                    |                                |                                 |                              |                                    |                               |                      |
| <b>-ALL FUNCTIONS OF ELECTRIC SEAT OPERATE CORRECTLY</b>                                           |                                |                                 |                              |                                    |                               |                      |
| <b>-PREVIOUS REPAIRS-SEAT LIFT ASSY HAS BEEN REPLACED TWICE BUT SEEMS TO WEAR OUT VERY RAPIDLY</b> |                                |                                 |                              |                                    |                               |                      |
| <b>-SEAT SLIDE ASSY/FRAME ASSY HAS BEEN REPLACED WITHOUT CHANGE</b>                                |                                |                                 |                              |                                    |                               |                      |
| <b>-TECH CALLING FOR ASSISTANCE</b>                                                                |                                |                                 |                              |                                    |                               |                      |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                                               |                                |                                 |                              |                                    |                               |                      |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|              |                  |
|--------------|------------------|
| ID-Report TL | <b>FI0775888</b> |
|--------------|------------------|

|                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>-REC COMPARE SEAT OPERATION 'LOOSENESS' TO KGV<br/>-IF SEAT PLAY IS ABNORMAL REPLACE WORN SEAT COMPONENTS AND RETEST<br/>-TECH TO FOLLOW UP</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------|





## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                        |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
|------------------------------------------------------------------------|---------------------------------|-------------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                    |                                 | <b>F10824215</b>              |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>ID-Report TL</b>                                                    | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>     | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>                                                                                                                                                                                                                                                                                                                                                     | <b>Date-Close TL</b>          |
| <b>F10824215</b>                                                       | <b>MINI</b>                     | <b>0</b>                      | <b>5/1/2007</b>                    | <b>5/1/2007</b>                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Text-Incd Desc TL</b>                                               |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>DRIVERS SEAT ROCKS BACK AND FORTH</b>                               |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code-TSS1 TL</b>                                                    |                                 | <b>Code-TSS1 TL Name</b>      |                                    | <b>Name-Caller TL</b>                                                                                                                                                                                                                                                                                                                                                       |                               |
| <b>102</b>                                                             |                                 | <b>Z - MICHAEL LEMMONS</b>    |                                    | <b>ALBERT DUCHARME</b>                                                                                                                                                                                                                                                                                                                                                      |                               |
| <b>Code-Series TL</b>                                                  | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>     | <b>VIN-TL</b>                      | <b>Installed Options</b>                                                                                                                                                                                                                                                                                                                                                    |                               |
| <b>Z50</b>                                                             | <b>2004</b>                     | <b>MUR</b>                    | <b>JN8AZ08W24W</b>                 | <b>A96 XM SATELLITE RADI</b><br><b>B15 DVD PLAYER</b><br><b>C03 50 STATE EMISSION</b><br><b>F35 NAVI MANUAL</b><br><b>G04 SL TOURING PKG</b><br><b>L92 FLOOR MATS</b><br><b>M94 SPLASH GUARDS</b><br><b>N93 CARGO PROTECTOR</b><br><b>R92 R/R CROSSBARS</b><br><b>S92 S/R WIND DEFLECTO</b><br><b>T01 DYNAMIC CONTROL</b><br><b>U01 NAVIGATION SYSTEM</b><br><b>V01 MES</b> |                               |
| <b>Mileage-Initial TL</b>                                              | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>      | <b>Code-Body Type TL</b>           |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>0</b>                                                               | <b>30,102</b>                   | <b>07814</b>                  | <b>COV</b>                         |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code-Engine Prefix VC</b>                                           | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>     | <b>Code-Vehicle Color VC</b>       |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>VQ35</b>                                                            | <b>130665</b>                   | <b>1</b>                      | <b>KH3</b>                         |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Name-Plant VC</b>                                                   | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>     | <b>Code-Distributor TL</b>         |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Kyushyu</b>                                                         | <b>2/24/2004</b>                | <b>7/3/2004</b>               | <b>USA</b>                         |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Dlr Retl Last VC</b>                                                |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>2141</b>                                                            | <b>36</b>                       | <b>WILMINGTON NISSAN</b>      | <b>WILMINGTON</b>                  | <b>NC</b>                                                                                                                                                                                                                                                                                                                                                                   |                               |
| <b>Serv Dlr TL</b>                                                     |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>2141</b>                                                            | <b>36</b>                       | <b>WILMINGTON NISSAN</b>      | <b>WILMINGTON</b>                  | <b>NC</b>                                                                                                                                                                                                                                                                                                                                                                   |                               |
| <b>Code-Component TL Desc</b>                                          |                                 | <b>Code-Symp TL Desc</b>      |                                    | <b>Code-Oper Mode TL Desc</b>                                                                                                                                                                                                                                                                                                                                               | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                       |                                 | <b>LOOSE</b>                  |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code-Amb Humidity TL Desc</b>                                       | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b> | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>                                                                                                                                                                                                                                                                                                                                                         |                               |
|                                                                        |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code-TREAD TL</b>                                                   | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b> | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>                                                                                                                                                                                                                                                                                                                                                    |                               |
| <b>22</b>                                                              | <b>N</b>                        | <b>N</b>                      | <b>5/1/2007</b>                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b> |                                 |                               |                                    | <b>Flag-Attachment TL: N</b>                                                                                                                                                                                                                                                                                                                                                |                               |
| <b>Flag-Parts Avail</b>                                                | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>      | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>                                                                                                                                                                                                                                                                                                                                                |                               |
|                                                                        |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Text-Solution TL:</b>                                               |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>M</b>                                                               |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>** CUSTOMER COMMENT:</b>                                            |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>- DRIVERS SEAT ROCKS BACK AND FORTH.</b>                            |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                   |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2</b>                    |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>- DRIVERS SEAT HAS EXCESSIVE MOTION BACK AND FORTH.</b>             |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>- DISASSEMBLED SEAT TO INVESTIGATE.</b>                             |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>- WELDS BROKEN IN SEAT TRACK.</b>                                   |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>- NTB05-043C WILL NOT REPAIR ISSUE WITH SEAT.</b>                   |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                   |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |
| <b>- REPLACE SEAT TRACK.</b>                                           |                                 |                               |                                    |                                                                                                                                                                                                                                                                                                                                                                             |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                                              |                                 |                               |                                    |                               |                      |
|----------------------------------------------------------------------------------------------|---------------------------------|-------------------------------|------------------------------------|-------------------------------|----------------------|
| <b>ID-Report TL</b>                                                                          |                                 | <b>F10824369</b>              |                                    |                               |                      |
| <b>ID-Report TL</b>                                                                          | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>     | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b> |
| <b>F10824369</b>                                                                             | <b>MINI</b>                     | <b>0</b>                      | <b>5/1/2007</b>                    | <b>5/1/2007</b>               |                      |
| <b>Text-Incd Desc TL</b>                                                                     |                                 |                               |                                    |                               |                      |
| <b>DRIVERS SEAT MOVES BACK AND FORTH</b>                                                     |                                 |                               |                                    |                               |                      |
| <b>Code-TSS1 TL</b>                                                                          |                                 | <b>Code-TSS1 TL Name</b>      |                                    | <b>Name-Caller TL</b>         |                      |
| <b>107</b>                                                                                   |                                 | <b>Z - RAYMOND RICE</b>       |                                    | <b>LOREN MACK</b>             |                      |
| <b>Code-Series TL</b>                                                                        | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>     | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                      |
| <b>Z50</b>                                                                                   | <b>2004</b>                     | <b>MUR</b>                    | <b>JN8AZ08W74W</b>                 | <b>C03 50 STATE EMISSION</b>  |                      |
| <b>Mileage-Initial TL</b>                                                                    | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>      | <b>Code-Body Type TL</b>           | <b>G04 SL TOURING PKG</b>     |                      |
| <b>0</b>                                                                                     | <b>36,128</b>                   | <b>07814</b>                  | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                      |
| <b>Code-Engine Prefix VC</b>                                                                 | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>     | <b>Code-Vehicle Color VC</b>       | <b>M94 SPLASH GUARDS</b>      |                      |
| <b>VQ35</b>                                                                                  | <b>208219</b>                   | <b>1</b>                      | <b>KY2</b>                         | <b>T01 DYNAMIC CONTROL</b>    |                      |
| <b>Name-Plant VC</b>                                                                         | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>     | <b>Code-Distributor TL</b>         |                               |                      |
| <b>Kyushyu</b>                                                                               | <b>5/19/2004</b>                | <b>7/31/2004</b>              | <b>USA</b>                         |                               |                      |
| <b>Dlr Retl Last VC</b>                                                                      |                                 |                               |                                    |                               |                      |
| <b>Code</b>                                                                                  | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                      |
| <b>39007</b>                                                                                 | <b>24</b>                       | <b>KLINE NISSAN</b>           | <b>MAPLEWOOD</b>                   | <b>MN</b>                     |                      |
| <b>Serv Dlr TL</b>                                                                           |                                 |                               |                                    |                               |                      |
| <b>Code</b>                                                                                  | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                      |
| <b>39007</b>                                                                                 | <b>24</b>                       | <b>KLINE NISSAN</b>           | <b>MAPLEWOOD</b>                   | <b>MN</b>                     |                      |
| <b>Code-Component TL Desc</b>                                                                |                                 | <b>Code-Symp TL Desc</b>      |                                    | <b>Code-Oper Mode TL Desc</b> |                      |
| <b>POWER SEAT SYSTEM</b>                                                                     |                                 | <b>LOOSE</b>                  |                                    |                               |                      |
| <b>Code-Amb Humidity TL Desc</b>                                                             | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b> | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                      |
|                                                                                              |                                 |                               |                                    |                               |                      |
| <b>Code-TREAD TL</b>                                                                         | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b> | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                      |
| <b>22</b>                                                                                    | <b>N</b>                        | <b>N</b>                      | <b>5/1/2007</b>                    |                               |                      |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b>                       |                                 |                               |                                    | <b>Flag-Attachment TL: N</b>  |                      |
| <b>Flag-Parts Avail</b>                                                                      | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>      | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                      |
|                                                                                              |                                 |                               |                                    |                               |                      |
| <b>Text-Solution TL:</b>                                                                     |                                 |                               |                                    |                               |                      |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                                      |                                 |                               |                                    |                               |                      |
| <b>Text-Dealer Followup Comment TL:</b>                                                      |                                 |                               |                                    |                               |                      |
| <b>M</b>                                                                                     |                                 |                               |                                    |                               |                      |
| <b>** CUSTOMER COMMENT:</b>                                                                  |                                 |                               |                                    |                               |                      |
| <b>- C/S DRIVERS SEAT MOVES ON OWN INSTALL SPECIAL ORDER PARTS</b>                           |                                 |                               |                                    |                               |                      |
| <b>** DEALER ACTION/OBSERVATION:</b>                                                         |                                 |                               |                                    |                               |                      |
| <b>** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 2</b>                                          |                                 |                               |                                    |                               |                      |
| <b>- PERFORMED NTB05-043C, NO CHANGE, STILL MOVES FORWARD AND BACK</b>                       |                                 |                               |                                    |                               |                      |
| <b>- COMPARED TO KGV AND INCIDENT VEHICLE IS MUCH WORSE</b>                                  |                                 |                               |                                    |                               |                      |
| <b>- APPEARS TO BE EXCESSIVE PLAY IN SEAT TRACK AS ONE SIDE MOVES FARTHER THAN THE OTHER</b> |                                 |                               |                                    |                               |                      |
| <b>- WHEN SEAT ALL THE WAY FORWARD OR BACK NO MOVEMENT</b>                                   |                                 |                               |                                    |                               |                      |
| <b>- CALLING FOR ASSISTANCE</b>                                                              |                                 |                               |                                    |                               |                      |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                                         |                                 |                               |                                    |                               |                      |
| <b>- IDENTIFY SOURCE OF EXCESSIVE PLAY</b>                                                   |                                 |                               |                                    |                               |                      |
| <b>- IF TRACK, REPLACE IF NECESSARY</b>                                                      |                                 |                               |                                    |                               |                      |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                        |                                 |                                 |                                    |                               |                               |
|------------------------------------------------------------------------|---------------------------------|---------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                    |                                 | <b>F10829840</b>                |                                    |                               |                               |
| <b>ID-Report TL</b>                                                    | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>       | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>F10829840</b>                                                       | <b>MINI</b>                     | <b>0</b>                        | <b>5/31/2007</b>                   | <b>5/31/2007</b>              |                               |
| <b>Text-Incd Desc TL</b>                                               |                                 |                                 |                                    |                               |                               |
| <b>DRIVER SEAT FRAME</b>                                               |                                 |                                 |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                    |                                 | <b>Code-TSS1 TL Name</b>        |                                    | <b>Name-Caller TL</b>         |                               |
| <b>121</b>                                                             |                                 | <b>Z - BRUCE TANKERSLEY</b>     |                                    | <b>CARL LAROSE T</b>          |                               |
| <b>Code-Series TL</b>                                                  | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>       | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                             | <b>2005</b>                     | <b>MUR</b>                      | <b>JN8AZ08T45W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                              | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>        | <b>Code-Body Type TL</b>           | <b>L92 FLOOR MATS</b>         |                               |
| <b>0</b>                                                               | <b>29,620</b>                   | <b>07215</b>                    | <b>COV</b>                         | <b>M94 SPLASH GUARDS</b>      |                               |
| <b>Code-Engine Prefix VC</b>                                           | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>       | <b>Code-Vehicle Color VC</b>       | <b>N93 CARGO AREA PROTEC</b>  |                               |
| <b>VQ35</b>                                                            | <b>549180</b>                   | <b>1</b>                        | <b>QX1</b>                         |                               |                               |
| <b>Name-Plant VC</b>                                                   | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>       | <b>Code-Distributor TL</b>         |                               |                               |
| <b>Kyushyu</b>                                                         | <b>4/28/2005</b>                | <b>6/11/2005</b>                | <b>USA</b>                         |                               |                               |
| <b>Dlr Retl Last VC</b>                                                |                                 |                                 |                                    |                               |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                     | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2284</b>                                                            | <b>44</b>                       | <b>MOSSY NISSAN KEARNY MESA</b> | <b>SAN DIEGO</b>                   | <b>CA</b>                     |                               |
| <b>Serv Dlr TL</b>                                                     |                                 |                                 |                                    |                               |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                     | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2284</b>                                                            | <b>32</b>                       | <b>RICK HILL NISSAN, INC</b>    | <b>DYERSBURG</b>                   | <b>TN</b>                     |                               |
| <b>Code-Component TL Desc</b>                                          |                                 | <b>Code-Symp TL Desc</b>        |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                       |                                 | <b>BROKEN</b>                   |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                       | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>   | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
|                                                                        |                                 |                                 |                                    |                               |                               |
| <b>Code-TREAD TL</b>                                                   | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>   | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                              | <b>N</b>                        | <b>N</b>                        | <b>5/31/2007</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b> |                                 |                                 |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>        | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
|                                                                        |                                 |                                 |                                    |                               |                               |
| <b>Text-Solution TL:</b>                                               |                                 |                                 |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                |                                 |                                 |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                |                                 |                                 |                                    |                               |                               |
| <b>M</b>                                                               |                                 |                                 |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                            |                                 |                                 |                                    |                               |                               |
| <b>-DRIVER SEAT LOOSE.</b>                                             |                                 |                                 |                                    |                               |                               |
| <b>.</b>                                                               |                                 |                                 |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                   |                                 |                                 |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1</b>                    |                                 |                                 |                                    |                               |                               |
| <b>-DRIVER SEAT ROCKS BACK AND FORTH.</b>                              |                                 |                                 |                                    |                               |                               |
| <b>-INCIDENT ISOLATED TO LOWER SEAT FRAME.</b>                         |                                 |                                 |                                    |                               |                               |
| <b>-CALLING FOR RECOMMENDATION.</b>                                    |                                 |                                 |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                   |                                 |                                 |                                    |                               |                               |
| <b>-REFER TO NTB05-043C, FOLLOW SERVICE PROCEDURE.</b>                 |                                 |                                 |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                        |                                 |                                  |                                    |                               |                               |
|------------------------------------------------------------------------|---------------------------------|----------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                    |                                 | <b>F10838073</b>                 |                                    |                               |                               |
| <b>ID-Report TL</b>                                                    | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>        | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>F10838073</b>                                                       | <b>MINI</b>                     | <b>0</b>                         | <b>7/17/2007</b>                   | <b>7/17/2007</b>              |                               |
| <b>Text-Incd Desc TL</b>                                               |                                 |                                  |                                    |                               |                               |
| <b>SEAT ROCKS WHEN STOPPING</b>                                        |                                 |                                  |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                    |                                 | <b>Code-TSS1 TL Name</b>         |                                    | <b>Name-Caller TL</b>         |                               |
| <b>100</b>                                                             |                                 | <b>Z - RYAN SMITH</b>            |                                    | <b>ANTHONY MANCINI</b>        |                               |
| <b>Code-Series TL</b>                                                  | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>        | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                             | <b>2004</b>                     | <b>MUR</b>                       | <b>JN8AZ08T44W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                              | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>         | <b>Code-Body Type TL</b>           | <b>G04 SL TOURING PKG</b>     |                               |
| <b>0</b>                                                               | <b>55,140</b>                   | <b>07414</b>                     | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                               |
| <b>Code-Engine Prefix VC</b>                                           | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>        | <b>Code-Vehicle Color VC</b>       | <b>M94 SPLASH GUARDS</b>      |                               |
| <b>VQ35</b>                                                            | <b>241433</b>                   | <b>1</b>                         | <b>QX1</b>                         | <b>N93 CARGO PROTECTOR</b>    |                               |
| <b>Name-Plant VC</b>                                                   | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>        | <b>Code-Distributor TL</b>         | <b>R92 R/R CROSSBARS</b>      |                               |
| <b>Kyushyu</b>                                                         | <b>6/21/2004</b>                | <b>9/20/2004</b>                 | <b>USA</b>                         | <b>T01 DYNAMIC CONTROL</b>    |                               |
| <b>Dlr Retl Last VC</b>                                                |                                 |                                  |                                    |                               |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3687</b>                                                            | <b>32</b>                       | <b>GRAY-DANIELS NISSAN BRAND</b> | <b>BRANDON</b>                     | <b>MS</b>                     |                               |
| <b>Serv Dlr TL</b>                                                     |                                 |                                  |                                    |                               |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                      | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3687</b>                                                            | <b>32</b>                       | <b>GRAY-DANIELS NISSAN BRAND</b> | <b>BRANDON</b>                     | <b>MS</b>                     |                               |
| <b>Code-Component TL Desc</b>                                          |                                 | <b>Code-Symp TL Desc</b>         |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                       |                                 | <b>IMPROPER OPERATION</b>        |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                       | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>    | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
|                                                                        |                                 |                                  |                                    |                               |                               |
| <b>Code-TREAD TL</b>                                                   | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>    | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                              | <b>N</b>                        | <b>N</b>                         | <b>7/17/2007</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b> |                                 |                                  |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>         | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
|                                                                        |                                 |                                  |                                    |                               |                               |
| <b>Text-Solution TL:</b>                                               |                                 |                                  |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                |                                 |                                  |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                |                                 |                                  |                                    |                               |                               |
| <b>M</b>                                                               |                                 |                                  |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                            |                                 |                                  |                                    |                               |                               |
| <b>-SEAT MOVES WHEN STOPPING</b>                                       |                                 |                                  |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                   |                                 |                                  |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN _2</b>                   |                                 |                                  |                                    |                               |                               |
| <b>-SEAT MOVES/ROCKS FORWARD WHEN STOPPING</b>                         |                                 |                                  |                                    |                               |                               |
| <b>-NTB05-043 WAS APPLIED PREVIOUSLY, BEFORE LATEST UPDATE</b>         |                                 |                                  |                                    |                               |                               |
| <b>-CALLING FOR ASSISTANCE</b>                                         |                                 |                                  |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                   |                                 |                                  |                                    |                               |                               |
| <b>-NTB05-043C INCLUDES UPDATES PARTS</b>                              |                                 |                                  |                                    |                               |                               |
| <b>-INSPECT SEAT FRAME FOR DAMAGE</b>                                  |                                 |                                  |                                    |                               |                               |
| <b>-IF OK, FOLLOW UPDATED BULLETIN PROCEDURE</b>                       |                                 |                                  |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                                  |                                 |                                 |                                    |                               |                               |
|----------------------------------------------------------------------------------|---------------------------------|---------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                              |                                 | <b>F10895808</b>                |                                    |                               |                               |
| <b>ID-Report TL</b>                                                              | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>       | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>F10895808</b>                                                                 | <b>MINI</b>                     | <b>0</b>                        | <b>5/27/2008</b>                   | <b>5/27/2008</b>              |                               |
| <b>Text-Incd Desc TL</b>                                                         |                                 |                                 |                                    |                               |                               |
| <b>DRIVER SEAT ROCKING/MOVING</b>                                                |                                 |                                 |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                              |                                 | <b>Code-TSS1 TL Name</b>        |                                    | <b>Name-Caller TL</b>         |                               |
| <b>100</b>                                                                       |                                 | <b>Z - RYAN SMITH</b>           |                                    | <b>ADAM SHEPARD</b>           |                               |
| <b>Code-Series TL</b>                                                            | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>       | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                                       | <b>2007</b>                     | <b>MUR</b>                      | <b>JN8AZ08WX7W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                                        | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>        | <b>Code-Body Type TL</b>           | <b>K69 HOMELINK CARD</b>      |                               |
| <b>0</b>                                                                         | <b>18,439</b>                   | <b>07817</b>                    | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                               |
| <b>Code-Engine Prefix VC</b>                                                     | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>       | <b>Code-Vehicle Color VC</b>       | <b>M94 SPLASH GUARDS</b>      |                               |
| <b>VQ35</b>                                                                      | <b>22665</b>                    | <b>1</b>                        | <b>AY2</b>                         | <b>N93 CARGO AREA PROTEC</b>  |                               |
| <b>Name-Plant VC</b>                                                             | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>       | <b>Code-Distributor TL</b>         |                               |                               |
| <b>Kyushyu</b>                                                                   | <b>11/30/2006</b>               | <b>4/16/2007</b>                | <b>USA</b>                         |                               |                               |
| <b>Dlr Retl Last VC</b>                                                          |                                 |                                 |                                    |                               |                               |
| <b>Code</b>                                                                      | <b>Region</b>                   | <b>Name</b>                     | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2280</b>                                                                      | <b>36</b>                       | <b>VICTORY NISSAN/RICHMOND</b>  | <b>RICHMOND</b>                    | <b>VA</b>                     |                               |
| <b>Serv Dlr TL</b>                                                               |                                 |                                 |                                    |                               |                               |
| <b>Code</b>                                                                      | <b>Region</b>                   | <b>Name</b>                     | <b>City</b>                        | <b>State</b>                  |                               |
| <b>2280</b>                                                                      | <b>36</b>                       | <b>COLONIAL NISSAN-PONT-CAD</b> | <b>CHARLOTTESVILLE</b>             | <b>VA</b>                     |                               |
| <b>Code-Component TL Desc</b>                                                    |                                 | <b>Code-Symp TL Desc</b>        |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                                 |                                 | <b>EXCESSIVE NOISE</b>          |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                                 | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>   | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
|                                                                                  |                                 |                                 |                                    |                               |                               |
| <b>Code-TREAD TL</b>                                                             | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>   | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                                        | <b>N</b>                        | <b>N</b>                        | <b>5/27/2008</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: D- CALLER LACKS UNDERSTANDING OR EXPERIENCE</b> |                                 |                                 |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                          | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>        | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
|                                                                                  |                                 |                                 |                                    |                               |                               |
| <b>Text-Solution TL:</b>                                                         |                                 |                                 |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                          |                                 |                                 |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                          |                                 |                                 |                                    |                               |                               |
| <b>M</b>                                                                         |                                 |                                 |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                                      |                                 |                                 |                                    |                               |                               |
| <b>-SEAT ROCKING WHILE DRIVING</b>                                               |                                 |                                 |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                             |                                 |                                 |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1</b>                             |                                 |                                 |                                    |                               |                               |
| <b>-DRIVER SEAT MOVING</b>                                                       |                                 |                                 |                                    |                               |                               |
| <b>-FOUND LINKAGE IN FRONT OF FRAME BROKEN</b>                                   |                                 |                                 |                                    |                               |                               |
| <b>-UNSURE IF NTB05-043 APPLIES (ONLY PART IN BULLETIN IS REAR LINK)</b>         |                                 |                                 |                                    |                               |                               |
| <b>-CALLING FOR WARRANTY ASSISTANCE</b>                                          |                                 |                                 |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                             |                                 |                                 |                                    |                               |                               |
| <b>-REPLACE COMPONENTS AS NEEDED IF BULLETIN DOES NOT HAVE PART NEEDED</b>       |                                 |                                 |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                                                 |                                 |                               |                                    |                               |                               |
|-------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                                             |                                 | <b>FI0902897</b>              |                                    |                               |                               |
| <b>ID-Report TL</b>                                                                             | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>     | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>FI0902897</b>                                                                                | <b>MINI</b>                     | <b>0</b>                      | <b>7/3/2008</b>                    | <b>7/3/2008</b>               |                               |
| <b>Text-Incd Desc TL</b>                                                                        |                                 |                               |                                    |                               |                               |
| <b>SEAT ROCKS; TSB P/N LIST CONFUSING</b>                                                       |                                 |                               |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                                             |                                 | <b>Code-TSS1 TL Name</b>      |                                    | <b>Name-Caller TL</b>         |                               |
| <b>142</b>                                                                                      |                                 | <b>Z - NORM AMMERMAN</b>      |                                    | <b>RAY KELLER T</b>           |                               |
| <b>Code-Series TL</b>                                                                           | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>     | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                                                      | <b>2006</b>                     | <b>MUR</b>                    | <b>JN8AZ08W66W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                                                       | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>      | <b>Code-Body Type TL</b>           | <b>K69 HOMELINK CARD</b>      |                               |
| <b>0</b>                                                                                        | <b>51,406</b>                   | <b>07616</b>                  | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                               |
| <b>Code-Engine Prefix VC</b>                                                                    | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>     | <b>Code-Vehicle Color VC</b>       | <b>Z99 PRE-DELIVERY INSP</b>  |                               |
| <b>VQ35</b>                                                                                     | <b>751063</b>                   | <b>1</b>                      | <b>AX5</b>                         |                               |                               |
| <b>Name-Plant VC</b>                                                                            | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>     | <b>Code-Distributor TL</b>         |                               |                               |
| <b>Kyushyu</b>                                                                                  | <b>12/17/2005</b>               | <b>2/15/2006</b>              | <b>USA</b>                         |                               |                               |
| <b>Dlr Retl Last VC</b>                                                                         |                                 |                               |                                    |                               |                               |
| <b>Code</b>                                                                                     | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                               |
| <b>5142</b>                                                                                     | <b>48</b>                       | <b>NISSAN OF FAIRFIELD</b>    | <b>FAIRFIELD</b>                   | <b>CA</b>                     |                               |
| <b>Serv Dlr TL</b>                                                                              |                                 |                               |                                    |                               |                               |
| <b>Code</b>                                                                                     | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                               |
| <b>5142</b>                                                                                     | <b>26</b>                       | <b>BERTERA NISSAN, INC.</b>   | <b>AUBURN</b>                      | <b>MA</b>                     |                               |
| <b>Code-Component TL Desc</b>                                                                   |                                 | <b>Code-Symp TL Desc</b>      |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                                                |                                 | <b>INSUFFICIENT INFO</b>      |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                                                | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b> | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
| <b>Code-TREAD TL</b>                                                                            | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b> | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                                                       | <b>N</b>                        | <b>N</b>                      | <b>7/3/2008</b>                    |                               |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b>                          |                                 |                               |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                                         | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>      | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
| <b>Text-Solution TL:</b>                                                                        |                                 |                               |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                                         |                                 |                               |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                                         |                                 |                               |                                    |                               |                               |
| <b>M</b>                                                                                        |                                 |                               |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                                                     |                                 |                               |                                    |                               |                               |
| <b>- CUSTOMER STATES THE SEAT ROCKS.</b>                                                        |                                 |                               |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                                            |                                 |                               |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1</b>                                             |                                 |                               |                                    |                               |                               |
| <b>- THE DRIVER SEAT ROCKS.</b>                                                                 |                                 |                               |                                    |                               |                               |
| <b>- ONE OF THE BRACKETS IN THE REAR IS BROKEN.</b>                                             |                                 |                               |                                    |                               |                               |
| <b>- FOLLOWING NTB05-043C, THE PARTS LIST DOES NOT INCLUDE THIS VEHICLE BY PRODUCTION DATE.</b> |                                 |                               |                                    |                               |                               |
| <b>- CALLING FOR ASSISTANCE.</b>                                                                |                                 |                               |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                                            |                                 |                               |                                    |                               |                               |
| <b>- FOR THE PARTS NOT LISTED IN THE TSB, ORDER WHAT IS LISTED IN THE PARTS FISCH.</b>          |                                 |                               |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                                                                          |                                 |                                   |                                    |                               |                               |
|--------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                                                                      |                                 | <b>F10905096</b>                  |                                    |                               |                               |
| <b>ID-Report TL</b>                                                                                                      | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>         | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>F10905096</b>                                                                                                         | <b>MINI</b>                     | <b>0</b>                          | <b>7/16/2008</b>                   | <b>7/16/2008</b>              |                               |
| <b>Text-Incd Desc TL</b>                                                                                                 |                                 |                                   |                                    |                               |                               |
| <b>DR SEAT MOVES A FEW INCHES, STOPS</b>                                                                                 |                                 |                                   |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                                                                      |                                 | <b>Code-TSS1 TL Name</b>          |                                    | <b>Name-Caller TL</b>         |                               |
| <b>119</b>                                                                                                               |                                 | <b>Z - JEFF WYATT</b>             |                                    | <b>JEREMY BURKE</b>           |                               |
| <b>Code-Series TL</b>                                                                                                    | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>         | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                                                                               | <b>2006</b>                     | <b>MUR</b>                        | <b>JN8AZ08W86W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                                                                                | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>          | <b>Code-Body Type TL</b>           | <b>K69 HOMELINK CARD</b>      |                               |
| <b>0</b>                                                                                                                 | <b>54,000</b>                   | <b>07616</b>                      | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                               |
| <b>Code-Engine Prefix VC</b>                                                                                             | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>         | <b>Code-Vehicle Color VC</b>       |                               |                               |
| <b>VQ35</b>                                                                                                              | <b>719020</b>                   | <b>1</b>                          | <b>AX5</b>                         |                               |                               |
| <b>Name-Plant VC</b>                                                                                                     | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>         | <b>Code-Distributor TL</b>         |                               |                               |
| <b>Kyushyu</b>                                                                                                           | <b>12/8/2005</b>                | <b>2/27/2006</b>                  | <b>USA</b>                         |                               |                               |
| <b>Dlr Retl Last VC</b>                                                                                                  |                                 |                                   |                                    |                               |                               |
| <b>Code</b>                                                                                                              | <b>Region</b>                   | <b>Name</b>                       | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3864</b>                                                                                                              | <b>24</b>                       | <b>VAN DYN HOVEN NISSAN</b>       | <b>APPLETON</b>                    | <b>WI</b>                     |                               |
| <b>Serv Dlr TL</b>                                                                                                       |                                 |                                   |                                    |                               |                               |
| <b>Code</b>                                                                                                              | <b>Region</b>                   | <b>Name</b>                       | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3864</b>                                                                                                              | <b>24</b>                       | <b>JANESVILLE NISSAN</b>          | <b>JANESVILLE</b>                  | <b>WI</b>                     |                               |
| <b>Code-Component TL Desc</b>                                                                                            |                                 | <b>Code-Symp TL Desc</b>          |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                                                                         |                                 | <b>DOOR/SEAT/WINDOW/MIRROR/LC</b> |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                                                                         | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b>     | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
| <b>Code-TREAD TL</b>                                                                                                     | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b>     | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                                                                                | <b>N</b>                        | <b>N</b>                          | <b>7/16/2008</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b>                                                   |                                 |                                   |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                                                                  | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>          | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
|                                                                                                                          |                                 |                                   |                                    |                               |                               |
| <b>Text-Solution TL:</b>                                                                                                 |                                 |                                   |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                                                                  |                                 |                                   |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                                                                  |                                 |                                   |                                    |                               |                               |
| <b>M</b>                                                                                                                 |                                 |                                   |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                                                                              |                                 |                                   |                                    |                               |                               |
| <b>-DRIVER SEAT MOVES EXCESSIVE.</b>                                                                                     |                                 |                                   |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                                                                     |                                 |                                   |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 3</b>                                                                      |                                 |                                   |                                    |                               |                               |
| <b>-DRIVER SEAT HAD PLAY DUE TO SUPPORT BAR, TSB APPLIED.</b>                                                            |                                 |                                   |                                    |                               |                               |
| <b>-SEAT WOULD THEN ONLY MOVE APPROX 1 INCH FORWARD OR BACK, THEN STOP.</b>                                              |                                 |                                   |                                    |                               |                               |
| <b>-DOES NOT HAVE 10 WAY SEAT AND NO ADP, MANUAL PASSENGER SEAT.</b>                                                     |                                 |                                   |                                    |                               |                               |
| <b>-SEAT TRACK REPLACED, NO CHANGE.</b>                                                                                  |                                 |                                   |                                    |                               |                               |
| <b>-DOES HAVE POWER RECLINE AND RECLINE WILL WORK ALL THE WAY FULL TRAVEL WITHOUT STOPPING.</b>                          |                                 |                                   |                                    |                               |                               |
| <b>-WHEN ATTEMPTING TO MOVE FORWARD OR BACK, SEAT WILL EVENTUALLY MOVE TO END OF TRAVEL BUT ONLY ONE INCH AT A TIME.</b> |                                 |                                   |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                                                                     |                                 |                                   |                                    |                               |                               |
| <b>-SWAP SEAT SWITCH, CONTACTS MAY BE OVERHEATING PREMATURE DUE TO PREVIOUS DRAG FROM WORN SEAT PARTS.</b>               |                                 |                                   |                                    |                               |                               |



## TECH LINE INCIDENT REPORT - CONFIDENTIAL



|                                                                        |                                 |                               |                                    |                               |                               |
|------------------------------------------------------------------------|---------------------------------|-------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <b>ID-Report TL</b>                                                    |                                 | <b>FI0907854</b>              |                                    |                               |                               |
| <b>ID-Report TL</b>                                                    | <b>Code-Record Type TL Desc</b> | <b>Number-Revision TL</b>     | <b>Date-Open TL</b>                | <b>Date-Revision TL</b>       | <b>Date-Close TL</b>          |
| <b>FI0907854</b>                                                       | <b>MINI</b>                     | <b>0</b>                      | <b>7/31/2008</b>                   | <b>7/31/2008</b>              |                               |
| <b>Text-Incd Desc TL</b>                                               |                                 |                               |                                    |                               |                               |
| <b>DRIVERS SEAT MOVES EXCESSIVELY</b>                                  |                                 |                               |                                    |                               |                               |
| <b>Code-TSS1 TL</b>                                                    |                                 | <b>Code-TSS1 TL Name</b>      |                                    | <b>Name-Caller TL</b>         |                               |
| <b>102</b>                                                             |                                 | <b>Z - MICHAEL LEMMONS</b>    |                                    | <b>JEREMY ROBERTSO</b>        |                               |
| <b>Code-Series TL</b>                                                  | <b>MY Full TL</b>               | <b>Code-Model Line TL</b>     | <b>VIN-TL</b>                      | <b>Installed Options</b>      |                               |
| <b>Z50</b>                                                             | <b>2004</b>                     | <b>MUR</b>                    | <b>JN8AZ08T34W</b>                 | <b>C03 50 STATE EMISSION</b>  |                               |
| <b>Mileage-Initial TL</b>                                              | <b>Mileage-Current TL</b>       | <b>Code-NNA Model VC</b>      | <b>Code-Body Type TL</b>           | <b>G04 SL TOURING PKG</b>     |                               |
| <b>0</b>                                                               | <b>57,789</b>                   | <b>07414</b>                  | <b>COV</b>                         | <b>L92 FLOOR MATS</b>         |                               |
| <b>Code-Engine Prefix VC</b>                                           | <b>Number-Engine Serial VC</b>  | <b>Code-Trans Type VC</b>     | <b>Code-Vehicle Color VC</b>       | <b>M94 SPLASH GUARDS</b>      |                               |
| <b>VQ35</b>                                                            | <b>123237</b>                   | <b>1</b>                      | <b>KY2</b>                         | <b>N93 CARGO PROTECTOR</b>    |                               |
| <b>Name-Plant VC</b>                                                   | <b>Date-Manufacture VC</b>      | <b>Date-In Service VC</b>     | <b>Code-Distributor TL</b>         | <b>S92 S/R WIND DEFLECTO</b>  |                               |
| <b>Kyushyu</b>                                                         | <b>2/14/2004</b>                | <b>4/7/2004</b>               | <b>USA</b>                         | <b>V01 MES</b>                |                               |
| <b>Dlr Retl Last VC</b>                                                |                                 |                               |                                    | <b>W01 CHROME WHEELS</b>      |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3855</b>                                                            | <b>34</b>                       | <b>HUNT NISSAN</b>            | <b>CHATTANOOGA</b>                 | <b>TN</b>                     |                               |
| <b>Serv Dlr TL</b>                                                     |                                 |                               |                                    |                               |                               |
| <b>Code</b>                                                            | <b>Region</b>                   | <b>Name</b>                   | <b>City</b>                        | <b>State</b>                  |                               |
| <b>3855</b>                                                            | <b>34</b>                       | <b>HUNT NISSAN</b>            | <b>CHATTANOOGA</b>                 | <b>TN</b>                     |                               |
| <b>Code-Component TL Desc</b>                                          |                                 | <b>Code-Symp TL Desc</b>      |                                    | <b>Code-Oper Mode TL Desc</b> | <b>Code-Oper Temp TL Desc</b> |
| <b>SEATS/ADP</b>                                                       |                                 | <b>LOOSE</b>                  |                                    |                               |                               |
| <b>Code-Amb Humidity TL Desc</b>                                       | <b>Code-Amb Temp TL Desc</b>    | <b>Code-Prob Freq TL Desc</b> | <b>Category-Incd TL Desc</b>       | <b>Date-Incd TL</b>           |                               |
| <b>Code-TREAD TL</b>                                                   | <b>Flag-FSSS TL</b>             | <b>Flag-NNA Inspection TL</b> | <b>Date-NNA Inspection Flag TL</b> | <b>Number-Project TL</b>      |                               |
| <b>22</b>                                                              | <b>N</b>                        | <b>N</b>                      | <b>7/31/2008</b>                   |                               |                               |
| <b>Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE</b> |                                 |                               |                                    |                               | <b>Flag-Attachment TL: N</b>  |
| <b>Flag-Parts Avail</b>                                                | <b>Date-Parts Request TL</b>    | <b>Name-Parts For TL</b>      | <b>Date-Parts Recvd TL</b>         | <b>Date-Parts Shipped TL</b>  |                               |
| <b>Text-Solution TL:</b>                                               |                                 |                               |                                    |                               |                               |
| <b>Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP</b>                |                                 |                               |                                    |                               |                               |
| <b>Text-Dealer Followup Comment TL:</b>                                |                                 |                               |                                    |                               |                               |
| <b>M</b>                                                               |                                 |                               |                                    |                               |                               |
| <b>** CUSTOMER COMMENT:</b>                                            |                                 |                               |                                    |                               |                               |
| <b>- DRIVERS SEAT LOOSE.</b>                                           |                                 |                               |                                    |                               |                               |
| <b>** DEALER ACTION/OBSERVATION:</b>                                   |                                 |                               |                                    |                               |                               |
| <b>** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1</b>                    |                                 |                               |                                    |                               |                               |
| <b>- DRIVERS SEAT ROCKS BACK AND FORTH EXCESSIVELY.</b>                |                                 |                               |                                    |                               |                               |
| <b>- SEAT MOVES BACK AND FORTH 6 INCHES.</b>                           |                                 |                               |                                    |                               |                               |
| <b>- SEAT TRACK BROKEN.</b>                                            |                                 |                               |                                    |                               |                               |
| <b>** TSS RECOMMENDATION/RESULT:</b>                                   |                                 |                               |                                    |                               |                               |
| <b>- REPLACE SEAT TRACK.</b>                                           |                                 |                               |                                    |                               |                               |
| <b>- NTB05-043C NOT DESIGNED TO REPAIR BROKEN SEAT TRACK.</b>          |                                 |                               |                                    |                               |                               |