

CONFIDENTIAL

DATE: 6/29/2009
TIME: 10:25:24 AM

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

CAR ID: CA6420077I
Page 1

NAME: [REDACTED]		SC: ONE CONTRACT	
STREET: [REDACTED]		VIN: JNKBF01A53M [REDACTED] Y	
CITY: BEAUFORT		YR/MDL: 2003.0 O45 MILEAGE: 103000	
ST/ZIP: SC [REDACTED]		IN SVC DATE: 04 / 22 / 04	
DAY PH: [REDACTED]	VCAN: Y	RTL DLR: 70500	KEY INFINITI, LLC
EVE PH: [REDACTED]	PAID: 7	SVC DLR: 70320	BAKER INFINITI CHARLESTON
DLR PH: 843 852 4001	SUSP: 0	RESP DLR: 70320	BAKER INFINITI CHARLESTON
	DENY: 0	REGION: 72	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 PREOWNEI X MILES 37272 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INDEPENDENT
OUTSIDE WARRANTY BY (B) MONTHS: MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11	OPEN DATE: 02 / 17 / 09	XFER/RSPNSBLTY: 72 13 S
CONTACT (S):	FOLLOWUP DATE: 02 / 17 / 09	INF-NET (Y/N): 0
SEVERITY: 9	CLOSE DATE: 00 / 00 / 00	INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	263000	RIGHT FRONT AIRBAG
BK	RESTRAINT SYSTEM	WU	UNEXPECTED DEPLOYMENT

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

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C. A. R. COMMENTS

FILE OPENED-ZEJ656N 02/17/2009

PREVIOUS FILES FOUND: 5794056
6002670

@02/17-ZEJ656N

6180681

@02/17-ZEJ656N

RCAS-EJ VERIFIED C'S NAME, ADDRESS, VIN NUMBER, DAY AND EVENING
PHONE NUMBER, MILEAGE AND RESPONSIBLE DLR.

RCAS-EJ UPDATED TREAD ACT AND WARRANTY INFORMATION.

RCAS-EJ CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES IN
ZCA1 - FOUND NONE @02/17-ZEJ656N

RCAS-EJ ADVISED C THERE ARE NO OPEN RECALLS/CAMPAIGNS.

PREVIOUS NISSAN/INFINITI VEH: NONE

RCAS-EJ RECEIVED CALL FROM C. C STATES THAT C JUST CAME BACK FROM KEY
INFINITI AND WAS ADVISED THAT THE AIRBAG DEPLOYED AND C HAS NOT BEEN IN AN
ACCIDENT.

C STATED THAT THE INCIDENT HAPPENDED TWO WEEKS AGO IN THE PARKING LOT WHEN C
WAS TURNING THE KEY TO TURN THE VEH ON.

RCAS-EJ ADVISED C THAT RCAS WILL BE REQUIRED TO ASK PRELIMINARY INFORMATION
ON THE INCIDENT.

C UNDERSTOOD.

INITIAL PROBE

P-1) VIN (VEHICLE IDENTIFICATION NUMBER): C STATES THAT THE VIN
NUMBER IS JNKBF01A53M [REDACTED]

P-2) DRIVER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS,
DATE OF BIRTH: C STATES [REDACTED], BEAUFORT, NC
[REDACTED], DAY AND EVENING PHONE NUMBERS [REDACTED] AND THE DATE OF
BIRTH [REDACTED]

P-3) OWNER'S NAME, ADDRESS, DAY AND EVENING TELEPHONE NUMBERS,
DATE OF BIRTH: C STATES C STATES [REDACTED].
BEAUFORT, NC [REDACTED] DAY AND EVENING PHONE NUMBERS [REDACTED]
AND THE DATE OF BIRTH [REDACTED].

P-4) MILEAGE ON VEHICLE AT TIME OF INCIDENT: C STATES THAT THE MILEAGE
AT THE TIME OF THE INCIDENT WAS 95,000 MILES.

P-5) CURRENT MILEAGE, IF DIFFERENT FROM MILEAGE AT TIME OF INCIDENT.

(IF NOT AVAILABLE, MILEAGE FROM MOST RECENT REPAIR ORDER): C STATES THAT
THE CURRENT MILEAGE IS 96,224 MILES.

P-6) WAS VEHICLE PURCHASED NEW OR USED? C STATES THAT THE VEH
WAS PURCHASED PRE OWNED.

P-7) DATE AND TIME OF INCIDENT. C STATES FEBRUARY 1ST OF 2009 AT 7PM.

P-8) DETAILED DESCRIPTION OF LOCATION OF INCIDENT (PLEASE BE AS PRECISE
AS POSSIBLE): C STATES THAT C WAS GETTING READY TO START THE VEH AFTER A
DINNER COMMITMENT AND THE SUPPLEMENTARY AIRBAG LIGHT CAME ON WHILE
THE VEH WAS BEING CRANKED. C STATED THAT THE LIGHT CAME ON AND STAYED
ON EVERY TIME THE VEH IS TURNED ON OR CRANKED UP.

P-9) DETAILED DESCRIPTION OF THE WEATHER (VISIBILITY) AT TIME OF INCIDENT.

C STATES THAT THE WEATHER WAS COLD AND IT WAS DARK. @02/17-ZEJ656N

P-10) DETAILED DESCRIPTION OF THE INCIDENT. (BE AS SPECIFIC AS POSSIBLE,
INCLUDING PARTS OF VEHICLE AFFECTED). C STATES THAT THERE IS NOTHING THAT
CAME OUT OF THE VEH AND THE DLRSHIP IS TELLING C THAT THE RIGHT HAND AIRBAG
OPENED.

P-11) ESTIMATED SPEED OF VEHICLE AT TIME OF INCIDENT: C STATES THAT
THE VEH WAS PARKED.

P-12) HAS THE VEHICLE BEEN REPAIRED SINCE THE INCIDENT OCCURRED?

C STATES [YES] X [NO].

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P-13) WAS A POLICE REPORT AND/OR FIRE REPORT FILED? C STATES [YES]
X [NO].

P-14) WAS A SEATBELT AND/OR OTHER RESTRAINT DEVICE USED BY ALL VEHICLE
OCCUPANTS AT THE TIME OF THE INCIDENT? C STATES X [YES] [NO].

P-15) WAS ANYONE INJURED? C STATES [YES] X [NO].

IF YES: DETAILED DESCRIPTION OF ALL INJURIES: C STATES

P-16) HAS THE VEHICLE OWNER CONTACTED THEIR INSURANCE COMPANY? @02/17-ZEJ656N
C STATES [YES] X [NO].

P-17) WERE ANY OTHER VEHICLES INVOLVED IN THE INCIDENT?

C STATES [YES] X [NO].

IF YES: WHAT WAS THE ESTIMATED SPEED OF THE OTHER VEHICLE(S)?

C STATES

P-18) WAS ANY PROPERTY OTHER THAN THE CUSTOMER'S VEHICLE DAMAGED?

C STATES [YES] X [NO].

IF YES: DETAILED DESCRIPTION OF PROPERTY AND DAMAGE TO

PROPERTY: C STATES

P-19) WHAT IS THE CUSTOMER REQUESTING OF NISSAN NORTH AMERICA, INC.?

C STATES WOULD LIKE TO FIND OUT WHAT HAPPENED AS C DOES NOT SEE WHERE
THE AIRBAG IS OPENED OR DEPLOYED. C STATED THAT THE DLRSHIP IS TELLING C
THAT THE REPAIR IS NOT COVERED.

END OF INITIAL PROBE.

@02/17-ZEJ656N

RCAS-EJ APOLOGIZED FOR THE INCONVENIENCE AND

ADVISED C THAT RCAS WILL BE

FORWARDING THE CASE TO A REGIONAL SPECIALIST

FOR FURTHER REVIEW.

C UNDERSTOOD.

RCAS-EJ ADVISED TO THAT A REGIONAL SPECIALIST WILL BE IN TOUCH WITH C

BEFORE THE END OF BUSINESS TOMORROW .

RCAS-EJ TRANSFERING FILE TO RESPONSIBLE REGION SPECIALIST AND

LEAVING FILE OPEN FOR FOLLOW-UP. @02/17-ZEJ656N

AQA-TH IN REVIEW OF FILE.

AQA-TH NOTING THERE IS NO INFORMATION MISSING FROM THE FILE.

AQA-TH FORWARDING FILE TO AC-EW AT 2:36 PM EST FOR FURTHER HANDLING.

@02/17-ZTH215N

AC-EW CONTACTED C VIA VMX

@02/17-ZEW706N

AC-EW WAITING FOR C RESPONSE

@02/17-ZEW706N

--

@02/18-ZEW706N

AC-EW CONTACTED C

@02/18-ZEW706N

C STATES C IS STILL DRIVING VEH SO VEH IS AT C'S HOME @02/18-ZEW706N

AC-EW ADVISED C THAT AN INSPECTOR WOULD BE CALLING C WITHIN 2-3 BUSINESS DAYS

C THANKED AC-EW AND ENDED CALL

@02/18-ZEW706N

AC-EW SENDING EAA INSPECTION REQUEST

@02/18-ZEW706N

AC-EW WAITING FOR RESULTS

@02/18-ZEW706N

@03/26-ZEW706N

AC-EW RECEIVED INBOUND CALL FROM LD-LO

@03/26-ZEW706N

LD-LO STATES C'S AIRBAG DID NOT DEPLOY BUT LIGHT WAS INDEED ON @03/26-ZEW706N

LD-LO STATES LIGHT HAS BEEN RESET AND C SHOULD BE FINE @03/26-ZEW706N

---- @03/26-ZEW706N

AC-EW CONTACTED C VIA VMX

@03/26-ZEW706N

AC-EW WAITING FOR C RESPONSE

@03/26-ZEW706N

@03/27-ZEW706N

AC-EW RECEIVED INBOUND CALL FROM C

@03/27-ZEW706N

C STATES WAS CHARGED \$99 FOR DIAGNOSTIC AND WAS TOLD THAT TO RESET, COST WOULD

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BE \$500. @03/27-ZEW706N
C STATES PAID FOR DIAGNOSTIC BUT DECLINED RESET @03/27-ZEW706N
C STATES LIGHT IS STILL ON @03/27-ZEW706N
AC-EW ADVISED C THAT A DIAGNOSTIC WAS RAN AND THE AIRBAG WAS NOT DEPLOYED
AC-EW ADVISED C THAT C CAN TAKE VEH TO ANY INFINITI DLRSHIP TO HAVE THE LIGHT
RESET @03/27-ZEW706N
C STATES WOULD LIKE TO BE REIMBURSED FOR THE DIAGNOSTIC FEE @03/27-ZEW706N
AC-EW ADVISED C THAT C CAN SEND IN RECEIPT FOR REVIEW @03/27-ZEW706N
C STATES WOULD PREFER TO TAKE VEH TO BAKER INF OF CHARLESTON @03/27-ZEW706N
C THANKED AC-EW AND ENDED CALL @03/27-ZEW706N
AC-EW CONTACTED SM-VICTOR VIA VMX @03/27-ZEW706N
AC-EW WAITING FOR SM-VICTOR TO RESPOND @03/27-ZEW706N
---- @03/27-ZEW706N
AC-EW RECEIVED INBOUND CALL FROM SM-VICTOR @03/27-ZEW706N
SM-VICTOR STATES WILL BE HAPPY TO TAKE CARE OF C @03/27-ZEW706N
SM-VICTOR STATES WILL CONTACT C AND MAKE AN APPOINTMENT @03/27-ZEW706N

AC-EW CONTACTED SM-VICTOR VIA VMX @04/20-ZEW706N
AC-EW WAITING FOR SM-VICTOR TO CALLBACK @04/20-ZEW706N
---- @04/21-ZEW706N
AC-EW RECEIVED VMX FROM SM-VICTOR @04/21-ZEW706N
SM-VICTOR STATES C HAS NOT BEEN ABLE TO COME INTO DLRSHIP @04/21-ZEW706N
***** @05/20-ZKN032N
RCAS-KN RECEIVED INBOUND CALL FROM SM-VICTOR SALGADO. @05/20-ZKN032N
SM STATED THAT C BROUGHT VEH INTO BAKER INFINITI ON 05/16/09 WITH 103.000 MILE
SM STATED THAT THE DLR CONFIRMED THE CODE FOR THE RIGHTHAND SIDE AIRBAG.
SM STATED THAT C HAS AN IEPP BUT HAS EXPIRED. @05/20-ZKN032N
SM STATED THAT C IS LOOKING FOR ASSISTANCE WITH THIS REPAIR. @05/20-ZKN032N
RCAS-KN ADVISED SM THAT INFORMATION WILL BE FORWARDED TO AC-EW. @05/20-ZKN032N
SM THANKED RCAS-KN. @05/20-ZKN032N
***** @05/20-ZKN032N
---- @05/20-ZEW706N
AC-EW CONTACTED C VIA VMX @05/20-ZEW706N
AC-EW WAITING FOR C RESPONSE @05/20-ZEW706N
---- @05/20-ZEW706N
AC-EW CONTACTED SM-VICTOR @05/20-ZEW706N
SM-VICTOR STATES C CAME IN TO DLRSHIP ON 5/16 AND THE AIRBAG LIGHT WAS STILL ON
AND FLASHING @05/20-ZEW706N
SM-VICTOR STATES THE AIRBAG NEEDS TO BE REPLACED @05/20-ZEW706N
SM-VICTOR STATES WILL SEND RO AND CONSULT PRINTOUT VIA FAX @05/20-ZEW706N
AC-EW WAITING FOR DOCS @05/20-ZEW706N
AC-EW CONSULTED WITH LD-LO AND ADVISED THAT THE AIRBAG LIGHT IS STILL ON
LD-LO STATES TO CONSULT WITH ARBSMGR-BG @05/21-ZEW706N
LD-LO STATES MAY OFFER C THE COST OF PARTS IF C PAYS LABOR @05/21-ZEW706N
AC-EW CONTACTED C VIA VMX @05/21-ZEW706N
AC-EW WAITING FOR C RESPONSE @05/21-ZEW706N
---- @05/21-ZEW706N
AC-EW CONTACTED SM-VICTOR VIA VMX @05/21-ZEW706N
AC-EW WAITING FOR C RESPONSE @05/21-ZEW706N
---- @06/03-ZEW706N
AC-EW CONTACTED SM-VICTOR VIA VMX @06/03-ZEW706N
AC-EW WAITING FOR SM-VICTOR RESPONSE @06/03-ZEW706N
---- @06/17-ZEW706N
AC-EW CONSULTED WITH ARBS-TJ @06/17-ZEW706N
ARBS-TJ STATES NNA WILL ASSIST C WITH ENTIRE REPAIR @06/17-ZEW706N
AC-EW CONTACTED C VIA VMX @06/17-ZEW706N

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AC-EW WAITING FOR C RESPONSE

@06/17-ZEW706N

@06/26-ZEL999N

RCAS-EL RECEIVED CALL FROM SM-VICTOR SALGADO AND SM REQUESTED TO SPEAK TO AC-EW. RCAS ADVISED THE SM THAT RCAS WILL SEND AN EMAIL TO THE AC TO ADVISE THAT THE SM IS REQUESTING A CALLBACK. SM STATED CAN BE REACHED ON 843-296-4228 RCAS-EL SENT EMAIL TO AC-EW TO ADVISE THAT SM IS REQUESTING A CALLBACK.

@06/26-ZEL999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N

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:

IIR-DATE: 00 / 00 / 00

TRANS DATE: 00 / 00 / 00

CHECK REQUESTED: NO

3RD PRY:

PART#:

CHECK ISSUED: NO

BYBACK ST:

OPENED BY: ZEJ656N

HISTORY:

UPDATE BY: ZEL999N

SVC CALL#:

UPDATE DATE: 06 / 26 / 09

CLOSE: N (Y/N)

CLOSE DATE: 00 / 00 / 00

MICROFILM: N

RESP CAA: WILBURN, ERICA

OLM: COPENHAVER J

DOM:

PHONE: 0000000000

OWNER FIRST:

LANGUAGE: E ENGLISH

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

CA6420077

SERVICE CONTRACTS SUMMARY

DATE: 6/29/2009
TIME: 10:25:24 AM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: O45

NAME [REDACTED] VIN:
IN SCV DATE: 11/21/2006

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE	CANCEL DATE	TRANSFER DATE
1	PEDJ08220136	70500 SC	11/21/2006	4/22/2010	100.000		

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: PEDJ08220136		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$ 50		DEDUCTABLE:	
EFFECTIVE: 11/21/06		EFFECTIVE:	
EXPIRES: 04/22/10	MILES: 100,000	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 11/30/2006		TRANSACTION:	
PRINTED: 12/01/06		PRINTED:	
DEALER NO: 70500	STATE: SC	DEALER NO:	STATE:
DEALER NAME: KEY INFINITI, LLC		DEALER NAME:	
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NAME: [REDACTED]
STREET: [REDACTED]
CITY: CHICAGO
ST/ZIP: IL [REDACTED]
DAY PH: [REDACTED]
EVE PH: [REDACTED]
DLR PH: 708 403 4700

VCAN: Y
PAID: 13
SUSP: 0
DENY: 0

SC: MULTI CONTRACT
VIN: JNKAY41E43M [REDACTED] Y
YR/MDL: 2003.0 M45 MILEAGE: 58000
IN SVC DATE: 10 / 14 / 03
RTL DLR: 70021 LYNNES INFINITI
SVC DLR: 70308 INFINITI OF ORLAND PARK
RESP DLR: 70308 INFINITI OF ORLAND PARK
REGION: 72 DIST: SL/SV/PT: 21 21 46

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
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 37500 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: INFINITI OF GOLDCOAST
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: (PT) MONTHS: MILES:

ORIG CODE: CT 11 OPEN DATE: 04 / 15 / 09 XFER/RSPNSBLTY: 72 21 S
CONTACT (S): FOLLOWUP DATE: 04 / 15 / 09 INF-NET (Y/N): 1
SEVERITY: 3 CLOSE DATE: 04 / 15 / 09 INF-NET DATE: 04 / 16 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OB	EXTENDED SERVICE CONTRAC	268500	INFINITI ELITE PLAN
AL	INFINITI (EPP)	ZD	CHARGING/PRICING CRITICISM
OB	EXTENDED SERVICE CONTRAC	268500	INFINITI ELITE PLAN
AL	INFINITI (EPP)	ZE	COMPONENT COVERAGE INQUIRY

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C. A. R. COMMENTS

FILE OPENED-ZML221N 04/15/2009
PREVIOUS FILES FOUND: NONE
RCAS-ML VERIFIED C'S NAME, ADDRESS, VIN, MILEAGE, DAY AND EVENING PHONE
NUMBER AND RESPONSIBLE DLR
RCAS-ML CHECKED FOR OPEN RECALLS/CAMPAIGNS/UPGRADES FOUND: NONE
RCAS-ML ADVISED C THAT THERE ARE NO OPEN RECALLS ON THE VEH
PREVIOUS NISSAN VEHICLES: NONE
RCAS-ML RECEIVED CALL FROM C @04/15-ZML221N
C STATED C HAD VEH SERVICE 25TIMES WITH INFINITI OF GOLDCOAST AND NEVER HAD TO
PAY FOR A DEDUCTIBLE. @04/15-ZML221N
C WAS TOLD PARTS ARE COVERED UNDER WARRANTY AND C HAS TO PAY \$100 DEDUCTIBLES.
C STATED A COMPONENT RELATED TO AIRBAG ELECTRONIC CONTROL HAD BEEN REPLACED
ABOUT TWO MONTHS AGO AND C SHOULD NOT BE CHARGED FOR DEDUCTIBLE.
RCAS OFFERED TO CONTACT DLR FOR CLARIFICATION. RCAS CALLED DLR 70308 AND SPOKE
TO SM SCOTT SEDALCK AT 5:29PM EST ON 4/15/09. RCAS INQUIRED IF C IS FOR AIRBAG
@04/15-ZML221N
ISSUE. RCAS ADVISED C FELT AIRBAG PART HAD BEEN RECENTLY REPAIRED AT GOLDCOAST
SM CHECK AND ADVISED PREVIOUS DLR REPLACED DRIVERSIDE AIRBAG ASSEMBLY.
SM STATED AIRBAG MODULE IN CENTER CONSOLE NEEDS TO BE REPLACED WHICH IS A
DIFFERENT PART FROM LAST REPAIR, REPAIR IS COVERED UNDER POWERTRAIN
SM STATED C ALSO NEEDS A BODYCONTROL MODULE WHICH IS NOT COVERED UNDER
POWERTRAIN THEREFORE C WOULD BE CHARGE \$100 FO DEDUCTIBLE UNDER IEPP.
RCAS INQUIRED IF C NEEDED ANYMORE REPAIRS. SM STATED NO THAT C WOULD BE
RESPONSIBLE FOR DEDUCTIBLE. RCAS THANKED SM ENDED CALL.
RCAS SPOKE TO C AND ADVISED ABOVE INFORMATION THAT C WILL BE CHARGED FOR
DEDUCTIBLE ON BODY CONTROL MODULE ONLY. C INQUIRED WHY C WAS NEVER CHARGED
BEFORE FOR REPAIRS UNDER IEPP. RCAS ADVISED DLR MAY HAVE MADE A MISTAKE ON THE
CHARGES. C UNDERSTOOD. RCAS PROVIDED FILE NAME AND EXTENSION. @04/15-ZML221N
C THANKED RCAS ENDED CALL. RCAS CLOSING FILE AS C NEEDS NO FURTHER ASSISTANCE.
@04/15-ZML221N @04/15-ZML221N
@04/15-ZML221N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE
ASSISTANCE.

DEALER ACTION:

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CONTACT(S):

SATISFIED: Y	ACTION CODE: NT8D	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:

IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED: NO
3RD PRY:	PART#:	CHECK ISSUED: NO
BYBACK ST:	OPENED BY: ZML221N	
HISTORY:	UPDATE BY: ZML221N	
SVC CALL#:	UPDATE DATE: 04 / 17 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 15 / 09	MICROFILM: N
RESP CAA: LORN, MENG	OLM: COPENHAVER J	DOM:
PHONE: 0000041437	OWNER FIRST:	LANGUAGE: E ENGLISH

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DATE: 6/29/2009
TIME: 10:25:24 AM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: _____

VIN:

IN SCV DATE: 4/19/2007

SEO NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
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CANCEL DATE	TRANSFER DATE
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DATE: 6/29/2009
TIME: 10:25:24 AM
MODEL YEAR: 2003.0
MAKE:
MODEL LINE: M45

NAME: [REDACTED]

VIN:

IN SCV DATE: 4/18/2009

SEQ NO	CONTRACT NO	DEALER NUMBER ST	EFFECTIVE DATE	EXPIRE DATE	EXPIRE MILEAGE
2	FECI07339867	72063 IL	4/19/2007	4/19/2009	59.753
3	FENJ07434665	70308 IL	4/18/2009	4/18/2012	94.699

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CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

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CONTRACT: FECI07339867		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: I		PLAN TERM:	
DEDUCTABLE: \$ 100		DEDUCTABLE:	
EFFECTIVE: 04/19/07		EFFECTIVE:	
EXPIRES: 04/19/09	MILES: 59,753	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 5/5/2007		TRANSACTION:	
PRINTED: 05/11/07		PRINTED:	
DEALER NO: 72063	STATE: IL	DEALER NO:	STATE:
DEALER NAME: INFINITI GOLDCOAST		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 6/29/2009
TIME: 10:25:24 AM

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

CAR ID:
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CA6469628I

CURRENT SERVICE CONTRACT

PRIOR SERVICE CONTRACT

-----+-----			
CONTRACT: FENJ07434665		CONTRACT:	
OWNER NAME: [REDACTED]		OWNER NAME:	
PLAN TYPE: E		PLAN TYPE:	
PLAN TERM: J		PLAN TERM:	
DEDUCTABLE: \$		DEDUCTABLE:	
EFFECTIVE: 04/18/09		EFFECTIVE:	
EXPIRES: 04/18/12	MILES: 94,699	EXPIRES:	MILES:
CANCEL:	MILES:	CANCEL:	MILES:
TRANSFER:		TRANSFER:	
TRANSACTION: 4/18/2009		TRANSACTION:	
PRINTED: 04/25/09		PRINTED:	
DEALER NO: 70308	STATE: IL	DEALER NO:	STATE:
DEALER NAME: INFINITI OF ORLAND PARK		DEALER NAME:	
-----+-----			

CONFIDENTIAL

DATE: 6/29/2009
TIME: 10:25:25 AM

NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JNKBF01A63M [REDACTED] Y
CITY: REDFORD YR/MDL: 2003.0 O45 MILEAGE: 86300
ST/ZIP: MI [REDACTED] IN SVC DATE: 10 / 30 / 03
DAY PH: [REDACTED] VCAN: N RTL DLR: 70310 SUBURBAN INFINITI, INC.
EVE PH: [REDACTED] PAID: 6 SVC DLR: 70310 SUBURBAN INFINITI, INC.
DLR PH: 248 471 2220 SUSP: 0 RESP DLR: 70310 SUBURBAN INFINITI, INC.
DENY: 0 REGION: 72 DIST: SL/SV/PT: 22 22 47

LETTER RECEIVED 00 / 00 / 00 EXEC: 00 / 00 / 00 EMAIL: 00 / 00 / 00
FIRE: N (Y/N) ROLLOVER: N (Y/N) ACCIDENT: N (Y/N) AIRBAG: (Y/N)
PROPERTY DAMAGE: N (Y/N) INJURY: 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: 70310 SUBURBAN INFINITI, INC.
OUTSIDE WARRANTY BY (B) MONTHS: 18 MILES: 26300 (PT) MONTHS: MILES: 16300

ORIG CODE: DT 11 OPEN DATE: 04 / 29 / 09 XFER/RSPNSBLTY: 72 22 S
CONTACT (S): FOLLOWUP DATE: 04 / 29 / 09 INF-NET (Y/N): 0
SEVERITY: 9 CLOSE DATE: 04 / 29 / 09 INF-NET DATE: 00 / 00 / 00

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	263000	RIGHT FRONT AIRBAG
BK	RESTRAINT SYSTEM	ZD	CHARGING/PRICING CRITICISM

CONFIDENTIAL

DATE: 6/29/2009
TIME: 10:25:25 AM

NISSAN MOTOR CORPORATION IN U.S.A
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CA6480926I

C. A. R. COMMENTS

FILE OPENED-ZML999N 04/29/2009

*****DLR INFIELD*****

RCAS-ML RECEIVED INBOUND CALL FROM LANE MANAGER-LJ PARKER.
LANE MANAGER ADVISED C BROUGHT VEH INTO DLR WITH AIRBAG LIGHT ON.
LANE MANAGER STATED VEH NEEDS A PASSENGER SIDE AIRBAG ASSEMBLY AND VEH IS OOW.
MANAGER STATED C UPSET THAT THE REPAIR IS NOT COVERED UNDER THE WARRANTY
AS AIRBAGS ARE UNDER THE 6 YEAR OR 70000 MILE WARRANTY, WHICHEVER COMES FIRST.
MANAGER STATED C STATED C WAS GOING TO CALL INFINITI CA.
RCAS-ML ASKED MANAGER IF C IS A GOODWILL CANDIDATE.
MANAGER ADVISED WOULD DISCUSS WITH SERVICE MANAGER ABOUT GOODWILL.
RCAS-ML ADVISED HAD DOCUMENTED C'S CONCERNS.
RCAS-ML PROVIDED FILE NUMBER.
MANAGER THANKED RCAS-ML AND ENDED CALL. @04/29-ZML999N
RCAS-ML CLOSING FILE. @04/29-ZML999N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

DEALER ACTION:

CONTACT(S):

SATISFIED: N	ACTION CODE: DT8G	ROOT CAUSE: SDCP
CALLBACK: (Y/N) #:	0 DATE: 00 / 00 / 00	USERID:
REOPEN: CALLBACK #:	0 DATE: 00 / 00 / 00	USERID:
NEW INFO #:	DATE: 00 / 00 / 00	USERID:
OTHER #:	DATE: 00 / 00 / 00	USERID:
COMMENTS ONLY: #:	0 DATE: 00 / 00 / 00	USERID:
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: ZML999N	
SVC CALL#:	UPDATE DATE: 04 / 29 / 09	
CLOSE: Y (Y/N)	CLOSE DATE: 04 / 29 / 09	MICROFILM: N
RESP CAA: LLOYD, MELISSA	OLM: COPENHAVER J	DOM:
PHONE: 0000041531	OWNER FIRST:	LANGUAGE: E ENGLISH

CONFIDENTIAL

DATE: 6/29/2009
TIME: 10:25:25 AM

NISSAN MOTOR CORPORATION IN U.S.A
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NAME: [REDACTED] SC: NONE
STREET: [REDACTED] VIN: JNKAY41E03M [REDACTED] Y
CITY: BRONX YR/MDL: 2003.0 M45 MILEAGE: 59000
ST/ZIP: NY 10471 [REDACTED] IN SVC DATE: 11 / 30 / 02
DAY PH: [REDACTED] VCAN: N RTL DLR: 70015 ABLE INFINITI, INC.
EVE PH: [REDACTED] PAID: 4 SVC DLR: 70513 INFINITI OF MANHATTAN INC
DLR PH: 212 399 1900 SUSP: 0 RESP DLR: 70513 INFINITI OF MANHATTAN INC
DENY: 0 REGION: 72 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 34000 # NISSAN/INFINITI VEHICLES: 1
VEHICLE MAINTAINED BY: 70513 INFINITI OF MANHATTAN
OUTSIDE WARRANTY BY (B) MONTHS: 30 MILES: (PT) MONTHS: 6 MILES:

ORIG CODE: CT 11 OPEN DATE: 05 / 05 / 09 XFER/RSPNSBLTY: 72 02 S
CONTACT (S): FOLLOWUP DATE: 05 / 06 / 09 INF-NET (Y/N): 1
SEVERITY: 9 CLOSE DATE: 05 / 06 / 09 INF-NET DATE: 05 / 06 / 09

CONCERN AND CATEGORY

SUBCATEGORY AND SYMPTOM

OA	VEHICLE CONCERNS	233500	AIRBAG CONTROL UNIT
BK	RESTRAINT SYSTEM	YI	OOW GOODWILL ASSISTANCE REQUEST
OA	VEHICLE CONCERNS	263000	RIGHT FRONT AIRBAG
BK	RESTRAINT SYSTEM	YX	POOR OR IMPROPER OPERATION

CONFIDENTIAL

DATE: 6/29/2009
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NISSAN MOTOR CORPORATION IN U.S.A
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REQUESTED BY: lattad

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CA6485778I

C. A. R. COMMENTS

FILE OPENED-ZSP310N 05/05/2009

PREVIOUS FILES FOUND: 5516472

5709318

5043975

@05/05-ZSP310N

RCAS-SJP RECEIVED INBOUND CALL FROM: C

C STATED RCAS-SJP VERIFIED NAME, ADDRESS, DAY & EVENING
PHONE, VIN, MILEAGE & RESPONSIBLE DLR.

RCAS-SJP CHECKED FOR OPEN RECALLS, FOUND: NONE.

PREVIOUS NISSAN/ INFINITI VEH: NONE

RCAS-SJP RECEIVED INBOUND CALL FROM C.

@05/05-ZSP310N

RCAS-SJP ADVISED VEH HAS NO OPEN RECALLS.

@05/05-ZSP310N

C STATED THAT C HAS BEEN HAVING ISSUES WITH THE PASSENGER SIDE AIRBAG SYSTEM.

C STATED THAT THE AIRBAG WARNING LIGHT HAS COME ON FOR THE 3RD TIME.

C STATED THAT THE 1ST TIME THE MODULE WAS REPLACED AND 3-4 MONTHS LATER THE
MODULE WAS REPLACED AGAIN UNDER THE PARTS WARRANTY.

@05/05-ZSP310N

C STATED THAT NOW THE AIRBAG LIGHT IS ON AGAIN AND DLR IS ADVISING THAT THE
AIRBAG COMPUTER SYSTEM WOULD NEED TO BE REPLACED.

@05/05-ZSP310N

C STATED THAT C IS BEING QUOTED AROUND \$3000 FOR THE REPAIR.

@05/05-ZSP310N

C STATED THAT C WOULD LIKE INFINITI TO COVER THE COST OF THE REPAIR BECAUSE
THIS IS THE 3RD TIME C HAS HAD PASSENGER SIDE AIRBAG ISSUES.

@05/05-ZSP310N

C STATED THAT VEH HAS BEEN DIAGNOSED AT DLR: 70513 INFINITI OF MANHATTAN INC.

C STATED THAT C CANNOT RECALL WHO THE SERVICE ADVISOR WAS.

@05/05-ZSP310N

RCAS-SJP ASSURED THAT C'S CONCERNS ARE DOCUMENTED, PROVIDED NAME, FILE NUMBER
AND EXTENSION.

@05/05-ZSP310N

RCAS-SJP ADVISED WILL FORWARD FILE TO A SPECIALIST IN C'S AREA FOR FURTHER
REVIEW AND FOLLOW UP.

@05/05-ZSP310N

RCAS-SJP SENDING EMAIL TO RCAS-JL ADVISING OF FILE, EXITING FILE.

RCAS-JL CONTACTED SM-SANDRO TANCREDI AT 70513 INFINITI OF MANHATTAN INC. AT
9:49AM EST 05/06/09.

@05/06-ZJL437N

RCAS-JL REVIEWED THE FILE WITH SM.

SM STATED SM WILL LOOK THIS UP AND WILL CALL RCAS-JL BACK LATER. RCAS-JL
UNDERSTOOD.

@05/06-ZJL437N

RCAS-JL CONTACTED C AT DAY NUMBER AT 10:17AM EST 05/06/09.

C STATED C WANTS A CALL LATER THIS AFTERNOON, RCAS-JL UNDERSTOOD.

RCAS-JL GAVE C NAME AND EXTENSION.

@05/06-ZJL437N

RCAS-JL RECEIVED A CALL FROM SM-SANDRO TANCREDI FROM 70513 INFINITI OF
MANHATTAN, INC. AT 2:46PM EST 05/06/06.

SM STATED C HAS NOT BEEN IN THE DLR SINCE 11/13/08.

SM STATED ON THAT DATE, SM INFORMED C SPECIFICALLY THAT IT IS NO JUST THE
AIRBAG MODULE THAT NEED TO BE REPLACED.

SM STATED SM SPECIFICALLY TOLD C THAT OTHER COMPONENTS NEED TO BE REPLACED
AS IT WAS EXPLAINED TO THE PREVIOUS OWNER IN MAY 2007.

@05/06-ZJL437N

SM STATED AT THIS TIME, THE DLR HAS NOT DIAGNOSED THE VEH IN 6 MONTHS BUT
ACCORDING TO THE HISTORY, IT NEEDED A WIRING HARNESS IN 2007.

SM STATED SM DOES NOT EVEN WANT C BACK IN THE DLR TO DIAGNOSE THE VEH BECAUSE
C WILL JUST WASTE SM'S TIME.

RCAS-JL CONTACTED C AT DAY NUMBER AT 3:10PM EST 05/06/09.

@05/06-ZJL437N

RCAS-JL REVIEWED THE FILE WITH C.

RCAS-JL INFORMED C OF WHAT SM STATED:

@05/06-ZJL437N

CONFIDENTIAL

DATE: 6/29/2009
TIME: 10:25:25 AM

NISSAN MOTOR CORPORATION IN U.S.A
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SM STATED C HAS NOT BEEN IN THE DLR SINCE 11/13/08.
SM STATED ON THAT DATE, SM INFORMED C SPECIFICALLY THAT IT IS NO JUST THE AIRBAG MODULE THAT NEED TO BE REPLACED.
SM STATED SM SPECIFICALLY TOLD C THAT OTHER COMPONENTS NEED TO BE REPLACED AS IT WAS EXPLAINED TO THE PREVIOUS OWNER IN MAY 2007. @05/06-ZJL437N
C STATED C AGREES WITH WHAT THE SM STATED, HOWEVER, ON 05/14/08, THE DLR ONLY STATED IT WAS THE AIRBAG MODULE AND DID NOT MENTION THAT IT WAS ALSO THE WIRING HARNESS.
C STATED C IF HAD KNOWN, C WOULD NOT HAVE PAID FOR THE MODULE.
RCAS-JL INFORMED C IF C FEELS THE DLR MISDIAGNOSED THE VEH. C NEEDS TO SPEAK WITH THE DLR IN REGARDS TO THAT.
RCAS-JL INFORMED C BASED ON THE INFORMATION AT HAND, C IS OUT WARRANTY AND INFINITI WILL NOT BE IN THE POSITION TO ASSIST WITH THE REPAIRS.
RCAS-JL INFORMED C ANOTHER POINT IS THAT THE DLR NEEDS TO DIAGNOSE THE VEH TO PINPOINT WHAT IS WRONG.
RCAS-JL INFORMED C THE SM LOOKED AT THE SVC HISTORY AND FOUND THAT THE WIRING HARNESS WAS RECOMMENDED IN 2007.
C STATED C WILL THINK ABOUT THIS AND WILL SPEAK WITH THE DLR.
C THANKED RCAS-JL FOR FOLLOWING UP AND RESEARCHING THIS FOR C.
RCAS-JL ADVISED C TO CALLBACK WITH FUTURE QUESTIONS OR CONCERNS.

RCAS-JL UPDATED THE TREAD ACT. @05/06-ZJL437N
RCAS-JL CLOSING FILE. @05/06-ZJL437N

SPECIAL REMARKS:

DEALER INSTRUCTIONS:

FOLLOW-UP IS DUE ON OR BEFORE
DEALER SERVICE MANAGER, PLEASE CONTACT CUSTOMER AND REVIEW FOR POSSIBLE ASSISTANCE.

DEALER ACTION:

		CONTACT(S):		
SATISFIED: Y		ACTION CODE: NT3C	ROOT CAUSE: SNFA	SCIN
CALLBACK: (Y/N) #:	0	DATE: 00 / 00 / 00	USERID:	
REOPEN: CALLBACK #:	0	DATE: 00 / 00 / 00	USERID:	
NEW INFO #:		DATE: 00 / 00 / 00	USERID:	
OTHER #:		DATE: 00 / 00 / 00	USERID:	
COMMENTS ONLY: #:	0	DATE: 00 / 00 / 00	USERID:	
IIR-DATE: 00 / 00 / 00	TRANS DATE: 00 / 00 / 00	CHECK REQUESTED:	NO	
3RD PRY:	PART#:	CHECK ISSUED:	NO	
BYBACK ST:	OPENED BY: ZSP310N			
HISTORY:	UPDATE BY: ZJL437N			
SVC CALL#:	UPDATE DATE: 05 / 06 / 09			
CLOSE: Y (Y/N)	CLOSE DATE: 05 / 06 / 09	MICROFILM: N		
RESP CAA: LUONG, JENNIFER	OLM: COPENHAVER J	DOM: CANTY GENE		
PHONE: 0000041486	OWNER FIRST:	LANGUAGE: E ENGLISH		



TECH LINE INCIDENT REPORT - CONFIDENTIAL



ID-Report TL		FI0933292			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI0933292	MINI	0	12/17/2008	12/17/2008	
Text-Incd Desc TL					
MILB1134 SIDE MODULE LH (OPEN)					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
180		Z * BRYAN HAYDEN			
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
FY34	2003	M45	JNKAY41E63M	C03 50 STATE EMISSION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	F15 LIT/FIRST AID KIT	
0	61,468	98013	4DS	G01 CONVENIENCE PKG	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	L60 FLOOR MATS	
VK45	40356	1	KH3	M95 TRUNK MAT	
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL	P01 PREMIUM PKG (A)	
Tochigi	1/9/2003	6/30/2003	USA	T01 ALL SEASON TIRES	
Dlr Retl Last VC				V95 SPLASH GUARDS	
Code	Region	Name	City	State	W01 WOOD TRIM
70082	72	LYNNES INFINITI	BLOOMFIELD	NJ	
Serv Dlr TL					
Code	Region	Name	City	State	
70082	92	INFINITI OF SCOTTSDALE	SCOTTSDALE	AZ	
Code-Component TL Desc		Code-Symp TL Desc		Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)		GAUGES/WARNING LITES & DRIV			
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag TL	Number-Project TL	
14	N	N	12/17/2008	BC4	
Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE					Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- AIR BAG LIGHT IS FLASHING					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- DTC B1134 SIDE MODULE LH (OPEN)					
- CALLING TO VERIFY ESM DIAGNOSTICS					
** TSS RECOMMENDATION/RESULT:					
- REFERED TECH TO ESM PAGE SRS-29					
- INSPECT HARNESS					
- IF OK REPLACE THE LH SIDE AIR BAG MODULE AND DIAGNOSIS SENSOR UNIT					

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



TECH LINE INCIDENT REPORT - CONFIDENTIAL



ID-Report TL		FI0942827			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI0942827	MINI	1	2/13/2009	2/13/2009	
Text-Incd Desc TL					
SRS B1134 SIDE MODULE LEFT OPEN					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
121		Z - BRUCE TANKERSLEY			
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
FY34	2003	M45	JNKAY41E73M	C03 50 STATE EMISSION F15 LIT/FIRST AID KIT G01 CONVENIENCE PKG K45 NAVI MANUAL L60 FLOOR MATS M95 TRUNK MAT P01 PREMIUM PKG (A) U01 TECH PACKAGE W01 WOOD TRIM	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0	77,222	98013	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
VK45	36742	1	WV2		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
Tochigi	12/2/2002	2/22/2003	USA		
Dlr Retl Last VC					
Code	Region	Name	City	State	
70090	92	FRONTIER INFINITI	SANTA CLARA	CA	
Serv Dlr TL					
Code	Region	Name	City	State	
70090	92	SACRAMENTO INFINITI, INC.	ROSEVILLE	CA	
Code-Component TL Desc		Code-Symp TL Desc		Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)		GAUGES/WARNING LITES & DRIV			
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag TL	Number-Project TL	
14	N	N	2/13/2009	BC4	
Code-Reason For Call TL Desc: G- CALL FOR FI ONLY, WARRANTY OR PARTS				Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-AIR BAG LIGHT ON.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 3_ DAYS DOWN 1					
-SRS B1134 SIDE MODULE AIR BAG LH OPEN (PAST)					
-REPLACED SIDE MODULE.					
-REPLACED DIAGNOSIS SENSOR UNIT.					
-CALLING FOR RECOMMENDATION.					
** TSS RECOMMENDATION/RESULT:					
-REPLACE LEFT BODY HARNESS.					
** UPDATE 2/13/09 TSS BRUCE 121					
-TECH CALLED BACK TO VERIFY LEFT SIDE BODY HARNESS AS RECOMMENDED.					
-TSS REPEATED RECOMMENDATION.					



TECH LINE INCIDENT REPORT - CONFIDENTIAL



ID-Report TL		FI0949204			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI0949204	MINI	0	3/20/2009	3/20/2009	
Text-Incd Desc TL					
MILB1134 SIDE MODULE LH (OPEN)					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
117		Z - CHUCK MOOREFIELD			
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
FY34	2003	M45	JNKAY41E33M	C03 50 STATE EMISSION F15 LIT/FIRST AID KIT G01 CONVENIENCE PKG L60 FLOOR MATS M95 TRUNK MAT P01 PREMIUM PKG (A) T01 ALL SEASON TIRES V95 SPLASH GUARDS W01 WOOD TRIM	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0	84,042	98013	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
VK45	36656	1	KY0		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
Tochigi	12/25/2002	9/30/2003	USA		
Dlr Retl Last VC					
Code	Region	Name	City	State	
70523	72	PEPE INFINITI, INC.	WHITE PLAINS	NY	
Serv Dlr TL					
Code	Region	Name	City	State	
70523	72	SHEEHY INFINITI/ANNAPOLIS	ANNAPOLIS	MD	
Code-Component TL Desc		Code-Symp TL Desc		Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)		GAUGES/WARNING LITES & DRIV			
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag TL	Number-Project TL	
14	N	N	3/20/2009	BC4	
Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE					Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- AIR BAG LIGHT ON					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 3_ DAYS DOWN 3					
- TECH REPORTS CODE B1134 SIDE MODULE LH (OPEN) STORED IN PAST					
- PREV REPLACED SIDE AIR BAG AND SENSOR DIAG UNIT					
** TSS RECOMMENDATION/RESULT:					
- RECOMENDED REPLACE LEFT BODY HARNESS.					



TECH LINE INCIDENT REPORT - CONFIDENTIAL



ID-Report TL		FI0954624			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI0954624	MINI	0	4/21/2009	4/21/2009	
Text-Incd Desc TL					
MILB1134 SIDE MODULE LH (OPEN)					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
117		Z - CHUCK MOOREFIELD			
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
FY34	2003	M45	JNKAY41E43M	C03 50 STATE EMISSION F15 LIT/FIRST AID KIT G01 CONVENIENCE PKG K45 NAVI MANUAL L60 FLOOR MATS P01 PREMIUM PKG (A) U01 TECH PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0	61,860	98013	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
VK45	40068	1	KY0		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
Tochigi	1/18/2003	6/18/2003	USA		
Dlr Retl Last VC					
Code	Region	Name	City	State	
70493	92	MILLER INFINITI, INC.	VAN NUYS	CA	
Serv Dlr TL					
Code	Region	Name	City	State	
70493	72	INFINITI OF GWINNETT	DULUTH	GA	
Code-Component TL Desc		Code-Symp TL Desc		Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)		GAUGES/WARNING LITES & DRIV			
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag TL	Number-Project TL	
14	N	N	4/21/2009	BC4	
Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE				Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- AIR BAG LIGHT ON					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- TECH REPORTS CODE B1134 SIDE MODULE LH (OPEN) STORED IN PAST					
- AIR BAG AND SENSOR DIAG UNIT WERE PREV REPLACED AT ANOTHER DEALER					
** TSS RECOMMENDATION/RESULT:					
- RECOMENDED REPLACE BODY HARNESS TO SIDE AIR BAG MODULE AND SENSOR DIAG UNIT.					



TECH LINE INCIDENT REPORT - CONFIDENTIAL



ID-Report TL		FI0959567			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI0959567	MINI	0	5/19/2009	5/19/2009	
Text-Incd Desc TL					
B1134 PAST 2ND TIME					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE			
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
FY34	2003	M45	JNKAY41E13M	C03 50 STATE EMISSION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	F15 LIT/FIRST AID KIT	
0	66,825	98013	4DS	G01 CONVENIENCE PKG	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	J01 SUNROOF	
VK45	29412	1	QX1	L60 FLOOR MATS	
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL	M95 TRUNK MAT	
Tochigi	7/31/2002	12/27/2003	USA		
Dlr Retl Last VC					
Code	Region	Name	City	State	
70493	72	INFINITI OF GWINNETT	DULUTH	GA	
Serv Dlr TL					
Code	Region	Name	City	State	
70493	72	INFINITI OF GWINNETT	DULUTH	GA	
Code-Component TL Desc		Code-Symp TL Desc		Code-Oper Mode TL Desc	Code-Oper Temp TL Desc
AIR BAG (SRS)		GAUGES/WARNING LITES & DRIV			
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag TL	Number-Project TL	
14	N	N	5/19/2009	BC4	
Code-Reason For Call TL Desc: A- REASONABLE CALL FOR ASSISTANCE				Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- C/S AIRBAG LIGHT IS ON					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2					
- B1134 IN SRS PAST					
- HAD THIS CODE AUGUST 2008 WITH 55000 MILES					
- AT THAT TIME REPLACED LH SIDE AIRBAG MODULE AND DIAGNOSTIC SENSOR					
- VEH BACK TODAY SAME CODE					
- CALLING FOR DATABASE SEARCH					
** TSS RECOMMENDATION/RESULT:					
- REPLACE RELATED HARNESS					
- DUE TO LENGTH OF TIME SINCE LAST TIME SAME CODE, REPLACE					
LH SIDE AIRBAG MODULE AND DIAGNOSTIC SENSOR UNIT AS WELL					

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

CONFIDENTIAL

Technical Report

Reference # : NA-TR-2009-00141 **Status** :  Closed
Target : **Responsible** : (--)
Subject : 2003 Y34 B1134 Side Module LH Open

General

Local reference#	: tp08200	Author	: Tim Przeklasa
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: Y34	Source of information	: Part/Vehicle Inspection
Model year	: 2003	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	: Difficult to diagnosis
VIN	: JNKAY41EX3M [REDACTED]	Production date	: 26-Feb-2003
Basic model	: M45	Sold date	: 15-Dec-2003
Prefix	:	Engine type	: VK45
Suffix	:	Engine nr	: 045037
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: M		

Related documents

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2009-00238	Closed	04-Feb-2009		-
NA-IPS-2009-00191	Draft	26-Jan-2009	31-Jan-2009	Tim Przeklasa - NA-TSM-
File Attachment	Attachment Type	Attachment description		
Open	WD	JNKAY41EX3M [REDACTED]		

Coding block

Unit code	: ESP_RS -Electrical, Restraint Systems	PFP	: 24017-CR907
SM category	: BF8 -Air Bags (SRS)	Additional PFP	:
Cs code	: HC -warning light on	Ct code	: 42 -fell off / loose / poor connection
DTC code	: B1134	Warr group code	: S4 -Airbag
Phenomenon	:	Block #	:
Tread code	: 14 -Airbags	F, s, s, s	: No

Incident details

Incident mileage	: 46915 Miles	Date of incident	: 23-Jan-2009
Country or town of incident	: MISSION VIEJO, CA		
Dealer code	: 70492	Dealer issue date	: 23-Jan-2009
Dealer name	: INFINITI OF MISSION VIEJO		

6/29/2009

Dealer code : 70492 Dealer issue date : 23-Jan-2009
 Dealer name : INFINITI OF MISSION VIEJO
 Customer complaint : AIRBAG LIGHT IS ON
 Details of incident : 1.how did the customer notice the incident
 WHILE DRIVING
 2.What are the incident conditions
 LIGHT IS ON ALL THE TIME.
 3.Inspection done & result
 VERIFIED INCIDENT
 CONTACTED TECHLINE FI 0934615
 Repairs done & results : 1. Repairs done
 REPLACED HARNESS NUMBER 24017-CR907
 2. Results
 INCIDENT RESOLVED.

Vehicle details

VIN	: JNKAY41EX3M	Engine type	: VK45
Basic model	: M45	Engine nr	: 045037
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: M	Airbag	: YES
Production date	: 26-Feb-2003	ABS	: NO
Sold date	: 15-Dec-2003	Air conditioning	: YES
Registration nr	:	Color code	: KY0
Customer name	: COLES D	Truck features	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 24017-CR907	HARNESS		
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS2 question nr	: IN16 -Interior-Other Problems	JD Power	:
APEAL question nr	: VI01 -Image-reliability/durability		

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	:				
Sharing	:	No			

Admin only

Document Info

Deadline date :
 Archive Date : 19-Mar-2012
 Current user : Steve Przybylo
 Authors : ____
 Readers : GCP_NA_TSM_ALL
 CN=Tim Przeklasa/OU=DOLS/O=Nissan
 Steve Przybylo
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_NA_NNA_PEI

Bring to the attention of
 User 1 : Steve Przybylo(NA-NNA-PEI)
 User 2 :
 User 3 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
26-Jan-2009	Save	Draft	Tim Przeklasa	TSM	Tim Przeklasa		
26-Jan-2009	Request Approval	Awaiting Approval	Tim Przeklasa	TSM	Steve LIEN T		
27-Jan-2009	Publish	Public	Steve LIEN T	TSM	Lou Younan		
27-Jan-2009	Reassign	Public	Lou Younan	NNA	Steve Przybylo		
19-Mar-2009	No Action	Closed	Steve Przybylo	NNA			Other-Connector sent to NML to support SAB warranty parts investigation.

CONFIDENTIAL

Incident Parts Shipment

Reference # : **NA-IPS-2009-00191** **Status** : **Draft**
Target : 31-Jan-2009 **Responsible** : Tim Przeklasa (NA-TSM-ALL)
Subject : 2003 Y34 B1134 Side Module LH Open

General

Model : Y34

Comments :

General

Link to Parent : [NA-TR-2009-00141](#) 2003 Y34 B1134 Side Module LH Open

Related Documents**Shipment information****Shipment 1**

Parts sent date : 27-Jan-2009 Parts received date :

Shipping method : Air Airway bill nr :
Courier company : FedEx

Shipment 2

Parts sent date : Parts received date :

Shipping method : Airway bill nr :
Courier company :

Shipment 3

Parts sent date : Parts received date :

Shipping method : Airway bill nr :
Courier company :

Parts information

Final parts destination : Contact Person
Telephone Number

Parts delivery address : Company Name
Street & number
City
District
Postal Code
Country

Pickup Territory :

Purpose of parts :

Part nr	Part name	Supplier	Lot nr	Quantity requested	Quantity sent
1. 24017-CR907	HARNESS				
2.					
3.					
4.					

VIN number	Repair date	PFP	Contact person	Dealer code
1.				
2.				
3.				
4.				
5.				
6.				

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	TSM	ALL	Tim Przeklasa	NSC
Sharing	: No				

Admin only

Deadline date	: 31-Jan-2009
Archive Date	:
Current user	: Tim Przeklasa
Authors	: GCP_NA_TSM_ALL
Readers	: GCP_NA_TSM_ALL
	CN=Tim Przeklasa/OU=DOLS/O=Nissan

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
26-Jan-2009	Save	Draft	Tim Przeklasa	TSM	Tim Przeklasa		

CONFIDENTIAL

Incident Parts Shipment

Reference # : NA-IPS-2009-00238 **Status** : Closed
Target : **Responsible** : (--)
Subject : 2003 Y34 B1134 Side Module LH Open

General

Model : Y34

Comments :

General

Link to Parent : [NA-TR-2009-00141](#) 2003 Y34 B1134 Side Module LH Open

Related Documents**Shipment information****Shipment 1**

Parts sent date	: 28-Jan-2009	Parts received date	: 02-Feb-2009
Shipping method	: Air	Airway bill nr	: 797290613193
Courier company	: FedEx		

Shipment 2

Parts sent date	:	Parts received date	:
Shipping method	:	Airway bill nr	:
Courier company	:		

Shipment 3

Parts sent date	:	Parts received date	:
Shipping method	:	Airway bill nr	:
Courier company	:		

Parts information

Final parts destination : Contact Person
Telephone Number

Parts delivery address : Company Name
Street & number
City
District
Postal Code
Country

Pickup Territory :

Purpose of parts :

Part nr	Part name	Supplier	Lot nr	Quantity requested	Quantity sent
1. 24017-CR907	HARNESS				
2.					
3.					
4.					

VIN number	Repair date	PFP	Contact person	Dealer code
1.				
2.				
3.				
4.				
5.				
6.				

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	:				
Sharing	:	No			

Admin only

Deadline date	:	
Archive Date	:	
Current user	:	Steve Przybylo
Authors	:	NONE
Readers	:	GCP_USERS CN=Tim Przeklasa/OU=DOLS/O=Nissan GCP_NA_NNA_PEI

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
28-Jan-2009	Send Parts	Parts Sent	Tim Przeklasa	TSM	Steve Przybylo		
04-Feb-2009	Confirm Receipt	Closed	Steve Przybylo	NNA			

JNKAY41EX3M

24017 CR907 3 AF
(24017CR907
JAPAN 03021 141D 0091

